

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **STAFF ORIENTATION** | Sec 1, 1A

Reviewed 2022/10/04 | Revised: 2022/10/14 | **Effective: 2022/11/25**

SECTION 1 - 1.A

STAFF ORIENTATION

1. Northern Lights Library System (NLLS) will provide orientation for all new and existing employee(s) in all NLLS policies and procedures.
2. All new and existing employee(s) shall be given digital access to an employee handbook that contains a copy of NLLS's current policies and procedures.
3. All employee(s) will be required to read, understand, and agree to abide by the NLLS policies and procedures.
4. The handbook should include, at minimum, information on:
 - a) Safety
 - i. Emergency exits, muster point
 - ii. Fire plan
 - iii. Location of first aid kits, eye wash, and fire extinguishers
 - b) Security
 - i. Front door access, key, fob, and four (4) digit security code
 - c) Cellphones
 - i. Voice mail
 - ii. Answering calls
 - d) Roles and Responsibilities
 - i. Code of conduct
 - ii. Human resources policies and procedures

NLLS Executive Board Chair

November 25, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **COMPENSATION** | Sec 1, 1B

Reviewed 2023/09/01 | Revised: 2023/11/24 | **Effective: 2021/02/26**

SECTION 1 - 1.B

COMPENSATION

Northern Lights Library System (NLLS) follows all applicable laws and labour standards, both federal and provincial, in relation to the compensation of its employees.

This compensation policy applies to full and part-time employees of NLLS. The Executive Director's compensation is managed by contract and the Executive Director's Compensation Policy.

Definitions

Level: The salary grid is divided into five (5) levels, each with five (5) steps or pay grades. Pay levels are based on experience, education, and job classification.

Step: Each pay level is divided into five (5) pay grades called steps.

Cost-of-Living-Allowance (COLA): An increase in the pay grade designed to meet inflationary pressures. COLA increases are generally provided annually at the discretion and approval of the Board.

Pay Grid

The Executive Committee will review the pay grid every 3-years. Market analysis and market benchmarks will be used to analyze the grid. COLA increases will be considered by the Board annually. Where COLA increases are approved, the pay grid will automatically reflect such increases.

Movement on the Pay Grid

Step:

1. Movement along a pay Level, up a Step, is based on the length of an employee's service and overall positive annual performance evaluations.
2. Moving up a step may occur annually, in alignment with our fiscal calendar, for full and part-time employees after the first year of continuous employment or at the discretion of the Executive Director.
3. In the event of an unsatisfactory overall annual performance review, no movement on the salary grid will be made.
 - a. Employee performance may be reassessed within six (6) months from the original performance review. Where poor performance has been remediated, and at the discretion of the Executive Director, the employee may be moved to the next step on the salary grid.
4. Employees who have reached the top of their Level may be eligible for Cost-of-Living Allowance (COLA) when they are available.
5. Considering market conditions and the ability to attract qualified employees, the Executive Director may recognize prior relevant experience and place an employee higher than on Step 1 of the grid.

Level:

1. At the discretion of the Executive Director, and where a change in job classification warrants, an employee may be advanced to the next Level.
2. The decision to advance any employee two (2) or more Levels requires Executive Committee notification and approval.

NLLS Executive Board Chair

November 24, 2023

Date of Approval

Northern Lights Library System

Salary Scale

Effective January 2023

Steps	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6 - MGR
Hourly						
1	\$ 17.47	\$ 21.20	\$ 26.75	\$ 31.19	\$ 36.54	\$ 43.55
2	\$ 18.47	\$ 22.42	\$ 28.28	\$ 32.98	\$ 38.63	\$ 46.04
3	\$ 19.47	\$ 23.64	\$ 29.81	\$ 34.77	\$ 40.73	\$ 48.54
4	\$ 20.48	\$ 24.85	\$ 31.35	\$ 36.56	\$ 42.82	\$ 51.03
5	\$ 21.48	\$ 26.07	\$ 32.88	\$ 38.34	\$ 44.92	\$ 53.53
Bi-Weekly						
1	\$ 1,223.05	\$ 1,484.34	\$ 1,872.42	\$ 2,183.49	\$ 2,557.63	\$ 3,048.24
2	\$ 1,293.13	\$ 1,569.44	\$ 1,979.73	\$ 2,308.64	\$ 2,704.24	\$ 3,222.97
3	\$ 1,363.21	\$ 1,654.49	\$ 2,087.05	\$ 2,433.75	\$ 2,850.86	\$ 3,397.70
4	\$ 1,433.33	\$ 1,739.58	\$ 2,194.36	\$ 2,558.90	\$ 2,997.47	\$ 3,572.38
5	\$ 1,503.41	\$ 1,824.68	\$ 2,301.67	\$ 2,684.06	\$ 3,144.09	\$ 3,747.11
Monthly						
1	\$ 2,649.94	\$ 3,216.07	\$ 4,056.91	\$ 4,730.89	\$ 5,541.53	\$ 6,604.52
2	\$ 2,801.78	\$ 3,400.44	\$ 4,289.42	\$ 5,002.05	\$ 5,859.19	\$ 6,983.10
3	\$ 2,953.63	\$ 3,584.73	\$ 4,521.93	\$ 5,273.13	\$ 6,176.86	\$ 7,361.67
4	\$ 3,105.55	\$ 3,769.10	\$ 4,754.44	\$ 5,544.29	\$ 6,494.52	\$ 7,740.16
5	\$ 3,257.40	\$ 3,953.47	\$ 4,986.95	\$ 5,815.45	\$ 6,812.19	\$ 8,118.74
Annually	2023					
1	\$ 31,799.24	\$ 38,592.88	\$ 48,682.92	\$ 56,770.68	\$ 66,498.36	\$ 79,254.29
2	\$ 33,621.37	\$ 40,805.31	\$ 51,473.05	\$ 60,024.62	\$ 70,310.33	\$ 83,797.18
3	\$ 35,443.50	\$ 43,016.72	\$ 54,263.18	\$ 63,277.54	\$ 74,122.31	\$ 88,340.08
4	\$ 37,266.66	\$ 45,229.16	\$ 57,053.31	\$ 66,531.49	\$ 77,934.28	\$ 92,881.94
5	\$ 39,088.79	\$ 47,441.59	\$ 59,843.45	\$ 69,785.43	\$ 81,746.26	\$ 97,424.84

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **EXECUTIVE DIRECTOR COMPENSATION** | Sec 1, 1B1

Reviewed NEW | Revised: NEW | **Effective: 2022/11/25**

SECTION 1 - 1.B1

EXECUTIVE DIRECTOR COMPENSATION

Policy Purpose:

NLLS commits to providing a comprehensive compensation program that maintains external market comparability, establishes internal equity and recognizes employees for their individual performance. This policy establishes NLLS's Policy regarding Executive Director compensations.

*NLLS aims to remunerate the Executive director at the **Market Median** (50th Percentile). This means the market median for the top attainable rate on the Pay band where half of the comparators will pay above NLLS and half will pay below.*

1. Level – Based on experience, education, and job classification.
2. Salary Grid reflects Steps 1-5
3. Step within each salary level will be based on length of service and achieving an overall satisfactory performance review and budgetary constraints.
 - a) Employees who have reached the top of their grid shall only be eligible for Cost-of-Living Allowance (COLA) increases as approved by the Board.
 - b) At the discretion of the board, the executive director may be advanced to the next Level.
 - c) The Board has the sole authority to advance the executive director one (1) level based on experience, merit, professional development, or increased duties. The decision to advance the executive director two (2) or more levels require Executive Committee notification and approval.
4. The payroll deductions required by law, including Income Tax, Canada Pension and Unemployment Insurance, will be taken from each pay cheque.
5. Considering market conditions and the ability to attract qualified employees the board may recognize prior relevant experience and place an employee higher than on Step 1 of the grid.
6. Salary increases will be effective January 1 of the upcoming year.
7. All salary ranges will be reviewed every 3 years. Any recommendations from the NLLS management team will be made to the NLLS Executive Committee. Any approved increases to overall compensation will normally be effective January 1st.
8. General market adjustments, or Cost of Living Adjustments (COLA), are considered annually and applied to salary ranges based on Board approval. Adjustments may incorporate the following:
 - Cost of living measure such as the Municipal Price Index and other factors including:
 - Competitive market – comparators market adjustments
 - Economic indicators – ability to pay
 - Internal equity – the need to adjust distance between ranges

ED Compensation Range:

Step	1	2	3	4	5
Annual Salary	Contract negotiated at time of hire.				
% Increase up to a maximum of 4%		4%	4%	4%	4%

*Subject to budgetary constraints

*% increase to be determined by HR committee annually with approval of executive up to a maximum of 4%

Alberta Library Systems:

System	Population Served	Member Libraries
Chinook Arch		33
Yellowhead Region	303, 000	53
Peace Library System	175,000	38
Parkland Regional	200,000	64
Marigold Regional	340,000	
Northern Lights	177,000	54

NLLS Executive Board Chair

November 25, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **STAFF EXPENSES and REIMBURSEMENT** | Sec 1, 1C Appendix B

Reviewed 2019/01/10 | Revised: 2019/09/21 | Effective: **2017/05/13**

SECTION 1 - 1.C Appendix B

STAFF EXPENSES and REMIBURSEMENT

1. Credit Card usage – Appendix B – Credit Card

- a) NLLS may issue company credit cards to certain employees for use in their jobs.
- b) Employee with company credit cards issued to them must sign the Appendix B Credit Card Policy Acknowledgment form.
 - i. Use of company-issued credit cards is a privilege that the Company may withdraw at any time, with or without cause. Upon an employee's termination of employment at the Company, all cards must be returned to the NLLS Administration department for cancellation and proper disposal.
 - ii. The employee in possession of the company credit card is solely responsible for all purchases on the card and for ensuring that the card is not used by unauthorized personnel.
 - iii. Any credit card NLLS issued to an employee must be used for business purposes only, and for purposes in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non- business purpose. Non-business purchases are considered any purchases that are not for the benefit of the Company.
 - iv. The employee in possession of the credit card is responsible for receiving, printing, and retaining all receipts related to purchases made on the company credit card. If a receipt is lost, a written description of the items and cost of the purchase must be maintained and submitted in the same manner in which a receipt would be maintained and submitted.
 - v. Pictures/scan of receipts may be allowed in place of missing receipts. The original paper receipt is the preferred method.
 - vi. Receipts need to be turned into the administration within one (1) week of returning to work. All receipts should be labeled with a description of what the purchase was for to ensure proper accounting of the purchase. Any receipts for meals or entertainment must be attached to a paper that clearly indicates the names of all persons attending the meal or entertainment and the business purpose of such event.
 - vii. Any receipts missing prior to monthly bill payment (with the exception of book allotment supplies) will be billed back to credit card holder.
 - viii. Any missing receipts found after bill-back will be reimbursed upon submission within six (6) months of the charge date.
 - ix. All extraneous charges shall be investigated before being billed back to credit card holder.

2. Personal charges

- a) If any employee uses a company credit card or other company funds for a personal purchase in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee and will be deducted in full, from the employee's next paycheck.
- b) If any employee uses a company credit card or other company funds for a non-personal purchase that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) will be

the financial responsibility of that employee unless otherwise expressed in writing by the Executive Director. The employee will be expected to reimburse the Company via deductions from pay until the unauthorized amount is fully repaid.

- c) In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment.

3. Reimbursement of Employee Personal Funds

- a) All approved company transactions paid by employee personal funds will be reimbursed by direct deposit on the 15th and the 2nd last business day of each month, provided the employee submits all receipts and applicable expense forms within six (6) months of incurred expense.

NLLS Executive Board Chair

September 21, 2019

Date of Approval

APPENDIX B - NLLS Credit Card Policy Acknowledgment



I, _____, hereby acknowledge that I have received a corporate credit card. I have been provided with and read the corporate credit card policy, and I understand that I am responsible for complying with the policy rules. I understand that violation of such policy may result in consequences including cancellation of my card or my termination.

I further acknowledge that I understand that if I make any personal purchases in violation of this policy, the amount of such purchases is an advance of future wages payable to me, that the Company may deduct that amount from my next paycheck, and that if there is a balance remaining after such deduction, the Company may deduct the balance of the wage advance from my future paychecks until the amount is repaid in full. Such deductions may take my pay below minimum wage for the workweek(s) in question.

I further agree that if I make any non-personal transactions in violation of the policy in question, I am financially responsible for any such expenses and agree to reimburse the Company via wage deductions until the unauthorized amounts are fully repaid. Such deductions are in the amount of the unauthorized purchase(s), but if such amount would take my pay below minimum wage for the workweek in question, the deductions will be in two or more increments that will not take my pay below minimum wage for any workweek.

Signature of Employee

Date

Printed Name

Signature of Company Rep

Date

Printed Name

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **CONTINUING EDUCATION** | Sec 1, 1D.1

Reviewed: 2022/07/08 | Revised: NEW | **Effective: 2022/08/26**

SECTION 1 - 1.D.1

CONTINUING EDUCATION

1. Northern Lights Library System (NLLS) may assist employees with obtaining further education such as a diploma, certificate, or degree in line with their employment. In such cases, a written agreement shall be signed between NLLS and the employee.
2. Continuing education agreements will include the following payback provision. An employee who resigns or whose employment is terminated agrees to reimburse NLLS for continuing education and all related expenses paid by NLLS within three (3) years of the training completion date, as outlined below. NLLS is authorized to recover funds by means of payroll deduction from the employee's final pay.
 - a) Employee repayment is prorated:
 - i. 100% if the employee leaves before 18 months less a day
 - ii. 75% if the employee leaves from 18-24 months less a day
 - iii. 50% if the employee leaves from 24-30 months less a day
 - iv. 25% if the employee leaves from 30-36 months less a day
 - v. 0% if the employee leaves after 36 months
3. At their discretion, the Executive Director has the right to permit an exception due to extenuating circumstances to the employee repayment process outlined above. Outside budgetary exceptions are to be ratified by the Executive Committee.
4. Employees are not eligible for time in lieu for continuing education.
5. Upon completion of each course the employee will submit a written report to the department manager citing subject matter, course overview, and grade received.
6. Employees who receive a failing grade for any continuing education courses are required to pay back any expenses, for the course, incurred by NLLS or retake the course at their own expense.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **PROFESSIONAL DEVELOPMENT** | Sec 1, 1D

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2017/05/13**

SECTION 1 - 1.D

PROFESSIONAL DEVELOPMENT

1. Employee(s) are encouraged to pursue professional development where relevant to their position. Upon completion of professional development approved by Northern Lights Library System (NLLS), the employee will submit a written report to the department manager citing highlights and any learning take backs for NLLS.
2. Staff may engage in professional development opportunities upon written approval of the Executive Director and in accordance with Board approved budget, where costs will be incurred by NLLS.
3. Employees who are covered by the NLLS Overtime Agreement are eligible for time in lieu if NLLS requires them to take professional development outside of their regular hours.
4. Employees are not eligible for time in lieu if NLLS is to cover their expenses, in whole or in part, for professional development which NLLS is not requiring them to attend.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **PROBATIONARY PERIOD** | Sec 1, 1E

Reviewed 2023-03-03 | Revised: 2019-09-21 | **Effective: 2023-05-26**

SECTION 1 - 1.E

PROBATIONARY PERIOD

1. All employees shall have a probationary period, at the end of which, employees shall receive an evaluation by their supervisor. The results of the evaluation will determine whether permanent employment will be granted or withheld.
2. The Northern Lights Library System recognizes the need to have a probationary period during which time an employee will learn the expectations of the employer, will be evaluated, and may resign or be dismissed without penalty before permanent employment status is granted.
3. During the probationary period, unsatisfactory performance will result in termination in accordance with Alberta Labour Standards.
4. Probationary periods are as follows:
 - a) Executive Director – as per negotiated continuous employment contract.
 - b) Other employees three (3) months

NLLS Executive Board Chair

May 26, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **EMPLOYEE REDUCTION and TERMINATION** | Sec 1, 1F

Reviewed 2023-03-03 | Revised: 2019-11-23 | **Effective: 2023-05-26**

SECTION 1 - 1.F

EMPLOYEE REDUCTION and TERMINATION

The Northern Lights Library System recognizes that fairness to both the employee and the employer is important.

1. If an employee is dismissed or a position is reduced or changed, it will be in accordance with the Government of Alberta Labour Standards.
 - a) When a permanent employee is dismissed, with or without cause, the employee shall be given notice in accordance with Alberta Labour Standards.
 - b) Any compensation package(s) provided to dismissed staff, over and above Alberta Labour Standards, must be ratified by the Executive Committee.

NLLS Executive Board Chair

May 26, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **HOURS OF WORK** | Sec 1, 1G

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2017/05/13**

SECTION 1 - 1.G

HOURS OF WORK

1. The normal work week at NLLS is 35 hours for all full-time employees. Daily and weekly schedules may vary from time to time and diversification in work schedules may be required to meet changing conditions. The Executive Director and/or Department Managers reserve the right to alter hours of work to meet the needs of the organization.
2. Regular hours of work will be from 8:30 a.m. to 4:30 p.m., Monday to Friday. Employees will be entitled to a minimum of a thirty (30) minute break within every five (5) hour work period of employment. If agreed to by the employer and employees, breaks can be taken in two (2), fifteen (15)-minute installments. (See Alberta Employment Standards)
3. Alternative regular work schedules must be authorized in writing by the department manager and Executive Director.
4. NLLS does not pay for one (1) hour lunch.
5. NLLS recognizes that the Executive Director and the Management Team will often work excess hours to fulfill the roles and responsibilities of their positions. Greater financial compensation on the salary grid for their levels, more vacation benefits, and a flexible work schedule is considered suitable compensation for their extra time.
6. Timesheet Payroll Policy – all Employees
 - a) Timesheets must be submitted online in accordance with payroll schedules as established by the Executive Director.
 - b) Executive Director timesheet will be subject to regular review by the Board Chair, or in their absence, the Vice Chair.
 - c) Management will approve the timesheets of their direct reports in accordance with payroll schedules. The Executive Director or Finance Officer will approve timesheets in the absence of department managers.
7. Time off authorization
 - a) Time off requests must be submitted in advance, approved by management, and tracked to verify leave balances.
 - b) Employees are required to update communication tools to reflect time away.
 - c) Executive Director leaves will be authorized in writing by the Board Chair, or in their absence, the Vice Chair.
8. Absenteeism
 - a) Employees shall be subject to the Performance Management policy if they are absent or late without authorization for three (3) occurrences in a twelve (12) month period.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **OVERTIME** | Sec 1, 1H Appendix D

Reviewed 2023-05-05 | Revised: 2025-08-25 | Effective: **2017/05/13**

SECTION 1 - 1.H APPENDIX D

OVERTIME

1. Northern Lights Library System (NLLS) follows Alberta Labour Standards and a group overtime agreement (Appendix O) in managing overtime hours.
2. Working overtime requires the prior authorization of the Executive Director or Department Manager except in emergency situations.

NLLS Executive Board Chair

August 25, 2023

Date of Approval



APPENDIX D – Overtime Agreement

Overtime Agreement Form It is
agreed between:

_____ of _____

and

Northern Lights Library System of 5615 48 St Elk Point, AB T0A 1A0

That either wholly or partly the employer will provide, and the employee will take: 1 hr. for 1 hr. time off with pay in place of overtime pay for those hours worked in excess of seven (7) hours in a workday or after thirty-five (35) hours in a work week, whichever is greater.

The time off with pay shall be provided, taken, and paid within six (6) months of the end of the pay period in which it was earned.

If the time off with pay instead of overtime is not provided, taken, and paid in accordance with paragraph 2, the employee shall be paid overtime pay of a least 1.5 times the employee’s wage rate for the overtime hours worked. Time off in place of overtime shall be treated as hours of work and remuneration paid in respect to time off in place of overtime pay shall be treated as wages.

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.

Lieu time must be taken within the six (6) months it was earned. In December all unused lieu will be paid out on the final calendar year payroll run; no lieu can be carried over into new fiscal year. The employer shall provide a copy of this agreement to the employee.

No amendment or termination of this agreement shall be effective without at least one month’s notice inwriting by one party to the other.

Dated this _____ day of _____ 20____ .

Employer Representative

Employee

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **STATUTORY and GENERAL HOLIDAYS** | Sec 1, 11

Reviewed 2022/10/04 | Revised: 2022/10/14 | **Effective: 2022/11/25**

SECTION 1 - 1.1

STATUTORY and GENERAL HOLIDAYS

1. Northern Lights Library System (NLLS) recognizes the following holidays for all employees:

New Year's Day	Heritage Day
Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day

If a statutory/general holiday falls on a Saturday or Sunday, an employee may take the first working day following the holiday or another day, as approved by the Executive Director or management team.

NLLS will be closed for business during the working days between Christmas and New Year's. Permanent employees, who have passed probation, will be entitled to these days off with pay without using their own vacation or lieu time.

NLLS Executive Board Chair

November 25, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2 Subject:

VACATION | Sec 1, 1J

Reviewed 2023-04-03 | Revised: 2025-08-25 | **Effective: 2017/05/13**

SECTION 1 - 1.J

VACATION

1. Permanent employees shall be entitled to annual vacation days with pay. Temporary employees shall receive vacation pay on each pay cheque. In accordance with the Alberta Employment Standards Code, vacation time and payment will not accrue during unpaid leaves of absence, including job protected leaves of absence such as maternity, parental, sickness, long term disability, etc.
2. The vacation entitlement is calculated on a calendar year using a common anniversary date of January 1st.
3. Vacation entitlement is as follows:
 - a) Vacation entitlement is pro-rated monthly upon hire date to Dec 31
 - b) Considering experience and qualifications and to attract qualified employees, the Executive Director has the discretion to offer additional vacation entitlement up to one additional week.
 - c) All permanent Employee(s) excluding management:
 - i. Three (3) weeks paid vacation earned within one (1) year's employment.
 - ii. Four (4) weeks paid vacation after four (4) year's employment.
 - iii. After ten (10) years of continued employment, the employee will gain one (1) vacation day for each additional year to a maximum of five (5) weeks paid vacation.
 - d) Management:
 - i. Four (4) weeks paid vacation earned within one (1) year's employment.
 - ii. Five (5) weeks paid vacation after four (4) year's employment.
 - e) Executive Director:
 - i. As per negotiated contract.
4. Should an employee leave before the end of the year after having taken vacation, the salary paid for the unearned vacation shall be deducted from the employee's final pay cheque.
5. Vacation time is scheduled by the Executive Director or the Department Manager and allotted on a first come, first served basis.
6. Scheduling conflicts unable to be resolved by a supervisor will be resolved with the employee(s) and the Executive Director.
7. To maintain services at an acceptable level, vacation taken during prime vacation periods must be planned in advance.
 - i. A tentative vacation schedule for the months of June, July, and August will be created by March 31st of that year.
 - ii. A tentative vacation schedule for the month of December will be created by September 30th of that year.
8. Northern Lights Library System (NLLS) will follow Alberta Employment Standards rates for calculating vacation pay for all employees.
9. NLLS is required to provide annual vacations to employees. NLLS is to provide vacations in one (1) unbroken period, however, an employee can request, in writing, for the vacation to be broken into shorter periods and if the request can be accommodated. Vacation time is allowed to be taken in half-day increments if agreed to by NLLS and the employee.
10. An employee may carry over a maximum of two (2) weeks (10 days) of vacation leave into the next calendar year with the approval of the Executive Director, upon the recommendation of the Department Manager. Requests in writing to the Department Manager should be made by November 1st of the current year.
11. A minimum of two (2) week(s) vacation time must be used during the year.
12. Any unused vacation days that have not been taken within the calendar year, or have not been carried over into the next calendar year, will be paid out in the final December payroll of the current calendar year.
13. Carried over vacation from the previous year must be used by the sixth (6) month of the following year unless an exception is given with the approval of the Executive Director.

14. If serious injury or illness should occur during an employee's vacation, the employee may apply to have the time lost assigned to available sick leave rather than vacation. In this case, the employee will submit a medical certificate to the Department Manager within three (3) days of returning to work.
15. Statutory or declared holidays will not be included in the vacation period.
16. NLLS management is allowed to deny requests for vacation at specific times for operational reasons. If NLLS management and the employee cannot agree on the employee's vacation time, NLLS management can decide when it will be taken. However, the NLLS management must provide two (2) weeks written notice to the employee of the new vacation start date.

NLLS Executive Board Chair

August 25, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **BENEFITS** | Sec 1, 1K Appendix E

Reviewed 2019/07/10 | Revised: 2019/09/21 | **Effective: 2017/05/13**

SECTION 1 - 1.K APPENDIX E

BENEFITS

1. Extended Health Benefit Plan
 - a) Employees may participate in the current company extended benefit plan. Employee to pay 30% of benefit premium, while NLLS to pay 70% of benefit premium. Employees who opt out of extended benefits must do so in writing.
 - b) The unpaid employee portion of the extended health care benefit plan over two (2) months in arrears will result in the employee being removed from the program.
 - c) Statement of arrears account will be sent to the employee by registered mail and by email if available.
 - d) Employee(s) are responsible to ensure contact information is up to date.
2. Self-Directed Retirement Savings Plan - (Employee chooses the financial institution)
 - a) The Northern Lights Library System recognizes that a pension plan represents a required employee benefit, which provides for retirement income. A Registered Retirement Savings Program is available after three (3) months of employment or the granting of permanent status, whichever occurs first, with benefits available back to the date of regular employment start with NLLS. The NLLS shall contribute up to a maximum five per cent (5%) of each employee's gross regular salary/wage on a matching basis. Contributions by both employee and employer shall be deposited by NLLS on a monthly basis into a registered retirement plan account through a registered Canadian financial institution.
 - b) If employee does not comply with policy the employee will be removed from the program immediately.
 - c) Changes to the contribution level or participation in the program must be submitted in writing to the Finance Officer.
 - d) It is the employee's responsibility to supply the NLLS Finance Officer with the bank account information or any changes to the bank account for the RRSP payment to be deposited into each month.
 - e) Employees are to submit a copy of their T4RSP slip from their bank provider to NLLS for confirmation of the employees matching contribution has been deposited into RRSP account.
3. Appendix E – RRSP Letter of Understanding

NLLS Executive Board Chair

September 21, 2019

Date of Approval



APPENDIX E - RRSP Letter of Understanding

Employee Name:
Department
Title:
Address:
780-724-2596

Northern Lights Library
System
Human Resources
5615- 48 St, Postal Bag 8
Elk Point, AB T0A 1A0

**Self-Directed Retirement Savings Plan
(Employee chooses the financial institution)**

The Northern Lights Library System recognizes that a pension plan represents a required employee benefit, which provides for retirement income. A Registered Retirement Savings Program is available after three (3) months of employment or the granting of permanent status, whichever occurs first, with benefits available back to the date of regular employment start with NLLS.

NLLS shall contribute up to five per cent (5%) of each employee's gross regular salary/wage on a matching basis. Contributions by both employee and employer shall be deposited by NLLS on a monthly basis into a registered retirement plan account through a registered Canadian Financial institution.

It is the employee's responsibility to supply the NLLS Finance Officer with the bank account information or any changes to the bank account for the RRSP payment to be deposited into each month. Employees are to submit a copy of their T4RSP slip from their bank provider to NLLS for confirmation of the employees matching contribution has been deposited into RRSP account.

NLLS Employee

Date

NLLS Representative

Date

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **LEAVES** | Sec 1, 1L Appendix F

Reviewed 2019/07/10 | Revised: 2019/09/21 | **Effective: 2017/05/13**

SECTION 1 - 1.L APPENDIX F

LEAVES

Employees are eligible for current (excluding reservists leave) and new leaves after 90 days.

1. Jury duty/subpoenas
2. When an employee is summoned for jury duty or subpoenaed as a witness in their private capacity, they will be allowed leave with pay provided any daily allowance received by the employee is paid to NLLS.
3. Unprotected leaves without pay (any leaves not covered in Appendix F)
 - a) Anticipated Leave Without Pay – The Executive Director, in conjunction with the Department Manager, may grant leave of absence without pay and without loss of seniority to any employee requesting such leave for good and sufficient cause so long as the time requested does not exceed twenty (20) working days. Otherwise, a written request must be submitted to the Executive Director. It is understood that all vacation entitlement will be used prior to any leave without pay being granted and that satisfactory arrangements can be made for the performance of the employee's duties during such absence.
 - b) Emergent Leave Without Pay – The Executive Director, in conjunction with the Department Manager, has the authority to approve leave without pay for emergent situations, (i.e. illness in the family, extended compassionate leave, etc.). The Executive Director shall report to the NLLS Executive Committee all leaves granted under this policy.
4. Bereavement leave
 - a) The Northern Lights Library System recognizes the need for employees to have time to deal with the death of a family member.
 - b) Bereavement leave with pay up to and including three (3) regularly scheduled consecutive work days shall be granted to all permanent and non-permanent employees who are required to carry out responsibilities incurred by the death of the employee's immediate family.
 - c) The Northern Lights Library System may, in addition, grant up to two (2) day's leave with pay for the purposes of travel relating to the death of an immediate family member
 - i. Travel leave will be granted if the employee must travel a sufficient distance involving the equivalent of ½ working day or more by air (one way); or if traveling time by vehicle involves the equivalent of one working day or more (one way). Traveling time by air may include time waiting for a flight and flight connections, and time required to travel to and from airports.
 - d) A member of the immediate family is defined as:
 - i. A mother, father, mother-in-law, father-in-law,
 - ii. A brother, sister, brother-in-law, sister-in-law,
 - iii. A spouse or common-law spouse, including same sex partner
 - iv. A child, step-child or foster child
 - v. A grandparent or grandchild,
 - vi. A relative who is a member of the employee's household

- e) Bereavement leave for any person not mentioned above may be granted at the discretion of the Executive Director. Additional bereavement leave (without pay) may be granted at the discretion of the Executive Director.

5. Appendix F – Protected Leaves

NLLS Executive Board Chair

September 21, 2019
Date of Approval



APPENDIX F – Protected Leaves

Northern Lights Library
System
Human Resources

Department

5615- 48 St, Postal Bag 8
Elk Point, AB T0A 1A0 780-

724-2596

All of the following job-protected leaves are unpaid:

- **Maternity/Parental Leave** - Maternity leave in Alberta consists of fifteen weeks' unpaid leave under the Code, at least six weeks of which must occur after the baby is born. An additional thirty- seven weeks' of unpaid parental leave is permitted under the Code. The thirty-seven weeks' of parental leave may be taken by the mother or the father, or divided between the two parents. Although maternity and parental leave are unpaid, certain benefits are available under the Employment Insurance (EI) Act of Canada

- **Compassionate Leave** – eligible employees can take up to 2 weeks of leave to care for gravely-ill family

Personal and Family Responsibility Leave – A new unpaid leave will provide up to 5 days of job protection per year for personal sickness or short-term care of an immediate family member. Includes attending to personal emergencies and caregiving responsibilities related to education of a child.

- **Long-Term Illness and Injury Leave** – A new unpaid leave will provide up to 16 weeks of job protection per year for long-term personal sickness or injury. Medical certificate and reasonable notice will be required. This will align with the federal Employment Insurance program.

- **Bereavement Leave** – A new unpaid leave will provide up to 3 days of job protection per year for bereavement of an immediate family member.

- **Domestic Violence Leave** – A new unpaid leave will provide up to 10 days of job protection per year for employees addressing a situation of domestic violence.

- **Citizenship Ceremony Leave** – A new unpaid leave will provide up to a half-day of job protection for employees attending a citizenship ceremony.

- **Critical Illness of an Adult Family Member** – A new unpaid leave will provide up to 16 weeks of job protection for employees who take time off to care for an ill or injured adult family member. This will align with the federal Employment Insurance program.

- **Critical Illness of a Child** – A new unpaid leave will provide up to 36 weeks of job protection for parents of critically ill or injured children. This will align with the federal Employment Insurance program.

- **Death or disappearance of a Child** – A new unpaid leave will provide up to 52 weeks of job protection for employees whose child disappeared as a result of a crime, or up to 104 weeks if a child died as a result of a crime. This will align with the federal Employment Insurance program.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 3

Subject: **SICK/PERSONAL DAYS and SHORT-TERM DISABILITY** | Sec 1, 1M Appendix G/H/I

Reviewed 2023-04-21 | Revised: 2023-08-25 | **Effective: 2017/05/13**

SECTION 1 - 1.M Appendix G/H/I

SICK/PERSONAL DAYS

Northern Lights Library System (NLLS) provides sick/personal leave for the health and well-being of its employees. Staff experiencing a potentially contagious illness should refrain from exposing others to their illness.

1. Permanent full-time employees with three (3) months service shall be allowed eighteen (18) sick/personal days with pay each calendar year.
2. Any unused portion shall not be carried over to the next year.
3. Permanent and temporary employees with less than three (3) months service accumulate 1.5 sick/personal days per month.
4. Any employee absent because of sickness should inform their immediate supervisor as soon as possible before their scheduled shift.
5. Sick/personal days can be used for illness of an immediate family member of the employee.
6. Sick/personal days can be used for medical, dental, and mental wellness appointments falling on a regular working day.
7. An employee is expected to inform their supervisor with a minimum of twenty-four (24) hours in advance of (unless emergency) any medical, dental, and mental wellness appointments they have made.
8. A medical certificate may be required for any sick leave beyond three (3) days, or if misuse of this policy is suspected.

Public Emergency Leave

1. If a public emergency is declared, the current sick leave policy may not address the needs of staff.
2. Refer to Sec 1, 2D Emergency Management
3. NLLS will follow protocols and procedures as dictated by relevant authorities during an emergency.
4. Specialized leave beyond the eighteen (18) days generally provided may be required to address emergencies. The Executive Director is authorized to approve additional sick/personal time during such times.

SHORT TERM DISABILITY/SICK PAY BENEFITS - (When not using Extended Health Plan program)

1. Employees who have completed three (3) months of continuous employment with NLLS, and who suffer a nonoccupational illness or injury which causes an absence from work, may become entitled to receive short-term disability/sick pay benefits, up to a maximum period of fifteen (15) weeks commencing on the date of disability.
2. Short term disability/sick pay benefits are shown in the table below and are calculated as:
 - a) One (1) week of regular base pay for each year of continuous employment with NLLS, and sixty (60)% thereafter until the maximum benefit period of fifteen (15) weeks is reached.
 - b) Short term disability/sick pay benefits are not paid if
 - i. The employee is not under the care of a licensed physician
 - ii. The employee is engaged in employment outside of NLLS for a wage or profit
 - iii. The illness or injury:
 - Is covered by Workers Compensation
 - Is intentionally self-inflicted
 - Results from war, service in the armed forces, or participation in a riot or disorderly conduct
 - Results from the commission of criminal offences
 - Occurs during an unpaid leave of absence
 - Results from the use of drugs or alcohol and the employee is not receiving continuing treatment for such use or is not compliant with medically recommended treatment
 - iv. The employee is not eligible for EI payments by reason of not being in Canada

- Already receiving pay from NLLS for another reason during the period of illness or injury, such as vacation
 - Not compliant with medically-recommended treatment or fails to cooperate in providing medical information to NLLS, including participation in independent evaluation by medical and para-medical professional
 - Absent from work because of cosmetic plastic surgery, except where surgery is attributable to an illness or injury
3. Short term disability/sick pay benefits commence on the first day of absence provided that within seven (7) days of the first day of absence, the employee provided a certificate to NLLS that they are under the active care of a licensed health practitioner. Benefits are not paid beyond seven (7) days unless such a certificate is provided to NLLS.
 4. An appropriate medical certificate must indicate that the employee is under the active care of a licensed health practitioner and indicate an estimated or expected return-to-work date. The employee is required to comply with medical advice. If the required medical certificate is not received within the time limits, benefits payable under this policy will be discontinued until such a certificate is provided to the department manager or Executive Director.
 5. Employee and management shall work together on a return-to-work schedule based on medical professional recommendations.
 6. In consultation with the employee, the Executive Director will make a recommendation to accommodate the appropriate leave or benefits are used to suit the employee's circumstances based on the table below.

TABLE A		
SCHEDULE OF SHORT-TERM DISABILITY/SICK PAY BENEFITS		
Length of Continuous Service	Regular Pay (100%)	Reduced pay(60%)
3 months but less than 2 years	1 week	14 weeks
2 years but less than 3 years	2 weeks	13 weeks
3 years but less than 4 years	3 weeks	12 weeks
4 years but less than 5 years	4 weeks	11 weeks
5 years but less than 6 years	5 weeks	10 weeks
6 years but less than 7 years	6 weeks	9 weeks
7 years but less than 8 years	7 weeks	8 weeks
8 years but less than 9 years	8 weeks	7 weeks
9 years but less than 10 years	9 weeks	6 weeks
10 years but less than 11 years	10 weeks	5 weeks
11 years but less than 12 years	11 weeks	4 weeks
12 years but less than 13 years	12 weeks	3 weeks
13 years but less than 14 years	13 weeks	2 weeks
14 years but less than 15 years	14 weeks	1 weeks
15 years or more	15 weeks	0 weeks
Note that benefits will not be paid for more than seven (7) days unless an appropriate medical certificate is provided as required by this policy.		

NLLS Executive Board Chair

August 25, 2023

Date of Approval



APPENDIX G – Return to Work

Northern Lights Library System
Human Resources Department
5615- 48 St, Postal Bag 8
Elk Point, AB T0A 1A0 780-724-2596

RETURN TO WORK – STATEMENT OF COMMITMENT

Northern Lights Library System (NLLS) is committed to the prevention of workplace injury and/or illness. In the event of injury or illness, NLLS is committed to minimizing the impact of the injury and ensuring a safe, timely return to the workplace. NLLS is committed to a workplace program that is designed to assist employees to Stay at Work or Return to Work safely and in a timely manner, to assist with treatment and recovery and reduce time away from the workplace.

The program is:

- voluntary
- respectful of all employees
- flexible
- specifically designed for each employee’s abilities
- individualized, with programs planned and documented with timelines

Safe and timely Return to Work recognizes that while an employee cannot perform the full range of regular duties, meaningful, productive work can be performed.

We are committed to the principles of the program, and will work cooperatively towards the successful, safe Return to Work for all employees of the company.

Employee

Date

NLLS Representative

Date



APPENDIX H – Return to Work Letter

Northern Lights Library System
Human Resources Department
5615- 48 St, Postal Bag 8
Elk Point, AB T0A 1A0 780-724-2596

Employee Name:
Title:
Address:
Date:

Dear _____,

We look forward to your return to work from your leave of absence. Please be advised that we require a doctor's note stating your date of return to work along with a completed Functional Abilities Form (included).

Please have your doctor complete the included form to provide clearance to return to work and to state any applicable work restrictions (such as modified duties, or hours of work).

All documentation must be received no later than one week prior to your expected return to work.

If you require any further information about your return to work, please contact the Executive Director or the Human Resources department.

Sincerely,

NLLS Representative

Date

APPENDIX I – Functional Abilities Assessment Form

Functional Abilities Assessment Form

A Worker's Information (completed by RTW Coordinator or employee)

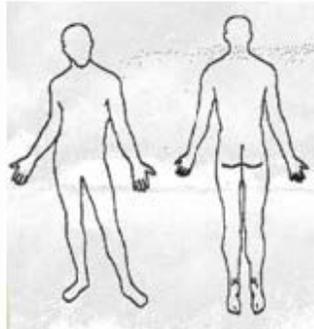
Employee's Surname [REDACTED]	First Name [REDACTED]	<input type="checkbox"/> Occupational <input type="checkbox"/> Non-Occupational	Date of Injury / Illness [REDACTED]	Unit [REDACTED]
Employee's Job Title [REDACTED]	RTW Coordinator Name: [REDACTED]	Fax No. ([REDACTED]) [REDACTED]-[REDACTED]	Today's Date [REDACTED]	

It is the intention to assist our employees to safely return to their regular duties as soon as medically practical. In doing so, we are able to offer the employee modified duties as a means to transition to their regular duties. The following will assist in this process.

B Assessment (Part B, C and D to be completed by attending physician)

Due to injury or illness this employee has:	<input type="checkbox"/> Normal functional Abilities (Fit for Regular Duties) <small>(No additional information needed, Please sign section E)</small>	<input type="checkbox"/> Reduced Functional Abilities <small>(Please complete Section C, D & sign section E)</small>
---------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------

C Functional Abilities: (If unable to test, please estimate)

Step 1 Please circle the appropriate letter(s) & Body area(s) to indicate the affected area(s)	Step 2 Please indicate Reduced abilities	Step 3 Please indicate extent of abilities			Comments
 <p>A Systemic or Non-Physical B Head (incl. Vision, hearing, speech) C Neck D Upper back, chest, upper abdomen E Lower Back F Lower abdomen G Shoulder or upper arm H Elbow or lower arm I Wrist or hand J Hip or upper leg K Knee or lower leg L Ankle or foot M Respiratory/Aerobic</p>	Walk	Maximum Duration (hours): 1 2 4 5+ Other <input type="checkbox"/> Short distances only <input type="checkbox"/> No walking			
	Stand	Maximum Duration (hours): 1 2 4 5+ Other			
	Sit	Maximum Duration (hours): 1 2 4 5+ Other			
	Lift/Carry	Occasionally	Weight (kg)	< 9kg - Specify	
	Floor - waist		21 16 9		
	Waist - shoulder		21 16 9		
	Above shoulder		21 16 9		
	Bend/Twist	Occasionally	Not at all	Specify	
	Neck				
	Back				
	Push/pull	Occasionally	Not at all	Specify	
	Moderate load				
	Light load				
	Climb	Occasionally	Not at all	Specify	
	Flight of stairs				
Few steps					
Reach	Occasionally	Not at all	Specify		
Above shoulder					
Below shoulder					
Use Hands For:	Occasionally	Not at all	Specify		
Writing	L R	L R			
Typing	L R	L R			
Fine manipulation	L R	L R			
Grasping	L R	L R			
Sensory	To See	To Hear	To Speak	To Maintain Balance	
Specify:					
Operate Equipment	Specify:				
Hours of Work	Specify: Normal hours or graduated RTW?				
Prescription medication	Will it affect ability to work/drive:				

Other Comments/Instructions (NO DIAGNOSIS OR TREATMENT):

D Normal functional abilities may resume in: 1-3 days 4-7 days 8-14 days Specify:

*Other: Employee is not medically fit for regular duties, will require periodic reassessments for effective rehabilitation. Scheduled reassessment date for:

This authorizes my attending physician to provide the information requested above to Northern Lights Library System

Employee's Signature:

Date:

E Physician's name & address:

Physician's Signature:

Physician's Telephone No:

Date:

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **Volunteer Time Off** | Sec 1, 1

Reviewed 2023-01-20 | Revised: 2019/09/21 | **Effective: 2023/02/24**

SECTION 1 - 1.

Volunteer Time Off

Purpose: The Northern Lights Library System (NLLS) recognizes the importance of community involvement and encourages employees to contribute their time and skills to charitable organizations and community service projects. The Volunteer Time Off (VTO) policy is designed to support and promote volunteerism among our employees, build a sense of community, and increase the visibility of NLLS in member communities.

Eligibility: All regular full-time employees are eligible for Volunteer Time Off.

Time Allowance: Employees may request up to seven (7) hours of paid time off per calendar year for unpaid volunteer activities. The time off can be taken in increments as small as one hour.

Time in Lieu: Employees can bank volunteering hours outside their regular working hours. Banking volunteer time allows employees to accumulate hours for future use as time off. The Overtime policy governs banked or lieu hours.

Approval Process: To request Volunteer Time Off, employees must submit a written request to their supervisor at least five (5) days in advance. The request should include the date, time, and a brief description of the volunteer activity. Supervisors will review requests based on business needs and may approve or deny the request.

Approved Volunteer Activities: Volunteer Time Off may be used for activities that contribute to the well-being of NLLS member municipalities, including but not limited to:

1. Unpaid volunteering at registered non-profit organizations.
2. Participating in community service events.
3. Assisting in local schools or educational programs.
4. Involvement in disaster relief efforts.
5. Charitable events.

Excluded Activities: Volunteer Time Off does not cover activities that are primarily for personal gain, political partisan involvement or activities not benefiting NLLS member municipalities.

Promoting NLLS: Employees where appropriate are encouraged to wear NLLS clothing.

Recording Volunteer Time: Employees are responsible for accurately recording their Volunteer Time Off hours on their timesheets or designated tracking system. Supervisors may request documentation from the volunteer organization as proof of participation.

Benefits Continuation: During approved Volunteer Time Off, employees will continue to receive their regular pay and benefits. The time off will not affect the accrual of vacation, sick leave, or other benefits.

Non-Retaliation Policy: Employees will not face any negative consequences for requesting or taking Volunteer Time Off in accordance with this policy.

Policy Review: This policy will be reviewed annually and may be revised as necessary.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **EMPLOYEE(S) LONG SERVICE** | Sec 1, 10

Reviewed 2020-02-21 | Revised: 2020-05-23 | **Effective: 2023-05-26**

SECTION 1 - 1.0

EMPLOYEE(S) LONG SERVICE

1. NLLS recognizes the long service contribution of its employees.
2. On their employment anniversary milestone, employees shall receive a gift card of their choice, as follows:

3 Year	\$100.00
5 Year	\$200.00
10 Year	\$300.00
15 Year	\$400.00
20 Year	\$500.00
25 Year	\$700.00

- Please note this amount may be taxable as per Revenue Canada guidelines.

NLLS Executive Board Chair

May 26, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **PERFORMANCE MANAGEMENT** | Sec 1, 1P

Reviewed 2023-03-03 | Revised: 2019-09-21 | **Effective: 2023-05-26.**

SECTION 1 - 1.P

PERFORMANCE MANAGEMENT

1. Performance reviews
 - a) Managers, supervisors, and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.
 - b) A performance review of each employee will be conducted annually at a time and date agreed upon by the Department Manager and the employee. Performance reviews take place during the probationary period and once a year thereafter (generally at the end of the calendar year).
 - c) The performance review shall involve a review of the employee's job description, a review of the goals set during the previous review, and the setting of new goals for the coming year. The performance review will take into account the employee's ability to perform the tasks listed in the job description and the completion of goals set. The performance review process will allow for employee input and collaboration.
 - d) The Executive Director will review and sign all performance evaluations.
 - e) A copy of the signed performance review shall be placed in the employee's confidential personnel file.
2. Employee Discipline
 - a) Any employee who contravenes Northern Lights Library System (NLLS) policy, or acts in an unprofessional manner may be subject to disciplinary action. Disciplinary actions may include:
 - i. Verbal warnings
 - ii. Written warnings
 - iii. Suspension with or without pay
 - iv. Dismissal or
 - v. Such other action or penalty as may be appropriate and permitted by law under the circumstances.
 - b) Each verbal or written warning will clearly indicate the potential consequences should the undesirable behavior continue or recur.
 - c) While an incident of sufficient seriousness may warrant immediate dismissal, NLLS policy is to adhere to the following disciplinary procedures:
 - I. Verbal Warning – The department manager will counsel with the offending employee regarding the unprofessional behavior. The warning will be documented, initialed, and placed in the employee's personnel file by the Executive Director.
 - Verbal warnings will be excused from the employee(s) record after 365 days but retained in the file.
 - II. Written Warning - a written notice to cease and discontinue unprofessional activity will be documented, initialed by the employee, manager, and Executive Director, and placed in the employee's personnel file. Managers will review the warning with the employee at 30, 60, and 90 days after the written warning is issued.
 - Written warnings will stay in the employee's file indefinitely; however, after three (3) years they will not count towards the employee's progressive discipline.
 - Second Written Warning - a formal disciplinary meeting with the offending employee, Executive Director, and department manager will be held to decide specific changes, desired outcomes, and establish a time frame for review of the written warning. All other procedures with a first written warning apply.
 - Three (3) written warnings within one (1) year may be grounds for termination.
 - III. Any documentation regarding harassment or serious safety violations will stay in employee(s) file(s) indefinitely, and may be applied towards employee progressive discipline.
3. The Executive Director of NLLS or delegate who is authorized in writing will make all final decisions regarding an employee's termination.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **RETIREMENT** | Sec 1, 1Q

Reviewed 2019/10/11 | Revised: 2019/11/23 | **Effective: 2017/05/13**

SECTION 1 - 1.Q

RETIREMENT

1. An employee who wishes to retire is required to give written notice of their intention to retire as per their contract or a minimum of two (2) weeks in the absence of a contract.
2. NLLS will work with the retiring employees to ensure their knowledge and skills are transferred to their replacements, and that the valued employee has opportunity to mentor others.
3. The employee will receive any outstanding pay entitlement in the first pay period immediately following the employees' retirement unless the employee directs otherwise.
4. Under special circumstances, it may be agreed between NLLS and a retired employee to re- hire the employee following retirement, on a contract basis-term at the Executive Director's discretion.
5. A retired employee who is re-hired under this policy is deemed to be a temporary employee and shall not be eligible for health, dental, prescription drugs or any other company provided benefits unless specified otherwise by legislation.

NLLS Executive Board Chair

November 23, 2019

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **NLLS VEHICLES** | Sec 1, 1R Appendix Q/S

Reviewed 2021/11/06 | Revised: 2021/11/27 | **Effective: 2017/05/13**

SECTION 1 - 1.R APPENDIX Q/S

NLLS VEHICLES

1. Overview

- a) Northern Lights Library System (NLLS) has several vehicles which employees may be permitted or required to drive while performing their jobs, at the Company's sole discretion. Employees must be eighteen (18) years of age or older to operate a NLLS vehicle.
- b) All employees who operate a company vehicle must possess a minimum of a valid Class 5 GDL, Class 5 Alberta license, or other Canadian province/territory equivalent.
- c) Any employee who may use a company vehicle must sign a driver abstract consent form. A NLLS company representative will request abstracts once a year.
- d) Appendix S –Driver Abstract Consent form.
- e) All new hires who will operate with less than five (5) years driving experience may be required to supply a five (5) year loss experience letter. This is a "Claims Experience Letter" requested from their insurance company.
- f) Employees must notify NLLS immediately of any change in the status of their driver's license or their insurability. Failure to do so may result in disciplinary measures, up to and including termination.

2. Usage

- a) All Employee(s) must complete a vehicle tracking sheet with each use of a NLLS vehicle.
- b) Employee(s) may start or end to the closer destination (headquarters or home) when using a NLLS vehicle outside of normal business hours.
- c) NLLS vehicle usage must be approved by department manager or executive director with paper or electronic approval.
- d) Vehicles must be signed out appropriately with each use.
- e) The Executive Director's use of NLLS vehicles is outlined by employment contract. Usage outside the employment contract must be approved by the Board Chair.
- f) Employees are responsible for adhering to the rules of the road and for ensuring the vehicle is operated in a safe manner in accordance with local laws and regulations, including those related to speed limits and parking. Employees are personally responsible for any fines related to parking, speed, or other traffic infractions incurred while in control of the vehicle.

3. Rental for Personal Usage

- a) Daily rates will be set annually and based on the lowest price of economy car rentals from rental companies at the Edmonton airport.
- b) Employees may utilize an NLLS vehicle on a cost recovery basis for personal use, if:
 - i. They sign a personal use vehicle contract, and clearly indicate the date(s) of usage.
 - ii. They obtain authorization from their Department Manager or Executive Director, and the vehicle is not booked for company business. Company business will always take precedence.
 - iii. They are otherwise authorized to use a NLLS vehicle.
 - iv. They return the vehicle with a full tank of gas at their own expense.
 - v. They return the vehicle at the same level of cleanliness as loaned.
 - vi. They report any damage in a timely manner to the Operations and Finance Manager.
 - vii. Vehicles damaged during personal use may result in future suspension of vehicle usage, and in cases of negligence or deliberate misuse, disciplinary measures, up to and including termination.

- viii. Damages to vehicles where an insurance claim is necessary may require the staff member to pay the insurance deductible.
- ix. Vehicles operated for personal use are subject to all other NLLS policies.

4. Fleet Replacement

- a) NLLS may replace all fleet vehicles in accordance with the Fleet Replacement Chart in this policy.
- b) NLLS may replace consultant vehicles at 150,000km or five (5) years whichever comes first.
- c) NLLS may replace company delivery vehicles at 250,000km or three (3) years whichever comes first.
- d) Based on available funding, vehicle reliability, and/or safety record, the vehicle's replacement time may be extended or shortened.
- e) NLLS administration shall consider environmental sustainability when purchasing new or replacement vehicles.
- f) If trade in value is less than blue book value, then NLLS may opt to tender out vehicles or equipment for private sale.
- g) NLLS will seek the highest return value on our vehicles by putting it out to public tender with a reserve bid. Reserve bid will be based on current fair market value. Unsuccessful tender will result in NLLS selling the vehicle through alternative means.

NLLS Executive Board Chair

November 27, 2021

Date of Approval



APPENDIX Q – Fleet Replacement

NLLS FLEET REPLACEMENT CHART

Vehicle Type	Vehicle Year	Original Cost	Replacement Mileage	Replacement Date	Replacement Cost
Jeep Patriot	2016	\$27,583.76	150,000	2021	
Dodge Journey	2016	\$33,962.56	150,000	2021	
Dodge Grand Caravan Crew Plus	2017	\$36,096.11	150,000	2022	
Ford Transit Van	2018	\$27,258.04	250,000	2022	
Dodge ProMaster Van	2020	31,907.51	250,000	2025	
Dodge ProMaster Van	2021	35,722.31	250,000	2026	

Appendix S – Driver Consent Form



Driver Abstract Consent

In accordance with s. 33(c) of the *Freedom of Information and Protection of Privacy Act*, the *Traffic Safety Act*, and the *Access to Motor Vehicle Information Regulation*, specific personal information is collected to confirm the identity of the consenting individual, to uniquely identify the consenting individual on the Registrar's system to produce the information product, and to confirm the identity of the recipient and of the authorized employee of the recipient (if the recipient is an organization). The information is collected to monitor and audit the release of information and to conduct investigations if the Registrar receives complaints about the release. Questions about the collection of this information can be directed to a Service Alberta Information Officer at 780-427-7013, toll free 310-0000 within Alberta. Alternatively, questions may be mailed to Box 3140, Edmonton, AB T5J 2G7, attention Data Access and Contract Management Unit (DACMU).

A "Driver Abstract" is the product name under which the Alberta Government releases specific information from a person's driving record, which contains:

- Name
- Address
- Date of Birth
- Height
- Weight
- Sex
- Class
- Issue Date
- MVID Number
- Licence Number
- Current Demerit Points
- Suspended Status
- Expiration Date
- Reinstatement conditions (if any)
- List of violations (Descriptions, Demerit / Merit Points and Suspension Term)
- A Commercial Driver Abstract (CDA) includes Commercial Vehicle Safety Alliance Inspection (CVSA) information and all of the above information with the exception of date of birth, height, weight, and sex.

PART 1

I, _____ of _____,
Full Name Full Address

declare that my Driver's Licence Number is: _____, my Date of Birth is: _____,
month by name, day, year

and I give consent for my: 3 Year, 5 Year, 10 Year Driver Abstract (SDA),
 3 Year, 5 Year, 10 Year Commercial Driver Abstract (CDA),

to be released, for the period specified under the subsection 5(1)(a), 5(1)(b)(iii) or 5(1)(b)(v) of AMVIR listed below,

to _____ of _____,
Name of the person / organization receiving the driver's abstract Full Address

In accordance with the *Alberta Motor Vehicle Information Regulation (AMVIR)* (choose one of the following subsections):

5(1)(a) driver's abstract released to a person known by myself

I acknowledge that the above individual is personally known to me, is not acting as an agent or employee of any other person in this transaction, and is not compensated in any manner for receiving or transferring the driver's abstract to myself.

NOTE: This consent is valid for one month after the consent is dated and the information product released cannot be faxed by the registry agent.

5(1)(b)(iii) driver's abstract released to my employer or prospective employer

NOTE: This consent is valid for three months after the consent is dated if it is used by a prospective employer. This consent is valid for three years from the date it is dated or for the length of the employment whichever is shorter if it is used by the current employer. The information product released can be faxed by the registry agent only to the Employer signing PART 2.

5(1)(b)(v) driver's abstract released to a lawyer representing me

NOTE: This consent is valid for three months after the consent is dated. The information product released can be faxed by the registry agent only to the Lawyer signing PART 2.

I agree that Alberta Registries and/or the registry agent are not liable for any damages or losses however caused, in respect to any defect, error or omission in the driver's abstract, or use of the driver's abstract by the person receiving it.

Date

Signature

PART 2 - Declaration for Faxing (This does not apply to subsection 5(1)(a) above)

I / We, _____ of _____,
Name of Employer or Lawyer Address

request the driver's abstract, as mentioned above, to be faxed to _____,
Fax Number (include area code)

I/We agree that Alberta Registries and/or the registry agent are not liable for any privacy breach after the driver's abstract has been faxed to the above number.

Date

Signature of Employer or Lawyer

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **INCLEMENT WEATHER** | Sec 1, 1T

Reviewed 2023-01-20 | Revised: 2023-02-24 | **Effective:** 2019/11/23

INCLEMENT WEATHER

1. Northern Lights Library System's (NLLS) offices will remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen business interruptions, NLLS reserves the right to close the facility.
2. The Executive Director or designate will make a final decision regarding closures as soon as possible.

Facility Open

1. If the facility remains open on an adverse weather day, employees who report to work will receive their normal pay for the day. If an employee elects not to report to work on a facility open day, the employee can elect to:
 1. use any accumulated lieu hours, personal hours, or vacation days (in this order), for the missed day or
 2. the employee will not be paid for the day
2. It is each employee's decision to determine if they can safely arrive at work. If an employee elects not to work on a given day, NLLS requires the courtesy of a phone call to a manager or supervisor advising them of the decision

Facility Closed

1. If the facility is announced to be closed on a given day, all NLLS Employee(s) will receive regular pay for the day or partial day of closure.
2. NLLS will communicate facility closure to employees as soon as possible through regular channels of communication.
3. The Executive Director or designate will inform the Board chair and publicly announce any closure as soon as possible.
4. Managers may assign tasks to be completed remotely if the facility is closed.

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **EQUAL OPPORTUNITY EMPLOYER** | Sec 1, 1U

Reviewed 2019/11/23 | Revised: 2023/11/24 | **Effective: 2020/02/09**

SECTION 1 - 1.U

EQUAL OPPORTUNITY EMPLOYER

1. Northern Lights Library System (NLLS) is an equal opportunity employer, and recruits, trains, pays and promotes employees fairly and equally.
2. The Canadian Human Rights Act is the system's primary guideline in protecting against employment discrimination.
3. NLLS hires solely on the basis of merit.

NLLS Executive Board Chair

November 24, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 2

Subject: **POLICE INFORMATION CHECK (PIC)** | Sec 1, 1V

Reviewed 2024/01/19 | Revised: 2024/01/19 | **Effective: 2021/02/26**

SECTION 1 - 1.V

POLICE INFORMATION CHECK (PIC)

All new and continuing NLLS employees, who are required to do so by legislation, will be asked to complete and submit a Police Information Check (PIC).

1. PICs will be compliant with Human Rights and Privacy legislation.
2. A person who is offered employment at NLLS may be required to complete and submit a PIC before any offers of employment are finalized.
3. An employee who is offered a different position at NLLS may be required to complete and submit a PIC before the employee starts the new position.
4. All applicants will have the opportunity to review the results of the PIC and will be required to verify the results before any offer of employment may be finalized
5. A disclosable Criminal Record or adverse information will not necessarily preclude employment or subsequent promotion or result in any action being taken in relation to an employee. In making a determination about the proper response to the existence of disclosable information, the Executive Director will consider the offence history based on the following criteria:
 - a) The nature of the offence(s).
 - b) The relevance of the offence(s) to the position.
 - c) The length of time since the offence(s) took place.
 - d) Any mitigating or extenuating circumstances that might be revealed in relation to the offence(s) committed.
 - e) Whether there is an extended history of a criminal offence(s) or accumulation of individual minor offences that indicate a persistent pattern of behaviour.
6. Original documents are required for submission to NLLS. Photocopies, faxes, or electronic copies of criminal record checks will not be accepted.

Confidentiality

All information surrounding the Police Information Check, including the results, will be maintained in accordance with the Freedom of Information and Privacy Act. Confidentiality will be maintained for all criminal background check information, including hiring decisions

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: SOCIAL CLUB POLICY | Sec 1, 1Y

Reviewed 2022/10/04 | Revised: 2022/10/14 | Effective: 2022/11/25

SECTION 1 – 1.Y

SOCIAL CLUB POLICY

Purpose

1. The purpose of this policy is to establish the function and funding sources of the employee Social Club at Northern Lights Library System (“NLLS”).

Function

2. The function of the Social Club is to improve employee morale by boosting engagement, creating a more enjoyable working environment, and building stronger relationships both among NLLS employees, and between employees and the community.

Membership

3. Membership shall be open to all NLLS employees.

4. Membership shall be voluntary and opt-in.

5. If an employee does not choose to become a member of the Social Club, they will not be eligible to participate in Social Club events and activities, or to use items supplied by the Social Club without paying a fee for such use.

Funding

6. Members will pay \$5.00 per month for membership in the Social Club.

7. The method of member fee payment shall be a deduction of the membership fee from the member’s monthly pay.

8. NLLS shall match each member’s monthly contribution.

9. The Social Club may supplement its income through fundraising activities, which may include but are not limited to:

- a. The sale of snacks and drinks to NLLS employees, regardless of Social Club membership.
- b. Providing a passive donations collection box.
- c. Hosting fundraising events.

Social Club Committee

10. The members of the Social Club Committee (the “Committee”) shall act as the directors of the Social Club. The Committee shall determine what activities the Social Club will participate in, spearhead the planning of all Social Club initiatives, and control what purchases the Social Club makes throughout the year.

11. The Committee shall be composed of three (3) to seven (7) members, and must have a President, Treasurer and Secretary.

12. Committee members shall be elected to one (1) year terms.

13. There shall not be term limits on Committee membership, but the president may not be the same person for more than two (2) consecutive years.

14. Committee elections shall be held on the first Tuesday in February.

15. All permanent staff who are members of the Social Club are eligible to stand for election to the Committee.

NLLS Executive Board Chair

November 25, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 1

Subject: **WORKPLACE ALONE** | Sec 1, 2B

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2017/05/13**

SECTION 1 - 2.B

WORKPLACE ALONE

1. Northern Lights Library System (NLLS) is committed to the health, safety, and well-being of its employees, and will strive to ensure that all appropriate safeguards are enacted to protect its employees that must work alone or in isolation.

Headquarters

2. NLLS has determined that the risk is low for employees working alone at the NLLS headquarters building. The NLLS headquarters building is located off a well-traveled highway and within a close vicinity of local law enforcement. All entrances are locked and checked at the end of each workday. There is a well-lit parking lot
3. When an employee is working alone outside of regular work hours in the building the Employee must set building security alarm when leaving the building.

Site Visits

4. Frequently NLLS employees make site visits to member libraries or to meetings / conferences on NLLS's behalf. In general, NLLS employees will meet with people that are considered colleagues and constitute a low hazard risk.
5. NLLS employees often travel alone while making site visits. While travel within Alberta is generally by road on paved primary or secondary highways, weather conditions may affect driving as well as any emergency situations such as mechanical breakdowns or collisions. In general, the hazard assessment for this type of situation is considered low to moderate and the following protocol must be followed:
 - a. Employee must provide the Executive Director or Department Manager the intended destination and approximate estimated time of arrival and departure.
 - b. Employee(s) must carry their work assigned cell phone with them when travelling for work or provide their personal cell phone number to their managers.
 - c. If an employee cannot be reached by the work assigned cell phone number within a 6-hour period, emergency personnel must be contacted.

Van Route Drivers

6. NLLS drivers follow known schedules for destinations and times of arrival.
7. Drivers do not need to check-in upon regular arrival/return.
8. Drivers must check in when delayed en-route or arriving after regular business hours when operating any NLLS vehicles.
9. NLLS Drivers will carry their work assigned cellphone when driving for NLLS.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 1

Subject: **GYM FACILITIES** | Sec 1, 2C Appendix J

Reviewed 2022/10/04 | Revised: 2022/10/14 | **Effective: 2022/11/25**

SECTION 1 - 2.C

GYM FACILITIES

1. Northern Lights Library System (NLLS) provides gym facilities for the use of employees, building tenants, and adult guests upon signing waiver.
2. All users of the gym facilities must sign and submit the “gym usage liability waiver” and receive authorization from the Executive Director in writing prior to use of the facility.
3. Guests must be accompanied by an employee or building tenant.
4. Appendix J – Gym Usage

NLLS Executive Board Chair

November 25, 2022

Date of Approval



Northern Lights Library System
Human Resources Department
5615- 48 St, Postal Bag 8
Elk Point, AB T0A 1A0 780-724-2596

**APPENDIX J – Gym usage
Liability Waiver**

Health and Fitness Liability Waiver /Informed Consent Form

I, _____, acknowledge that the gym equipment offered through Northern Lights Library System is to be used at my own risk.

I acknowledge that my use of the gym facilities is purely voluntary and is in no way mandated by Northern Lights Library System.

In consideration of my use of the gym facilities, I, _____, hereby release Northern Lights Library System and its agents from any claims, demands, and causes of action as a result of my voluntary participation.

I fully understand that I may injure myself as a result of my use of the gym facilities and I, _____, hereby release Northern Lights Library System and its agents from any liability now or in the future for conditions that I may obtain. These conditions may include, but are not limited to, heart attacks, strokes, muscle strains, muscle pulls, muscle tears, broken bones, shin splints, injuries to knees or other joints of the body, injuries to back, injuries to a foot, heat prostration, or any other illness or soreness that I may incur, including death.

I HEREBY AFFIRM THAT I HAVE READ AND FULLY UNDERSTAND THE ABOVE STATEMENTS.

_____ (Participant's signature)

_____ (Witness) _____ (Date)

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 1

Subject: EMERGENCY MANAGEMENT | Sec 1, 2D

Reviewed 2023-04-21 | Revised: 2023-08-25 | **Effective: 2023-08-25**

SECTION 1 - 2.D

EMERGENCY MANAGEMENT

1. The Northern Lights Library System (NLLS) will follow government authority directives regarding an emergency. NLLS management will regularly monitor emergencies and communicate to all NLLS employees: alerts, directives and guidelines issued by relevant government authorities.
2. When an emergency has been declared, flexible work shifts and/or working remotely may be assigned to employees by NLLS supervisors to minimize personal risks.
3. If-operations need to be suspended, employee layoffs will be decided and announced by the Executive Director after consulting with the Executive Committee.
4. At risk employees, as defined by authorities, must advise their manager of their personal risk during a public emergency. The employee's manager will organize an alternate work assignment that addresses the employee's safety needs and meets the operational needs of NLLS. Criteria for a change in working conditions or emergency leave (ie. Looking after a compromised family member) would be mandated through the provincial or federal authorities.
5. All employees are required to be vigilant of their own personal risk during a declared public emergency
6. All employees will ensure they understand and comply with emergency prevention and mitigation policies and practices in the workplace.
7. When government authority directives dictate facility closures, the Executive Director will promptly inform employees when access to NLLS facilities will be controlled or limited. These changes will remain in place until government authorities announce a relaxation of these directives. Return to the workplace will be communicated by the Executive Director.

NLLS Executive Board Chair

August 25, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health & Safety | Page(s): 1

Subject: **WORKING REMOTELY** | Sec 1, 2E

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2021/02/26**

SECTION 1 - 2.E

WORKING REMOTELY

The Northern Lights Library Board recognizes that there are situations or positions where having staff work remotely may be of benefit to the employer and/or the employee. An employee is deemed to be working remotely if their regular place of work is not NLLS headquarters in Elk Point, Alberta. This policy is applied at the discretion of the Executive Director according to job requirements.

Policy

When practical or necessary, NLLS may require employees to work remotely on a temporary or permanent basis. Where remote working arrangements are permanent, they must be formalized by written agreement between the employer and employee.

This policy does not change or replace the existing terms of an existing employment agreement.

Remote employees must comply with all relevant NLLS policies, practices, and instructions.

Work hours, compensation, annual vacation, and employee leaves will follow applicable policies and agreements.

The employer reserves the right to end an employee's work remotely arrangement at any time.

All staff working remotely will complete the Remote Work Safety Assessment (Appendix A) annually and return a signed copy to the Executive Director. Photographs of the workstation setup must be included with the assessment.

Responsibilities

1. The Employee is responsible for:
 - a) Costs associated with working remotely, e.g. network connection
 - b) Maintaining a home-work environment that is ergonomic and free of hazards
 - c) Maintaining open and regular communication with supervisor and team members
 - d) Performing their duties to a high standard
2. Performing their duties in a safe and responsible manner
 - a) The Employer is responsible for:
 - i. Approving or denying remote working arrangements
 - ii. Providing a computer and other devices as necessary to adequately perform tasks remotely (including the accommodation of special needs, within reason)
 - iii. Providing access to desktops and other devices as required company resources and software
 - iv. Maintaining open and regular communication with the employee
 - v. Working with staff to ensure that occupational health and safety practices are observed in remote environments.
 - vi. Providing the employee with appropriate remote work documentation for tax purposes

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Workplace Health and Safety | Page(s): 2

Subject: **PETS IN THE WORKPLACE** | Sec 1, 2F

Reviewed 2021/01/14 | Revised: 2024-02-23 | **Effective: 2021/02/26**

SECTION 1 - 2.F

PETS IN THE WORKPLACE

Pets in the workplace policy outlines the rules for bringing, caring for and supervising pets in the Northern Lights Library System (NLLS) offices.

NLLS employees may have their pets at work on designated days. The Executive Director will determine designated days and may change those days as necessary.

Compliance with this policy is required to avoid disruption to operations or damage to facilities.

This policy refers to all our employees, visitors, contractors and consultants. It applies to any space NLLS owns where employees perform their job duties.

Employees who own pets can choose to bring them to their workplace on designated days. They must consult with their Manager or Executive Director before bringing their pet to work. Pets may be permitted in the building if all of the following are true:

1. The pet is adequately trained to be in an office working environment
2. The owner can provide proof their pet is clean, properly vaccinated, and free of parasites
3. The owner has ensured that their pet does not present a risk of allergy attack or other medical problems for others in the building.
4. The owner has signed a waiver taking responsibility for any outcomes of having their pet in the office, and they have read and agree to abide by this policy.

All dogs are to be on a leash when outside the owner's office space, and their movements restricted to their owner's office space. Their owner is responsible for informing others of their dog's presence, preferably with a sign.

What pets are allowed?

Office pets are usually dogs and cats, but any pet that is well-trained and not potentially dangerous or unpleasant is also allowed. Young animals are not allowed until they're adequately trained. Pets like snakes, spiders, and bunnies (which chew up cords) are prohibited in the workplace.

Owner's Responsibilities

Generally, NLLS wants to ensure that employees' and their pets are cared for properly. Pet owners must clean up after their pets. They are solely responsible for their pet's behaviour and well-being. They should supervise their pets in the workplace and always know their location.

Owners are responsible to ensure their animal does not:

1. Make a mess
2. Fight with other office pets
3. Wander in prohibited places
4. Endanger themselves or others
5. Damage company or employee property
6. Annoy coworkers (e.g. barking constantly, climbing on their desks)

The Manager or Executive Director will determine the seriousness of the pet's actions. As a general rule, if the pet misbehaves three times or becomes overly aggressive, their owner may be prohibited from bringing the pet to the office again. Pet owners will be responsible for any expenses resulting from their pet's behaviour.

Owners may leave work to walk their dogs during lunch or a designated break. The use of excessive work time to look after pets is prohibited and will result in the pet no longer being permitted at the workplace. Employees must use good judgement and make other arrangements for their pets when their schedule does not allow them to adequately supervise the animal.

Pet owners are advised not to leave pets in their vehicles for long periods of time. In some jurisdictions, leaving pets in cars confined or unattended in conditions that may endanger them is illegal. Pet owners are obliged to know the law. When employees use company vehicles, we prohibit them from leaving pets inside, unattended and without proper ventilation, food/drink, or in extreme temperatures.

Areas where pets are prohibited

Pets are prohibited from:

1. Offices of employees with allergies
2. Places with sensitive equipment or material
3. The staff room, or where food is served or exposed
4. Meeting rooms during meetings with clients or external parties

Complaint Process

We want all employees to feel safe in their workplace. If an employee has concerns or problems resulting from a pet at work, they can follow this process:

1. Talk to the pet's owner in case they can resolve the problem immediately
2. Reach out to their supervisor or manager to explain the issue
3. Follow the grievance process if an issue remains unresolved.

This policy does not prohibit service animals (animals trained to perform tasks for the benefit of a person with a disability.) Qualified service dog teams must have an Alberta Service Dog Identification Card that ensures access to public places. If any problem arises because of service animals, we will make appropriate accommodations to resolve it.

Employees will not feed or interact with other employees' pets or service animals without obtaining explicit permission from the owner.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **CODE OF ETHICS** | Sec 1, 3A

Reviewed 2023/09/11 | Revised: 2024/11/24 | **Effective: 2017/05/13**

SECTION 1 - 3.A

CODE OF ETHICS

1. Northern Lights Library System (NLLS) Employees are expected to demonstrate the highest professional and ethical standards.
2. Any violation of professional or ethical standards will result in disciplinary action.
3. It is the responsibility of every employee to become familiar with this Code of Ethics and to govern their conduct and behaviour in accordance with the guidelines below.
4. If an employee requires clarification on ethical or professional standards, they should proactively consult their supervisor.

Guidelines

1. An employee shall, in the course of their duties, uphold all provincial and federal laws.
2. An employee shall, in the course of their duties, uphold NLLS policies and procedures.
3. An employee shall, at all times, act responsibly in the performance of their public duties.
4. An employee shall ensure that their conduct, when in an official capacity, does not bring NLLS into disrepute or damage public confidence.
5. An employee shall behave professionally, respectfully, and courteously at all times, including with their co-workers and the public. They shall endeavor to resolve any work-related disagreements in a respectful manner. See the Grievance Policy for further information.
6. An employee shall make every reasonable means to avoid conflicts of interest.
 - a Where a conflict of interest cannot be avoided it must be disclosed in writing to supervisors.
7. Employees will maintain the confidentiality of private information and understand and abide by FOIP guidelines and other privacy legislation.
8. Employees shall sign and acknowledge acceptance of this policy annually.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **WHISTLEBLOWER POLICY** | Sec 1, 3C Appendix X

Reviewed 2021/11/19 | Revised: 2022/03/04 | **Effective: 2017/05/13**

SECTION 1 - 3.C APPENDIX X

WHISTLEBLOWER POLICY

1. Northern Lights Library System (NLLS) recognizes that personnel may be confronted in their positions with ethical and or morally challenging situations that are unclear, uncomfortable, and/or push the limits of personal and professional boundaries.
2. Employee(s) will report ethical/moral situations or concerns directly to the Executive Director and/or a designate.
3. Employee(s) will report ethical/moral situations or concerns directly to the Board Chair if the situation pertains to the Executive Director, executivechair@nlls.ab.ca.
4. NLLS staff that report such situations to management may expect that:
 - a) Management will maintain confidentiality with regard to the information that is presented by the employee(s), and act on it according to applicable legislation and company policy, such as: NLLS Grievance and Code of Ethics policies.
 - b) Management will inform employee(s) who report such situations, that they are entitled to seek expert legal advice if they feel a reasonable solution is not found within the organization directly.
5. Whistleblowers
 - a) NLLS realizes that whistleblowers are people who act in 'good faith' and feel obligated to report:
 - i. A criminal offence.
 - ii. A breach of a legal obligation.
 - iii. A miscarriage of justice.
 - iv. A danger to the health and safety of any individual.
 - v. The deliberate covering up of information tending to show any of the above.
6. It will be considered a serious matter if retaliatory action is taken against the whistleblower by ANY personnel, management or otherwise, and disciplinary measures up to and including termination of employment will be considered.
7. If Whistleblower has been found to have maliciously made a false accusation, disciplinary measures up to and including termination of employment will be considered.

NLLS Executive Board Chair

March 4, 2022

Date of Approval



APPENDIX X – WHISTLEBLOWER POLICY

Acknowledgement of Whistleblower Policy

I, _____ agree and understand to the current NLLS Sec 1, 3C Whistleblower policy.

Employee

Date

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **FINANCIAL MATTERS** | Sec 1, 3D

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2017/05/13**

SECTION 1 - 3.D

FINANCIAL MATTERS

1. All assets and liabilities of Northern Lights Library System (NLLS) shall be recorded in the regular books of account. Nondisclosed or unrecorded fund or asset shall be established or maintained for any purpose.
2. No false or artificial entry or entry that obscures the purposes of an underlying financial transaction shall be made in the books and records for any reason.
3. No payment of any nature using NLLS funds or assets that is in violation of any applicable law or regulation shall be made.
4. Unauthorized removal of materials, property or monies belonging to the NLLS is strictly prohibited.
5. Falsification of an application, time sheet, work schedule or other financial or legal records is prohibited.
6. Fraud - All Managers and the Executive Director are responsible for the detection and prevention of fraud, misappropriations, and other irregularities. Fraud is defined as the intentional, false representation, or concealment of a material fact for the purpose of inducing another to act upon it to their injury.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **CONFLICT OF INTEREST** | Sec 1, 3E

Reviewed 2022/07/08 | Revised: 2022/08/26 | **Effective: 2017/05/13**

SECTION 1 - 3.E

CONFLICT OF INTEREST

1. A conflict of interest occurs when an employee is in a position to influence a business decision that may result in a personal gain.
2. All employees have an obligation to conduct their duties to avoid actual, potential, or perceived conflict of interest.
3. An employee shall not accept from or provide to anyone a bribe (monetary or otherwise), who conducts business with the Northern Lights Library System (NLLS).
4. If an employee has any personal interest in a business transaction involving a purchase or contract where they have influence in the outcome, full disclosure must be made to the Executive Director so that safeguards can be established and recorded.
5. An employee shall not use their influence to obtain advantage on behalf of a family member or relative of the employee.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **LIBRARY PROPERTY** | Sec 1, 3F

Reviewed 2020/02/21 | Revised: 2024-02-23 | **Effective: 2017/05/13**

SECTION 1 - 3.F

LIBRARY PROPERTY

1. Northern Lights Library System (NLLS) property may be used by employees for purposes not associated with the performance of duties when such property is properly signed out.
2. Where a clear sign-out method is unavailable (library catalogue, internal calendar, written forms, etc.), the Executive Director or their designee's approval in writing is required.
3. The Employee is responsible for lost or damaged NLLS items, when signed out.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **POLITICAL ACTIVITY** | Sec 1, 3G

Reviewed 2019/10/11 | Revised: 2018/09/08 | **Effective: 2017/05/13**

SECTION 1 - 3.G

POLITICAL ACTIVITY

1. An employee shall maintain all appearances of being politically neutral in their official employment duties.

NLLS Executive Board Chair

September 8, 2018

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **INTERNET and COMPUTER USAGE** | Sec 1, 3J

Reviewed 2021/11/19 | Revised: 2023-08-25 | **Effective: 2017/05/13**

SECTION 1 - 3.J

INTERNET and COMPUTER USAGE

1. Background

This policy outlines best practices and expectations regarding use of computers and other technology in the workplace.

2. General Principle

- a) The guiding principle for both computer and internet usage at Northern Lights Library System (NLLS) is that these are resources paid for and owned by the system, being used by employees on NLLS time.
- b) NLLS has no objection to employees using computer resources on their own time for routine and benign matters, such as internet browsing, booking flights, checking email, doing online banking, or similar matters. However, personal usage should be restricted to breaks, lunchtime, or before or after hours, and should be consistent with other guidelines in this policy.

3. Restricted Uses

- a) Northern Lights Library System (NLLS) reserves the right to restrict what software may be used on NLLS computers. Staff must seek the approval of Technology Services and Infrastructure (TSI) before installing new software on NLLS devices.
- b) The following are absolutely prohibited types of internet sites to be visited, ever, under any circumstances:
 - i Gambling sites
 - ii Adult content sites
 - iii Pornographic material
 - iv Unapproved file sharing sites
 - v Other sites deemed to represent a security risk by NLLS IT employee(s)
- c) In addition, sites not related to NLLS business activities should be viewed with great discretion.
- d) Similar discretion shall be exercised with email correspondence, to ensure it is also consistent with the guidelines for internet usage.
- e) Technology Services and Infrastructure (TSI) employee(s), under the direction of the Executive Director, may be directed to restrict user rights for employee(s) found in violation of the above policy, and/or implement the required technical means to enforce this policy.

4. Email

- a) Professional business practices shall be adhered to in respect to the creation and content of email records.
- b) Emails are a record belonging to Northern Lights Library System (NLLS) and will be retained and backed up according to current industry best practices.
- c) If there is a need to include confidential information, mark your text as "confidential" in the subject line.
- d) As a NLLS record, emails are subject to FOIP (Freedom of Information and Protection of Privacy) legislation.
- e) NLLS staff must use email systems provided by NLLS and not personal email accounts for business purposes.
- f) Employee(s) will, as far as reasonably possible, not share their own email or that of other NLLS Employees with 3rd parties, unless required to do so for a legitimate business reason.
- g) Employee(s) will avoid adding their email to mailing lists of any kind, unless they fully trust the source, and have a business reason for being part of a mailing list. (Technical user groups and professional memberships are examples of acceptable mailing lists).
- h) NLLS employee(s) shall refrain from doing mass mailings that are not work-related.
- i) Employee(s) will treat suspicious emails, and emails from unknown senders, as cautiously as possible, deleting mail from unknown senders and not interacting with attachments or links.

5. Privacy

- a) Anything created or stored on a NLLS computer and/or network device, is subject to the provisions of the Freedom of Information and Protection of Privacy Act (FOIP).
- b) NLLS will strive to maintain the privacy of its employees with respect to email and other content on computers assigned them for work.
- c) NLLS will not actively monitor email communication or other computer usage.
- d) In the case of a cyber-security threat, incident, internal investigation, or legal requirement, TSI staff may be required to access and provide emails and other computer information to third-parties.

NLLS Executive Board Chair

August 25, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 2

Subject: **SOCIAL MEDIA** -| Sec 1, 3L

Reviewed: 2021/03/30 | Revised: 2024-02-24 | **Effective: 2017/05/13**

SECTION 1 - 3.L

SOCIAL MEDIA

Policy Purpose

1. To define healthy boundaries and expectations regarding Northern Lights Library System's (NLLS') social media, as well as NLLS employees' use of social media in both their personal and professional lives.

Policy Statement

2. The use of social media and other information technology is a valuable tool by which information may be distributed to, and collected from the public at large. NLLS is committed to the responsible use of social media by its employees in the promotion of NLLS, as well as in its communication with the public.
3. An employee's personal and off-duty use of social media may be subject to the guidelines of this Policy.
4. This Policy should be read in conjunction with any other related NLLS policies. Where a conflict exists between this Policy and another NLLS policy, this Policy shall prevail.

Definitions

5. An "employee" generally refers to any employee, service point staff member, volunteer, elected official, or board member of NLLS.
6. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
7. A "posting" includes any written comment, content, or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
8. A posting may be considered "inappropriate" if it:
 - a) renders any NLLS employee unable to perform their duties satisfactorily;
 - b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
 - c) discloses information or provides communication that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
 - d) is obscene, unduly critical, abusive, harassing, and/or defamatory;
 - e) is in breach of Canada's Criminal Code;
 - f) is in breach of the Alberta Human Rights Act,
 - g) expressly or impliedly discloses information in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
 - h) expressly or impliedly discloses confidential information of NLLS or any other person; and
 - i) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

Promotion and Communication

9. Similar to more traditional forms of media and communication, only employees authorized by the Executive Director are permitted to create, operate, or manage any website or social media profile on behalf of NLLS. Further, no website or social media profile of NLLS shall be created, operated, or managed through an employee's personal website or social media profile. Authorized employees will ensure that social media postings align with NLLS's vision, mission, and values.
10. To ensure consistency and accuracy throughout NLLS websites and social media, prior to posting information to social media on behalf of NLLS, the authorized employees shall confirm the accuracy of the information and compliance with all applicable policies and legislation (including, but not limited to, FOIP).
11. NLLS reserves the right to make editorial decisions regarding postings to its websites and social media, including the removal of postings.

Network Security

12. Employee who has been authorized by the Executive Director to create, operate, or manage any website or social media profile on behalf of NLLS, shall abide by the Password Management policy.

Personal Use of Social Media and Other Information Technologies

- 13. NLLS respects and supports the privacy and autonomy of employees’ personal or off-duty use of social media, including their freedom of speech. However, if an employee’s personal or off-duty use of social media is “inappropriate” within the meaning of this Policy, then NLLS may take any action necessary in response, as though that conduct occurred within the scope of the employee’s duties. Such action may include disciplinary action, up to and including termination for just cause.
- 14. At all times, NLLS employees owe a duty of fidelity and loyalty to NLLS, which prohibits employees from posting negative content critical of NLLS and/or its employees on their personal social media and/or while off-duty. If an employee has such sentiments, the employee should meet with NLLS to respectfully discuss and resolve their concerns, rather than addressing those concerns through social media or other public forums. Refusal and/or failure to adhere to the foregoing may result in disciplinary action being taken against the employee, up to and including termination for just cause.
- 15. Employees’ personal or off-duty use of social media must not indicate, suggest, or imply, that their postings are in connection with, or relation to, or on behalf of, NLLS or its operations.
- 16. Employees are encouraged to exercise sound judgement when personally using social media, and to use the most restrictive privacy settings available in respect to personal social media use.
- 17. Employees who receive or observe negative or inappropriate postings relevant to NLLS are encouraged to advise the Executive Director.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **OUTSIDE COMPUTERS** | Sec 1, 3N

Reviewed: 2019/10/11 | Revised: 2018/09/08 | **Effective: 2017/05/13**

SECTION 1 - 3.N

OUTSIDE COMPUTERS

1. It is not permitted to connect (plug) Computers that do not belong to NLLS (i.e. home computers, visitors, contractors, etc.) Exception will be the need to use the Internet for reasons of training or presentations. In this case the owner of the external computer should demonstrate that their computer is free of viruses (Proof of current and updated virus software and last scan results). Employee(s) must consult IT Personnel before connecting the external computer.

NLLS Executive Board Chair

September 8, 2018

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **PRIVACY ISSUES** | Sec 1, 3P

Reviewed: 2018/08/02 | Revised: 2018/09/08 | **Effective: 2017/05/13**

SECTION 1 - 3.P

PRIVACY ISSUES

1. It is a matter of settled law that what employees do on NLLS computers is 100% owned by NLLS, and that NLLS also has the legal right to monitor what emails they send and receive from NLLS computers regardless of where those emails may be hosted. NLLS may also legally monitor and record where employees go and what they do on the internet.
2. It is also acknowledged and understood that anything created or stored on a NLLS Computer and/or email servers, is also subject to the provisions of the Freedom of Information and Protection.
3. It is, however, the Policy of NLLS to respect the privacy of its employees with respect to email and other content on their computers, and that there shall be no active monitoring of either email or content, except in an email or machine where determined by system software to contain a security threat. The source of this virus/malware shall be tracked and investigated.
4. Notwithstanding the above, in the event extra-ordinary circumstances warrant, or if directed by Senior Management to do so, IT employee(s) are able to reconstruct user computer activity, Internet usage patterns, and/or emails sent and received (even if they have been deleted) and all employee(s) shall be made aware of this capability.

NLLS Executive Board Chair

September 8, 2018

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 3

Subject: **GRIEVANCES** | Sec 1, 3Q & Appendix W

Reviewed: 2020-02-21 | Revised: 2020/-05-23 | **Effective: 2023-05-26**

SECTION 1 - 3.Q GRIEVANCES & APPENDIX W

GRIEVANCES

Although we seek to provide a workplace in which all employees feel that they are an important part of the Northern Lights Library System (NLLS) and where employees feel fairly treated, there may be times when a dispute between employees and management must be resolved through a formal procedure for dispute resolution. Disputes between an existing employee and NLLS are to be resolved in accordance with the following procedure. NLLS reserves the right to apply this policy and its procedure in its sole discretion.

1. General

- a) Any current employee may file a grievance related to conditions of employment, workplace harassment, occupational health and safety issues, or other employment related issues.
- b) A former employee who has resigned, or whose employment has been concluded by NLLS, is not permitted to file a grievance under this policy.
- c) Nothing in this policy prohibits an employee, or former employee, from seeking remedies available under the Employment Standards Code, the Alberta Human Rights Act, the Occupational Health and Safety Act, any other employment related legislation, or from involving the courts.
- d) NLLS strives to maintain confidentiality, impartiality, and fairness throughout the grievance process.
- e) All matters related to a grievance shall be kept confidential to the extent possible. However to allow sufficient and proper investigation into a grievance, absolute confidentiality cannot be guaranteed. Investigation into a grievance shall involve the aggrieved, and those named in the grievance, as well as others who may have relevant information regarding the grievance.
- f) A grievance will be filed in the following order:
 - i Level 1 adjudicator – immediate Supervisor or Department Manager,
 - ii Level 2 adjudicator – Executive Director,
 - iii Level 3 adjudicator - Chairperson of the Grievance Committee.Grievances related to the Executive Director begin at level 3. An employee who fails to strictly comply with the foregoing may be subject to disciplinary action, up to and including termination of employment.
- g) The adjudicator for each level will be the individual(s) responsible for rendering a written decision.
- h) The involvement of witnesses will be at the discretion of the adjudicator.
- i) An employee who files a grievance under this policy shall not be subjected to any retaliatory action from any party.
- j) Disciplinary action, up to and including termination of employment, may result for any retaliatory action.
- k) An employee who files a frivolous or vexatious grievance, or a grievance in bad faith, (as determined by NLLS) may be subject to disciplinary action, up to and including termination of employment.
- l) If the Executive Director is absent from work for more than one (1) consecutive week, their designate has the authority to administer this policy.

2. Procedure

Level 1

- a) The employee shall, before taking any other steps, discuss the matter with their immediate Supervisor. Formal grievances will not be accepted until the matter is discussed with their immediate Supervisor. If the matter is informally resolved by the involved parties, no further action(s) will be taken. Otherwise;
- b) the aggrieved shall formally file a grievance in writing, using Appendix W, to their immediate Supervisor within ten (10) working days of the conversation with their supervisor that did not produce an agreeable resolution.
- c) A grievance filed after ten (10) working days of the initial conversation with their Supervisor must begin again at step A before a formal grievance may be submitted.
- d) The immediate Supervisor or Manager shall render a written decision regarding the grievance within ten (10) working days.

Level 2

- a) Failing satisfactory resolution of the grievance under Level 1, the grievor shall submit the grievance in writing to the Executive Director within five (5) working days after receipt of the grievance decision from the employee's immediate Supervisor or Manager.
- b) A grievance submitted to the Executive Director more than five (5) working days after the grievor's receipt of the grievance decision from the employee's immediate Supervisor or Department Manager shall not be accepted, further reviewed, or further adjudicated.
- c) The Executive Director shall meet with the grievor to discuss the grievance. The Executive Director shall also meet with any parties to the grievance. If required, the Executive Director shall perform an investigation into the grievance. In addition to interviewing the parties to the grievance, the Executive Director's investigation may include interviewing others who may have relevant information regarding the grievance. The Executive Director will review and consider all available information and documentation that is relevant to the grievance.
- d) The Executive Director shall render a written decision within ten (10) working days.

Level 3

- a) Failing satisfactory resolution of the grievance under Level 2, the grievor shall submit the grievance in writing within five (5) working days after receipt of the Executive Director's grievance decision to the Chairperson of the Grievance Committee.
- b) A grievance submitted to the Chairperson of the Grievance Committee more than five (5) working days after the grievor's receipt of the grievance decision from the Executive Director shall not be accepted, further reviewed, or further adjudicated.
- c) The Executive Director will provide the Chairperson of the Grievance Committee with all information and documentation relevant to the grievance, for the review and consideration of the Grievance Committee.
- d) The Grievance Committee shall meet with the grievor to discuss the grievance. The Grievance Committee shall also meet with any parties to the grievance.
- e) The Grievance Committee shall render a written decision within twenty (20) working days.
- f) The written grievance decision of the Grievance Committee is final, subject to any applicable statutes.

Grievance Against Executive Director

- a) If an employee's grievance relates to the Executive Director, the grievance will proceed directly from Level 1 to Level 3. Accordingly, the employee shall formally submit a grievance in writing, using Appendix W, to the Chairperson of the Grievance Committee within ten (10) working days of the initial conversation with the Executive Director.
- b) A grievance relating to the Executive Director that is submitted to the Grievance Committee more than ten (10) working days after receipt of the grievance decision from the Executive Director shall not be accepted, reviewed, or adjudicated.
- c) The Grievance Committee shall meet with the grievor and the Executive Director separately to discuss the grievance. The Grievance Committee will review and consider all available information and documentation including interviewing relevant parties.
- d) The Grievance Committee shall render a written decision within twenty (20) working days.
- e) The written grievance decision of the Grievance Committee is final, subject to any applicable statutes.

3. Resolution of Grievance

- a) If the grievor agrees with a written grievance decision, they shall sign the decision in acknowledgment that the matter is resolved.

- b) A copy of the grievance and the written grievance decision(s) will be placed in the grievor's personnel file, as well as the personnel file of other parties to the grievance.
- c) Written grievances do not constitute disciplinary action although it may be recommended as part of the decision, see Sec 1, 1P Performance Management.

4. Grievance Committee

- a) The Grievance Committee will consist of 5 members:
 - i. NLLS Vice Chair
 - ii. Four (4) Members of the NLLS Board (one from each zone/non-Executive)
 - iii. Each Zone shall appoint an alternate.
- b) The Chairperson of the Grievance Committee will be chosen by its 5 members, from among its 5 members.

NLLS Executive Board Chair

May 26, 2023

Date of Approval

APPENDIX W – Grievance Form



Employee Grievance Form

Grievant Information

Employee Name: _____ Date: _____

Job Title: _____ Date of Hire: _____

Home Mailing Address _____

Work Mailing Address: _____

Date, time and place of event leading to grievance:

Detailed account of occurrence (include names of persons involved, if any):

Please state policies, procedures, or guidelines that you feel have been violated:

Proposed solution to grievance:

The grievant should retain a copy of this form for his/her records. The signature below indicates that you are filing a grievance, and any information on this form is truthful.

Employee Signature

Date

Received by

Date

Retain in file

Date

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **EXECUTIVE DIRECTOR GRIEVANCE** | Sec 1, 3R

Reviewed: 2023-04-03 | Revised: 2020-05-23 | **Effective: 2023-05-26**

SECTION 1 - 3.R

EXECUTIVE DIRECTOR GRIEVANCE

1. If the Executive Director has a grievance with the Northern Lights Library System (NLLS) Chair or Executive Committee, the Executive Director can file a grievance with the Grievance Committee.
2. The principles and procedures of the general Grievance Policy Sec 1: 3Q apply to the Executive Director Grievance policy.
3. The Executive Director shall have ten (10) working days after receiving a written decision of the Grievance Committee to appeal the Committee's decision by consulting with the Committee, a third-party arbitrator agreeable to both parties. The Executive Director can appeal decisions of the grievance committee for the following areas:
 - a) General
 - b) Disciplinary
 - c) Harassment
4. If a member of the Committee is directly involved in the grievance, or otherwise has a conflict of interest, they must recuse themselves from the process. They will be replaced by the alternate for their Zone.
5. If the Vice Chair recuses themselves from the process, then a Grievance Committee alternate (not the Board Chair) will be appointed in their place.

NLLS Executive Board Chair

May 26, 2023

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 2

Subject: **WORKPLACE VIOLENCE and HARASSMENT** | Sec 1, 3S

Reviewed: 2024-01-04 | Revised: 2024-02-23 | **Effective: 2017/05/13**

SECTION 1 - 3.S

WORKPLACE VIOLENCE and HARASSMENT

Definitions

1. **Violence and harassment** can come from anyone in the workplace and be directed at anyone. It can be subtle or overt. Abuse may be deliberate or unintended. It may be a single event or may involve a continuing series of incidents. Abuse can victimize anyone and may be directed by or towards workers, clients and members of the public. Refer to:
 - a) Alberta Workplace OHS code - Provincial
 - b) Center for Occupational Health and Safety – Federal
2. **Workplace Violence**
 - a) any act in which a person is abused, threatened, intimidated or assaulted at work. It includes threatening behaviour, verbal or written threats, verbal abuse, and physical attacks.
3. **Harassment**
 - a) any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person. This includes words, gestures, intimidation, bullying or other inappropriate activities. It may include discriminatory treatment based on an individual's race, ethnicity, age, religion, gender, gender identity, sexual orientation or other legally protected characteristics.
4. **Sexual Harassment**
 - a) any unwelcome behaviour that is sexual in nature. This includes unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature.

Policy Statement

5. NLLS shall ensure that employees understand how to recognize workplace violence or harassment and the procedures for responding to, reporting on, and investigating incidents of violence and harassment in the workplace.
6. No action shall be taken against an individual for making a complaint; unless the complaint is made maliciously.
7. Employees are required to be familiar with and follow the procedures for responding to, reporting on, and preventing workplace violence and harassment.
8. Employee(s) faced with an urgent situation involving threatening or violent conduct, where there is a reasonable belief that the safety of persons may be threatened, shall contact the police immediately.
9. For other incidents:
 - a) An employee subjected to or having witnessed workplace violence or harassment has the option to:
 - i. Approach any department manager,
 - ii. Approach the Executive Director,
 - iii. Follow the Whistleblower Policy.
 - b) Discuss the matter with your Manager; (if the alleged offender is your Manager, discuss the matter with the Executive Director); before filing a formal written report of the incident. The person subjected to workplace violence or harassment, with the assistance of the Manager or Executive Director, should let their objections to the behaviour be known to the alleged offender. The Executive Director will document the incident and follow the Grievances process for serious incidents;
 - c) If the complainant is not satisfied with the actions taken by the Executive Director, they may follow the Grievances Policy;
 - d) If the alleged offender is the Executive Director, discuss the matter with your Manager and notify the NLLS Board Chair. Prior to filing a formal report of the incident, the person subjected to workplace violence or harassment, with

the assistance of the NLLS Board Chair (or designate), shall let their objections to the behavior be known to the alleged offender. The Chair will document the incident and inform the Executive Director and the Grievance committee.

NLLS Executive Board Chair

February 23, 2024

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1
Subject: **COMMUNICATION PROTOCOL – EMPLOYEE(S)** | Sec 1, 3U
Reviewed: 2020/02/21 | Revised: 2019/03/02 | **Effective: 2018/09/08**

SECTION 1 - 3.U

COMMUNICATION PROTOCOL – EMPLOYEE(S)

DAY TO DAY communication channel flow

1. All communications must follow this flow chart, any deviation of this process will be re- routed back through proper channels.



GRIEVANCE communication channel flow

1. All communications must follow this flow chart, any deviation of this process will be re- routed back through proper channels.
2. Once you make it to Grievance step, please follow Sec 1, 3Q Grievances process.



NLLS Executive Board Chair

March 2, 2019

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 1

Subject: **GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS** | Sec 1, 3V

Reviewed: 2020/05/29 | Revised: 2019/08/21 | **Effective: 2018/09/08**

SECTION 1 - 3.V

GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

1. General Communication channel flow for first point of contact in day to day operational matters.
2. All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
3. To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
4. Communications for each step will be responded to within two (2) NLLS working days.
5. Automatic replies from helpdesk will not be considered as “responded” to.
6. A helpdesk ticket must be the number one method of communication.
7. Phone is number two if internet communication is down or access is unavailable, a phone message with call back details and time must be left. Helpdesk ticket will be created by NLLS employee to track this event.
8. All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.
9. One (1) request per ticket to be entered.
10. Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.

Library Manager Complain Process



11. NLLS strives to provide a safe and respected work environment for all staff and the clients served.
12. Abuse or offensive behavior by a Library Manager or library staff towards an NLLS staff member may result in a letter from NLLS Executive Director to the Library Manager and copied to the Chair of the Library Board if applicable and the Executive Committee Board Chair. Abusive and offensive behaviour is defined in Policy Sec 1, 3S Workplace Violence and Harassment.
13. Continued abuse or offensive behavior that is not corrected may result in service disruption. Any withholding of services will be decided at the Executive Committee level.

NLLS Customer Complaint Process



NLLS Executive Board Chair

August 21, 2020

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Code of Ethics | Page(s): 2

Subject: **SUBSTANCE ABUSE** | Sec 1, 3W

Reviewed: 2022/07/08 | Revised: 2022/08/26 | **Effective: 2018/09/08**

SECTION 1 - 3.W

SUBSTANCE ABUSE

The purpose of this policy is to establish Northern Lights Library System's (NLLS) expectations for appropriate behavior regarding illicit substance use, the consequences for non-compliance, and to provide consistent guidelines for employees.

Employees have the responsibility to report to work capable of performing their tasks productively and safely and to ensure that no employee or member of the public are potentially put at greater risk as a consequence of drug (legal or illegal) or alcohol usage.

Definitions

For the purposes of this policy contractors, volunteers, and members at large appointed to the various boards, committees, and delegations, shall also be subject to this policy.

An employee would be considered under the influence of drugs if they have taken an illicit substance and are:

- a. unable to perform in a fully productive manner or
- b. in a physical or mental condition that creates a risk to the safety and well-being of an individual, the property of NLLS, or the public.
- c. displaying signs or symptoms of substance abuse.

Appropriate Conduct Respecting Drugs and Alcohol

1. While on the job, or using NLLS property or equipment:
 - a. No employee(s) may use, possess, distribute, sell or be under the influence of alcohol, cannabis or illegal drugs. This includes meal periods and scheduled breaks.
 - b. The legal use of prescribed and/or over the counter drugs are permitted at work when medically appropriate, if it does not impair the employee's ability to perform their work.
 - c. Employees are required to disclose to the Department Manager the use of prescription drugs which may affect their work performance or the safe execution of their duties. NLLS is committed to accommodating an employee's necessary use of prescription drugs to the extent reasonably possible without suffering undue hardship.
 - d. The Executive Director may authorize the consumption of alcoholic beverages by employees during working hours (e.g. social events).
 - e. In all situations, where NLLS believes an employee is unfit to be at the workplace, they will take appropriate steps to ensure the safety of the employee and all others.

Treatment and Accommodation

1. Any employee suffering from a drug, alcohol or cannabis addiction is strongly encouraged to disclose the addiction to the Executive Director and/or their immediate Department Manager.
2. NLLS recognizes its responsibility to assist and accommodate an employee suffering from an illness/addiction due to alcohol, cannabis or drugs to the extent reasonably possible without suffering undue hardship.
3. Employees who are concerned that a fellow employee may be suffering from a drug, cannabis or alcohol addiction are strongly encouraged to report their concerns to the Executive Director and/or their Department Manager.

Obligations and Enforcement of this Policy

1. NLLS views the rules contained in this policy to be of the utmost importance. Any deviation from the above terms by an employee will result in immediate action that may include disciplinary action up to and including dismissal.
2. All Employees will be provided with a copy of this policy as notification, and any resulting dismissal will be considered as "dismissal with cause" and not subject to notice or remuneration in lieu.
3. NLLS will support employees that seek voluntary assistance with a substance addiction including the appropriate use of extended health benefits.

NLLS Executive Board Chair

August 26, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Conditions of Employment | Page(s): 1

Subject: **PASSWORD MANAGEMENT** | Sec 1, 3Y

Reviewed: 2021/11/06 | Revised: NEW | **Effective: 2021/11/27**

SECTION 1 - 3.Y

PASSWORD MANAGEMENT

Password management is a critical component of ensuring the cybersecurity of the Northern Lights Library System (NLLS), and the smooth operation of system services. Poor password management practices increase the vulnerability of the organization to malicious cyber activity which poses significant risk of lost personal and/or business data.

1. Employees are required to use password management software provided by NLLS to ensure the appropriate distribution of access, and secure storage, of passwords critical to our operations.
2. Employees are required to use the provided software to store and access all business- related passwords. Passwords are not permitted to be digitally stored using alternative password management tools, or by using other digital storage solutions such as external storage devices. The physical storage of passwords, such as through written notes, is also not permitted.
3. To promote general cyber security, and maintain the integrity of the password management system, passwords are not permitted to be shared with individuals outside of the organization under any circumstances. Additionally, passwords are not permitted to be shared within the organization via unsecured platforms such as handwritten note, email, text message, or other instant messaging service.
4. Physical password management software recovery tools, in case of lost passwords or system lockouts, are to solely be stored via safe deposit box of an account managed by NLLS.
5. Passwords must be complex and follow the recommendations of the entity requiring login credentials. If password recommendations are not provided, employees must create a complex password no fewer than eight characters, and inclusive of at least one number and one special character. Passwords must also be unique, and not include any words or terms associated with the workplace, such as: NLLS, Elk Point, or company contact information.

NLLS Executive Board Chair

November 27, 2021

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Service Points | Page(s): 1

Subject: **STAFF NETWORK USAGE POLICY** | Sec 1, 3Z

Reviewed: NEW | Revised: NEW | **Effective: 2022/03/04**

SECTION 1 - 3.Z

STAFF NETWORK USAGE POLICY

All staff-use computers within the Northern Lights Library System (NLLS), and its member libraries, operate on a network isolated from unrestricted internet traffic, public-use computers, and public wireless connections. It is imperative to the security of NLLS, and our TRAC partners, that the technologies connected to this network, referred to as the Staff Network, operate on the NLLS Domain (NL.ORG), or via an isolated network lock-out. It is further imperative that unauthorized devices not be permitted to connect to this network. Employees are required to use password management software provided by NLLS to ensure the appropriate distribution of access, and secure storage, of passwords critical to our operations.

Connection of Computers to the Staff Network

1. All computers connected to the Staff Network must operate on NL.ORG.
2. It is not permitted to connect computers that do not operate on NL.ORG to the Staff Network without the express permission of NLLS. This includes computers owned by the library that do not yet operate on NL.ORG (ex. public access computers), and personal computers belonging to library staff members or the public.
3. Exceptions will be made in extenuating circumstances, such as the need for an external contractor to connect to the Staff Network. In cases such as these, the owner of the external computer should be associated with a trusted provider or be able to demonstrate that their computer is free of viruses.
4. If a computer is found to be connected to the Staff Network and not operating on NL.ORG, NLLS staff will endeavour to contact the individual responsible for the connected device and remotely restrict it from connecting to the Staff Network. Library Managers will need to find alternative ways of obtaining internet access until the computer is compliant with this policy.

Connection of Other Technologies to the Staff Network

1. If a technology is acquired that must connect to the staff network to function, such as a traffic counting device, or security cameras, NLLS staff must be contacted prior to connection to build the appropriate isolated network lock-out on the Staff Network.
2. NLLS maintains the right to refuse to connect a piece of technology to the Staff Network if it is reasonably believed to have a likelihood of compromising the network. Due to this, it is recommended that Library Managers contact NLLS staff prior to purchasing new technologies.

Connection of Devices to the Staff Wireless Network

1. The Staff Wireless Network (Library Staff) is reserved for the use of NLLS approved devices requiring a wireless connection. If an unapproved device is found to be connected to the Staff Wireless Network, the Library Manager will be contacted by NLLS and asked to obtain approval for the device or connect the device to the Library BYOD wireless network.
2. Staff members who choose to bring their personal devices to work and need a wireless connection are invited to connect to the Library BYOD wireless network. This network is not to be used by members of the public, who instead must use the public wireless network (Public Library Wireless).

NLLS Executive Board Chair

March 4, 2022

Date of Approval

STATEMENT OF POLICY AND PROCEDURE

Section: NLLS Employee(s) | Chapter: Occupational Health and Safety | Page(s): 1

Subject: **PARTICIPATION IN OCCUPATIONAL HEALTH AND SAFETY (OHS)** | Sec 1, 4A

Reviewed: 2024-01-04 | Revised: 2024-02-23 | **Effective: 2024-02-23**

SECTION 1 – 4.A

EMPLOYEE PARTICIPATION

Purpose of Policy

To inform the Northern Lights Library System (NLLS) employees about participation expectations in health and safety issues and to ensure that employees are included on the Health and Safety Committee. This policy is consistent with and complies with Alberta OHS regulations.

Policy Statement

1. NLLS will ensure their employees are aware of their rights and duties under Occupational Health and Safety legislation, including the right to participate.
2. NLLS will ensure that all employees are adequately trained in all matters necessary to protect their health and safety.
3. Employees are required to participate in health and safety training.
4. Employees will actively prevent health and safety problems by reporting workplace hazards, unsafe behaviors, faulty equipment or any other health and safety issue that they discover, and will follow NLLS'S incident reporting procedures.
5. NLLS is responsible for resolving work site health and safety issues brought forward by employees, in a timely manner.
6. NLLS involves employees in the hazard assessment process.
7. Employees are required to participate by providing relevant information for hazard identification, assessment and control. Employees will participate in a review of their hazard assessment annually, or if their workspace changes or they begin a different job.
8. NLLS will involve all employees, at all levels, in health and safety discussions at staff meetings, during orientation, at training sessions, incident investigations, at hazard assessment reviews and at library related workshops.
9. NLLS management will designate a Health and Safety Representative/Committee as per Alberta OHS legislation.
10. Self-employed or contract individuals are required to actively participate in identifying and helping to prevent work site health and safety issues by reporting situations to NLLS.

NLLS Executive Board Chair

February 23, 2024

Date of Approval