

# P2W Skills for Success

## Activity Set 21: Policies



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## 21.1: Getting Started

### PART 1

#### Let's Talk!

- What are some ways we learn about an employer's expectations?
- Where do you think employees can find answers to their questions about workplace rules?

### PART 2

<b>What?</b>	Employees interpret policies correctly to meet expectations.
<b>Why?</b>	To understand workplace expectations
<b>Who?</b>	<ul style="list-style-type: none"> <li>✓ Truck mechanics refer to health and safety policies to decide whether a workplace incident should be reported.</li> <li>✓ Estheticians read employer policies describing equipment sterilization requirements.</li> <li>✓ Instructors share school attendance policies to set expectations with their students.</li> </ul>
<b>What's involved?</b>	<ul style="list-style-type: none"> <li>• Identifying situations in which policies should be consulted</li> <li>• Deciding whether skimming, scanning or reading is required</li> <li>• Using tables of contents to locate relevant sections</li> <li>• Locating information</li> <li>• Integrating information</li> <li>• Drawing conclusions</li> </ul>

#### How about you?



How comfortable are you reading policies?

I need a lot of practice

I'm very comfortable

1

2

3

4

5

6

7

8

9

10

## 21.2: Health and Safety Policy

Policies are a way to communicate workplace expectations. While employees may not have to read policies often, they are expected to follow the rules and abide by the expectations set out in policies. Workplace policies address topics such as employee conduct, health and safety, workplace rules, holidays, lateness and absence, expenses, confidentiality and discipline.

This is an example of a company's health and safety policy.



### MODULAR SOLUTIONS

#### Health & Safety Policy

A safe and healthy working environment for all Modular Solutions employees is of primary importance to senior management, divisional management, supervisory staff and all employees.

To this end, Modular Solutions has produced this written Health and Safety (H & S) Policy, which underlines our commitment to the prevention of occupational illness and injury to Modular Solutions' employees in the workplace.

It is the unconditional responsibility of each and every Modular Solutions employee to work safely and report immediately all unsafe and/or unhealthy conditions in the workplace.

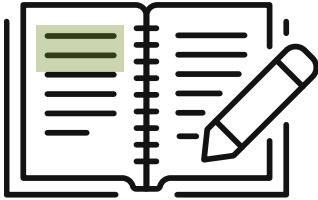
It is the responsibility of Modular Solutions managers and supervisors to ensure that: a) all employees are aware of their above noted responsibility and that: b) all employees are in fact working in a safe manner within a safe and healthy environment.

Modular Solutions complies with safety rules and regulations as outlined in the Occupational Health & Safety Act, Employment Standards Act and applicable Workers' Compensation Acts.

Modular Solutions will not allow under any circumstances any deviations or exceptions to the Health & Safety Policy.

## 21.2: Health and Safety Policy

Read the policy to complete the activity below. When you are finished, answer the questions that follow.




Highlight any unfamiliar words or terms in the policy.  
Underline the information you feel is most important for an employee.

### Let's Talk!

- What do you think the unfamiliar words or terms mean?
- According to the policy, what can managers and supervisors do to ensure workers are safe on the job?
- According to the policy, what can employees do to ensure they remain safe on the job?
- When might an employee refer to a policy like this on the job?
- How would you restate the key messages of this policy in your own words?

## 21.3: Employee Handbook

Policies are often included in employee handbooks, which may be printed or available online. This is an example of a table of contents page from an employee handbook.

<b>Employee Handbook</b>		 <b>Tamarack Inc.</b>	
<b>Contents</b>	<b>Page</b>		
Our Company	1		
Values	3		
Team Members	4		
Organizational Chart	5		
Policies & Procedures	7		
Anti-Discrimination and Harassment Policy	8		
Attendance, Vacation and Time Off Policy	9		
Code of Conduct	11		
Drug and Alcohol Policy	12		
Disciplinary Action Policy	12		
Employee Orientation Procedure	13		
Emergency Evacuation Procedure	14		
Health and Safety Policy	15		
Inspection Procedures	16		
Overtime and Time Off in Lieu	17		
Performance Evaluation and Promotion Policy	18		
Training	19		
Accident Investigation and Reporting	20		
First Aid	20		
WHMIS	21		

## 21.3: Employee Handbook

Refer to the table of contents to answer the questions below.

1. What three sections are used to organize the employee handbook?

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2. Which section should an employee read to learn about the company?

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3. What page number is the Health and Safety Policy found on?

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4. Which two policies are found on page 12?

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5. Which policy should an employee read to find out how much vacation time he is entitled to?

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6. What would an employee read to check she has received all the necessary information during her orientation?

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7. Which procedure should an employee read to find out what to do in the event of a fire?

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8. Which policy should an employee read to find out about promotions?

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## 21.4: Employee Orientation

Supervisors often provide new employees with an orientation to the workplace, which includes an overview of key policies and procedures.

This is an example of a document used for employee orientation.



### Mapleview Homebuilders

#### Employee Orientation

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Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

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**Timesheets**

Timesheets must be clearly and accurately filled out (sample attached) and handed in to the office by Monday at 5:00 PM. Failure to do so could result in a delay being paid. If you are absent for any reason (e.g., illness, vacation), record it on your timesheet.

You must sign your timesheet and have your supervisor sign it as well.

**Reporting Absences**

If you are unable to work, you must call the office by 7:30 AM. If no one answers the phone, leave a message stating that you will be absent and the reason for your absence. Contact the office each day you will be absent. Three or more consecutive days will require a doctor's note upon return to work.

Absence from work without proper notification will be dealt with as follows:

- One day off without notification will result in two days off without pay
- Two days off without notification will result in four days off without pay
- Three days off without proper notification may lead to termination

**Accident and Injury**

If an accident occurs, the employee must notify the supervisor by the end of his or her shift that same day. Every effort will be made to return our employees back to work after an incident. The employee must keep in contact with the office each day after an incident occurs. Modified work will be made available if the employee is qualified, available and fit to do such work.

**WHMIS**

Material safety data sheets (MSDS) are to be kept on the job site with a copy submitted to the office.

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*I hereby acknowledge that I am familiar with Mapleview's policies as set out in this document. I understand that all safety matters are addressed in the employee handbook, a copy of which has been given to me. I have completed the employee orientation and I agree to comply with the policies set out here.*

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Employee Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_

## 21.4: Employee Orientation

Use the Employee Orientation document to complete the activity below. When you are finished, answer the questions that follow.

1. Choose a partner to work with.
2. Review the Employee Orientation document together.
  - Discuss the purpose of each section of the document.
  - Highlight any unfamiliar words or terms.
3. Assign the role of supervisor and employee between you.
4. Role play a new worker orientation process, using the Employee Orientation document as a guide. The supervisor should review and explain all sections of the document. The employee should respond with any questions he or she may have.



### Let's Talk!

- Circle or highlight any unfamiliar words or terms. What do you think the unfamiliar words or terms mean?
- What was easy about role playing the orientation? What was challenging?
- What should the employee consult for additional information about safety matters?
- Why do you think both the employee and supervisor need to sign this document?



## 21.5: Absences and Late Arrivals Policy



### Close Call

#### ABSENCES AND LATE ARRIVALS

Employees should notify their manager of any absence or late arrival prior to the beginning of the workday. Close Call will not pay for any time lost due to illness or other reason on any day when timely notification of absence has not been given. Unless the nature of the absence makes this impossible, notification must be made by the employee.

Employees absent from work due to illness or other reasons shall report periodically by telephone, as discussed and agreed upon with the manager.

All compensation and benefit programs in which the employee is participating will be maintained during authorized absences. Exceptions apply in cases of extended leaves of absence requested by an employee for non-medical reasons.

##### a) Sick Leave

Upon successful completion of the three-month probationary period, all part-time and full-time employees are entitled to sick leave with pay on a temporary basis.

An employee may be excused from work when ill for a temporary period. For absences due to illness longer than three (3) days, Close Call requests a doctor's note verifying an individual is unable to assume their normal working duties. If the absence is anticipated to be longer than five (5) working days, the employee's manager must be advised of the projected return to work date.

##### b) Family Illness

Close Call recognizes the need for employees to care for children, elderly parents, spouses and other dependents for temporary periods of time. The employee's manager must authorize an absence of this nature.

##### c) Bereavement Leave

Employees are eligible to take up to three (3) working days paid leave for bereavement of an immediate family member or significant other person. Generally, one day is the established norm at Close Call for employees to attend to funeral obligations, depending on the travel required.

## 21.5: Absences and Late Arrivals Policy

Use the Absences and Late Arrivals policy to answer the questions below.

1. Highlight or underline the sentence that deals with reporting late arrivals.
2. Find the following words or terms in the policy. Highlight or underline them. Try to guess their meaning by understanding how they are used in the sentence or paragraph.

Term	I think this means...
Prior to	
Timely notification	
Nature of the absence	
Report periodically	
Anticipated	
Bereavement	

3. When does a Close Call employee need a doctor's note?
- 

### Let's Talk!

- In general, what do you think are appropriate reasons for arriving late to work?
- What do you think are appropriate reasons for being absent from work?
- How can you find out the reasons an employer accepts for absences?