



# **Yellowhead Regional Library**

## **Policy Manual**

Adopted  
Revised

October 16, 2000  
February 12, 2024



# **Yellowhead Regional Library**

## **Administrative Policies**

## YRL Bylaw and Policy Making Policy

<b>Title:</b> Bylaw and Policy Making Policy	<b>Policy Number:</b> A1
<b>Topic:</b> Bylaw and Policy Creation, Board, Committees, Parliamentary Procedure <b>Oversight:</b> YRL: Executive Committee	<b>Approved:</b> May 15, 2021 <b>Revised:</b> <b>Review period:</b> May 2024

### Statement

The Yellowhead Regional Library Board (YRL), in accordance with the Alberta Libraries Act and other legislation, is mandated to create, maintain and review bylaws and policies required for the effective and safe operation of the library system. Bylaws and policies set the framework and rules for how YRL can conduct its operations internally and with its members.

### Purpose

Consistent, proactive and constructive policies and bylaws allow the YRL Board, Executive Committee and staff to successfully fulfill YRL's mission and strategic plan, and follow provincial, federal and jurisdictional legislation and regulation. The Board has authorized the Executive Committee to be responsible for bylaw and policy making. Below are the necessary steps to ensure policy and bylaws are effectual, current and compliant.

1. New bylaws or bylaw changes will have three readings at Board meeting(s).
2. No more than two readings may be made at a single Board meeting unless the trustees agree unanimously to consider a third reading.
3. With few exceptions, policies shall consist of the following parts:
  - a. Dates for policy approval, revisions ,and review period.
  - b. A statement explaining why the policy is necessary.
  - c. A purpose detailing how the policy is enacted at YRL.
  - d. Responsibilities listing the person(s) charged with ensuring the policy is followed.
  - e. Administrative procedures are provided and is separate from the policy itself.
    - i. The administrative procedures are not part of the policy and may be amended by the Director and staff as required without Executive Committee approval.
4. During an emergent situation, the Executive Committee or Board may waive the foregoing policies if needed.
5. In the absence of policy or insufficient policy, the Director is authorized by the Board to take an appropriate course of action when needed.

### Responsibilities

1. The Director, in consultation with the Executive Committee, is responsible for:
  - a. Drafting new policies and bylaws as required.
  - b. Amending existing policies as needed.
  - c. Maintaining the Board's policy manual including recording recommendations and changes in the appropriate sections.
2. The Executive Committee is responsible for:
  - a. Approving new policies.
  - b. Reviewing existing policies for relevancy or updates.

## YRL Bylaw and Policy Making Policy

- c. By motion approval, adopting new policies or amendments to existing policies.
- d. Presenting the policies to the Board.
3. The Board, the Executive Committee and staff are responsible for understanding and upholding the policies and bylaws as presented.
4. Administration is responsible for sending new policies or amendments to existing policies to Alberta Municipal Affairs Public Library Services Branch.

### **Administrative Procedures: Bylaw Creation, Policy Creation, Policy Review**

These will ensure policies and bylaws are developed and maintained in a timely and accurate fashion.

#### **Bylaw creation**

"Bylaws concern those policies that are legally enforceable. If someone violates a bylaw, law enforcement personnel can respond. Financial obligations created through bylaws can be enforced through debt collectors and other methods."<sup>1</sup>

As YRL is not a public building, nor does it serve the public directly, bylaw creation is limited for YRL. If something should change, e.g.: YRL became a board of record for a municipality with a library, then more bylaws would need to be passed.

#### **Policy creation**

The following groups may suggest or recommend policy creation and changes to existing policy.

1. Board members
2. Executive Committee members
3. Director
4. YRL Joint Health and Safety Committee
5. Member library boards or member library staff
6. Various levels of government and funding jurisdictions

Suggestions are taken seriously and are initially reviewed by administration before presentation to the Executive Committee for possible policy creation.

#### **Policy review**

1. Performed by the Executive Committee each year, usually in the spring meetings and based upon the review period listed in the policy.
2. Reviewers should consider the following:
  - a. Clarity of meaning so there is little or no ambiguity.
  - b. Unbiased, inclusive language that encourages fair, consistent treatment.
  - c. Ensuring the policy aligns with YRL's mission and plan of service.

## YRL Business Continuity Policy

<b>Title:</b> Business Continuity Policy	<b>Policy Number:</b> A2
<b>Topic:</b> Business Continuity, Disaster Recovery, Emergency planning <b>Oversight:</b> YRL Executive Committee	<b>Passed:</b> September 14, 2020 <b>Revised:</b> <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library Board (YRL) is committed to providing the best possible service experience to members and the best possible relationships with employees, partners, stakeholders and vendors.

To ensure the consistent delivery of services as per the Master Membership Agreement, YRL has developed the following business continuity plan and disaster recovery policy in support of a comprehensive plan for business continuity, disaster recovery and overall organizational stability (risk assessment/risk analysis).

YRL is exposed to potential risks that could disrupt or destroy critical operational activities and/or provision of services.

The strategy for continuing operations in the event of an incident is:

1. To ensure the safety and security of staff.
2. To continue critical business functions.
3. To provide services to members from predefined or alternative sites.

### Purpose

To ensure YRL services can be kept at normal, or near-normal, performance following an incident that has the potential to disrupt or destroy normal business activities.

The scope of this policy is YRL, office and employees.

### Responsibility

1. The Director is responsible for the business continuity and disaster recovery program.
2. Each functional area is responsible for developing their business continuity and disaster recovery plans.
3. The Executive Committee is responsible to review and approve the plan annually.
4. The Board will receive the policy annually as information.

### Administrative Procedures

#### Statement

YRL acknowledges the importance of an active and fully supported business continuity and disaster recovery program to ensure the health, safety and availability of employment of the staff and the delivery of services, as per the Master Membership Agreement.

YRL requires the commitment of each employee, functional area, Board, and vendors in support of the activities required to protect assets and survivability.

# YRL Business Continuity Policy

## Policy Activation

1. An organizational emergency includes, but is not limited to: natural disasters, public health emergencies, acts of terrorism, and financial crises significantly affecting YRL and/or its membership and operations (i.e. If 40 percent of staff impacted negatively by pandemic influenza, catastrophic issues with the building).
2. The Executive Committee, by majority vote, may declare an organizational emergency, at which time the Executive Committee may make decisions and operate outside of the boundaries of its policies temporarily.
3. The organizational emergency will be for a maximum of 60 days.
4. The Executive Committee may vote to end the organizational emergency at any time within the 60-day period
5. At the end of the 60-day period, the Executive Committee must reassess and vote to renew the organizational emergency, if needed.
6. After an organizational emergency is declared, the Director and Chair will immediately notify staff and members of this declaration.
7. YRL staff and Executive Committee will document any decisions made outside of the boundaries of approved policies and share as appropriate during the emergency.
8. Although the Executive Committee may operate outside of the confines of policy as necessary during a declared emergency, the Executive Committee may not change or amend policies or the Master Membership Agreement.

## Policy Implementation

Each functional area of YRL is responsible for preparing and maintaining current and comprehensive business continuity plans based on templates provided.

Functional areas are defined as:

1. Administration
2. Technology Services
3. Collections and Resource Sharing
4. Library Development Services

Administration and Technology Services are also responsible for preparing disaster recovery plans to ensure any damage or disruptions to critical assets can be quickly minimized and that these assets and services can be restored to normal or near-normal operations as quickly as possible.

Each plan will include procedures and documentation on service level agreements and/or delivery of requested support services from vendors.

## Policy Leadership

1. The Director is responsible for the business continuity and disaster recovery program.
2. Resolutions of issues in the development of, or in support of, all business continuity and disaster recovery plans and associated activities should first be coordinated with the Deputy Director, who will act as the Chair of the Business Continuity and Disaster Recovery Team (hereafter known as Team), before submitting plans to the Director.
3. The Team will consist of:
  - a. Deputy Director (Chair)
  - b. Joint Occupational Health and Safety Committee member(s) including both Chairs and one other non-manager representative
  - c. Director (ad hoc)

## **YRL Business Continuity Policy**

### **Policy Compliance**

1. The Team is responsible for verifying plans meet compliance before forwarding to Director.
2. Each plan, to meet compliance requirements, must contain the following at minimum:
  - a. Appropriate procedures
  - b. Staffing
  - c. Tools
  - d. Workplace planning activities
3. Templates will be provided for the plans.
4. Verification is required annually.
5. The Director may provide a waiver to a functional area if a detailed request is submitted to the Team.
6. Maximum delay for compliance is one year.

### **Penalties**

In a situation where a functional area does not comply with this policy, the Team will prepare a briefing note stating the non-compliance issues and present it to the Director. The Director will inform the Executive Committee.

Failure to comply with this policy within the time allotted may result in verbal reprimand, notes in a personnel file, termination of employment, or other remedies as deemed appropriate by the Director.

## YRL Risk Management Policy

<b>Title:</b> Risk Management	<b>Policy Number:</b> A3
<b>Topic:</b> Risk <b>Related:</b> Business Continuity, Risk Matrix, Finance, OHS, Code of Conduct, Human Resources, Records Management, Cybersecurity <b>Oversight:</b> Executive Committee	<b>Approved:</b> September 14, 2020 <b>Revised:</b> September 11, 2023 <b>Review period:</b> September 2026

### Statement

The Yellowhead Regional Library Board (YRL) shall make every prudent and reasonable effort to safeguard YRL's reputation, assets, operations, and staff against risk. To the best of its ability, the Board will ensure risks are identified and managed to a level which meets the Board's tolerance for risk.

### Purpose

To have the necessary policies and resources in place to protect YRL against risks.

### Responsibilities

1. The Director is responsible for the creation and monitoring of a risk analysis/risk matrix.
2. The Deputy Director is responsible for internal risk management processes.
3. Each functional area is responsible for reviewing and updating the risk matrix, and ensuring processes are followed.
4. The Executive Committee is responsible to review the risk matrix annually and this policy every three years.
5. The Board will receive this policy and the risk matrix as information every three years.

### Administrative Procedures

1. The insurance held by YRL shall include but is not limited to:
  - a. Automobile
  - b. Cybersecurity
  - c. Director's and officer's liability.
  - d. Employee fraud, embezzlement, forgery, misrepresentation.
  - e. General liability, including theft.
  - f. General property and all risk insurance.
  - g. Workers' Compensation Board
  - h. Wrongful dismissal
2. Administration shall:
  - a. Ensure office, vehicles and equipment are not subjected to improper wear and tear, or insufficient maintenance.
  - b. Protect the organization, Board and staff from exposure leading to claims of liability.
  - c. Protect intellectual property, information and files from loss or significant damage.
  - d. Protect against conflict of interest when seeking bids or when hiring staff.

## YRL Services Policy

<b>Title:</b> Services	<b>Policy Number:</b> A4
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> October 16, 2000 <b>Revised:</b> May 12, 2014 <b>Review period:</b>

1. Yellowhead Regional Library provides library services to its members.
  1. Services provided to members are listed in the Master Membership Agreement as required by the Libraries Act and Regulations These services may include but are not limited to:
    - a. Bibliographic services.
    - b. Materials and collections.
    - c. Delivery and communications.
    - d. Resource sharing and reference service.
    - e. Programs and services, such as Summer Reading Program materials, and other library supplies.
    - f. Training and consultation.
    - g. Integrated library system, Internet, desktop computer and network services including support services.
  2. The manner or provision of these services is defined in the current plan of service documents as adopted by the YRL Board.
2. Yellowhead Regional Library maintains two distinct collections, the Headquarters Collection and the Circulating Collection, that assist in the provision of the Reference, Inter-library Loan services and the enhancement of local collections. The selection and the responsibility for the development of these collections are set out in the Yellowhead Regional Library Collection Development Guidelines. The Director is responsible for the implementation of the regulations found in the Collection Development Guidelines.
3. Yellowhead Regional Library will cooperate with other agencies in the provision and support of library service including:
  1. Yellowhead Regional Library will participate in The Alberta Library and its programs.
  2. Yellowhead Regional Library will participate in Alberta's Public Library Network as a node and through its partnership in The Regional Libraries Computer Automation Systems Consortium (TRAC) Society.
  3. Yellowhead Regional Library shall perform central integrated library system and network administration functions for The Regional Libraries Computer Automation Systems Consortium (TRAC) Society according to the terms of the TRAC Central Site Agreement.
4. Yellowhead Regional Library shall cooperate with other libraries, library systems, resources libraries and with the Government of Alberta in the development, maintenance and operation of a province-wide network for sharing of library resources.

## YRL Services Policy

1. Yellowhead Regional Library abides by the policies, principles, roles and guidelines outlined in the Province of Alberta's Public Library Network Policy, Resource Sharing Operational Policy for Public Libraries and SuperNet Operational Policy.
2. Yellowhead Regional Library is a participant in the development of the Operational Guidelines for The Regional Libraries Computer Automation Systems Consortium (TRAC) Society.
5. In accordance with the terms of the Master Membership Agreement, Yellowhead Regional Library members shall participate in resource sharing by making all library materials belonging to Yellowhead Regional Library, municipal boards and schools, accessible.
  1. Resources will be shared according to policies, principles roles and guidelines outlined in the Province of Alberta's Public Library Network Policy and Resource Sharing Operational Policy for Public Libraries.
6. Yellowhead Regional Library will hold confidential all user record information. Access to user records will be in accordance with the provisions of the Freedom of Information and Protection of Privacy Act.
  1. Member libraries will be required to enforce the policy on confidentiality of patron records at the local level.
7. Yellowhead Regional Library may provide services to non-members on a contractual basis under the following criteria:
  1. Yellowhead Regional Library will not enter into any contractual arrangements with municipalities and school divisions for library service outside of the geographic boundaries assigned in the Libraries Act and Regulation.
  2. Yellowhead Regional Library will not provide member services to non-member municipalities on a contract basis.
  3. Notwithstanding the above, as a node in Alberta's Public Library Network, Yellowhead Regional Library may enter into a contract for the provision of automation services to a non-member municipal library.
  4. Yellowhead Regional Library will not enter into any contractual arrangements which adversely affect service to members.

## YRL Facilities Policy

<b>Title:</b> Facility Policy	<b>Policy Number:</b> A5
<b>Topic:</b> Facilities, Health and Safety, Working alone <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> December 5, 2022 <b>Review period:</b> December 2025

### Statement

The Libraries Act requests that all library boards provide direction on the safe use of facilities operated by a Library Board. As Yellowhead Regional Library (YRL) does not function as a public library, the public does not require access to the facility. YRL staff will redirect members of the public to other area libraries and institutions as appropriate.

### Purpose

YRL maintains a safe and healthy building for its employees and invited guests. There is no smoking, vaping, recreational drug use or alcohol consumption allowed on YRL premises. For security reasons, the entrances to the building are regularly locked and access to the building is limited to trustees, staff, guests, vendors and others who have legitimate business with the library system.

Access to the building outside of the regular operating hours is not normally permitted without authorization of the Director or designated staff.

Use of the YRL building or its property by employees and invited guests for purposes other than YRL's regular services or business operations is prohibited.

Use of the YRL building at any time by outside groups may occur under the following conditions:

- Prior approval by the Director or designated staff has been obtained.
- A YRL staff member is present within the building throughout the duration of the event.
- The user group is responsible for any damage to facilities or equipment during the event.
- YRL is not held responsible for any injury or forgotten articles/equipment.
- When YRL internet or virtual meeting equipment is requested for use, YRL is not liable for any technical difficulties.

### Responsibilities

1. Employees are responsible to follow all the facility protocols including receiving prior authorization to enter the building outside of the employees' regularly scheduled work hours.
2. Managers are responsible to approve or deny any requests from their direct reports to enter the building outside of the employee's regularly scheduled hours of work.
3. The Director or designated staff is responsible to ensure a staff member is present for the duration of any event of a pre-approved user group that takes place in the YRL building.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

### Administrative Procedures

1. Employees need prior authorization from their Manager or designate before entering the building after hours and/or when the employee is not regularly scheduled to work.
  - a. Employee can alert their Manager via text, phone call or email and should wait for acknowledgement by Manager before entering the building.
  - b. Working alone procedures should be followed when an employee is in the building alone.
2. Building is locked and is usually alarmed outside of regular scheduled hours of work.
  - a. Security monitoring reports provide details on who has entered/exited the building when alarmed and should be reviewed as needed by administration.

## **YRL Facilities Policy**

3. Use of building facilities by an outside user group is requires pre-approval and additional liability insurance by the user group may be required if the event does not fit within the provisions of YRL liability insurance.
4. YRL does not charge a fee for the use of its facility; however, a YRL designated staff person must be in attendance throughout the duration of the outside user group event.
5. General facilities management is provided by trusted contractors for janitorial, snow clearing, lawn care and HVAC maintenance.
  - a. Contracts are re-evaluated on a case-by-case basis considering budget lines and quality of service provided.
  - b. List of contractors is noted in building contacts on shared drive.

## YRL Records Retention Policy

<b>Title:</b> Records Retention	<b>Policy Number:</b> A6
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> June 17, 2002 <b>Revised:</b> September 27, 2010

1. Yellowhead Regional Library keeps orderly and timely records of its business in compliance with the Income Tax Act of Canada, the Freedom of Information and Protection of Privacy Act, and with the needs of YRL.
2. Yellowhead Regional Library retains and disposes of records as outlined in Schedule A
3. The retention period for records as set out in Schedule A shall be:
  - a. Specified for a given number of years.
  - b. Permanent – the original record shall be preserved and never destroyed.
  - c. Retained until superseded.
4. The action for records as set out in Schedule A shall be:
  - a. Hard copy – the original paper document shall be retained for the specified period.
  - b. Electronic copy – an electronic copy of the document shall be retained for the specified period.
  - c. Destroy – the record shall be destroyed after the retention period.
5. Schedule A lists the staff responsible for retention and/or disposal of records including all hard and/or electronic copies.
6. The Board gives authority for the destruction of records in accordance with Schedule A to the Director.
7. The Director is responsible for the proper and complete destruction of the records disposed of under this policy.
8. The Director has the discretion to retain records longer than the period provided for in this policy.
9. Permanent records are stored at the Yellowhead Regional Library office in Spruce Grove in appropriate secure storage or in a safe deposit box housed at YRL's financial institution.

## YRL Records Retention Policy

<b>Title:</b> Records Retention Policy – Schedule A	<b>Policy Number:</b> A6
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> June 17, 2002 <b>Revised:</b> September 24, 2018

record description	retention period	action	responsible
Administration - Contact Database These records include contact information for YRL member jurisdictions, libraries, and other agencies with which YRL deals.	Retain until superseded	Destroy	Admin Assoc
Administration - General Includes records on general administration not found elsewhere.	2 years	Destroy	Admin Assoc
Annual Reports - YRL These records include YRL's annual report to Alberta Municipal Affairs, the Annual Report to members, etc.	Permanent	Hard copy	Admin Assoc
Annual Reports - Member Libraries These include annual reports sent to YRL, etc.	3 years	Hard copy	Client Services
Board - Minutes Minutes of Board and committee meetings.	Permanent	Hard copy	Admin Assoc
Building Records related to building ownership and construction, including blueprints and other files.	Permanent	Hard copy	Site Services
Building - Maintenance and Repair Records related to the maintenance and repair of the building, including janitorial services, mechanical, heating and cost estimate records relating to damage or renovations.	7 years	Destroy	Site Services
Bylaws	Permanent	Hard copy	
Contracts and Agreements Includes records relating to persons, firms or corporations with whom YRL has entered into some form of contract or agreement.	Retain until expired plus 7 years	Destroy	Admin Assoc and Site Services

## YRL Records Retention Policy

record description	retention period	action	responsible
<p>Correspondence</p> <p>Includes incoming and outgoing correspondence.</p>	1 year	Selective retention for archives and destroy remainder	Admin Assoc
<p>Electronic Data Processing</p> <p>Includes records relating to the administration of computer system applications and networks. Includes design information, development and implementation strategies. Also includes records relating to the prevention of accidental loss, damage or destruction of data in all computer applications.</p>	Retain until superseded or obsolete	Destroy	Client Services
<p>Finance – Accounts Payable</p> <p>Records of payment made to vendors or others who provide services to YRL. Includes invoices along with supporting documentation, packing slips, purchase orders, commitments, receipts of materials.</p>	7 years	Destroy	Accounting
<p>Finance – Accounts Receivable</p> <p>The control and operation of receivable accounts such as billing, vouchers, invoices, remittances, receipts, bad debts, write-offs, compromise of debts and aging accounts, and charges by YRL for services of goods or services.</p>	7 years	Destroy	Accounting
<p>Finance – Audits</p> <p>Financial auditing methods, responsibilities, reports, statements, background documentation, and recommendations resulting from audits.</p>	Permanent	Hard copy	Admin Assoc and Accounting
<p>Finance – Banking</p> <p>Administration of banking methods and establishment, maintenance and termination of banking arrangements, deposits, cheques, statements, reconciliation, currency rates and acquisition of currency.</p>	7 years	Destroy	Accounting
<p>Finance – Budgets</p> <p>Includes records relating to the preparation of budgets.</p>	7 years	Destroy	Accounting
<p>Finance – Ledgers</p> <p>Records include Accounts Receivable, Accounts Payable, General, Payroll, Cheque Register, etc.</p>	7 years	Destroy	Accounting

## YRL Records Retention Policy

record description	retention period	action	responsible
<b>Finance – Payroll</b> Administration of salary and wages; forms; rates of pay; employee benefits such as disability, life, insurance, LAPP and RRSP. Includes individual earnings records, journal, records of employment, garnishees, etc.	7 years	Destroy	Accounting
<b>Finance – Taxation</b> Taxation matters at all government levels, records pertaining to GST, customs and excise taxes and tax receipts for gifts and tax exemptions.	7 years	Destroy	Accounting
<b>Legal Matters</b> Records relating to legal issues, opinions and advice provided to the Board by a solicitor.	Permanent	Hard copy	Admin Assoc
<b>Newsletters</b> These records include various Newsletters produced by YRL.	Permanent	Hard or electronic copy	Admin Assoc and Client Services
<b>Patron Records – Circulation History</b>	Retained for 90 days after check-in, until checked out again, or until all blocks are cleared.	Destroy	Client Services
<b>Patron Records – Contact Information</b>	Inactive patron's records destroyed according to local library policy	Destroy	Client Services
<b>Patron Records – Items Currently Signed Out</b>	Permanent	Electronic copy	Client Services
<b>Personnel – Applications and Resumes</b> (interviewed but not hired) Includes applications and resumes of people interviewed but not hired for vacant positions, including notes of interviewers.	2 years	Destroy	Admin Assoc and Accounting

## YRL Records Retention Policy

record description	retention period	action	responsible
<p>Personnel – Applications and Resumes (not interviewed and not hired)</p> <p>Includes applications and resumes of people not interviewed and not hired for vacant positions.</p>	Not retained	Destroy	Admin Assoc
<p>Personnel – Applications and Resumes (unsolicited)</p> <p>Applications for employment for which no opening exists.</p>	Not retained	Destroy	Admin Assoc
<p>Personnel – General (current and former staff)</p> <p>Includes the master record on individual employees, personal data, resumes, employment history, time sheets, appraisals and evaluations, pay and benefits, training, commendations, etc.</p>	7 years	Hard copy	Accounting
<p>Personnel – Transitory Records</p> <p>Records include items such as vacation requests, incident reports, etc.</p>	2 years	Destroy	Accounting
<p>Policy and Regulation</p> <p>Records relating to YRL Board policies and regulations.</p>	Retain until superseded plus 2 years	Hard copy	Admin Assoc
<p>Reports, Studies and Statistics</p> <p>Records relating to circulation statistics, or other periodic reports. Includes working papers.</p>	2 years	Selective retention for archives and destroy remainder	Client Services
<p>System Agreement</p> <p>Includes the Master Membership Agreement and the signature pages from member jurisdictions.</p>	Permanent	Hard copy	Admin Assoc

## YRL Records Retention Policy

<b>Title:</b> Records Retention Policy – Schedule B	<b>Policy Number:</b> A6
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> June 17, 2002 <b>Revised:</b> September 24, 2018

### Patron Records

- Confidentiality of patron records is in accordance with Policy 11.6.
- The YRL (TRAC) database collects personal information in order to circulate library materials, provide services to individual patrons, and to assess its programs and services. It may contain Name, Address, Telephone Number, Municipality, Barcode, Birth Date, Family and/or Guardian Name, PIN, Alternate Address and Telephone Number, Email, Fax, Number of Holds Placed, Grade, Home Room, Alberta Education Number, Home Room, Teacher, Default Language, and circulation records.

### Administration – Contact Database

- The Contact Database is maintained for the purpose of communications. It contains the names of YRL Board members, member and non-member municipal library and school personnel (Librarians, Board Chairs, Principals, etc.), member and non-member municipal and school division elected officials and staff (Mayors, Reeves, Board Chairs, Superintendents, etc.), Board Chairs and Directors of other library systems in the province, Associations, Societies, Government Officials, and business contacts. It may contain the following information: Name, Position, Organization, Address, Phone, Fax, and Email.

### Personnel Files

- YRL Employee Personnel Files may contain Employee Name, Address, Phone Number, Resume, Social Insurance Number, Proof of Age, Earnings and Income Tax records, RRSP or LAPP contribution records, Performance Evaluations, Correspondence, and Timesheets.

## YRL Collection Development Policy

<b>Title:</b> Collection Development Policy	<b>Policy Number:</b> A7
<b>Topic:</b> Physical and Digital Collections <b>Oversight:</b> Collection Development Strategy and Digital Content Strategy	<b>Approved:</b> August 2021 <b>Revised:</b> <b>Review period:</b> September 2025

### Statement

Collection development is a core service of Yellowhead Regional Library (YRL). To support the work of member libraries, the mission of YRL and the Master Membership Agreement, YRL houses, maintains and develops physical and virtual collections suitable for library use. These collections assist in the provision of professional development, curriculum support, and the enhancement of local collections and programs.

### Purpose

The Collection Development Policy, together with the *Collection Development Strategy* and *Digital Content Strategy* appendices, informs the purchase, maintenance, and access to materials in a variety of formats.

1. Informs members about principles by which materials are selected.
2. Supports the responsibilities outlined for regional systems in the following Alberta Municipal Affairs Public Library Services Branch policies:
  - a. Electronic Resources Operational Policy for Public Library Services Branch
  - b. Library Service for People with Print Disabilities Operational Policy for Public Libraries
  - c. Resource Sharing Operational Policy for Public Libraries
3. A commitment to upholding the principles in the Canadian Federation of Library Associations/ La Fédération canadienne des associations de bibliothèques (CFLA-FCAB) Statement on Intellectual Freedom and Libraries.

### Intent

1. YRL is responsible for developing its collection through a combination of selection processes, including but not limited to: Plans of service, individual title selection, requests from members, and collaboration with partners if it meets the goals of YRL or member libraries.
2. Collections and Resource Sharing is responsible for developing and maintaining YRL's collections, based on their knowledge, expertise and an understanding of the needs of the members.
3. YRL is responsible for the licensing, accessibility and evaluation of digital content on behalf of our member libraries. Digital collections are defined but not limited as resources or material that is available through an online, virtual or electronic environment.
4. YRL will actively work with partners and consortia to ensure the best price and access to digital and physical content is available for library patrons.

# **YRL Collection Development Policy**

## **Guidelines for Selection**

Specific guidelines can be found in the Collection Development Strategy and Digital Content Strategy appendices. Specific criteria for selections may include, but are not limited to:

1. Relevance
2. Cost effectiveness
3. Availability/Accessibility
4. Reputation of author
5. Reputation of publisher
6. Strength of present holdings in same or similar subject area
7. Demand
8. New edition, reprints, new content
9. Patron privacy and data usage

## **Gifts and Donations**

YRL will be pleased to consider gifts and donations of material that support member needs and the mission of YRL. Materials will be assessed by the criteria above.

## **Languages**

YRL collects material primarily in English. French language and other material will be added to collections as community needs warrant and as material is available.

## **Collection Maintenance**

Collection maintenance involves a structured review of the collection to identify materials that are out of date, damaged or no longer relevant. Physical and digital collections will be assessed as required in the Collection Development Strategy and Digital Content Strategy appendices.

## **Responsibility**

1. The Manager, Collections and Resource Sharing (CRS) is responsible for the collections budget.
2. The Managers, Library Development Services and Technology Services, and other YRL staff, will work with the Manager, CRS, to ensure that library needs in all areas are met.
3. The Executive Committee is responsible to review and approve the policy annually.
4. The Board will review and receive the policy three years as information.

## YRL Communications Policy

<b>Title:</b> YRL Communications Policy	<b>Policy Number:</b> A8
<b>Topic:</b> Communications, Delegation of Authority, Business Continuity, Code of Conduct <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> August 30, 2021 <b>Revised:</b> <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library Board (YRL) understands that sound communication practices are a vital management tool for today's organizations. Whether the purpose is to update members of a change in service, ensure safety during an emergent event or listen to employee concerns, effective communication is an integral component of effective management. To ensure successful communications, YRL will have comprehensive policy and strategies for communicating with their members and stakeholders, their employees as well as with the community at large.

### Purpose

This policy provides the blueprint for effective YRL communications that demonstrate professionalism, are respectful, transparent and maintain confidentiality as mandated. It addresses the areas of communications necessary for an organization of its size, including but not limited to the following: internal, external and crisis communications. The actions detailed will align with YRL's plan of service, making certain strategic priorities and goals are supported.

### Responsibilities

1. The Director is responsible for ensuring the communication policy is followed internally and for managing external messaging leaving the organization.
2. The YRL Board Chair or named delegate is responsible for communicating to external stakeholders as outlined in existing policy.
3. The Deputy Director is responsible for ensuring communications plans and strategies are created and updated as needed.
4. The Leadership team (Director, Deputy Director, Managers and Executive Assistant) is responsible to:
  - a. Create plans for internal, external, and crisis/emergent communications.
  - b. Implement and follow the communications strategies and plans.
  - c. Provide suggestions for improvement or updating the strategies and plans.
5. All YRL employees are responsible to:
  - a. Follow the communications strategies and plans developed by the Leadership team.
  - b. Intentional failure to do so will result in performance management measures.
6. The YRL Executive Committee is responsible to:
  - a. Follow implemented communications plans.
  - b. Review and approve the policy and plans annually.
7. The YRL Board will review and receive the policy annually as information.
  - a. Follow implemented communication plans.
  - b. Review the policy every three years as information.

# YRL Communications Policy

## Administrative Procedures

Communications plans answer the following questions whenever a communication is being issued on behalf YRL, whether internally, externally or in an emergent event; the table illustrates these criteria.

Question	Determined by	Examples
<b>Who</b> is being addressed in the communication?	<ul style="list-style-type: none"> <li>Type of audience</li> </ul>	<ul style="list-style-type: none"> <li>Internal audience, i.e.: employees or board members</li> <li>External audience, i.e.: member library staff and stakeholders, partners</li> <li>The general public or outside agencies</li> <li>Combination of above</li> </ul>
<b>What</b> is being addressed in the communication?	<ul style="list-style-type: none"> <li>Decision(s)</li> <li>Action(s)</li> <li>Information sharing</li> </ul>	<ul style="list-style-type: none"> <li>Changes to a YRL service</li> <li>Important news from a stakeholder</li> <li>Health and safety concerns relating to an emergent situation</li> </ul>
<b>Why</b> is this communication taking place?	<ul style="list-style-type: none"> <li>Reasoning for</li> <li>Necessity</li> <li>Transparency</li> </ul>	<ul style="list-style-type: none"> <li>To inform the intended audience of changes or news that may affect them directly</li> <li>To share information that may be useful to members, stakeholders</li> </ul>
<b>When</b> is this communication happening?	<ul style="list-style-type: none"> <li>Nature/type of communication</li> <li>Frequency as needed</li> </ul>	<ul style="list-style-type: none"> <li>A weekly update to members and stakeholders</li> <li>A crisis communication that may occur before, during and after an emergent event</li> </ul>
<b>Where</b> is this communication happening?	<ul style="list-style-type: none"> <li>Nature/type of communication</li> <li>Type of audience</li> <li>The person(s) providing the communication</li> <li>The channels used</li> </ul>	<ul style="list-style-type: none"> <li>Manager email to staff detailing schedule change</li> <li>Social media update promoting new YRL collections</li> <li>Board letter to welcome new Minister</li> <li>Media interview by Director and Board Chair regarding new fee structure</li> </ul>
<b>How</b> is this communication taking place?	<ul style="list-style-type: none"> <li>Communication channel(s) used</li> </ul>	<ul style="list-style-type: none"> <li>In person</li> <li>Via email</li> <li>Social media</li> <li>Media</li> <li>Website</li> <li>Or any combination</li> </ul>

## Crisis Communications Plan

The following plan works in conjunction with the business continuity plan, business continuity plan – pandemic, emergency response plan.

All emergent events should all be reported to the Director or designated manager immediately. Below is designation chart: (List from Emergency Response/Business Continuity Plan).

## YRL Communications Policy

Any crisis communications relating to all emergent/crisis event(s) are handled in the following way:

1. The YRL spokesperson(s) is the Director or designated staff or board member as determined in the Delegation of Authority Policy.

Communicating with	First Designate	Second Designate
External to boards, CAOS, government	Director	Chair
Political i.e., Minister, MLA	Chair	Vice Chair
Internal to staff, suppliers, operational in nature	Director	Deputy Director

2. The designated spokesperson(s) works with the YRL Leadership team and the Board Chair, directing and coordinating all aspects of the organization's response including managing the message and the media.
3. All other YRL staff, Executive Committee members and Board members will be professional and helpful, connecting any media queries or other outside organizations to the designated spokesperson(s).
4. All communications will use YRL Branding Style Guide, i.e., logo, fonts, signatures, templates.
5. All communications will employ the standards listed in the following sources:
  - a. Canadian Press Caps and Spelling, latest edition.
  - b. Canadian Press Style Guide, latest edition.

## YRL Use of Artificial Intelligence Policy

<b>Title:</b>	<b>Policy Number:</b> A9
<b>Topic:</b> Artificial Intelligence <b>Related:</b> Risk Matrix, Finance, OHS, Code of Conduct, Human Resources, Records Management, Cybersecurity <b>Oversight:</b> Executive Committee	<b>Approved:</b> September 11, 2023 <b>Revised:</b> <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library (YRL) Board shall establish guidelines for the use of artificial intelligence (AI) language models (AILEM) such as ChatGPT, Bard, Bing or other similar tools, by employees, contractors or other third parties.

### Purpose

This policy is designed to ensure that the use of AI is ethical, lawful and in compliance with all applicable laws, regulations and policies. This policy applies to all employees with access to AILEM, whether through company-owned or personal device.

### Responsibilities

1. Employees are authorized to use AILEM for work-related purposes including tasks such as generating text or content for reports and presentations including images, customer service or other written communication.
2. Employees must adhere to copyright laws when utilizing AILEM. It is prohibited to use AILEM to generate content that infringes on the intellectual property rights of others, including but not limited to copyrighted material.
3. If an employee is unsure if a particular use of AILEM constitutes copyright infringement, they must speak with their manager or the Director for guidance.
4. All information generated by AILEM must be reviewed and edited for accuracy prior to use.
5. Confidential information must not be entered into an AILEM tool, as this may enter the public domain. Employees must follow all applicable data privacy and protection laws and company policies when using AILEM.
6. AILEM must be used ethically and in compliance with applicable laws, regulations and policies. Employees must not use AILEM to generate content that is discriminatory, offensive or inappropriate. If employees are in any doubt about the appropriateness of using AILEM in a given situation, then their manager or the Director should be consulted.
7. Content produced by AILEM must be labelled or cited as containing AILEM information.
8. Employees must be aware of inherent risks of using AILEM, which include but are not limited to:
  - a. Confidentiality: information entered into an AILEM may enter the public domain; this can release non-public information and breach contracts with vendors.
  - b. Accuracy: AILEM relies on algorithms to generate content. As with AILEM technology, there is a risk that inaccurate or unreliable information may be generated. Employees should exercise caution when relying on AILEM generated content and should always review and edit responses prior to use.
  - c. Bias: AILEM may produce bias, discriminatory or offensive content. Employees should use AILEM responsibly and ethically, in compliance with the values, policies, laws and regulations.
  - d. Security: AILEM may store sensitive data and information which could be at risk of being breached or hacked.

## **YRL Use of Artificial Intelligence Policy**

9. Any violations of this policy should be reported to the manager and director. Failure to comply may result in disciplinary action, up to and including termination.
10. The Executive Committee is responsible to review this policy every two years to ensure continued compliance.
11. The Board will receive this policy as information every two years.

### **Administrative Procedures**

To be determined.



# **Yellowhead Regional Library**

## **Finance Policies**

## YRL Finance Policy

<b>Title:</b> Finance Policy	<b>Policy Number:</b> F1
<b>Topic:</b> Finances <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> May 4, 2020 <b>Revised:</b> May 15, 2023 <b>Review period:</b> May 2026

### Statement

The Yellowhead Regional Library Board (YRL) will ensure the finances of YRL are managed in an efficient and accurate manner and in accordance with generally accepted accounting principles; providing a sound basis for long-term financial management of the affairs of the system and conserving the assets of the system for the future. All transactions will conform to applicable legislation and good business practices for public sector organizations.

### Purpose

To establish the principles and guidelines for:

1. Collection and maintenance of revenue
2. Fund accounting
3. Investment earnings
4. Expenses
5. Administrative procedures: audit, auditor, budget, financial controls

### Responsibilities

1. The Director will ensure controls exist over assets, funds, accounting records and preparation of financial information.
2. The Executive Committee will discuss/review/approve any unforeseen financial expenditures unbudgeted for during the annual budget process, and will review the financial statements, and the draft annual audit and budget before making a recommendation to the Board of Trustees.
3. The Board of Trustees will review and approve the annual audit and budget.
4. YRL member municipalities and school divisions will approve any fee increases as detailed in the YRL Master Membership Agreement (MMA).

### Collection and Maintenance of Revenue

1. The fiscal year is from January 1 to December 31.
2. YRL will invoice the municipal appropriations and school division levies in two installments during each fiscal year: 50 percent each in January and July.
  - a. YRL shall charge an additional 10 percent if payments are not received before the requisite 60-day period after the invoice date and may suspend system services after six months if no payment is received as outlined in the MMA, Clause 8.6.
3. YRL may receive funding annually from contracts to provide library or networking services as outlined in the MMA, Clause 11.1, or as agreed to by the Executive Committee or Board of Trustees (i.e. TRAC Central Site Contract).
4. YRL will apply for all Province of Alberta library grants for which it is eligible (i.e. On-Reserve/On-Settlement Grant).
5. YRL may apply for other grants, if deemed necessary.
6. Flow-through revenue includes:
  - a. Additional allotment funds are received from member libraries to purchase materials through YRL and is expensed by the library throughout the fiscal year.

## YRL Finance Policy

- b. Non-allotment sales are received from member libraries to purchase materials through YRL who orders the materials, pays the invoice and then invoices each member library as the purchased items are received at their library site.
- c. Grant funding provided by the Province of Alberta to be given to member libraries through YRL (i.e. library services grant).
- d. Cash gifts or asset donations are accepted only on the condition they become the property of the library system to be used or disposed of as the Board of Trustees decides. Receipts for cash gifts may be given for income tax purposes.

### Fund Accounting

- 1. YRL follows the deferral method of fund accounting and shall maintain the following funds:
  - a. General Fund: reflects revenue and expenses for daily operations.
  - b. Operational Contingency Fund: permits ongoing operations during unforeseen circumstances, or to meet a negative balance in the General Fund. The amount in the fund shall be maintained to cover a minimum of six months of operating expenses, or the amount recommended by the auditor, whichever is higher.
  - c. Capital Fund: for the purchase of capital assets.
  - d. Special Project Funds: for non-recurring projects.

### Investment Earnings

- 1. YRL strives to maximize its investment earnings without incurring undue risk.

### Expenses

- 1. General Fund
  - a. Expenses shall be planned as part of the annual budget process.
  - b. YRL will provide a library materials allotment at the start of the fiscal year.
  - c. Libraries shall expend the allotment within the current fiscal year, or within six months of the next fiscal year.
  - d. YRL reserves the right to transfer any unspent allotment from the previous fiscal years to supplement HQ collection purchases, at the sole discretion of the Director.
  - e. YRL will charge GST on a quarterly basis on any allotment purchases.
- 2. Capital Fund
  - a. YRL will maintain capital assets and a replacement schedule.
  - b. Assets will be capitalized at a minimum of \$2,000.
  - c. The Director will have the authority to approve any unbudgeted capital expenditures up to and including \$30,000.
  - d. The Executive Committee will approve any unbudgeted capital expenditures greater than \$30,000.
  - e. Amortization of capital assets will be charged against the Capital Fund at these rates:
    - i. Building: 2.5 percent
    - ii. Building improvements: 10 percent
    - iii. Furniture and equipment: 15 percent
    - iv. Automotive equipment: 20 percent
    - v. Computer hardware: 33 and 1/3 percent
    - vi. Computer Software: 33 and 1/3 percent
  - f. Disposal of capital assets is determined by the type of the asset.
    - i. Furniture/shelving may be offered free to member libraries or charities.
    - ii. Vehicles are traded in upon the purchase of a replacement vehicle or sold to the public as advertised online at a value determined by current market conditions.

## YRL Finance Policy

- iii. Computer equipment is traded in upon replacement or recycled at end of life with all sensitive information removed.
3. Operational Contingency Fund
  - a. May occur when normal grants, levies and/or appropriations are delayed or reduced.
  - b. A negative year-end balance of the General Fund will require the use of the Operational Contingency Fund to return the General Fund to a zero balance for the next fiscal year.
  - c. Provides the funds for closing the operations of YRL should the system be dissolved by its members.
4. Special Projects Fund
  - a. For non-recurring projects or services.
  - b. The Executive Committee will approve any unbudgeted special projects that may arise during the fiscal year.

### **Administrative Procedures: Audit, Auditor, Budget, Financial Controls**

#### Audit

1. YRL will have an annual independent audit of its financial records conducted in the first quarter of each new fiscal year within the following schedule:
2. The auditor prepares and reviews the draft audited financial statements with the Executive Committee at their first meeting of the year.
3. The Executive Committee recommends the audit to the Board of Trustees.
4. The Board of Trustees approves the audit at their first meeting of the year.

#### Auditor

1. The term of the independent auditor is a minimum of three consecutive years with an option to extend for two additional three-year terms.
  - a. The Executive Committee recommends the auditor term appointment to the Board of Trustees.
  - b. The Board of Trustees approves the appointment of the auditor for the next term.

#### Budget

1. YRL administration will prepare a draft budget prior to October 1 of each year as per the MMA, Clause 8.2.
  - a. The Executive Committee recommends the draft budget to the Board of Trustees.
  - b. The draft budget will be sent out as information to member municipalities, school divisions and libraries for their review.
  - c. The Board of Trustees approves the budget at the last board meeting of the year.

#### Financial Controls

1. YRL Administration will prepare financial statements and include the most recent in the:
  - a. Executive Committee meeting package for review.
  - b. Board of Trustees meeting package for information.
2. Payment of Expenses
  - a. All invoices and expense requests are reviewed and approved prior to payment by those with signing authority.
  - b. YRL-issued expense payments require dual approvals of signing officers. The Board Chair, Director and Deputy Director are all signing officers.
  - c. The Board Chair's approval is required when either the Director or Deputy Director are unavailable for approval.
  - d. The Board Chair's facsimile signature is authorized via a signature stamp and when used is performed by a manager other than Director or Deputy Director.
  - e. Expense claims for the Chair are approved by the Director and Deputy Director.
  - f. All cheques are mailed or picked up in person.

## YRL Finance Policy

- g. All electronic payment transfers are setup initially by contacting the payee via telephone/letter to confirm receiving account is correct.
  - h. Any request from an established payee to change the electronic account number are confirmed via telephone or mail.
  - i. Any incoming payments via cheques are recorded and dated by non-accounting staff before deposit.
  - j. Any incoming electronic payments are reviewed during monthly bank reconciliation by Director and Deputy Director.
3. YRL issued invoices accompany items purchased by YRL on a cost recovery basis for our member libraries. The list of items includes but is not limited to:
- a. Library materials such as books and audiovisual discs.
  - b. Processing and circulation supplies.
  - c. Computers, other peripherals and, as requested by a member library, additional licencing.
4. YRL maintains strict control of passwords for financial software.
- a. Only the Director, Deputy Director and Senior Accountant have access to the administration level of the software.
  - b. Limited access may be granted to designated employees for transactional reporting and invoice creation.

## YRL Compensation Philosophy Policy

<b>Title:</b> Compensation Philosophy Policy	<b>Policy Number:</b> F2
<b>Topic:</b> Staff compensation <b>Oversight:</b> YRL Executive Committee <b>Related:</b> Finance, Human Resources	<b>Approved:</b> September 14, 2020 <b>Revised:</b> April 17, 2023 <b>Review period:</b> April 2026

### Statement

YRL prides itself on being a progressive, service oriented, innovative employer.

### Principles

Principles that guide our staff compensation:

- We pay what the position is worth to the organization.
- We recognize the skills and qualifications needed to do the job.
- We recognize we are an institution that relies on public funding.

Compensation at YRL meets the following objectives:

- Provides employees with information about compensation guidelines and salary ranges.
- Supports a flexible organization that accommodates differences and changes in job requirements.
- Reflects compensation that is comparable with the local job market.
- Provides guidelines to ensure that comparable jobs are paid equitably across the organization.
- Recognizes the successful performance and experience of staff through movement on the grid, to signify the increasing value of the employee and encourage retention.
- YRL needs employees who are committed to the values of YRL to meet our goals and accomplish our mission.

The compensation strategy is a tool to ensure that we can attract and retain the employees we need to be successful.

YRL will strive to provide a total compensation package that meets 65 percent of local competitors, when employees are qualified and performing at a satisfactory level.

The total compensation package includes a salary, plus indirect compensation including benefits such as medical, dental, pension, vacation and sick time and other types of paid leaves, paid breaks, flexible hours of work, staff development, and opportunities for continuing education.

When considering compensation, YRL will consider the rates paid for comparable positions by the following:

- Librarians: Alberta-wide public libraries
- Library Technicians: Central-North Alberta (Red Deer to Whitecourt)
- IT staff: Central-North Alberta (Red Deer to Whitecourt)
- Operations staff: Spruce Grove, Stony Plain and surrounding areas.

Each position is assigned a pay level based on the qualifications and skill needed to perform at a satisfactory level. Successful performance and experience is recognized through movement within the pay level assigned to the position.

## **YRL Compensation Philosophy Policy**

Service will be recognized through a vacation bonus of one additional week (five days), at 10+ years of service and granted at five-year intervals (year 10, year 15, year 20; not cumulative).

To ensure the grid remains current, changing costs of living will be recognized, within financial limitations, by referring to the Alberta Inflation Calculator for the 12 months ending May 30 for the year previous to the budget year.

The entire grid will be reviewed every three years.

In order to ensure that employees understand the goals and outcomes of this process, the Compensation Philosophy Policy is intended to be fair and simple. While it is sensitive to the financial realities of YRL, it is intended to ensure that YRL consistently attracts and retains the staff necessary to meet the needs of its members. All human resource decisions made by the Board will align with this compensation in a manner that is consistent and free of discrimination.

## YRL Honoraria and Expenses Policy

<b>Title:</b> Honoraria and Expenses	<b>Policy Number:</b> F3
<b>Topic:</b> Honoria and Expenses, Board, Human Resources <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> August 30, 2021 <b>Next review:</b> September 2025

### Statement

To conduct YRL business in a timely and effective manner, Yellowhead Regional Library (YRL) reimburses Board members, special representatives to the Board and employees for expenses incurred while performing business for YRL.

### Purpose

This policy sets out the reimbursement protocols for Board trustees, authorized representatives to the Board and YRL employees to follow while conducting business on behalf of YRL. YRL Board business includes but is not limited to attendance at Executive Committee<sup>1</sup> meetings, ad-hoc committee meetings, professional development for board members and staff, board orientation sessions and other authorized meetings requiring YRL representation. Schedule A expenses also apply to YRL employees who have incurred expenses while performing work for YRL.

### Responsibility

1. Board Members are responsible to complete and submit for authorization to YRL the Trustee and Alternate Honoraria and Expense form to ensure payment.
  - a. Virtual meeting attendance will result in a claim for honoraria only.
  - b. Any unreceipted expenses for meals will follow Schedule A listed below.
2. Forms are to be submitted within the current fiscal year, i.e.: meeting attended in 2021, form submitted in 2021. Authorized representatives to the Board are responsible to complete and submit for authorization to YRL the Board Advisory Member Mileage form to ensure payment.
  - a. There are no mileage claims for virtual meetings.
3. Employees will complete and submit the YRL Expense Report form for authorization to YRL for any expenses incurred while on YRL business.
  - a. Employees will confirm with their Manager before incurring possible expenses whenever possible, i.e.: using YRL staff vehicle instead of using personal vehicle for business trip.
  - b. Any unreceipted expenses for meals will follow Schedule A listed below.
  - c. Forms are submitted within the current fiscal year, i.e.: in the same fiscal year the expense was incurred.
4. Administrative Services will ensure all expense forms are processed in a timely fashion.
5. Executive Committee is responsible to review and amend this policy every three years.
6. The YRL Board is responsible to review and receive the policy as information every three years.

### Schedule A

1. Honoraria for Board Members at YRL committee meetings or other Board authorized functions.
  - a. \$100.00 for up to four hours including travel time to and from meeting.
  - b. \$200.00 for four to eight hours including travel time to and from meeting.
  - c. Honoraria will be claimed using the appropriate form.

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<sup>1</sup> YRL does not pay trustees appointed to the YRL Board any honoraria or expenses for attendance at YRL Board Meetings as the sending authorities pay for their appointees' time and expenses.

## **YRL Honoraria and Expenses Policy**

2. Reimbursement for expenses incurred for professional development or other YRL authorized activities for Board members, authorized representatives to the Board or employees.
  - a. All expenses require receipts except where noted below.
  - b. All expenses will be claimed using the appropriate form.
  - c. Registration fee at conferences or courses at the most economical rate, i.e.: Early bird conference rate.
  - d. Daily rate for meals claimed without receipts. When daily rate is claimed, no receipted expenses can be claimed for same day.
    - i. Breakfast: \$12.00 CDN
    - ii. Lunch: \$15.00 CDN
    - iii. Dinner: \$25.00 CDN
  - e. Receipts are required for meals that exceed the above rates.
    - i. No alcoholic beverages will be reimbursed.
  - f. Mileage claims for personal vehicle use will be reimbursed at the current Alberta provincial government rate.
    - i. Kilometre estimates are based on travel to and from YRL HQ and can include online tools such as Google maps for figures.
  - g. Accommodation is for a standard single room rate appropriate to the location.
  - h. Airline travel is for economy class seats.
  - i. Rental car use is for medium or economy vehicles.

### **Administrative Procedures**

1. Administration will ensure the proper form is used for claiming honorarium or expenses.
  - a. All forms must be authorized by the Manager of the employee or Director/Deputy Director for a Board member or authorized representative, i.e. mileage claim for YRL Public Libraries' Council representative attending an Executive Committee meeting.
2. Trustees will need to provide the following as per CRA guidelines:
  - a. Birthdate
  - b. Home Address
  - c. Social Insurance Number

## YRL Trustee Recognition of Service Policy

<b>Title:</b> Trustee Recognition of Service	<b>Policy Number:</b> F4
<b>Topic:</b> Finance, Governance <b>Oversight:</b> Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> April 17, 2023 <b>Next Review:</b> April 2026

### Statement

Yellowhead Regional Library (YRL) recognizes the contributions of YRL Board Trustees to fulfill the mission of YRL to its members and stakeholders.

### Purpose

YRL administration and staff acknowledge Trustees provide valuable governance to YRL operations through their active participation in YRL committees and meetings. This policy outlines YRL's gratitude to its Trustees for their engaged service on behalf of this organization.

### Responsibilities

1. Trustees leaving/retiring from the Board will receive recognition for their service according to the following schedule:
  - a. One (1) to three (3) years cumulative service will receive:
    - i. Letter of appreciation from the Board Chair.
  - b. Four (4) to nine (9) cumulative years of service will receive:
    - i. Letter of appreciation from the Board Chair.
    - ii. \$25 gift certificate for books for every three (3) year term served.
  - c. Ten+ (10+) years cumulative service will receive:
    - i. Letter of appreciation from the Board Chair.
    - ii. \$25 gift certificate for books for every three (3) year term served to a maximum of \$200.
2. Trustees leaving/retiring from the Board who are nominated by the Executive Committee for having made an extraordinary contribution to the Board will receive:
  - a. Letter of appreciation from the Board Chair detailing the extraordinary contribution.
  - b. \$100 gift certificate for books.<sup>1</sup>
  - c. Presentation at a YRL Board of Trustees meeting.
  - d. Administration is responsible to track the Trustees' service terms and prepare the recognition of gifts accordingly.
3. The Executive Committee is responsible to review this policy every three years including the rates of recognition.
4. The Board will receive this policy as information every three years.

### Administrative Procedures

- Administration will provide a retiring trustees list to the Executive Committee at the February meeting for review and consideration of an extraordinary contribution.
- Gift certificates for books are purchased with a YRL credit card.
- Accounting pays for the gift certificate from the Trustee Expense line.

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<sup>1</sup> This gift certificate for books is in addition to any other gift certificate for books recognizing number of years served.

## YRL Credit Card Policy

<b>Title:</b> Credit Card Policy	<b>Policy Number:</b> F5
<b>Topic:</b> Credit Card, Human Resources, Finances <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> August 30, 2021 <b>Revised:</b> <b>Review period:</b> August 2024

### Statement

To conduct Yellowhead Regional Library (YRL) business in a timely and effective manner, corporate credit cards are assigned to employees as needed to pay for operational expenses. The business expenses that fall within the assigned credit limit for each employee are required to be paid by the Cardholder with the corporate credit card.

### Purpose

This policy applies to all employees of YRL who are granted and assigned a corporate credit card. The conditions set forth in this policy govern the responsible use of, and procedures for, credit cards belonging to YRL for the purpose of conducting YRL business.

### Responsibility

1. Employees assigned corporate credit cards are required to follow the YRL Credit Card Policy.
  - a. Employees indicate their agreement by signing a YRL Credit Card Cardholder form.
  - b. Failure to follow the policy will result in a review by Management.
    - i. Disciplinary action will occur if any abuse is knowingly conducted by the employee.
2. Cardholders and their Managers are responsible for ensuring they adhere to the YRL Credit Card Policy to enforce adequate controls and minimize the risk that corporate credit cards are used for fraudulent purposes.
3. Accounting will reconcile credit card statements monthly and facilitate renewal of credit cards, provide help with lost or stolen credit cards.

### Administrative Procedures:

#### Credit Card Eligibility and Assignment

1. Each credit card has an assigned credit limit for YRL business expenditures.
2. Exemptions to this limit will be made on a case-by-case basis only in consultation with Administrative Services personnel. Those positions that are required to purchase services on behalf of YRL, will be assigned credit cards and be known as Cardholders. Permanent positions that normally receive a YRL corporate credit card are the following:
  - a. Director and Deputy Director
  - b. Managers
  - c. Librarians
  - d. Desktop and Network Administrators
  - e. Drivers
  - f. Administrative Services Assistant
  - g. Other positions as determined by Management in consultation with Accounting and dependent upon operational needs

## YRL Credit Card Policy

### Use of Credit Cards

1. The Cardholder is responsible for the physical security of the card to prevent its misuse by unauthorized parties.
2. The Cardholder must never share their credit card PIN and should not store the PIN in the same location as the card.
3. Purchases made on YRL credit cards are to be used for acquiring goods and services for library business only. The following provides a list of acceptable and unacceptable purchases.

#### Acceptable Purchases:

- a. Payment or deposits for goods/services in full or in part.
- b. Memberships and subscriptions.
- c. Conference fees.
- d. Business travel expenses such as flight costs, hotels, meals.
- e. Postage fees and other courier express services.
- f. Operating supplies for conducting YRL business (i.e. toner, software, general office supplies, etc.).
- g. Minor equipment purchases.

#### Unacceptable Purchases:

- a. No personal or private purchases.
    - i. The Cardholder will be responsible to pay any personal charges not related to YRL business as soon as possible if card is used accidentally for personal use.
  - b. Meal purchases may not include any alcoholic purchases.
  - c. Payment of travel expenses where the employee has already chosen to receive reimbursement via the per diem method outlined in the Honoria and Expense Policy.
  - d. Withdrawal of cash or cash advances.
  - e. Computer hardware, unless authorized and approved by YRL Technology Services prior.
  - f. Splitting the total cost purchases into multiple transactions to avoid credit limit policies.
  - g. No pre-authorized payments or other transactions without prior approval of the Cardholder, Manager and notification to Accounting.
  - h. No use of ePay services such as Apple or Google pay on personal devices.
4. The Cardholder must retain original receipts to attach to monthly statement provided by Accounting.
- a. Transaction receipts will include notation for the purpose of the receipt, i.e. travel to member library, meal while on a library visit, etc.
  - b. Accounting provides plastic envelope for Cardholder to store credit card receipts.
  - c. Cardholders stores receipts in envelope for monthly statement reconciliation. The envelope is left at the Cardholder's desk/workstation in an accessible area for Accounting to locate if Cardholder is away when monthly reconciliation occurs.
  - d. Accounting provides monthly statement to Cardholder for reconciliation.
    - i. Cardholder attaches credit card receipts to monthly statement and returns to Accounting.

## **YRL Credit Card Policy**

- ii. Lost credit card receipts under \$100 in value can be authorized by Cardholder and Manager completing a YRL Credit Card Lost Receipt form and attaching it to the credit card statement.
  - iii. Lost credit card receipts over \$100 in value will be obtained by Cardholder by contacting the business/organization to request a duplicate receipt.
- e. Report loss or stolen cards as soon as possible to:
  - i. ATB Mastercard at the number located on the back of the credit card.
  - ii. Accounting.
  - iii. Cardholders are not personally held responsible to pay any charges related to reported lost or stolen credit cards.



# **Yellowhead Regional Library**

## **Governance Policies**

## YRL Board Policy

<b>Title:</b> Board Policy	<b>Policy Number:</b> G1
<b>Topic:</b> Board Composition, Elections in the Board, Roles and Responsibilities, Committees <b>Oversight:</b> YRL Board and Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> May 15, 2023 <b>Review:</b> May 2026

### Statement

Formed in 1971, the Yellowhead Regional Library (YRL) is governed by the Yellowhead Library Board. The Board of Trustees shall manage and control the library system by organizing, promoting and maintaining comprehensive and efficient services, subject to the provisions of the Libraries Act, the Libraries Regulation and the YRL Master Membership Agreement.

### Purpose

This policy provides the protocols for who is appointed to the YRL Board of Trustees and how the trustees are selected to the Board. It also outlines the responsibilities of YRL Trustees in general and explains the designated roles of the Board of Trustees and meeting frequency.

### Appointments to the YRL Board of Trustees

1. Each member municipality and school division may appoint one member to the Board of Trustees according to the terms of the Libraries Act and Libraries Regulation.
2. Each member municipality and school division may appoint an alternate to the Board of Trustees according to the terms of the Libraries Act and Libraries Regulation.
  - a. Only duly appointed alternates are eligible to participate in Board of Trustees meetings.
  - b. The alternate shall not act in place of the library system board member at more than two consecutive meetings except by resolution of the library system board.
3. The Chair of the YRL Public Libraries' Council (PLC) or designate is eligible to act as a liaison to the Board.
  - a. This position does not vote on any motions.
4. The Alberta Library Trustees' Association (ALTA) Yellowhead region representative is eligible to act as a liaison to the Board.
  - a. This position does not vote on any motions.

### Board Elections

1. Eligibility
  - a. Board members are eligible to stand for election as Chair, Vice Chair and Executive Committee as per Policy G3, Governance, Committees.
  - b. Board member alternates are not eligible to stand for election as Chair, Vice Chair or Executive Committee except as noted in Policy G3, Governance, Committees.
2. Nominations
  - a. Nominations for the election of the Chair, Vice Chair and Executive Committee must come from the floor except as noted in Policy, G3, Governance, Committees.
  - b. Board members not able to attend the organizational meeting may stand for election provided that prior arrangement has been made to have a Board member in attendance nominate the individual from the floor.
  - c. Nominations do not require a seconder.

### Board Officers and Meeting Frequency

1. The Board Chair is an ex-officio member of all board committees and is eligible to vote.

## **YRL Board Policy**

2. The Board Vice Chair is empowered to carry out the chair duties in the absence of the Chair.
3. In the absence of the Chair and Vice Chair, the responsibility to perform the chair duties shall rest with another member of the Executive Committee.
4. The Board of Trustees shall meet at least three times per year as required by the Libraries Act and Regulation.
  - a. The last regular meeting of each year shall be the organizational meeting.

### **Responsibility**

1. Administration is responsible to track the appointments of trustees annually and to alert the Board of Trustees to any appointment changes.
2. The Board of Trustees is responsible for approving the auditor, audited financial statements, annual budget and recommendations for changes to the Master Membership Agreement.
3. The Board of Trustees is responsible for electing the Chair, Vice Chair and the Executive Committee as outlined in Policy G3, Governance, Committees.
4. The Board of Trustees and/or the Executive Committee are responsible for the establishment and setting the authority of committees as outlined in Policy G3, Governance, Committees.
5. The Executive Committee is responsible to review this policy every three years.
6. The Board will receive this policy as information every three years.

### **Administrative Procedures**

1. In the fall of each year, YRL will distribute information about appointing a trustee to each member municipality and school division.
2. If a member municipality or school division does not appoint a member, the appointment is recorded as "representative not appointed" in the Board of Trustees meeting minutes.
3. At the annual organization meeting, YRL administration will open the meeting acting as the chair until the Board Chair is nominated and voted in by the Board of Trustees.
4. No honorarium or mileage is paid by YRL for trustees to attend board meetings as it is the responsibility of the sending authority as per Policy F3, Finance, Honoraria and Expenses.

## YRL Trustees Policy

<b>Title:</b> Trustees Policy	<b>Policy Number:</b> G2
<b>Topic:</b> Trustees, Duties, Orientation, Professional Development <b>Oversight:</b> Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> May 15, 2023 <b>Review:</b> May 2026

### Statement

An effective and engaged regional library system board is built upon the knowledge and expertise of its Board of Trustees. At Yellowhead Regional Library (YRL), great efforts are made to provide our appointed board members (trustees) with the information and tools necessary to ensure excellent governance on YRL's behalf.

### Purpose

To detail the role of a board member in compliance with the Libraries Act and Libraries Regulation. This policy outlines the duties, orientation practices and professional development opportunities provided to board members, so they can fulfill their responsibilities as representatives to their jurisdictions and as members of the YRL Board of Trustees.

1. In general, trustees:
  - a. Must be aware of their legal and fiduciary responsibilities.
  - b. Maintain confidentiality and impartiality.
  - c. Recognize that the library system board represents a public trust which is concerned with the provision of library service at a regional level.
  - d. Are eligible to serve on committees.
  - e. Shall be advocates for YRL.
2. Orientation of YRL board members:
  - a. YRL administration will provide up to three group orientations annually for new and returning board members.
  - b. YRL administration will pay a meeting honorarium and mileage<sup>1</sup> (if required) for each board member to attend this orientation one time per calendar year.
    - i. The Board Chair or designate may attend more than one session per year as a speaker during the orientation and will be compensated accordingly.
  - c. The orientation session will include, but is not limited to, the following information:
    - i. The Public Library Services Branch, trustee responsibilities, provincial policy, Libraries Act, Libraries Regulation, library board grants, and the provincial library network.
    - ii. Governance including the membership agreement, strategic plan and policy.
    - iii. Finances including the budget, annual audit and financial statements.
    - iv. Services to member libraries.
3. Professional Development
  - a. YRL trustees are eligible to pursue professional development opportunities within the following parameters:
    - i. Attendance of Executive Committee members (or designates) at YRL-sponsored annual conferences as budgeted for under trustee expenses and as per Policy F3, Finance, Honoria and Expenses.
    - ii. Attendance at library events that provide professional development opportunities and can be paid for from trustee expenses may include, but are not limited to:

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<sup>1</sup> Mileage, expenses and honoraria fees are listed in Policy F3, Finance, Honoria and Expenses

## **YRL Trustees Policy**

- Alberta Library Trustees' Association
  - Library Association of Alberta
  - The Alberta Library
  - Public Library Services Branch
- iii. Trustees wishing to attend other professional development opportunities must present a plan/budget to the Executive Committee in advance and receive approval for the expenses prior to registering.

### **Responsibilities**

1. Administration is responsible to annually budget for orientation meetings and known professional development opportunities for its trustees including memberships in professional associations.
2. Administration will send a trustee information recommendation package to municipalities and school divisions every fall to aid in the appointment selection for the YRL Board as per Policy G3, Governance, Board.
3. The Board of Trustees will participate in orientation activities and other professional development activities as required to become informed and to help fulfill the strategic goals of the organization.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

### **Administrative Procedures**

1. Administration will notify the Board of Trustees in advance of orientation dates.
2. Public Library Services Branch staff will be invited to present at orientation sessions.
3. The Board Chair or designate will be invited to all orientation sessions.
4. Trustees may request the orientation documentation and, if needed, a one-on-one orientation with administration.

## YRL Committees Policy

<b>Title:</b> Committees Policy	<b>Policy Number:</b> G3
<b>Topic:</b> Executive Committee, Governance and Structure, Ad-hoc Committees <b>Oversight:</b>	<b>Approved:</b> October 16, 2000, Revised December 10, 2014 <b>Revised:</b> May 15, 2023 <b>Review period:</b> May 2026

### Statement

Since June 15, 2009 and based on Board Motion 3533, the Yellowhead Regional Library (YRL) Executive Committee shall exercise the full powers of the Board, with the exception of approval of the auditor, audited financial statements, annual budget, and any fee increase or change(s) to the Master Membership Agreement.

### Purpose

This policy outlines the composition, roles and responsibilities of the Executive Committee members and alternates, and how ad hoc committees are established, when required.

### Composition of the YRL Executive Committee, Alternates and Frequency of Meetings

1. The Executive Committee is formed according to the terms of the Libraries Act and Libraries Regulation.
2. The Executive Committee consists of ten Board members elected according to the following criteria as based upon the proportion of each to the overall membership:
  - a. Any jurisdictions with a population of 17,000 or more are entitled to a seat.
  - b. One seat shall be open for any School Division representative.
  - c. One seat shall be open for any Municipal District representative.
  - d. One seat shall be open for any Municipal District, Village or Summer Village representative.
  - e. One seat shall be open for the City of Wetaskiwin, Municipality of Jasper or any Town representative.
  - f. One seat shall be open to any representative notwithstanding the population size of the municipality.
3. The Chair and Vice Chair are members of the Executive Committee.
4. Alternates for the Executive Committee shall be elected according to the following:
  - a. Any jurisdictions with a population of 17,000 or more, the YRL Board alternate duly appointed by a jurisdiction will be that jurisdiction's Executive Committee alternate.
  - b. One alternate shall be elected from any School Division representative.
  - c. One alternate shall be elected from any Municipal District representative.
  - d. One alternate shall be elected from any Municipal District, Village or Summer Village representative.
  - e. One alternate shall be elected from the City of Wetaskiwin representative, Municipality of Jasper representative or any Town representative.
5. Nominations and elections follow the same format as noted under the section on Board Elections in Policy G1, Governance, Board.
6. A maximum of three YRL Public Libraries' Council (PLC) representatives, as determined by the PLC, shall be invited to YRL Executive Committee meetings as a liaison.
7. The Alberta Library Trustees' Association (ALTA) Yellowhead region representative shall be invited to YRL Executive Committee meetings as a liaison.
8. The Executive Committee shall meet a minimum of six times per year.
9. Honoraria and mileage (if needed) is paid to Executive Committee members as per Policy F3, Finance, Honoraria and Expenses.

## **YRL Committees Policy**

### **Ad Hoc Committees**

1. From time to time, the Board of Trustees or Executive Committee may, by motion, establish an ad hoc committee to deal with one-time projects or issues.
2. Ad hoc committees shall normally consist of up to five current board members.
  - a. The YRL Board Chair is an ex officio<sup>1</sup> member of any committee.
3. Ad hoc committees shall make recommendations to the Board of Trustees or Executive Committee as appropriate.
4. Ad hoc committee members shall be compensated for honoraria and mileage (if needed) as per Policy F3, Finance, Honoraria and Expenses.

### **Responsibilities**

1. The Executive Committee is responsible for:
  - a. Hiring and evaluating the Director.
  - b. Dealing with matters which arise between regularly scheduled Board of Trustees meetings, except for those responsibilities which are the exclusive purview of the Board.
  - c. Encouraging communications with the rest of the YRL Board of Trustees.
2. The Executive Committee is responsible to review this policy every three years.
3. The Board will receive this policy as information every three years.

### **Administrative Procedures**

1. Administration will provide a list in the Board annual organizational meeting package of known trustees eligible for nomination for the Executive Committee member and alternate positions.
2. Administration will provide documentation to committee members and guests in advance of meeting dates.

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<sup>1</sup> Ex officio members may attend and participate in meetings to contribute expertise of significance to the board; unless otherwise specified in policy, ex officio members are entitled to the same voting rights as regular members.

## YRL Trustee Orientation Policy

<b>Title:</b> Trustee Orientation	<b>Policy Number:</b> G4
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> October 16, 2000 <b>Revised:</b> May 11, 2015

1. In order that new board members are able to fulfill their responsibilities as representatives to their jurisdictions, and as members of the Yellowhead Regional Library Board, up to three orientation sessions will be provided annually. As well, member school divisions and municipalities will receive an annual trustee information package.
  - a. The Orientation sessions will include information on the following, but is not limited to:
    - i. A presentation by a representative of the Public Library Services Branch (if staff available) on trustee responsibilities, provincial policy, Libraries Act, Libraries Regulation, Grants Regulation and the provincial public library network.
    - ii. YRL governance including the Master Membership Agreement, Plan of Service, Board Policy and Human Resources/Health and Safety Manual.
    - iii. YRL finances including the budget, annual audit and financial statements.
    - iv. Member library services.
2. The trustee information package will be distributed to municipalities and school divisions every September to aid in selection of trustees to the YRL Board.

## YRL Board-Director Relationship Policy

<b>Title:</b> Board-Director Relationship	<b>Policy Number:</b> G5
<b>Topic:</b> Director, Roles and Responsibilities <b>Oversight:</b> Executive Committee	<b>Approved:</b> September 27, 2010 <b>Revised:</b> September 11, 2023 <b>Review:</b> September 2026

### Statement

The Yellowhead Regional Library (YRL) Board employs a Director to manage the on-going operations of the organization. The Director is the sole employee of the Board. The Director employs and works with a management team to hire and supervise all other staff positions.

### Purpose

The role and responsibilities of the Board's relationship with the YRL Director is to delegate the management of YRL's staff to the Director. The Director is authorized by the Board to be ultimately accountable for YRL's general operations.

### Responsibilities

1. The Director is authorized by the Board through the Executive Committee to do the following:
  - a. Recommend policies and establish procedures.
  - b. Make decisions and act as required to ensure YRL operations are on-going in accordance with legislation and policies.
2. The YRL Executive Committee is responsible to:
  - a. Direct the Director to achieve results as defined by:
    - i. Mission Statement
    - ii. Plan of Service (Strategic Plan)
    - iii. Master Membership Agreement
    - iv. Legislative requirements and other formal documentation.
  - b. Evaluate the Director's performance as noted in the Director's employment contract.
  - c. Evaluate compliance with any given Board policy or directive.
  - d. Review and discuss any grievances that may arise between the Director and the Board including but not limited to the following areas<sup>1</sup>:
    - i. Salary
    - ii. Working conditions
    - iii. The administration of human resources policies.
    - iv. Perceived unfair or inequitable treatment.
    - v. Termination

Note: The Director's current employment contract should be reviewed during a grievance to ensure the response to a grievance in a certain area is not already recorded.

- e. Review this policy every three years.
3. The Board will receive this policy as information every three years.

### Administrative Procedures

1. Employment contract between the Director and Board is reviewed annually and/or end of term.
  - a. Any salary increases are budgeted for in the annual budget, as necessary.
  - b. Legal review is required if substantial changes to the current contract or a new contract is made.

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<sup>1</sup> Issues that fall under other legislation such as Human Rights or Occupation Health and Safety Code are dealt with under the procedures for those areas.

## YRL Board-Director Relationship Policy

2. Any grievances between the Director and the Board shall be dealt with by the Executive Committee or an ad hoc committee composed of Executive Committee members.
    - a. For a grievance to be considered, it must discuss specific incidents or circumstances which have directly affected the Director and suggest or request improvements which are both reasonable and within the control of YRL. The Director shall not be disciplined for initiating a grievance.
    - b. All documentation relating to a formal written grievance will be kept in the employee's personal file as a record.
    - c. Personnel files are kept in a secure location; however, the grievance information may be placed in a sealed envelope in the personnel file for greater confidentiality.
    - d. All resolutions to a grievance will be formally written and signed by both parties.
    - e. Any changes to any operational policy or procedure will be dealt with that arise from the resolution of grievance and will be made within a time frame agreed upon by both parties.
  3. Depending upon the nature of the grievance, staff such as the Senior Accountant and the Executive Assistant may provide:
    - a. Documentation on such areas of wages, salaries, records of employment, etc. and/or
    - b. Administrative support with recording the written resolution(s)/meeting notes.
- Note: Both positions maintain confidential records and by the nature of their work are required to maintain privacy with employees' personal information.

## YRL Delegation of Authority Policy

<b>Title:</b> Delegation of Authority	<b>Policy Number:</b> G6
<b>Topic:</b> Delegation of authority, Business continuity, Disaster recovery, Emergency planning, Succession planning <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> September 14, 2020 <b>Revised:</b> September 2022 <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library Board (YRL) is committed to ensuring sound, efficient governance and decision-making processes for its employees, partners, stakeholders and vendors during and after an organizational emergency.

### Purpose

This policy is in place to provide clear and effective delegation and succession protocols during an emergent situation such as a pandemic, extensive damage to the YRL HQ building due to fire or natural disaster, declared municipal emergency and any other event in need of crisis/emergency planning.

This policy also ensures YRL decision-making processes can be kept at normal or near normal performance and timelines during and following an emergent situation, which is particularly true for the activities conducted by YRL administration and the YRL Executive Committee with regards to finance, governance, services and staff. YRL will have at least three named positions that support each functional activity to provide continuity during an emergency.

### Responsibilities

1. The Director or named delegate in the succession plan is responsible for following the delegation of authority protocols with regards to YRL operations during an organizational emergency.
2. The Board Chair or named delegate is responsible for the delegation of authority with regards to YRL governance during an organizational emergency.
3. The Executive Committee is responsible to review and approve the policy annually.
4. The Board will review and receive the policy three years as information.

### Administrative Procedures

The following table illustrates the functional area, functional activity, three named positions<sup>1</sup> and next steps involved in the delegation of authority should an emergency event occur that results in one position being unable to fulfil its regularly duties. In the case of the Director, please refer to the Succession Plan Policy.

## YRL Delegation of Authority Policy

Functional Area	Functional Area Activity	Primary	1st Delegate	2nd Delegate	Next Step
Accounting	Accounts payable, accounts receivable, deposits	Accounting and Facility Services	Deputy Director	Director	Contracted to third party
Payroll	Payroll including pay statements and receiver general payments	Accounting and Facility Services	Deputy Director	Director	Contracted to third party
Human Resources	Legal Compliance	Deputy Director	Director	Accounting and Facility Services	Contracted to third party
Administrative and Operational Support	Meeting preparation for Board/Executive Committee, minutes, communications	Executive Assistant	Director	Deputy Director	Contracted to third party (if necessary and/or time constraints)
Building Security Call List	Alarm code events	Deputy Director	Director	Collections and Resource Sharing Manager	Administrative Services Assistant
Building Facility and Vehicles	Facility	Deputy Director	Accounting and Facility Services	Director	Administrative Services Assistant
Building Janitorial	Daily cleaning and disinfectant of common surfaces	Deputy Director	Accounting and Facility Services	Director	Contracted out to third party
Emergency Janitorial	Deep clean due to confirmed case during a pandemic event in workplace or remediation	Deputy Director	Accounting and Facility Services	Director	Contracted to third party restoration company
Communications	External to boards, CAOS, government	Director	Chair	Deputy Director/ Executive Assistant	Use of ticketing software; email triage
Communications	Political e.g. Minister, MLA	Chair	Vice Chair	Elected Executive Committee member	Director is made aware
Communications	Internal to staff, suppliers, operational in nature	Director	Deputy Director	Manager	Chair is made aware if necessary
Communications	Virtual meeting attendance with partners, e.g. PLSB, TRAC, TAL	Director	Deputy Director	Manager/ Chair	Proxy needed (List the process in appendix)
Communications	Telephones	Executive Assistant	Deputy Director	Manager in building	

## YRL Delegation of Authority Policy

Services to Members	Questions/Concerns	Director	Deputy Director	Manager	Default to Business Continuity Plan for each department
Services to Members	Consulting help/ Onboarding	Library Development Services (LDS)	Director	Deputy Director	Default to Business Continuity Plan for each department
Services to Members	Collections and Resource Sharing (CRS)	CRS Manager	Deputy Director	Director	Default to Business Continuity Plan for each department
Services to Members	Technology Services (TS)	TS Manager	Deputy Director	Director	Default to Business Continuity Plan for each department
Board meetings	Meetings to be held virtually (plan/policy on virtual meetings required)	Chair	Vice Chair	Elected Executive Committee member	Use virtual meeting guidelines in Parliamentary Procedure and Meeting Policy
Executive Committee meetings	Meetings to be held virtually (plan/policy on virtual meetings required)	Chair	Vice Chair	Elected Executive Committee member	Use virtual meeting guidelines in Parliamentary Procedure and Meeting Policy
Succession Plan – Chair	Planned absence	Vice Chair	Director	Deputy Director	Vice Chair signing authority may be required; motion from Executive Committee.
Succession Plan - Chair	Unplanned absence of more than 2-3 months	Vice Chair	Alternate from Executive Committee	Until next Board election (last meeting of the year) and/or return of Board Chair	Signing authority change may be required; policy amended in Executive Committee for alternate to Chair

## YRL Delegation of Authority Policy

Succession Plan - Director	Planned absence	Deputy Director	Manager	Manager	Depends on operational areas of activities
Succession Plan - Director (See Succession Planning Policy)	Unplanned – short term with an expected date of return; motion by Executive Committee to allow Deputy Director to act in place of Director for short term, put in end date	Deputy Director	Manager	Manager	Letter for bank with name and Motion in Executive Committee for new signing officer, e.g. manager
Succession Plan - Director	Unplanned absence with no end date but Director planning on returning. Motion by Executive Committee to change title of Deputy Director to Acting Director. May include stipend increase while in the role of Acting Director.	Acting Director filled by Deputy Director	Manager	Manager	Letter for bank with name and motion in Executive Committee for new signing officer, e.g. manager
Succession Plan - Director	Permanent change – YRL will implement a director search and may engage outside consulting assistance for recruitment	Acting Director remains in place until new director is hired	Manager needs signing authority		Letter for bank with name and Motion in Executive Committee for new signing officer

## YRL Director Succession Plan Policy

<b>Title:</b> Director Succession Plan Policy	<b>Policy Number:</b> G7
<b>Topic:</b> Delegation of Authority, Business Continuity, Disaster Recovery, Emergency Planning <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> September 14, 2020 <b>Revised:</b> <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library Board (YRL) recognizes the executive leadership provided by the YRL Director as an essential role for the successful operation of YRL and the services it provides to members, stakeholders and partners. Therefore, it is a governance best practice to plan for an unexpected absence or incapacitation of the Director to eliminate confusion, turmoil and stress during such an absence, allowing YRL to continue to fulfill its normal operations and strategic planning initiatives as much as possible.

### Purpose

To ensure YRL leadership and executive oversight can be kept at normal or near normal performance and timelines during the absence of the Director for a significant amount of time. This is particularly true for the activities conducted by the Director with regards to Board governance, services, planning, partnerships and staff.

### Responsibilities

1. The Director, or in the event that the Director is incapacitated, the Deputy Director is responsible to notify the Chair immediately of any significant unplanned absences that will result in the Director being unable to perform their regular duties.
2. The Board Chair or named delegate informs the Executive Committee and authorizes, in a formal letter, for the named delegate of the Director to act on behalf of the Director during the unplanned absence.
3. The Executive Committee reviews and approves the named delegate at a regularly scheduled meeting or emergency meeting if necessary, e.g. during a pandemic event.
4. The Executive Committee informs the Board of the absence of the Director and introduces the named delegate.

### Policy Activation

1. This policy is activated upon the announcement from the Director, or Deputy Director if the Director is incapacitated, to the Chair.
2. The Executive Committee is notified by the Chair as soon as possible to call an emergency meeting to authorize via motion for the named delegate to act in the place of the Director during the scenarios as outlined in the following table.

## YRL Director Succession Plan Policy

### Administrative Procedures

The following table illustrates the succession plan and steps to take in the absence of the Director depending upon the length and type of absence.

Absence	Deputy Director	Manager
<p>Unplanned – short term with known date of when Director will return. Requires motion by Executive Committee to allow Deputy Director to act in place of Director for a short term, with a specific end date.</p> <p>May include motion/letter to appoint delegate to The Alberta Library, TRAC etc. in order to take part in meetings that only the Director normally would attend.</p>	Deputy Director	<p>Manager will need to be added to signing authority at the bank. A letter to the bank is required from Executive Committee/Board Chair.</p>
<p>Unplanned absence – with no end date, but Director still planning to return in the future.</p> <p>Motion by executive to change title of Deputy Director to Acting Director.</p> <p>May include motion/letter to appoint delegate to The Alberta Library, TRAC etc. in order to take part in meetings that only the Director normally would attend.</p> <p>May include a stipend increase for Deputy Director while in the role of Acting Director.</p>	Acting Director filled by Deputy Director	<p>Manager will need to be added to signing authority at the bank. A letter to the bank is required from Executive Committee/Board Chair.</p>
<p>Permanent change – YRL will implement a Director search and may engage outside consulting assistance for recruitment.</p>	The Acting Director remains in place until new Director is hired.	<p>Manager will need to be added to signing authority at the bank. A letter to the bank is required from Executive Committee/Board Chair.</p>

## YRL Parliamentary Procedure and Meeting Policy

<b>Title:</b> Parliamentary Procedure and Meeting Policy	<b>Policy Number:</b> G8
<b>Topic:</b> Parliamentary Procedure, Business continuity, Emergency planning <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> September 14, 2020 <b>Revised:</b> September 2022 <b>Review period:</b> September 2025

### Statement

The Yellowhead Regional Library Board (YRL) is committed to sound parliamentary procedures as outlined in the rules of order in the book: "Call to Order" by Herb Perry<sup>1</sup>. Any exceptions are noted below. The Libraries Act, Chapter 11: Guide to the Legislation, Section 33 on meetings, also defines the compliance requirements for the holding of Board or Executive Committee meetings.

### Purpose

This policy is in place to provide clear direction for holding well-run and efficient meetings at both the Board and Executive Committee level ensuring all measures are in place to meet the requirements of the legislation and establish productive meeting protocols.

Additionally, this policy exists to ensure that meeting attendees obtain information in an organized fashion, make thoughtful decisions as needed, receive updates, and hold discussions in a manner that is participatory, well-defined and effective. These parliamentary and meeting protocols are key to supporting YRL's operational workflows and strategic planning activities from a governance perspective.

### Responsibilities

1. The Director or named delegate is responsible for ensuring the following duties are actioned:
  - a. Preparation, planning, distribution of meeting content.
  - b. Scheduling and timely notification of meetings to the attendees and public, if necessary.
  - c. Accurate record keeping of minutes or notes.
  - d. Determination of type of meeting according to the situation:
    - i. In-person
    - ii. Virtual or teleconference
    - iii. In-camera [absence of public] according to criteria listed in Administrative Procedures section
    - iv. Special meeting outside of regular schedule due to emergent situation
    - v. Combination of any of the above
    - vi. All meeting proceedings are considered valid, regardless of format, as participants can communicate with each other and can participate in discussion.
2. The Board Chair or named delegate is responsible for ensuring the following criteria are met:
  - a. Meetings are conducted according to parliamentary procedure and meeting protocols.
  - b. Attendees are permitted to discuss meeting agenda items in a timely and efficient manner.
  - c. All motions are voted on before the Board or Executive Committee.
  - d. A recorded vote is allowed if requested in advance of the vote being taken.
3. The Executive Committee or any ad-hoc committee and their members are responsible for the following:

## YRL Parliamentary Procedure and Meeting Policy

- a. Attending scheduled meetings or sending their alternate whenever possible to ensure meeting quorum is met.
  - b. Reviewing meeting documents to make informed decisions.
  - c. Making motions with single mover.
  - d. Voting to pass by majority of attendees, 50 percent plus one.
  - e. Voting on all motions unless a conflict of interest is declared, and trustee leaves the meeting until the item has been voted upon.
  - f. Reviewing and approving the policy as scheduled (Executive Committee only).
4. The Board and member trustees are responsible for the following:
- a. Attending scheduled meetings or send their alternate whenever possible to ensure meeting quorum is met.
  - b. Reviewing meeting documents to make informed decisions.
  - c. Sending in a proxy vote on a decision item ahead of time if a trustee is unable to attend in person; if no proxy vote is submitted, the vote of the absent trustee is counted as approving the motion.
  - d. Following parliamentary procedure and the Chair's direction.
  - e. Voting to pass motions using the 2/3 members plus 2/3 population rule as defined in the YRL Master Membership Agreement, Clause 18.
  - f. Voting on all motions unless a conflict of interest is declared, and trustee leaves the meeting until the item has been voted upon.
  - g. The Board will review and receive the policy every three years as information.

### Administrative Procedures

1. The following table provides the information for conducting a successful YRL Board or Executive Committee meeting.

Type of Meeting	Reason for Meeting	Attendees	Requirements
In-person Board meeting	Preferred for greater collaboration and sharing of information.	Trustees, YRL staff, guests, the public.	Agenda and minutes are created, distributed and available to the public. Attendees follow rules of order and direction from the Chair.
In-person committee meeting	Preferred for greater collaboration and sharing of information.	Committee members, YRL staff, invited guests only, not open to the public except by invitation only.	Agenda and minutes are created. Distribution to the public is available upon written request. Attendees follow rules of order and direction from the Chair.
In-person in-camera (closed) session meeting	Held when dealing with the following subjects:	Only trustees and named YRL staff attend, others are required to leave	Motion is needed to go in and out of in-camera session; time recorded in minutes.

## YRL Parliamentary Procedure and Meeting Policy

	<ul style="list-style-type: none"> <li>• Security, acquisition or disposition of the property of the Board.</li> <li>• Personal information of an individual, including employee of the Board.</li> <li>• Performance management of Director.</li> <li>• Labour relations or employee negotiations e.g.: contract negotiation with Director, escalation around performance as per policy, etc.</li> <li>• Law enforcement matter, litigation or potential litigation including matters before administrative tribunals affecting the Board.</li> <li>• On request by a trustee at a Board or Executive Committee meeting with the approval of the Chair.</li> </ul>	during in-camera, and rejoin the meeting once the in-camera session is closed.	Record motion from discussion if decision is made.
Virtual in-camera (closed) session meeting	<p>Held when dealing with the following subjects:</p> <ul style="list-style-type: none"> <li>• Security, acquisition or disposition of the property of the Board.</li> <li>• Personal information of an individual, including employee of the Board.</li> <li>• Performance management of Director.</li> <li>• Labour relations or employee negotiations e.g.: contract negotiation with Director, escalation around performance as per policy, etc.</li> <li>• Law enforcement matter, litigation or potential litigation including matters before administrative tribunals affecting the Board.</li> <li>• On request by a trustee at a Board or Executive Committee meeting with the approval of the Chair.</li> </ul>	<p>Only trustees and named YRL staff attend, others are required to leave during in-camera, and rejoin the meeting once the in-camera session is closed.</p> <p>Attendees are provided with a link or telephone number to contact.</p>	<p>No notes are taken during an in-camera session.</p> <p>Agenda and minutes are provided.</p> <p>Participants require suitable internet connections and/or telephones to connect to meeting.</p> <p>Virtual meeting etiquette is followed.</p>

## YRL Parliamentary Procedure and Meeting Policy

	<ul style="list-style-type: none"><li>• Required during an emergent situation when it is not possible to bring people together due to time constraints, e.g. pandemic</li><li>• Trustee may inform YRL in advance that they will attend a meeting virtually if they are unable to attend in person.</li></ul>		
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### 2. Virtual/Teleconference Guidelines

- a. Virtual meeting guidelines are provided in the agenda, attendees review ahead of meeting.
- b. A current computer with speaker/camera/microphone (access for audio/speaker via telephone is acceptable) is required for connection.
- c. Use of a broadband data connection for good visual/audio quality is recommended.
- d. If an attendee does not have access to the above, contact YRL HQ well in advance of the meeting for alternative suggestions.
- e. Removal of distractions such as pets, electronic devices, other people and avoiding multi-tasking is recommended.
- f. Attendees are provided instructions/links to meeting.
- g. Attendees sign into meeting at least 10 minutes ahead of start time to allow for time to deal with any technical issues
- h. Attendees use chat function to identify themselves; providing full name and the name of the municipality or organization they are representing.
- i. All attendees will be muted until they are required to speak; use "Raise hand" feature to alert moderator to unmute the attendee.
- j. When speaking, attendee will identify themselves and then proceed with comments/ questions.
- k. After attendee is finished speaking, the attendee will be muted by the moderator.
- l. Instructions for voting on motions will be noted in the meeting package and attendees prepare to vote when directed by the Chair.
- m. Attendees indicate to the moderator via the chat feature if they are permanently leaving the meeting before it has been officially adjourned for quorum purposes.

## YRL Membership Policy

<b>Title:</b> Membership	<b>Policy Number:</b> G9
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> October 16, 2000 <b>Revised:</b> September 17, 2012

1. Any municipality or school division that falls within the geographic boundaries of Yellowhead Regional Library is eligible to become a member by complying with the terms of the Libraries Act and Regulation and signing the Master Membership Agreement as defined in the Appendix.
2. A school division may only become a member for the student population that is enrolled in a school within Yellowhead Regional Library's geographic boundaries.



# **Yellowhead Regional Library**

## **Human Resources Policies**

## YRL Personnel Policy

<b>Title:</b> Personnel	<b>Policy Number:</b> H1
<b>Topic:</b> Human Resources, Employees <b>Oversight:</b> Executive Committee	<b>Approved:</b> October 16, 2000 <b>Revised:</b> April 17, 2023 <b>Review:</b> April 2026

### Statement

Yellowhead Regional Library (YRL) has personnel policies, also known as human resource policies, to ensure employees are in place to carry out the operations of the library. YRL complies with provincial and federal legislation in employment standards, library regulations, occupational health and safety practices, and human rights to ensure policies are accurate and up to date.

### Purpose

All human resources policies shall facilitate mutual respect, good communication and professionalism while endeavouring to be fair to both the Board and staff. YRL aims to provide a safe physical and psychological healthy workplace where employees are free from harm, violence and harassment.

### Responsibilities

1. Employees are responsible to learn and adhere to all human resources policies found in the YRL Policy Manual for Employees.
2. Administration Services is responsible for updating policies as legislation or other legal requirements change over time.
3. The Director is ultimately responsible for the implementation of the human resources policies however, the Director may delegate day-to-day compliance to:
  - a. Administration Services team
  - b. Joint Health and Safety Committee members
  - c. Managers and their direct reports.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

## YRL Accommodation Policy

<b>Title:</b> Accommodation	<b>Policy Number:</b> H2
<b>Topic:</b> Accommodation <b>Oversight:</b> Executive Committee	<b>Approved:</b> September 11, 2023 <b>Review:</b> September 2026

### Statement

Yellowhead Regional Library (YRL) is committed to providing an inclusive and barrier-free work environment. The company provides accommodation up to the point of undue hardship for needs arising from the prohibited grounds of discrimination under the Alberta Human Rights Act. This policy outlines the accommodation process and the responsibilities of different parties in that process.

### Definitions

Bona Fide Occupational Requirement (BFOR): Job requirements that are adopted for a purpose or goal that is rationally connected to the functions of the position, adopted in good faith, in the belief that they are necessary to fulfil the purpose or goal and are reasonably necessary to accomplish the purpose or goal.

Undue Hardship: Occurs when providing an accommodation that would cause significant, onerous conditions for the organization. Considerations when determining if the organization has reached the point of undue hardship include but are not limited to financial costs, size and resources of the organization; disruption of the organization's operations; substantial interference with the rights of other individuals or groups; interchangeability of the work force and facilities; and health and safety concerns.

### Purpose

YRL provides accommodations for individuals up to the point of undue hardship where processes or work must be modified or adjusted to address the needs of the individual based on a prohibited ground of discrimination under the Alberta Human Rights Act. The prohibited grounds of discrimination are:

- Race
- Religious beliefs
- Colour
- Gender
- Gender identity
- Gender expression
- Physical disability
- Mental disability
- Age
- Ancestry
- Place of origin
- Marital status
- Source of income
- Family status
- Sexual orientation

Accommodations are made available from the beginning of the recruitment and selection process. Applicants are informed that accommodations are available upon request.

The accommodation process may begin in one of three ways:

- An employee or job applicant requests accommodation,
- The organization becomes aware that an accommodation may be required, or
- An authorized third party<sup>1</sup> requests accommodation on behalf of an employee or candidate.

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<sup>1</sup> Third party may include professional such as medical doctor, specialist, psychiatrist, psychologist, etc.

# YRL Accommodation Policy

## Responsibilities

1. Employee (or job candidate) who requests accommodation is responsible to:
  - a. Submit request to manager or designate.
  - b. Requests do not require the individual to identify or disclose personal details beyond what is necessary for the accommodation request.
    - i. Individuals who request accommodation are not subject to any reprisal or threat of reprisal for making such a request.
  - c. Provide written notice after returning to work after an accident, injury or illness<sup>2</sup> of the need for any type of accommodation as required.
  - d. Inform manager or designate when the accommodation is no longer necessary.
  - e. Consult with a human resources expert or legal profession about any concerns regarding the accommodation process.
2. Manager or designate is responsible to:
  - a. Follow the duty to inquire of an employee if there is a need for accommodation when the manager or designate becomes aware that an accommodation may be required.
    - i. A private meeting is held with the individual to determine whether there are any unmet needs related to a prohibited ground and whether accommodations are necessary.
    - ii. Confidentiality is necessary.
  - b. Request additional documentation<sup>3</sup> from a third party to determine the most suitable accommodation plan for the individual if needed.
  - c. When accommodation is required by an employee, a formal accommodation plan is determined and agreed to by both manager or designate and the employee in a signed and dated document.
3. Management and administration is responsible to:
  - a. Respond confidentially to any requests for accommodation in a timely manner.
  - b. Examine all options for accommodation and respond in a fashion that respects the dignity and specific needs of the individual requesting accommodation.
    - i. Provide interim accommodation measures while formal accommodations are being developed and implemented.
    - ii. Make reasonable effort to accommodate the individual requested position but may need to offer an alternate role if one is available.
  - c. Monitor and review the accommodation plan with the individual as necessary to determine if any adjustments are needed.
  - d. Not provide accommodation for any bona fide occupational requirements or if accommodation would create undue hardship for the organization.
    - i. Will provide a written explanation of why accommodation is not available.
    - ii. May provide a partial accommodation if organization is able to do so.
  - e. Consult with a human resources expert or legal profession about any concerns regarding the accommodation process.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

## Administrative Procedures

1. All requests for accommodation are kept confidential.

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<sup>2</sup> A medical note provided by the attending third party should provide information on any restrictions the employee should follow in their regular workday while they are still recovering. Restrictions include shorten workday or change in duties, e.g. unable to stand for long periods.

<sup>3</sup> Additional documentation may include a functional and/or cognitive abilities form related to the individual's job description to confirm individual is able to perform the duties as described with an accommodation.

## **YRL Accommodation Policy**

- a. Only those with a need to know to provide the accommodation are given the information.
- 2. Accommodation may be temporary or permanent in nature.
  - a. Accommodation plans are reviewed to ensure accommodation is taking place as needed.
  - b. All accommodations plans are agreed to in writing by both parties and kept in the secure personnel file of the individual requesting accommodation.
- 3. Requests for third party documentation may be requested depending upon the nature of the accommodation.
  - a. If there is a charge from a third party to fill out accommodation documentation, YRL will normally reimburse the fee amount for the individual requesting the accommodation.
    - i. Fees may include but are not limited to doctor's notes and/or completing functional and/or cognitive abilities form related to job description.

## YRL Code of Conduct Policy

<b>Title:</b> Code of Conduct	<b>Policy Number:</b> H3
<b>Topic:</b> Employee conduct, Health and Safety, Performance Management <b>Oversight:</b> Executive Committee	<b>Approved:</b> April 2019 <b>Revised:</b> May 2022 <b>Review period:</b> April 2025

### Statement

Yellowhead Regional Library (YRL) is committed to providing a safe, healthy workplace that promotes a high level of job satisfaction and a respectful work environment. We believe that it is the shared responsibility of all employees to work towards the constant improvement of our workplace. To assist the organization in maintaining an exemplary work environment, we require that all employees of YRL always conduct themselves in an ethical and professional manner.

### Purpose

This policy intends to maintain the reputation and quality of work that YRL values as an organization. YRL employees must demonstrate the highest professional and ethical standards when dealing with co-workers, board members, member library staff, customers, vendors and other individuals who deal with YRL in the conduct of business. Any behaviours that are:

- Hazardous/harmful to employee physical or psychological safety,
- Criminal,
- A negative influence on workplace morale, or
- Detrimental to the success of our organization,

will result in disciplinary action against the employee as outlined in the YRL Performance Management Policy including termination and/or such other action or penalty as may be appropriate and permitted by law under the circumstances.

### Responsibility

1. Employees will read and understand the YRL code of conduct as outlined below under Administrative Procedures.
  - a. If an employee is unsure how to act appropriately to any portion of the code of conduct, the employee should proactively consult with their manager.
2. Managers are responsible for providing direction and feedback to their direct reports on the Code of Conduct to ensure compliance.
3. Administrative Services is responsible for providing the Code of Conduct to all newly hired employees as part of the employee's orientation to YRL.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

# YRL Code of Conduct Policy

## Administrative Procedures

The following procedures provide the code of conduct information for employees to follow.

### 1. General

- a. Employees will uphold the law in the performance of their job duties.
- b. Employees will ensure that their conduct, whether in a personal or official capacity, does not bring YRL into disrepute or damage public confidence.
- c. Employees will act responsibly in the performance of their job duties.
- d. Employees will behave professionally, respectfully and courteously with their co-workers, member library staff, board members and the public.
- e. Employees will not use their position to gain a personal advantage.
- f. Employees will ensure that personal or sensitive information obtained in the course of their duties remains confidential.

### 2. Business Attire and Hygiene

- a. Employees will follow a Business Casual attire dress<sup>1</sup> code.
  - i. In addition to regular business casual clothing, blue jeans, capri pants, polo shirts, shorts, runners (athletic footwear), and sandals may be worn in the office or out in public depending upon the job duties, the season and the type of event.
- b. Employees will dress accordingly when meeting directly with member library staff, board members, other stakeholders, vendors and the public.
- c. The following clothing guidelines are to be followed:
  - i. Clothing is free of provocative images or text.
  - ii. Clothing must cover the leg to just above the knee.
  - iii. Footwear is appropriate to the task at hand and meets any health and safety (H&S) measures needed.
  - iv. Clothing that reveals one's back, chest, stomach, underwear or excessive cleavage is not appropriate.
  - v. Clothing that is meant for recreational or exercise activity is not appropriate.
  - vi. Torn, dirty or frayed clothing is not appropriate.
- d. Employees are expected to meet hygiene requirements while at work. This includes, maintaining personal cleanliness and performing oral hygiene to minimize body odours and avoiding use of heavily scented perfumes, colognes, and lotions.

### 3. Disclosure of Wrongdoing (Whistleblowing)

- a. If an employee (Whistleblower) has a reasonable belief that another employee has engaged in any action that violates a law or regulation, including accounting and auditing, or constitutes a fraudulent practice, the employee is expected to immediately report the incident to:
  - i. The manager of the employee committing the act.
  - ii. The Director if the alleged offender is the whistleblower's manager.
  - iii. The Board Chair if the alleged offender is the Director.
- b. No employee who in good faith reports a violation will suffer harassment, retaliation or adverse employment consequences.
- c. An employee that makes a false allegation and/or is proven to have made the allegation with malicious intent, will be subject to the Performance Management Policy.
- d. Reports of violations or suspected violations will be kept confidential to the extent possible consistent with the need to make an adequate investigation.

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<sup>1</sup> Headen, W. (2023, March 10). *What Is Business Casual Attire? (With Example and Tips)*. Guide to Business Casual Attire? Retrieved May 4, 2023, from <https://www.indeed.com/career-advice/starting-new-job/guide-to-business-casual-attire>

## **YRL Code of Conduct Policy**

### **4. Financial Matters**

- a. All assets and liabilities of YRL shall be recorded in the regular books of account. No undisclosed or unrecorded fund or asset shall be established or maintained for any purpose.
- b. 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.
- c. No payment of any nature using YRL funds or assets that is in violation of any applicable law or regulation shall be made.
- d. Unauthorized removal of materials, property or money belonging to YRL is strictly prohibited.
- e. Falsification of an application, time sheet, work schedule or other financial or legal records is prohibited.

### **5. Health and Safety**

- a. YRL complies with provincial and federal occupational H&S standards and requires its employees to do the same.
- b. H&S concerns are addressed through policy and practices at YRL and failure to follow these policies will result in a performance management review.

### **6. Personal Use of Cell Phones and Other Media Devices**

- a. Employees that use personal cell phones and/or other electronic devices such as media players/radios, etc. during regular work hours shall not allow that use to affect employee productivity or efficiency.
- b. Excessive use of cell phones or other electronic devices for non-work-related calls or business will result in a performance management review.
- c. Headphones or ear buds are muted and/or silent modes should be engaged when using devices at workstations so as to not disturb other employees.
- d. There is a zero-tolerance policy on cell phones or other electronic media devices being operated while engaged in driving on YRL business, apart from approved hands-free devices as described in provincial legislation.

### **7. Political Activity**

- a. All employees shall maintain all appearances of being politically neutral in their official employment duties.

### **8. Property**

- a. Employees shall use YRL property in the performance of their work duties. Usage of YRL property for personal reasons is not permitted. This includes but is not limited to the following types of property:
  - i. Vehicles.
  - ii. Computers and related hardware and software.
  - iii. Internet and network connections.
  - iv. Photocopiers, telephones, cell phones solely for personal reasons.
  - v. Furniture, office equipment and supplies.

### **9. Social Media**

- a. Employees that maintain personal social media pages or accounts during regular work hours shall not allow that use to affect employee productivity or efficiency.
- b. As Internet activity may be monitored at any given time within YRL, any excessive use of social media for personal reasons will result in a performance management review.

## YRL Code of Conduct Policy

- c. Employees that use these sites are prohibited from disseminating any private YRL information or posting any negative or discriminatory comments regarding YRL, its management, board, fellow employees, customers, vendors or partners.<sup>2</sup>
- d. Unless authorized to do so, employees are prohibited from speaking on behalf of YRL in any social media posts.
- e. Where an employee publicly associates themselves with YRL in social media, all materials associated with their posts may reflect on YRL. Inappropriate comments, photographs, links, etc. should be avoided.
- f. Employees are expected to conduct themselves professionally both on- and off-duty.

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<sup>2</sup> [Office of the Privacy Commissioner of Canada, 2019](#)

## YRL Professional Development and Training Policy

<b>Title:</b> Professional Development and Training Policy	<b>Policy Number:</b> H4
<b>Topic:</b> Human Resources, professional development <b>Oversight:</b> Executive Committee	<b>Approved:</b> April 2022 <b>Revised:</b> <b>Review period:</b> April 2025

### Statement

Yellowhead Regional Library (YRL) supports its employees to gain further expertise and knowledge in areas of professional development (PD) and training to benefit the strategic direction of the organization.

### Purpose

The intent of this policy is to provide employees with capacity in the form of time and funding to take part in PD and training as explained below.

PD enables employees to learn new skills and obtain knowledge they can then apply to their future work activities. PD activities are voluntary, and the employee is not obligated to take part in PD, although YRL believes it is in the employees' best interest to pursue PD opportunities when time and funds are available. These activities include, but are not limited to, the following:

- Professional Associations or Boards
- Committees not related to regular work activities, e.g. YRL Joint Health and Safety Committee
- Third party conferences or other learning opportunities.

For any PD activity, the employee will receive work time to take part in the event upon the approval of their Manager or Administration. However, since the learning opportunity is considered voluntary and at the request of the employee, if the PD event occurs outside of the regular scheduled workday, the employee will not receive overtime or additional paid time off to participate in the event.

Training is time spent learning a new skill(s) to complete currently planned work activities or projects. The employee is required to take the training to progress in daily tasks. Training activities include, but are not limited to, the following:

- Software applications in use at YRL
- Hardware and networks in use at YRL
- Third party courses assigned by a Manager to Employee to improve employee skills.

When the learning opportunity is considered training, the employee will receive work time to take part in the training upon the approval of their Manager or Administration. Since this learning opportunity is required by the Manager or Administration, if the event takes place outside of regularly scheduled workday, the employee may request additional time off in lieu, in accordance with the YRL overtime policy as necessary.

### Responsibilities

1. The Employee will apply in writing to their Manager for approval of PD opportunities according to the Administrative Procedures below.
2. The Manager or Administration will inform the employee(s) of the requirement to take the training activity according to Administration Procedures below.
3. Manager(s) and Administration will ensure there are funds available within the budget to pay for any PD or training activities.
4. The Executive Committee is responsible to review this policy every three years.

## YRL Professional Development and Training Policy

5. The YRL Board will receive this policy as information every three years.

### Administrative Procedures

### Professional Development Activities

Employee applying for PD activity provides the following information in a written proposal.

1. Name of the PD activity.
2. Form of the PD activity, e.g. virtual, in-person, hybrid.
3. Budget, e.g. fees, travel, and meal costs when applicable.
4. Timeline, e.g. dates and times.
5. Why this activity supports YRL's strategic direction.

Note: It is useful if PD requests are provided early in YRL's annual budget formation (Q2), so funds may be budgeted for the activity. If funds are not available, the employee may request to pay for the PD activity on their own but ask their Manager to allow them the work time off if the event occurs during regularly scheduled work hours. It is up to the Manager or Administration to provide their final approval to allow this type of PD activity.

The Manager or Administration is to ensure each PD request meets the requirements listed above and if possible, to reserve funds for the requests in the budget year the activity takes place.

When PD activities occur out of regular scheduled work hours, the employee and their Manager and/or Administration may elect to flex the employee's work schedule to accommodate the PD activity if YRL operational obligations requiring the employee's presence are met.

Below are examples where flexing the work schedule of the employee may or may not be available.

- Employee A has a PD webinar activity that takes place 7:30-9:30 a.m. on a Tuesday. With approval of their Manager, the employee starts their workday at 7:30 a.m. and finishes by 3:30 p.m., fulfilling their seven-hour workday obligation without impacting YRL operations.

or

- Employee B has requested a full-day PD activity that only takes place on a Saturday and includes travel to and from the location that same day. The whole day will take upwards of 9 hours in total. Employee B is required to be at YRL HQ the Friday before and the Monday following the PD activity due to scheduled work commitments. Employee B and the Manager are not able to flex time for the PD activity since the employee is participating in this activity voluntarily and operational demands at YRL require Employee B to be in attendance the day before and next working day afterward.

### Training Activities

Manager or Administration require the Employee(s) to take training to fulfill current workplans and processes in use at YRL.

The Employee or the Manager requests in writing that the employee take the following training activity as listed.

1. Name of the training activity.
2. Form of the training activity, e.g. virtual, in-person, hybrid.
3. Budget, e.g. fees, travel, and meal costs when applicable.
4. Timeline, e.g. dates and times.
5. Why this activity is required to fulfill current workplans or processes within YRL.

## YRL Professional Development and Training Policy

Note: It is useful if training requests are provided early in YRL's annual budget formation (Q2), so funds may be budgeted for the activity. If funds are not available, the Manager may submit a special budget request to pay for the training activity to secure the training in an expedient fashion. It is up to Administration to provide their final approval to allow this type of training activity.

When training activities occur out of regular scheduled work hours, the employee and their Manager and/or Administration are required to either flex the employee's work schedule to accommodate the training activity or to provide the employee with time off in lieu according to the YRL Overtime Policy.

Below are examples where the employee's time for training is reimbursed during non regular training hours.

- Employee C is required to take a conflict management course to deal with concerns arising from the employee's annual review. Employee C's Manager finds an online course that takes place 7:30-9:30 p.m. for three consecutive Wednesday evenings. Once it is confirmed that the employee can take the course during that time, the Manager sets Employee C's work schedule to allow Employee C to finish work by 2:30 each Wednesday of the evening course so that the employee can spend the remaining two hours of their normal work schedule in the evening.

or

- Employee D is required to take a in-person training at NAIT to learn a software application in use at YRL. The length of the course is six hours and there is also one hour of travel time. The employee will be given the option of taking the proceeding Friday or following Monday off as reimbursement for their time spent on the Saturday. Or, if due to operational requirements, Employee D is required to be at YRL the Friday or Monday following the training course, the employee will be allowed to bank in lieu time according to the YRL Overtime Policy.

## YRL Continuing Education Policy

<b>Title:</b> Continuing Education	<b>Policy Number:</b> H5
<b>Topic:</b> Continuing Education <b>Oversight:</b> Executive Committee	<b>Approved:</b> April 2019 <b>Revised:</b> April 2022 <b>Review period:</b> April 2025

### Statement

Yellowhead Regional Library (YRL) demonstrates its support of employee participation in life-long learning, for employee personal growth and to benefit the strategic direction of the organization. This policy ensures there are sufficient funds budgeted annually for the reimbursement of coursework successfully completed during that budget year as well as ensuring there is an application process in place.

### Purpose

The intent of this policy is to promote career growth and learning opportunities among employees. YRL supports employees to enroll in an ongoing field of study outside of their regular work duties. These activities include, but are not strictly limited to:

- Certificate/Designation courses from accredited institutions
- Diplomas or degrees from accredited institutions

Expenses accrued by the employee while enrolled in continuing education studies will be reimbursed by YRL upon successful completion of the course(s) according to the stipulations outlined in the responsibilities and administrative section of this policy.

All course work will be approved by Administration prior to applying for enrollment in the field of study if the employee wishes to be reimbursed in full for tuition fees paid to the accredited institution upon successful completion of the course(s).

The employee commits to remaining at YRL for 36 months after the successful completion date of the course work for YRL to benefit from the employee's newly gained knowledge.

If an employee resigns or is dismissed from YRL prior to the 36 months following the completion date of the course and has already received full reimbursement for course work, the following schedule for repayment of the funds is to be followed. YRL is authorized to recover funds by means of payroll deduction from the employee's final pay.

Employee Repayment is prorated:

- 100% if the employee leaves before 18 months less a day
- 75% if the employee leaves from 18-24 months less a day.
- 50% if the employee leaves from 24-30 months less a day
- 25% if the employee leaves from 30-36 months less a day
- 0% if the employee leaves after 36 months.

# YRL Continuing Education Policy

## Responsibilities

1. The Employee will apply in writing for approval of a course of study with their Manager and the Director according to Administrative procedures.
2. The Director<sup>1</sup> in consultation with Managers will review and approve or dismiss the request for continuing education on a case by case basis using the information provided by the employee.
3. Upon approval of a request, Administration will ensure there are sufficient funds budgeted for reimbursement of expenses to employee upon successful completion of the coursework in the budget year in which the coursework is taken.
4. The Executive Committee is responsible to review this policy every three years.
5. The YRL Board will receive this policy as information every three years.

## Administrative Procedures

Employees applying for Continuing Education provides the following information in a written proposal:

1. Name of Field of Study and Designation/Diploma/Degree to be achieved
2. Name of accredited institution
3. Projected timeline for completion of Field of Study
4. Provide budget/costs including expectations on what costs would be reimbursed
5. Explain how this continuing education will benefit the employee and YRL
6. Contract signed by Employee to detail how reimbursement will occur if Employee leaves the organization early and the employee has been fully paid.

Employee is aware:

1. Employee repays some or all reimbursement according to the schedule outlined in this policy if the employee leaves the employment of YRL before 36 months are finished.
2. Employee is not able to claim tuition tax credit when the tuition fees are reimbursed by YRL.

Administration (includes Director and Managers) is prepared to:

1. Review each request for continuing education within a timely fashion, e.g. 30 days after receiving written proposal.
2. Approve or dismiss the proposal and provide reasoning to the employee; record of proposal and status is kept in the employee's personnel file.
3. Ensure there are sufficient funds in the budget year to cover the reimbursement of tuition fees for the approved continuing education recipients in the budget year the course work is taken.
4. Monitor the completion of the approved proposals.
5. Reimburse the recipients upon successful completion of the coursework according to budgeted amounts planned for each budget year.

Recover any reimbursed repayments if the employee resigns or is dismissed from YRL before 36 months according to the policy schedule, including deducting from the employee's final pay.

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<sup>1</sup> The Director is excluded as the Director's contract contains a continuing education provision and is reviewed annually by the Executive Committee.

## YRL Employee Benefits Policy

<b>Title:</b> Employee Benefits Policy	<b>Policy Number:</b> H6
<b>Topic:</b> Benefits, Pensions, Health Spending <b>Oversight:</b> Executive Committee	<b>Approved:</b> May 2018 <b>Revised:</b> September 2022 <b>Review period:</b> September 2025

### Statement

Yellowhead Regional Library (YRL) offers additional benefits to its employees to help protect the well-being of employees and their families.

### Purpose

YRL provides additional benefits for eligible employees and their dependents to aid in protecting their health and wellness as well as creating a sense of security for the future. Access to these benefits is determined by YRL and subject to the restrictions of the benefits provider. These benefits include but are not limited to the following:

- Health, extended health, life, and dental plan – Single or Family Coverage
- Long term disability and life insurance – Single Coverage
- Employee and Family Assistance Program (EFAP) – Single or Family Coverage
- Health Spending Account (HSA) – Single or Family Coverage
- Pension plan – Single Coverage
- Workers Compensation Board (WCB) Coverage – Single Coverage

Both YRL as an employer and the employee are responsible for contributing to cover the cost of these benefits based upon percentages that are subject to change depending upon YRL's overall financial sustainability. Participation and eligibility to access these benefits is noted below:

#### Local Authorities Pension Plan (LAPP):

- Participation is mandatory for the following defined positions:
  - Director
  - Manager
  - Librarian
  - Accountant
  - Executive Assistant
- Eligible permanent employees are enrolled in LAPP after successfully completing their ninety (90) day probation period.
- Eligible employees must work a minimum of 30 hours per week on a regular basis to participate in LAPP.

#### Alberta Communities Pension Plan (ACPP)

- Participation is mandatory for the following defined positions not including those eligible for LAPP:
  - Permanent full- or part-time employees (0.6 full-time equivalent [FTE] or higher).
  - Any eligible employee hired before January 1, 2013 that made a one-time choice to join ACPP.
  - Any eligible employee hired after January 1, 2013.
  - YRL will contribute five (5) percent of regular salary per year towards ACPP.
  - Eligible employees will contribute five (5) percent of regular salary to ACPP per year.
- Eligible employees are enrolled in ACPP after successfully completing their ninety (90) day probation period

## YRL Employee Benefits Policy

### Group Registered Retirement Savings Plan (GRRSP)<sup>1</sup>

- Participation is mandatory for any position not eligible for LAPP, hired before January 1, 2013 and did not make the one-time election to join ACPP.
- YRL will contribute five (5) percent of regular salary to GRRSP per year.
- Eligible employees will contribute five (5) percent of regular salary to GRRSP per year.

### Group Health, Dental, and Employee and Family Assistance Plan (EFAP)

- Participation is mandatory for all permanent employees that work a minimum of 20 hours per week on a regular basis, e.g. overtime hours are not included.
- All eligible employees are enrolled in the Group Health, Dental and EFAP plan after successfully completing their ninety (90) day probation period.
- Eligible employees also have access to Long Term Disability (LTD) and Life Insurance as part of the Group Health benefits.
  - LTD coverage is subject to the age restrictions of the plan.
- Eligible employees upon enrollment must declare single or family coverage depending upon their circumstances and may change their choice subject to any restrictions of the group benefit plan provider.
- There is an annual ceiling cost per employee that YRL pays as part of the employer contribution. If this annual ceiling is exceeded in any given benefit year, the employees are responsible to pay the employer portion of their plan premium.

### Health Spending Account (HSA)

- Participation is mandatory for all permanent employees that work a minimum of 20 hours per week on a regular basis, e.g. overtime hours are not included.
- YRL will ensure that all eligible employees will receive the approved amount annually.

### Workers Compensation Board (WCB)

- Eligibility for WCB coverage extends to any employees, permanent or contractors performing work for YRL unless the workers maintains their own WCB account.

## **Responsibilities**

1. Employees are responsible for:
  - a. Providing accurate information upon enrollment and updating their personal information as necessary.
  - b. Following the rules and restrictions of each type of benefit plan.
    - i. Including payment of fees not covered by YRL according to fee structures in each plan.
2. Managers are responsible for:
  - a. Completing employee probationary performance reviews within the ninety (90) day period after the employee's start date.
  - b. Notifying Administration that the employee has successfully completed their probationary period.
3. Administration is responsible for:
  - a. Enrolling the employee in a timely fashion once a successful probation period has been completed.
  - b. Providing access to training or documentation to employees on the various benefits programs.
  - c. Reviewing plans for annual costs and adjusting benefits providers as necessary to keep benefits costs sustainable for YRL and eligible employees.

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<sup>1</sup> The Group Registered Retirement Savings Plan is only available to those employees that made a one-time election to remain on this plan as of January 1, 2013 and the plan will be discontinued when employees leave YRL employment.

## YRL Employee Benefits Policy

- d. Monitoring.
- e. Performing any audit or dealing with concerns regarding a benefits provider in a timely fashion.
- 4. The Executive Committee is responsible to review this policy every three years.
- 5. The YRL Board will receive this policy as information every three years.

### Administrative Procedures

#### General Instructions

Administration is defined at this time as the Manager, Administrative Services, and the Senior Accountant.

Training provided by each benefits provider and any instructional documentation is kept on the YRL shared drive under Admin > Financial > Benefits Administration.

Lane Quinn is a benefits broker that YRL uses for reviewing group health benefits plans annually. YRL is advised to “go to market” every 3-5 years to review costs associated with the group health plans to ensure we are getting the best cost.

Administration staff are the only communication contacts with benefits providers outside of the employees’ access to an online employee portal or help number provided for employee usage only. Questions regarding benefits usually need to go through the Administration contacts, e.g.: Manager, Administrative Services and/or the Senior Accountant.

Annually there is a ceiling cost for group health/dental/extended health plans that YRL as the employer portion paid per employee. In 2022, this ceiling is budgeted for around \$4,200 per employee on the plan. If the ceiling is exceeded in any benefit year, the employees will be responsible for the employer portion of their plan premium. Monitoring of the benefits plan cost throughout the benefits year is essential to avoid extra costs to the employees if the ceiling is exceeded.

The Health Spending Account is set as of 2022 at \$500 per year per eligible employee. If the full amount is not spent within the calendar year, any unspent funds will be rolled over into the next year. The eligible amount will never exceed \$1,000 in any given year.

Permanent employees going on an approved leave of absence, WCB or LTD, who have successfully passed their probationary period, will make arrangements with Accounting to have their benefits. Employees are responsible for making arrangements for the total payment of premiums, including any Pension Plan Premiums. If arrangements to continue benefit coverage are not made, all benefits will be cancelled with the authorization by Administration.

## YRL Grievances Policy

<b>Title:</b> Grievances Policy	<b>Policy Number:</b> H7
<b>Topic:</b> Employee grievances, complaints, workplace harassment <b>Oversight:</b> Executive Committee	<b>Approved:</b> September 2018 <b>Revised:</b> September 11, 2023 <b>Review period:</b> September 2026

### Statement

Maintaining good relationships between employees and their colleagues as well as employees and their managers produces a healthy and productive work environment. Dealing with grievances and complaints in a timely fashion ensures the important work of Yellowhead Regional Library (YRL) continues uninterrupted and to the best of the YRL staff's ability.

### Purpose

YRL has instituted this policy to provide employees with an outlet to express any dissatisfaction with respect to issues related to their employment. Therefore, to foster and maintain good staff/employer relations, YRL has established a grievance review system to resolve any issues or misunderstandings around interpretation, application, administration or alleged violation of any YRL policy or employment contract.

YRL adheres to all provincial and federal employment legislation including but not limited to:

- Employment Standards Code and Regulation
- Human Rights Code and Legislation
- Workers' Compensation Board
- Occupational Health and Safety Code
- Employment Insurance, Record of Employment and Tax Deductions.

As such, this policy deals with those employee complaints to do with the following:

- Salary/wages
- Working conditions
- Administration of human resources policies
- Perceived unfair or inequitable treatment
- Termination<sup>1</sup>

### Responsibilities

1. Employees are responsible to work through the following grievance resolution steps:
  - a. Make every attempt to resolve the matter by speaking to the individual that they perceive is causing the difficulty, even if it means having more than one meeting.
  - b. Consult the YRL Policy Manual to determine whether the resolution to the grievance is found within the manual.
  - c. Meet with their manager about the grievance to seek a resolution.
    - i. If the issue is with the employee's manager and the employee does not feel comfortable speaking to them about the matter, then the employee should seek guidance from Director or Deputy Director in charge of human resources matters.
  - d. If a grievance is not resolved by administration, the employee will submit a detailed written letter of grievance to the Executive Committee and attach any pertinent

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<sup>1</sup> Note: This policy does not deal with perceived cases of workplace harassment or bullying as any such incident would fall under the Workplace Violence and Harassment Policy.

## YRL Grievances Policy

- documentation within five business days<sup>2</sup> of the events giving rise to the aforementioned grievance.
- e. If after meeting with Executive Committee, the employee does not feel that the matter has been solved, the employee would be able to seek legal help.
2. Managers are responsible to:
    - a. Meet with and respond to any verbal or written grievance from a direct report in a timely fashion, e.g.: within five business days of being notified of the employee's grievance.
    - b. Review the YRL Policy Manual and apply the procedures found within to resolve any issue that the manager has the scope of authority to initiate.
    - c. Inform the Director or Deputy Director of the grievance and what resolution if any has been reached.
      - i. Escalation of the grievance to the Director or Deputy Director may occur depending upon the nature of the grievance.
  3. The Director or Deputy Director are responsible to:
    - a. Meet with and respond to any verbal or written grievance in a timely manner, e.g.: within five business days of being notified of the grievance.
    - b. Review the YRL Policy Manual and apply the procedures found within to resolve the issue.
    - c. Apply any resolution in the most expedient manner possible.
    - d. Update the Executive Committee about the grievance if no resolution is found and the employee has submitted a written letter of grievance and requested a meeting with the Executive Committee.
    - e. Seek legal counsel if deemed to be necessary by the nature of the grievance.
  4. The Executive Committee are responsible to:
    - a. Meet with an employee in a timely fashion, e.g.: within five business days of being made aware of the request and receiving the written grievance letter.
      - i. If the employee is the Director, the Board-Director Relationship Policy and the Director's employment contract will determine how the grievance should be managed.
      - ii. An ad hoc committee of the Executive Committee can be formed with up to five members to ensure timely response to the grievance request.
      - iii. The meeting with the employee to review the grievance may occur in a virtual, hybrid or in-person meeting format depending upon availability of participants.
      - iv. All meetings are confidential and in-camera.
      - v. Any resolutions are written and signed by both parties.
      - vi. If no resolution is found, the employee will be directed to consult legal help if necessary.
      - vii. Depending upon the nature of the grievance and subsequent resolution, a report may be brought to the Board of Trustees in-camera to maintain confidentiality but also to provide any information on the matter that could affect the Board of Trustees or YRL operations to some degree.
    - b. Review this policy every three years.
  5. The Board is responsible to:
    - a. Receive any grievance report in confidence as noted above.
    - b. Receive this policy as information every three years.

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<sup>2</sup> Deadlines may be modified if mutually agreed to by both the employee initiating the grievance and the person(s) involved in resolving the grievance. The change in timelines for the grievance should be written, dated and signed by both parties before the new timeline is initiated.

## YRL Grievances Policy

### Administrative Procedures

1. For a grievance to be considered, it must discuss specific incidents or circumstances which have directly affected the employee and suggest or request improvements which are both reasonable and within the control of YRL.
2. Anonymous grievances shall not be reviewed.
3. No employee shall be disciplined for using the grievance review process.
4. All documentation relating to a formal written grievance will be kept in the employee's personal file as a record.
  - a. Personnel files are kept in a secure location; however, the grievance information may be placed in a sealed envelope in the personnel file for greater confidentiality
  - b. All resolutions to a grievance will be formally written and signed by both parties.
  - c. Any changes to any operational policy or procedure will be dealt with that arise from the resolution of grievance and will be made within a time frame agreed upon by both parties.
5. Depending upon the nature of the grievance, staff such as the Senior Accountant and the Executive Assistant may provide:
  - a. Documentation on such areas of wages, salaries, records of employment, etc. and/or
  - b. Administrative support with recording the written resolution(s)/meeting notes.

Note: Both positions maintain confidential records and by the nature of their work are required to maintain privacy with employees' personal information.

## YRL Time Off and Leaves Policy

<b>Title:</b> Time Off and Leaves Policy	<b>Policy Number:</b> H8
<b>Topic:</b> Job Protected Leaves, Sick Leave, Statutory Holidays, Time in Lieu/Overtime, Vacation Days and Pay	<b>Approved:</b> September 12, 2022 <b>Revised:</b> December 4, 2023 <b>Review period:</b> December 2026
<b>Oversight:</b> Executive Committee	

### Statement:

Employees have access to various types of time off available for their use during their employment at Yellowhead Regional Library (YRL). Alberta Employment Standards, Alberta Human Rights and applicable federal Legislation including the Employment Insurance Act and Canada Labour Code provide the details regarding the types of leaves or days off that are legally mandated. YRL may augment the job protected leaves with additional types of time off to support employees' psychological and physical well-being as well as to provide work-life balance.

### Purpose:

YRL understands the importance of time off for its employees. Employees are encouraged to use the following time off types for rest, recovery from sickness, and to deal with personal/family matters whenever required. Many time off types are paid; however, some job protected leaves are approved as time off without pay. This policy explains the standards, guidelines, and administrative procedures for the following time off types/leaves:

- Appointment Time
- Bereavement Leave
- Compassionate Care Leave
- Critical Illness Leave
- Leave without Pay
- Manager in lieu time
- Maternity/Parental
- Other Job Protected Leaves
  - Citizenship Ceremony Leave
  - Death or Disappearance of a Child
  - Domestic Violence
  - Long Term Illness and Injury Leave
  - Personal and Family Responsibility Leave
  - Jury Duty/Court Subpoena
  - Reservist Leave
  - Voting Day
  - Leave for Traditional Aboriginal Practices
- Sick Leave
  - Pandemic Sick Leave
- Statutory Holidays
- Time in lieu
  - Overtime Agreement(s)
- Vacation

### Responsibilities

1. Employees are responsible for:
  - a. Taking time off to preserve their work/life balance.

## YRL Time Off and Leaves Policy

- b. Confirming the eligibility requirements for each type of time off according to their employment status and any accrued time off, e.g. vacation days.
  - c. Informing their Manager as soon as possible for the request to take time off and indicate what type of time off is required.
  - d. Completing all administrative procedures for creating, recording in calendar, and getting approval for the requested time off.
  - e. Obtaining medical certificates or other documentation if required for the time off.
  - f. Informing their team members and/or manager of necessary tasks to be completed during this time so important workflows continue during their absence.
2. Managers are responsible for:
  - a. Reviewing and approving/denying employee requests for time off in an expedient fashion, e.g.: within 2 business days of reception of the request.
  - b. Confirming eligibility of employee to take the type of time off.
  - c. Monitoring employees' monthly accrued amounts for vacation, sick leave, and other paid leaves to ensure time off is being expended in a timely fashion, e.g.: according to the administrative procedures for each time off type.
3. Director is responsible for:
  - a. Approvals of employee requests for time off leaves that do not fit within the regular parameters outlined for each type of time off type.
  - b. Asking for additional details such as a medical certificate [Physician's note] if required.
4. Executive is responsible for:
  - a. Approving any requests from the Director to hold accrued vacation time into the following year.
  - b. Reviewing and approving this policy every three years.
5. YRL Board is responsible for reviewing and receive this policy as information every three years.

### Administrative Procedures

#### General Instructions

YRL uses time tracking software to record both paid and unpaid leaves. This software is maintained by Administrative Services and is updated annually. In the case of any discrepancies or concerns about time taken, an audit of the software is available.

Some leaves may be accessed sequentially, e.g.: usage of vacation leave or paid sick leave before going on an unpaid job protected leave. How/when the leaves are used depends upon by the employee's situation and is determined on a case-by-case basis.

[Alberta Employment Standards Job Protected Leaves](#) are noted in the chart below. Job protected leaves are normally leaves without pay unless noted below. YRL is legally required to apply the minimum standard for all job protected leaves, but in the following protected leaves, YRL exceeds the minimum standard:

- Bereavement Leave
- Critical Illness Leave
- Maternity Leave
- Time in Lieu (Overtime)
- Statutory and General Holidays Leave
- Vacation Time/Pay

[Alberta Human Rights Commission](#) rulings/requirements are followed as required in job protected leaves.

## YRL Time Off and Leaves Policy

[Federal Labour Code](#)<sup>1</sup> and [Employment Insurance Act](#) are followed as required in job protected leaves.

This chart provides information on the type of time off and procedures to follow.

Type of Leave	Leave Parameters
<b>Appointment time</b>	<b>General Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Permanent employee – full-time or part-time</li> <li>Access is immediate</li> </ul>
<i>Notification period</i>	<ul style="list-style-type: none"> <li>Commences on first day of work</li> <li>All requests must be approved by Manager</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>One hour per month (12 hours annually) allocated each January for full time employees.</li> <li>Unused hours do not carry forward into next year.</li> <li>Pro-rated for part-time employees according to regularly scheduled hours of work</li> <li>Medical, Dental or Extended Health appointments only</li> <li>Appointments over 3 hours in length may be taken as sick time</li> <li>For employee use only, not family members</li> <li>Extended to term employees upon discretion of Director</li> </ul>
<b>Maternity Leave</b> <b>Job Protected</b>	<b>General Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>With employer for a minimum of 90 days</li> <li>Pregnant employee</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>6 weeks' written notification</li> <li>Employer may request medical certificate</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Health related portion of the leave is normally six (6) weeks for a pregnancy without complications. <ul style="list-style-type: none"> <li>It may be extended to include additional weeks if there are medical complications up to 16 weeks in total.</li> <li>During the health-related portion of the leave, YRL will supplement Employment Insurance (EI) benefits to an amount equal to the employee's regular salary from available sick leave hours.</li> <li>If the employee does not have sufficient sick leave hours, YRL will supplement the EI Benefits up to the hours of sick leave available.</li> <li>All Group health benefits are available during the health-related portion of maternity leave.</li> </ul> </li> <li>Must begin no later than the date of birth or up to 13 weeks before estimated delivery date.</li> <li>May begin any time within 13 weeks period immediately prior to expected delivery date.</li> </ul>

<sup>1</sup> Leave for Traditional Aboriginal Practices, up to 5 days leave per calendar year for Indigenous, Metis, Inuit.

## YRL Time Off and Leaves Policy

<b>Parental Leave</b> Job Protected	<b>General Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• Parent to newborn or newly-adopted child</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• 6 weeks' written notification required</li> <li>• Notice is not required if birth mother has already provided notice of maternity leave</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• 62 consecutive weeks</li> <li>• If maternity/pregnancy leave is taken, then the leaves must be continuous</li> <li>• If not, leave must be taken within the 78 weeks of the child's birth or the child's placement with parent</li> </ul>
<b>Reservist Leave</b> Job Protected	<b>General Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 12 consecutive weeks</li> <li>• The employee is a reservist</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• Four (4) weeks' written notification required</li> <li>• The employer may request documentation from the employee's commanding officer confirming as proof of their entitlement to the leave.</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Length of deployment</li> </ul>
<b>Compassionate Care Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• Has a seriously ill family member who requires care or support.</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• 2 weeks' notification required</li> <li>• Medical certificate required</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Up to 27 weeks</li> <li>• 1 week minimum</li> <li>• The leave may be divided into one or more periods, but no period may be less than one week</li> </ul>
<b>Death or Disappearance of Child Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• The employee is the parent of the child who has disappeared or died as the result of a crime</li> <li>• An employee is not entitled to death or disappearance of child leave if they are charged with the crime that resulted in the death or disappearance of the child</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• Reasonable notice required</li> <li>• Written notice required as soon as reasonably possible</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Up to 52 weeks when an employee's child has disappeared as the probable result of crime; or</li> </ul>

## YRL Time Off and Leaves Policy

	<ul style="list-style-type: none"> <li>Up to 104 weeks when an employee's child has died as the probably result of crime</li> </ul>
<b>Critical Illness Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>With employer for a minimum of 90 days</li> <li>The employee is the <a href="#">family member</a> of a critically ill child or adult</li> <li>Paid leave for permanent employees is available for the following family members: <ul style="list-style-type: none"> <li>Spouse, adult interdependent partner or common-law partner.</li> <li>Children (and their partner/spouse).</li> <li>Parents, stepparents, and/or current or former guardians (and their partner/spouse).</li> <li>Siblings, stepsiblings, half-siblings (and their partner/spouse).</li> </ul> </li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>2 weeks' notice if possible</li> <li>Medical certificate stating: <ul style="list-style-type: none"> <li>that the critically ill child or adult requires the care or support of the family member; and</li> <li>the start and end date that the critically ill child or adult requires the care or support</li> <li>The Director has the discretion to waive the need for a medical certificate on a case-by-case basis.</li> </ul> </li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Full-time, permanent employees shall receive up to three (3) working days paid critical illness.</li> <li>Part-time, permanent employees shall receive a pro-rated share of the paid critical illness leave as defined above.</li> <li>Up to 36 weeks of leave without pay to care for a critically ill child</li> <li>Up to 16 weeks of leave without pay to care for a critically ill adult</li> <li>Must be taken in one-week periods</li> </ul>
<b>Long-Term Illness and Injury Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>With employer for a minimum of 90 days</li> <li>Employee is suffering from a long-term personal injury, illness, or quarantine</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>Reasonable notice required</li> <li>Medical certificate required; provided before beginning leave or as reasonably possible thereafter</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>YRL employees may access Long Term Disability Insurance through the YRL benefit plan if the employee is eligible</li> <li>Up to 16 weeks per calendar year</li> </ul>

## YRL Time Off and Leaves Policy

<b>Domestic Violence Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• The employee needs to address a situation of domestic violence related to themselves, their dependent child, or a protected adult who lives with the employee and requires leave for a prescribed reason</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• Reasonable notice required</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Up to 10 days per calendar year</li> </ul>
<b>Personal and Family Responsibility Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• For the employee's health or for the employee to meet their family responsibilities</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• Reasonable notice required</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Up to five days per calendar year</li> </ul>
<b>Bereavement Leave</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• A <a href="#">family member</a><sup>2</sup> of the employee has died;</li> <li>• Employee or spouse has had a miscarriage or still birth</li> <li>• A person has a miscarriage or still birth and the employee would have been a parent of a child as result of the pregnancy</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>• Reasonable notice required</li> <li>• The Director may allow the use of paid sick leave for extended bereavement leave, on a case by case basis.</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>• Paid leave up to three days per event per year for full time employees</li> <li>• Paid leave prorated based on hours of work for part-time employees</li> <li>• Leave without pay for the death of a family member for employees who have been with YRL less than 90 days and/or who are not permanent employees is up to the discretion of the Director.</li> </ul>
<b>Citizenship Ceremony Leave</b> Job Protected Leave	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>• With employer for a minimum of 90 days</li> <li>• The employee will be attending a citizenship ceremony to receive a certificate of citizenship</li> </ul>

<sup>2</sup> As determined by Alberta Employment Standards

## YRL Time Off and Leaves Policy

<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>Reasonable notice required</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Up to one half-day</li> </ul>
<b>Jury/Subpoena Duty</b> Job Protected	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Summoned to serve as a juror</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>No notice period</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Sufficient leave of absence to serve as a juror</li> <li>Employee may receive leave with pay provided any stipend received by the employee (minus expenses) is paid to YRL.</li> </ul>
<b>Sick Leave</b>	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Employees – permanent, full-time, part-time, term</li> <li>Access is immediate</li> <li>For employee use only, not for sick family members</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>Employees are encouraged to stay home when sick, notify Manager via email or telephone</li> <li>Sick leave requests are approved by Manager</li> <li>Director may request a medical note after three (3) consecutive sick days</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Full-time employees accrue 10.5 hours per month to a maximum of 700 hours</li> <li>Part-time employees' entitlement is pro-rated per month based upon regular scheduled hours of work.</li> <li>Unused sick time is not paid out at end of the employment contract with YRL.</li> <li>An employee that has no available sick time, may take other paid time off options, e.g. vacation time, time in lieu and/or unpaid leave of absence in consultation with their manager.</li> <li>The use of sick time for a long-term recovery period is managed by <a href="#">Disability Management Institute Advice to Pay</a> and follows policy outlined in Appendices</li> </ul>
<b>Sick Leave During a Pandemic</b>	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Employees – permanent, full-time, part-time, term</li> <li>Access is immediate</li> <li>Employee has no regular sick leave available</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>Pandemic is declared by Alberta Health Services</li> <li>Medical certificate maybe required by Director</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Up to 10 working days – for all employees</li> <li>May be used to take care of sick family members as well as for employee's own use</li> <li>Leave with pay for initial 10 days, leave without pay after first 10 days is used up to a maximum of 20 working days.</li> </ul>

## YRL Time Off and Leaves Policy

Statutory and General Holidays Job Protected	Information
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Employees, permanent, full-time, part-time, term</li> <li>Part-time or hourly paid employees are paid based on regularly scheduled day of work and average daily wage for that day                         <ul style="list-style-type: none"> <li>e.g.: if an employee is never scheduled to work on Fridays, the employee will not be paid for the Good Friday holiday.</li> </ul> </li> <li>With employer for a minimum of 30 days</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>YRL provides time off with pay for statutory holidays as listed below.</li> <li>If a statutory holiday falls on a Saturday or Sunday, it is observed on the first working day of the following week                         <ul style="list-style-type: none"> <li>e.g., Remembrance Day falls on a Sunday, the holiday is observed on the Monday</li> </ul> </li> </ul>
<i>Employee Entitlement</i>	<ul style="list-style-type: none"> <li>The following will be recognized as holidays for all employees:                         <ul style="list-style-type: none"> <li>New Year's Day</li> <li>Family Day</li> <li>Good Friday</li> <li>Easter Monday</li> <li>Victoria Day</li> <li>Canada Day</li> <li>Heritage Day</li> <li>Labour Day</li> <li>Truth and Reconciliation Day</li> <li>Thanksgiving Day</li> <li>Remembrance Day</li> <li>Christmas Day</li> <li>Boxing Day</li> </ul> </li> <li>YRL is closed for business during the three (3) working days between Christmas and New Year's.                         <ul style="list-style-type: none"> <li>Employees are entitled to these days off with pay provided these days fall on regularly scheduled days of work for that employee.</li> </ul> </li> </ul>
Time for Voting Job Protected	Information
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>An employee is qualified to vote if he/she:                         <ul style="list-style-type: none"> <li>Is a Canadian citizen</li> <li>18 years old or older on election day</li> <li>Ordinarily reside in Alberta</li> </ul> </li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>Not provided</li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>3 consecutive hours for voting</li> <li>YRL is not mandated to provide this time if the employee's schedule already allows for it, e.g.: the polls are open before or after the regular workday.</li> <li>The employer may choose when the window will occur.</li> </ul>

## YRL Time Off and Leaves Policy

<b>Time in Lieu (Overtime)</b> <b>Job Protected</b>	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Salaried employees will be compensated for hours worked in excess of regular hours according to the terms of the YRL Overtime agreement.</li> <li>Hourly employees will be paid for any hours worked in excess of regular hours of work according to terms of Employment Standards Code.</li> </ul>
<i>Notification period and documentation (where required)</i>	<ul style="list-style-type: none"> <li>For all employees, hours worked in excess of regularly scheduled hours may not be worked without the prior knowledge of the Manager.</li> <li>Time in Lieu should be used within 6 months of it being earned.</li> <li>All salaried employees, except Management, are eligible for time in lieu.</li> <li>Management staff are eligible for Management in lieu time in recognition of extra time worked throughout the calendar year <ul style="list-style-type: none"> <li>42 hours per year</li> <li>Allocated in January each year</li> <li>Does not carryforward into next year</li> </ul> </li> <li>Staff who are “on-call” will be paid according to the on call schedule instead of being given time in lieu. <ul style="list-style-type: none"> <li>No one will be required to work on call more than 8 consecutive hours</li> </ul> </li> </ul>
<i>Employee Entitlement (Length of Leave)</i>	<ul style="list-style-type: none"> <li>Time in lieu: 1.5 hours’ time in lieu for every one overtime hour worked</li> <li>Overtime pay: 1.5 times regular hourly wage</li> <li>On call pay schedule: <ul style="list-style-type: none"> <li>Up to 5 consecutive hours \$25</li> <li>5 or more consecutive hours \$50</li> <li>See Appendix On-Call Agreement</li> </ul> </li> </ul>
<b>Vacation Time or Pay</b> <b>Job Protected</b>	<b>Information</b>
<i>Eligibility</i>	<ul style="list-style-type: none"> <li>Salaried, permanent full-time and part-time employees will be entitled to vacation days. <ul style="list-style-type: none"> <li>Vacation days shall be prorated for permanent part-time employees</li> </ul> </li> <li>Hourly paid employees or short term temporary employees will receive vacation pay at the YRL Employment standards rate of 6%.</li> <li>Long term temporary employees [12 months or longer] will be given the option to choose vacation pay or vacation days for their vacation entitlement at a rate of 6% or 105 hours vacation.</li> <li>Grant subsidized term employees will receive vacation pay at the Alberta Employment standards rate of 4%.</li> </ul>

## YRL Time Off and Leaves Policy

<p><i>Notification period and documentation (where required)</i></p>	<ul style="list-style-type: none"> <li>• Vacation pay is paid out to eligible employees at each pay period, 26 times per year.</li> <li>• Vacation days are requested by the employee and must be approved by a Manager before time off is granted. <ul style="list-style-type: none"> <li>○ Time off requests are recorded in Purely HR and can be taken in increments of 15 minutes, half days, full days, multiple days.</li> </ul> </li> <li>• Employees are asked to take vacation in a timely fashion, e.g. in the year the vacation was accrued. <ul style="list-style-type: none"> <li>○ Unused vacation may be rolled over into the new vacation year.</li> <li>○ Employees have three (3) months to use up the previous year's vacation.</li> <li>○ Employees may ask in writing for unused vacation to be held for an extended vacation in the next vacation year <ul style="list-style-type: none"> <li>▪ The request must be approved by the Director.</li> <li>▪ The Executive approves any request to extend vacation into the next year for the Director.</li> </ul> </li> <li>○ If employees do not use vacation and have extensive hours, e.g. more than 105 hours in a current year, the employee will be put on a vacation plan to use up the time.</li> </ul> </li> <li>• Vacation accrues daily and years of service are tied to the employee's hire date, e.g.: hired September 1 – anniversary date is September 1 for each subsequent year of service</li> <li>• Vacation time is limited to what hours (days) are already accrued although employees may go into a negative balance up to 70 hours [10 days]</li> <li>• Vacation time does not accrue if employees are on job protected leaves such as maternity, parental, sickness, long term disability, etc. <ul style="list-style-type: none"> <li>○ Years of service with YRL continues to accrue during job protected leaves.</li> </ul> </li> </ul>
<p><i>Employee Entitlement (Length of Leave)</i></p>	<ul style="list-style-type: none"> <li>• Director, Managers, Librarians, Accountant, accrue: <ul style="list-style-type: none"> <li>○ 140 hours [20 days] annually during 0-9 years of employment service</li> <li>○ 175 hours [25 days] annually having completed 108 months or more of employment service</li> </ul> </li> <li>• All other staff positions accrue: <ul style="list-style-type: none"> <li>○ 105 hours [15 days] annually during 0-5 years of employment service</li> <li>○ 140 hours [20 days] annually having completed 60 months or more of employment service</li> <li>○ 175 hours [25 days] annually having completed 180 months or more of employment service.</li> </ul> </li> </ul>

## YRL Performance Management Policy

<b>Title:</b> Performance Management	<b>Policy Number:</b> H11
<b>Topic:</b> <b>Oversight:</b>	<b>Approved:</b> <b>Revised:</b>

YRL believes that all employees come to work to do a good job and to take ownership of their work responsibilities. We believe, therefore, that it is our responsibility to ensure that all employees have the necessary training, knowledge, resources and feedback at their disposal to meet expectations and make informed decisions. We believe that all employees should receive on-going feedback regarding their performance. If performance is not productive, it should not come as a surprise to the employee and appropriate steps will be taken to improve performance for the sake of the employee, co-workers and the workplace environment.

1. Employees will be provided with appropriate orientation to both the organization and their job and will be provided with all required training and resources to do a good job with attention to quality, safety and production. Employees will have electronic access to key documents.
2. Employees will be provided with ongoing feedback regarding their performance and compliance with health and safety policies and will be provided any required coaching and assistance to meet expectations and to acquire appropriate competencies and behaviours.
  - a. Reasonable, justifiable, consistent and non-discriminatory acts of discipline, provided by an individual who has the authority to provide such discipline, shall not be construed as harassment.
3. In the case of poor performance, the following progressive steps will normally be taken:
  - a. Discussions will be held with the employee to ascertain that all the required knowledge, training, resources and information has been made available to the employee to meet expectations; if this has been done, the employee will receive a full explanation as to the required changes that are required in order to meet expectations;
  - b. Continuing poor performance will result in a written explanation to the employee of the performance issues and the steps required to address them;
  - c. Further poor performance will result in either a suspension from work without pay and/or termination of employment.

Note: Not all steps will necessarily be taken and may vary considerably depending on the nature and severity of the performance issues.

4. YRL will make every attempt to treat each employee in a fair and consistent manner and to ensure a workplace environment that is based on mutual respect and trust, personal responsibility and accountability and the desire to meet expectations in a team environment.
5. In addition to the above, written performance appraisals and interviews will be conducted for all employees at least annually.
  - a. Negative performance appraisals and interviews which might cause an employee distress are not considered workplace violence or harassment.

## YRL Staff Recognition Policy

<b>Title:</b> Staff Recognition Policy	Policy Number H12
<b>Topic:</b> Service recognition; Social events; Completion of Employment  <b>Oversight:</b> Executive Committee	Approved: May 2019  Revised: April 17, 2023  Review: April 2026

### Statement

Yellowhead Regional Library (YRL) rewards its staff based on their completed years of employment service. YRL also supports staff social activities throughout the year to boost morale, build engagement and strengthen relationships among staff members as well as creating a positive company culture. The organization's recognition of its staff is part of an overall staff compensation and underlies YRL's ability to attract, motivate and retain a capable workforce to fulfill YRL's mission to its members.

### Purpose

In conjunction with YRL's overall compensation structure including financial, paid vacation and sick time, benefits and pensions, this policy outlines staff recognition strategies as well as detailing the procedures for implementing these events. The formal recognition areas are:

1. Years of service
  - a. One (1) completed year of service = Personal Book allotment \$25.
  - b. Three (3) completed year of service = Personal Book allotment \$50.
  - c. Five (5) completed years of service = Personal Book allotment of \$75.
  - d. Seven (7) completed years of service = Personal Book allotment of \$100.
  - e. Ten (10) completed years of service = 5 days of paid leave as footnoted below<sup>1</sup>
  - f. Fifteen (15) completed years of service = 5 days of paid leave as footnoted below<sup>1</sup>
  - g. Twenty (20) completed years of service = 5 days of paid leave as footnoted below<sup>1</sup>
  - h. Twenty-five (25) completed years of service = 5 days of paid leave as footnoted below<sup>1</sup>
2. YRL annually supports staff social events
  - a. YRL Staff Expenses budgets \$700 to support the summer social event.
  - b. YRL Board budgets \$700 to support the winter holiday event.
  - c. YRL Staff Fund provides additional funds to augment the budgeted amounts of these events as needed and approved by majority vote.
  - d. YRL Staff Expenses budgets for extras for YRL staff including but not limited to:
    - i. Shirts, coffee mugs, food for special occasions, e.g.: cake for retirement party.
3. YRL Staff Fund
  - a. YRL permanent and term/contract employees agree to pay \$0.50 cents per pay period to support the Staff Fund.
  - b. Spending the Staff Funds are agreed to by 75% majority vote of all staff except as noted below in the following table.
  - c. The Staff Fund contributes to the recognition gift upon resignation or retirement from YRL as determined by years of service.
4. Recognition upon resigning or retiring from YRL
  - a. YRL and the Staff Fund both contribute to a gift or gift card for an employee leaving YRL.
  - b. Gift may be considered a taxable benefit depending upon the type of gift purchased.<sup>2</sup>
  - c. The contribution amounts are as shown in the table below.

<sup>1</sup> Outlined in the YRL Compensation Philosophy Policy (F2) and subject to its terms and conditions.

<sup>2</sup> [Canada Revenue Agency policy on gifts, awards and long service awards](#), January 2022.

## YRL Staff Recognition Policy

Years of Service	YRL Pays \$10 Per Year of Service	Staff Fund Pays	Total Value of Gift
1-2	\$10-20	\$10	\$20-30
3-5	\$30-50	\$25	\$55-75
6-10	\$60-100	\$75	\$135-175
11-15	\$110-150	\$100	\$210-250
16-25	\$160-250	\$125	\$285-375

### Responsibilities

1. Employees must be in good standing to be awarded gift recognition, e.g., not under a performance improvement plan or leaving because of termination with cause.
2. Staff Fund is monitored by accounting and any recommendations for expensing or adjusting gift amounts is voted on by participating staff members before initiating change.
3. Administration is responsible to spend Staff Expenses in a fiscally competent manner.
4. The Executive Committee is responsible to review this policy every three years including the recognition.
5. The Board will receive this policy as information every three years.

### Administrative Procedures

1. When a staff member receives a book allotment award:
  - a. The certificate will be presented to the employee at a staff meeting closest to the anniversary date and a copy of the certificate provided to accounting.
  - b. Items are ordered through the Collections and Resource Sharing (CRS) department.
  - c. The employee shall select items from a YRL vendor list for a minimum of the amount given specifying that it is a book allotment award.
  - d. Upon arrival of the item, CRS creates an invoice and provides a copy to both the staff member and accounting.
  - e. Accounting pays the invoice from Staff Expenses.
2. YRL permanent and term/contract employees financially contribute to the Staff Fund upon employment with YRL and signing the authorization to make deductions form.
3. Staff Fund principles:
  - a. Any active employee<sup>3</sup> that contributes to the Staff Fund has the choice to participate in the social activities.
  - b. Expenses greater than \$50 must be voted on by staff with a majority approval of 75% before the expense is made.
  - c. Gift cards purchased with monies solely from the Staff Fund are not considered a taxable benefit, see footnote 2 above for more information.
  - d. If for some reason the Staff Fund ceases to exist, any remaining funds are distributed evenly among the remaining active employees.
  - e. Accounting provides the value of the Staff Fund in each financial statement in the liability and shareholder's equity portion under the name Staff Fund.
4. Recognition upon retirement or leave from YRL gift values may be prorated for years of service: e.g. 10.5 years: YRL gives \$105 value and Staff Fund gives \$87.50, for a total of \$192.50.
5. GST is not considered in the cost of the gift.
6. YRL credit cards may be used for recognition and social activities, including but not limited to:
  - a. Food, supplies, gifts, gift cards, etc.
  - b. Receipts and other back-up documentation are required to comply with the YRL Credit Card Policy (F5).

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<sup>3</sup> An active employee is currently employed and working at YRL, employees on job protected leave, retirees and guests may be required to pay for their portion of the social activity depending upon the type of activity.

## YRL Termination and Vacancies Policy

<b>Title:</b> Staff Terminations and Vacancies	<b>Policy Number:</b> H14
<b>Topic:</b> Employee Benefits, Resignations, Staff Reduction, Performance Management, Terminations <b>Oversight:</b> Executive Committee	<b>Approved:</b> October 2018 <b>Revised:</b> September 11, 2023 <b>Review:</b> September 2026

### Statement

The Yellowhead Regional Library (YRL) recognizes the need to terminate employees when resignations, retirements, fiscal necessity<sup>1</sup>, governance or legislation changes<sup>2</sup> or performance concerns deem it necessary. It is important that the termination of any employees is handled with due care and diligence as well as with a minimum of disruption to YRL's operations.

### Purpose

This policy is designed to define the types of employee termination, the responsibilities of terminated employees, the subsequent human resources actions required and information regarding employee benefits. YRL classifies termination of employment in three categories:

1. **Administrative:** Administrative terminations are generally due to retirement, failure to return to work in a timely manner after an approved leave of absence, permanent or long-term disability where the employee is unable to perform their job duties (with or without reasonable accommodation) or the death of an employee.
2. **Voluntary:** Voluntary terminations are due to voluntary resignation by the employee. In the event of a voluntary termination of employment, managers may want to retain the employee if it is in the best interests of YRL. If this is not possible, the manager shall attempt to determine the employee's specific reason for leaving.
3. **Involuntary:** Involuntary terminations are generally due to unsatisfactory performance, misconduct, layoff due to reduction or reorganization of the work force, layoffs due to changes in library system governance and/or changes in library legislation, or job abandonment. Involuntary terminations may be in the form of layoffs or dismissal with or without cause.

### Responsibilities

1. Employees are responsible to provide a written resignation notice for a voluntary termination.
  - a. The Director, managers, librarians, senior accountant and executive assistant are asked to give a minimum of thirty (30) days notice for a resignation.  
**Note:** If the resignation is due to retirement the notice period may be extended due to pension plan requirements of notification.
  - b. Technicians are asked to give a minimum of twenty-one (21) days notice for a resignation.
  - c. All other staff including any contract staff are expected to give a minimum of fourteen (14) days notice for a resignation.
2. Administration is responsible to:
  - a. Follow the Employment Standards Code and Regulation as well as federal employment standards when terminating employees due to administrative, voluntary or involuntary reasons including but not limited to:
    - i. Notification periods.
    - ii. Severance pay in lieu of notice.

<sup>1</sup> An example of fiscal necessity includes YRL not having enough funds to sustain the current work force due to budget cuts.

<sup>2</sup> An example of a governance or legislation change is if the Alberta Libraries Act was amended and library systems were merged or eliminated; risk of this event occurring is extremely low as of 2023.

## YRL Termination and Vacancies Policy

- b. If necessary, review and fill any staff vacancy following a termination using the following criteria while referring to the current operational needs:
          - i. Qualifications
          - ii. Competencies
          - iii. Experience
            - Current employees may apply for a vacant position if the employee meets the above criteria.
            - Former employees that had been terminated due to unsatisfactory job performance or misconduct are not eligible for rehire.
          - iv. Appoint employees to vacancies in conjunction with the Director and the appropriate manager.
        - c. Follow the decisions of the Executive Committee and Board of Trustees when terminating staff due to a financial or governance necessity.
          - i. Will develop the staff reduction plan according to Executive Committee criteria as noted below.
          - ii. The plan will be approved by Executive Committee before implementation.
3. The Executive Committee is responsible to:
  - a. Recognize the need to terminate or reduce staff due to a fiscal or governance necessity using the criteria below:
    - i. Resignation of staff members leaving for positions outside of YRL.
    - ii. Retirement of staff members.
    - iii. Leave of absence without pay.
    - iv. Change in employment status (e.g. full-time to part-time).
  - b. Determine using the following criteria the plan in which employees will be terminated:
    - i. YRL will endeavour to retain those with the most appropriate qualifications as they apply to the job duties.
    - ii. Relative competency will be determined on the basis of written performance appraisals.
    - iii. Seniority: Where qualifications and relative competency are deemed equal, then seniority with the library will be the determining criteria.
  - c. Delegate to the Director and administration the responsibility for applying these criteria for the staff reduction plan.
  - d. Inform the Board of Trustees of the need for termination or reduction of staff positions due to fiscal or governance necessity as soon as is practically possible while still maintaining confidentiality as needed.
  - e. Review this policy every three years.
4. The YRL Board is responsible to:
  - a. Approve as information any plan brought forth about termination or reduction of staff positions.
  - b. Receive this policy as information every three years.

### Administrative Procedures

#### Terminated Employees

1. Return all company property, including but not limited to: keys, photocopier cards, laptop computers, office chairs or other peripherals used for working from home and any documentation containing company information.
  - a. These items should be returned on the last day of the employee being in the office; however, should an item be forgotten, the employee has seven days to return the item.
  - b. Failure to return items may result in a charge on the employee's last pay statement for the cost of the item and/or the employee being invoiced for the cost of the item.

## YRL Termination and Vacancies Policy

2. Employee's last day/separation cannot be a vacation day but should be a regular workday to recognize that the employee was fit and able to be at work unless special circumstances such as long-term illness negates that process.
3. Are given the opportunity to have an exit interview with their manager or designate.

### Administration

1. Manager or designate provides date of employee's last day at YRL as soon as possible to accounting and human resources (Deputy Director) so all arrangements for benefits, pension if applicable and final pay statement are accurate.
  - a. Unused vacation will be paid out on the last pay statement rather than being taken before employee's last day unless agreed upon by the manager and employee.
  - b. Accounting will ensure Record of Employment (ROE) is issued in a timely fashion.
  - c. All group benefits, insurance and pension will be stopped on the last day of employment or, if applicable, up to the end of the notice period unless otherwise agreed upon in a written agreement and release.
  - d. Employee will be provided with information on the process to convert their group life insurance to an individual life insurance plan.
2. If termination is involuntary, the manager will be present for any termination meeting involving one of their direct reports.
  - a. Manager may be responsible for escorting the terminated staff member from YRL if supervision is warranted.
  - b. In lieu of notice, severance pay will be paid out in accordance with Employment Standards legislation and any additional pay if granted will be based on length of service, level of responsibility, the rationale for the termination and any other factors.
    - i. Legal advice on the release letter and amount of a payment is required.
3. Will use exit checklist to ensure all YRL materials are returned and computer logins and passwords are blocked from the employee's use after their last day.
4. Exit interviews for an employee can be conducted by the human resources liaison (Deputy Director or Director) should the employee request it be with someone other than their manager.

## YRL Substance Use (Drug and Alcohol) Policy

<b>Title:</b> Substance Use (Drug and Alcohol)	<b>Policy Number:</b> H16
<b>Topic:</b> Substance use; Fit to Work, Accommodation <b>Oversight:</b> Executive Committee	<b>Approved:</b> May 2018 <b>Revised:</b> September 11, 2023 <b>Review:</b> September 2026

### Statement

Yellowhead Regional Library (YRL) employees are expected to arrive to work fit to work and remain fit to work for the duration of their shift. Substance use is a workplace health and safety hazard where it affects or could affect an employee's ability to perform their job duties safely and productively. Substance use can result in physical or mental impairment, which increases the risk of workplace incidents and accidents.

### Purpose

YRL is committed to providing a safe and healthy workplace. This policy has been adopted to communicate responsibilities and procedures regarding substance use and work.

Employees who use legitimate prescription medication including medical cannabis or over the counter medication are responsible to consult with a healthcare professional to determine whether the medication can cause impairment and affect their ability to work safely. Any potential impairment concerns must be reported to their manager or designate (e.g. Director or Deputy Director) as soon as reasonably possible so that reasonable accommodations can be arranged.

An employee who believes that they are not fit to work before the start of their workday must follow the appropriate absence reporting procedure. If they realize they are unfit to work at any point during their shift, they must report this to their manager immediately. If an employee suspects someone in the workplace is impaired, they should report this to their manager or designate. The situation will be handled in accordance with the procedures outlined below.

### Definitions

**Fit to work:** Able to complete their assigned duties and responsibilities safely and effectively.

**Impairment:** An abnormal physical, mental or emotional state that renders an individual unfit to perform their work safely.

**Substance use:** Includes the use of alcohol, legal drugs, illegal drugs, prescription medication or over the counter medication that affects how an employee thinks, feels or acts.

### Responsibilities

1. Employees are responsible to meet the following while conducting work on behalf of the company whether on or off company property:
  - a. Abide by this policy.
  - b. Arrive to work fit for duty and remain so for the duration of their shift.
  - c. Decline a request to come into work if they are unfit to do so.
  - d. Report any person in the workplace they reasonably suspect are unfit to work.
  - e. Report any concerns regarding impairment related to the legitimate use of prescription medication or over the counter medication.
  - f. Communicate the need for accommodation, where required.
2. Managers and administration are responsible to:
  - a. Monitor compliance with this policy.
  - b. Identify and assess scenarios where an employee is suspected of being unfit to work.

## YRL Substance Use (Drug and Alcohol) Policy

- c. Arrange appropriate accommodations where an employee discloses substance use concerns.
- d. Implement, review and modify accommodation measures.
- e. Maintain employee confidentiality and privacy regarding substance use concerns.
- 3. The Executive Committee is responsible to review this policy every three years.
- 4. The Board will receive this policy as information every three years.

### Administrative Procedures

1. Suspicion of impairment at work: The following procedure will take place if there is reasonable belief that an employee is impaired:
  - a. When possible, the employee's manager will first seek another manager's opinion to confirm the suspicion of impairment.
  - b. The manager will consult privately with the employee to determine the cause of the observation. Suspicions of a staff member's ability to function safely may be based on specific personal observations including but not limited to:
    - i. Slurred speech.
    - ii. Difficulty with balance.
    - iii. Watery and/or red eyes and/or dilated pupils.
    - iv. Smell of alcohol or other drug uses, such as cannabis.
  - c. The employee will not return to their work if suspicion of impairment is confirmed to preserve health and safety of all employees in the workplace.
  - d. If an employee is considered impaired and deemed unfit for work based on the best judgment of management, YRL will arrange:
    - i. A taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment.
    - ii. The employee may be accompanied by a manager or another staff member, if necessary.
    - iii. If the employee chooses to refuse the YRL organized transportation and makes the decision to drive their personal vehicle, they should be advised that the company is obligated to, and will, contact the police to make them aware of the situation.
  - e. A meeting will be scheduled for the following scheduled workday to review the incident and determine a course of action.
2. Substance dependency or addiction: YRL understands that individuals may have or develop a chemical dependency to certain substances, which may be defined as a disease or disability. Any employee who suspects that they have a substance use problem is expected to seek appropriate treatment voluntarily. YRL provides the following resources to support employees experiencing substance dependency issues:
  - a. Employee and Family Assistance Program (EFAP).
  - b. People Connect online counselling at a reduced cost to the user.
  - c. Health spending account that may be used to pay for expenses dealing with substance use.
3. Disclosure of Substance Use/Need for Accommodation
  - a. Employees who disclose substance use concerns to their manager or administration will not be discriminated against or subject to reprisals.
  - b. All information related to the disclosure will be kept confidential and will only be shared with others where necessary for accommodation as per the Accommodation Policy.
  - c. Where a need for accommodation is not disclosed by an employee but YRL administration suspects that one is required, arrangements will be made to speak with the employee privately to inquire about their situation.

## **YRL Substance Use (Drug and Alcohol) Policy**

- i. YRL may request employee to supply medical documentation from a medical professional such as a completed functional abilities form to determine if the employee is able to perform their duties adequately as per their job description
- ii. YRL will pay for the fee of the medical professional if YRL requests this information.

Note: Employees who exhibit poor job performance due to a substance use concern but do not disclose to administration a substance dependency issue and possible need for accommodation, will fall under the performance improvement steps outlined in the Performance Management Policy. This occurs because administration is not aware of any need for accommodation and does not suspect any substance use issues.

## YRL Working Alone Policy

<b>Title:</b> Working Alone	<b>Policy Number:</b> H19
<b>Topic:</b> Working Alone, Workplace Health and Safety <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> September 2018 <b>Revised:</b> December 2022 <b>Review period:</b> December 2025

### Statement

Yellowhead Regional Library (YRL) is committed to the health, safety and well-being of our employees. We strive to ensure that all appropriate safeguards are enacted to protect our employees who must work alone or in isolation. This policy has been adopted to provide a consistent approach to this type of work.

### Purpose

This policy ensures that any YRL employee "**working alone at a work site where assistance is not readily available in the event of an emergency, illness or injury**"<sup>1</sup> is prepared with the appropriate knowledge, communication protocols and tools to eliminate or control the risks involved in working alone. As such, YRL as the employer is responsible to conduct hazard assessments and provide control requirements to eliminate or control the hazard of working alone.

### Responsibility

1. All employees are responsible to:
  - a. Learn and comply with all working alone protocols as described in the Administrative Procedures.
  - b. Report any incidents of concern that took place while working alone to their Manager and/or a representative of the Joint Health and Safety Committee (JHSC) so hazard assessment and further controls are put in place to avoid future risk.
  - c. Compliance with this policy is required and failure to comply will result in a performance management review.
2. The JHSC is responsible to:
  - a. Review all workplace incidents involving working alone and provide control recommendations to mitigate any future risks.
  - b. Recommend changes or improvements to existing working alone protocols to improve the controls already in place.
3. Managers and the Director are responsible to:
  - a. Ensure employees are aware of the safety protocols in place when in a working alone situation.
  - b. Monitor and disclose to the JHSC any incidents of concerns regarding working alone incidents reported directly to them.
  - c. Conduct hazard assessments in conjunction with the JHSC as required.
4. The Executive Committee is responsible to review this policy every three years.
5. The Board will receive this policy as information every three years.

### Administrative Procedures

#### General Guidelines

Whenever a worker must work alone, YRL will:

1. Conduct a hazard assessment to identify existing or potential hazards arising from the conditions and circumstances of the work.

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<sup>1</sup>"Working alone" as defined in the Alberta Occupational Health and Safety Act

2. Establish an effective means of communication between the worker and persons capable of responding to their needs.
3. Visit the worker as appropriate if an effective means of communication is not practicable or available at the worksite.

To ensure the ongoing safety of our employees, YRL will:

1. Take all reasonable steps to eliminate any hazards identified.
2. Take all reasonable steps to control any hazards that cannot reasonably be eliminated.
3. Communicate the findings of the hazard assessment in writing to all affected employees.
4. Provide employee training and education to limit the dangers of working alone.
5. Investigate all accidents or incidents and take all reasonable steps to prevent a re-occurrence.
6. Report all situations, incidents or near-misses where being alone increased the level of inherent danger to the situation and make appropriate reasonable changes.
7. Avoid scheduling alone work whenever possible, especially where a distinct level of risk is recognized.
8. Schedule higher risk work to be done during regular business hours or when another employee capable of helping in an emergency is present.

The following three areas have been identified by Management as situations when a YRL employee could be working alone:

1. Working at the YRL building outside of regular office hours with no one else in the building.
2. In-person meetings involving travel or regular deliveries via vehicle to:
  - a. Member libraries
  - b. Library boards
  - c. Councils
  - d. Meetings with partners and other stakeholders within the province of Alberta.
3. Airline travel for the purposes of professional development or committee meetings within:
  - a. Alberta
  - b. Canada
  - c. International

## **Hazard Controls**

1. Working alone in the YRL headquarters building:
  - a. Managers may elect to schedule two employees to avoid working alone scenarios outside of regular office hours.
  - b. Employee is trained and uses the:
    - i. Check-in protocols with their Manager when they are at the building,
    - ii. Use of the panic alarm/lanyard for when working alone.
  - c. Individual security code alerts YRL Managers and staff who monitor the alarm system when staff enter/exit building after hours.
  - d. The main parking lot has overwatch by a nearby apartment building and is well lit during evening hours.
  - e. Security cameras are online 24/7 for all entrances to the building and provide access to visual monitoring of the building from a remote location.
  - f. Panic alarm/lanyard is available for employee to wear while working alone; when pressed, it sends a direct message to YRL administration and 911.
  - g. All exits are normally locked and are monitored throughout the work week by facilities staff.
2. Working alone while travelling via motor vehicle to in-person meetings or conducting deliveries:
  - a. Employee is orientated in person to YRL vehicle(s) by facilities staff to ensure safe usage.

- b. Facilities staff ensure vehicles are well maintained and carry the following in case of vehicle breakdown or roadside emergency:
    - i. First aid kits
    - ii. Cell phone chargers
    - iii. Road-side assistance package
    - iv. List of towing companies for geographic area
  - c. Employee carries personal cell phone to use for roadside emergency and is required to have cell phone charged for use in an emergency.
  - d. Employee is trained and uses the check-in protocols with their Manager when visiting a remote site.
  - e. With weekly deliveries, the YRL van driver is expected by the member library staff.
    - i. If the driver is late to the site, YRL is contacted by member library staff to confirm the driver is on route.
    - ii. This query initiates the check-in protocol between driver and Manager or designate.
  - f. Employee is asked to plan their route ahead of travel using primary and secondary highways to all sites to ensure there is good cell coverage and frequency of other travellers in case of emergency.
  - g. Employee including drivers can cut short, delay or reschedule travel if weather or road conditions are not safe as defined by local road reports and local traffic enforcement.
  - h. Employee is asked to travel during daylight hours for increased visibility.
  - i. YRL budgets for overnight accommodation at remote locations to avoid long days of vehicle travel.
3. Working alone while travelling via air to in-person meetings or conferences:
- a. Employee will provide a copy of their travel itinerary to their Manager for arrival and departure times, airline flight numbers and address of hotel/residence as background contact information.
  - b. Employee is trained and uses the check-in protocols with their Manager or designate.
  - c. Employee will be reimbursed for any additional data or cell phone coverage purchased and required for the use of their personal cell phone for contact purposes as needed, particularly useful for international travel.
4. Check-in protocols when working alone at a remote site or upon arriving at YRL after hours:
- a. Employee will check-in with Manager or designate when arriving at the remote worksite; check-in is acceptable using any of the following methods:
    - i. Telephone
    - ii. Email
    - iii. Text
  - b. Employee will check-in with Manager or designate when leaving the remote worksite to return to YRL headquarters; check-in is acceptable using any of the following methods:
    - i. Telephone
    - ii. Email
    - iii. Text
  - c. Employee will check-in with Manager or designate when going to YRL headquarters after regular business hours to confirm the employee has safely entered/exited the building; check-in is acceptable using any of the following methods.
    - i. Telephone
    - ii. Email
    - iii. Text
  - d. Drivers do not need to check-in as they are on a regular schedule that is monitored by their Manager and member library staff.

## YRL Working From Home Policy

<b>Title:</b> Working from Home	<b>Policy Number:</b> H20
<b>Topic:</b> Emergency Planning, Business Continuity, Disaster Recovery; Performance Management <b>Oversight:</b> YRL Executive Committee	<b>Approved:</b> September 14, 2020 <b>Revised:</b> <b>Review period:</b> September 2026

### Statement

The Yellowhead Regional Library (YRL) understands that employees may benefit from the ability to work from home (WFH). The choice to WFH is an option that could take place during an employee's regular tenure with YRL or during emergent events, such as a pandemic, when employees may be mandated by health and safety regulations to work remotely. However, WFH is not a universal privilege and this policy will be applied appropriately and according to job requirements. There will be positions where the ability to WFH is not viable and alternative YRL human resource practices will apply should a facility closure occur.

### Purpose

This policy outlines the processes used and expectations set for employees working from home during a non-emergent event or an employee accommodation request. The guiding principle for all YRL employees is to meet the strategic priorities outlined in the YRL Plan of Service. Working from home is not a replacement for face-to-face contact, nor does it promote teamwork and relationship building. However, YRL values work-life balance for its employees and is willing to support employees in working from home when it is practical or necessary to do so.

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all YRL policies, practices and instructions that would apply if the employee were working at headquarters. Working from home is completely voluntary unless otherwise stipulated by emergent provincial or municipal health regulations that initiate the YRL Emergency Response Plan and Business Continuity Plan. YRL will not require an employee to WFH during normal circumstances.

Work hours, compensation and scheduling time off will continue to conform to applicable policies and agreements. Requests to work overtime or use leave time must be approved by the employee's manager in the usual manner. YRL reserves the right to revoke the agreement if the arrangement no longer meets the strategic plan or productivity goals with one week's notice unless there is a previously negotiated notice period already established.

### Responsibilities

1. The Employee is responsible for:
  - a. Notifying their manager of their preference to WFH.
  - b. The costs associated with working from home, e.g. network connection.
  - c. Following the expectations of the work agreement and workplan.
2. The Manager is responsible for:
  - a. Approving or denying the request in consultation with the director or deputy director.
  - b. Ensuring the workplan is being followed, planning check-in meetings and cancelling the agreement, as necessary.
3. The Executive Committee is responsible to review this policy every three years.
4. The Board will receive this policy as information every three years.

# YRL Working From Home Policy

## Administrative Procedures

1. Employee sends a written request to WFH to their manager. The request is limited to no more than two (2) WFH days per week. This time limit is based on an employee's preference to WFH. When an employee accommodation or emergent event occurs, the amount of time working from home may be altered according to the employee's situation. Working from home is not allowed during the standard three (3) month probation period.
2. Employee and manager review the request using the following checklist:
  - a. How would the work the employee completes from home contribute to the employee's workplan, their team's productivity if applicable, YRL's success and the overall YRL strategic plan?
  - b. What is the expected start date and what, if any, is the expected end date?
  - c. What equipment would YRL supply to the employee, e.g. computer, and how would the employee ensure their computer and network is secure for YRL business?
  - d. What are the expectations regarding work hours while working from home?
  - e. How would communication via email, telephone and virtual meetings be appropriately responsive?
  - f. The employee should make every attempt to choose the same WFH day(s) each week for consistency sake whenever possible. Employees may not increase their WFH days during a normal week.
    - For example, employee A normally works from home on Wednesday. Employee A changes their WFH day to Monday that week due to bad road conditions. The employee will not WFH on the regularly scheduled Wednesday that week.
3. What expectations, deliverables and check-ins are in place to ensure the employee is working in an effective and timely fashion? Employee and manager develop a workplan using the above information and this workplan is presented to the director or deputy director for final approval.
4. If the request is approved, the employee will be able to WFH ensuring that the following steps are in place:
  - a. Cybersecurity and equipment security measures are appropriate.
  - b. Ergonomic measures are in place for a computer workstation.
  - c. Working from home agreement is signed and dated.
  - d. Employee work plan is signed and dated.
  - e. Check-in dates are established and put into calendar.
5. Working from home agreement can be cancelled or modified at any time by YRL management, with appropriate notice to the employee.

## YRL Workplace Health and Safety Policy

<b>Title:</b> Workplace Health and Safety	<b>Policy Number:</b> H21
<b>Topic:</b> Employee Conduct, Health and Safety, Performance Management, Emergency Response <b>Oversight:</b> Executive Committee	<b>Approved:</b> April 2019 <b>Revised:</b> May 2022 <b>Review period:</b> May 2025

### Statement

Yellowhead Regional Library (YRL) acknowledges it has a legal duty to take all reasonable precautions to protect employees, visitors and all other individuals on company premises. Protecting individuals from injury or occupational illness from accidents or incidents is a continuing objective. We believe all accidents are preventable and active participation at all levels will help ensure accidents are avoided. Managers and employees must refrain from any actions or activities that could jeopardize the health and safety (H&S) of others and must work to reduce the risk of injury for everyone in the workplace.

### Purpose

YRL is committed to promoting a safe and healthy workplace for all employees and visitors. In pursuit of our commitment, we will develop, implement and enforce a H&S program in accordance with the legislation. We understand the importance of safety to the well-being and productivity of our employees and strive to safeguard the workplace from risks and hazards.

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment and is only one part of the organization's H&S program. YRL will act in compliance with the *Occupational Health and Safety Act* (OHS Act) of Alberta and its regulations, as well as the *Occupational Health and Safety Code* (OHS Code).

### Responsibility

1. According to the OHS Act and Code. Employees (workers) have:
  - a. The right to know.
  - b. The right to participate.
  - c. The right to refuse unsafe work.
2. Employees comply with the H&S practices at YRL by:
  - a. Taking all H&S training provided by YRL at their orientation or as initiated by management or Joint Health and Safety Committee (JHSC).
  - b. Following all H&S practices as outlined below in Administrative Procedures.
  - c. Offering to volunteer for the JHSC when needed.
  - d. Reporting any incidents or safety concerns.

Failure to comply with H&S practices will result in a performance management review and, depending upon the seriousness of the event, may result in immediate termination.
3. The JHSC comprising members of both management and employees are responsible for:
  - a. Providing training and recommendations for training.
  - b. Recommendation for policy.
  - c. Workplace inspections.
  - d. Hazard assessments.
  - e. Workplace incident investigation.
4. Senior leadership including the Director, Deputy Director and managers are responsible for:
  - a. Allowing staff time to participate in H&S training and activities.
  - b. Ensuring compliance to H&S protocols is adhered to by employees and any others in the building for the safety of all.
  - c. Recommendation for policy.
  - d. Staying informed and implementing any new OHS changes.

## YRL Workplace Health and Safety Policy

5. The Executive Committee is responsible to review this policy every three years.
6. The Board will receive this policy as information every three years.

### Administrative Procedures

Regular workplace inspections and hazard assessments indicate that YRL is generally considered a low risk organization as the main business is primarily administrative in nature and is performed in an office setting. However, there are times when the risk moves to moderate depending upon the type and frequency of tasks performed. As dictated by the task/event, employees must comply with these protocols:

1. Wear closed toe and supportive footwear when doing these types of tasks:
  - a. Packing or unpacking bins, boxes or any heavy items that weigh more than five (5) pounds or two (2.5) kilograms.
  - b. Moving or setting up office furniture, equipment or shelving.
  - c. Delivering bins or boxes to off work sites such as member libraries.
  - d. Weeding books/library materials at member libraries.
  - e. Using book trucks, hand trucks, lift trucks or other tables.
2. Wear the proper personal protective equipment to comply with municipal, provincial or federal health regulations including:
  - a. Single use gloves.
  - b. Face masks.
  - c. Physical distancing measures.
  - d. Safe hygiene.
3. Use the ergonomic aids and instructions provided to prevent sudden injury or repetitive strain injuries that can occur over a length of time.
4. Be respectful in the workplace and practice psychological H&S to avoid causing mental injury or harm to others by inappropriate behaviours or actions.
  - a. Incidents of psychological injury or harm are defined in the Workplace Harassment and Violence Policy.
5. Follow the Emergency Response Plan for evacuating the building and other emergent events.
6. Comply with the Working Alone Policy when travelling on YRL business for safe journey management.
7. Report any serious incident or injury sustained at headquarters or off-site while on YRL business.
  - a. Employee completes a YRL incident report with information and gives to manager (or member of management).
  - b. If necessary, first aid from a YRL first aider is provided and/or Ambulance is called, or employee is taken to nearest hospital.
  - c. WCB claim<sup>1</sup> is filed by employee and management if employee requires to take time off work due to incident, requires immediate medical care or follow-up within 72 hours of the incident.
  - d. Copy of incident report is redacted and given to JHSC for further review.
8. Any serious injury requiring admission to a hospital or a near-miss incident that has the potential to cause a serious injury or accident, must be reported by administration to Alberta Occupational Health and Safety.<sup>2</sup>

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<sup>1</sup> [Worker's Compensation Board – Alberta](#)

<sup>2</sup> [Alberta Occupational Health and Safety](#)

## YRL Workplace Harassment and Violence Policy

<b>Title:</b> Workplace Harassment and Violence	<b>Policy Number:</b> H22
<b>Topic:</b> Employee Conduct, Health and Safety, Performance Management <b>Oversight:</b> Executive Committee	<b>Approved:</b> April 2019 <b>Revised:</b> May 2022 <b>Review period:</b> May 2025

### Statement

Yellowhead Regional Library (YRL) is dedicated to ensuring that all employees can complete their duties in a safe environment and that all employees are entitled to work free from and without fear of physical or psychological injury or harm, violence or harassment. In pursuit of this goal, YRL does not condone and will not tolerate any instance of harassment or violence against or by any employee.

### Purpose

YRL is committed to eliminating, or where elimination is not practicably possible, controlling the risk of physical and psychological injury of its employees due to workplace harassment or violence. The organization will do everything reasonable and within its power to ensure employees are free of physical or psychological acts of violence or harassment in the workplace in accordance with the provisions listed in the Alberta Occupational Health and Safety Act and Regulations<sup>1</sup>.

This policy was developed in consultation with the YRL Joint Health and Safety Committee (JHSC) and applies to all individuals working for the organization, including temporary and contract employees, service providers, managers, director and board members. The sections below outline the steps for complying with this policy. This policy applies to all work activities conducted in the following areas:

- At the workplace headquarters.
- At employment related social functions.
- In the course of work assignments outside of the workplace.
- During work-related travel.
- Over telephone or virtual meetings for work purposes.
- Elsewhere, if an incident takes place when an employee is there because of work-related responsibilities or a work-related relationship.

### Responsibility

1. Employees are responsible to adhere to this policy and to make their best effort to prevent and eliminate violence and harassment in the workplace.
  - a. Employees report if they are a victim of or a witness to any violence, harassment or potential issues threatening the health and safety (H&S) of employees according to the protocols outlined in the Administrative Procedures.
  - b. Employees who are a victim of domestic violence or are at risk of potential domestic violence should advise the Director or Deputy Director if they believe the aggressor may attempt to contact them at work. YRL will take all reasonable precautions to protect the employee from domestic violence that has followed them into the workplace.
  - c. Employees take all recommended training provided by YRL to recognize, learn and understand workplace violence and harassment and the behaviours that contribute to these types of actions.
  - d. Employees faced with an urgent situation involving threatening or violent conduct, where there is reasonable belief that the safety of persons may be threatened, should immediately call 911.

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<sup>1</sup> Alberta Occupational Health and Safety (OHS) Act and Regulations (Alberta, 2021)

## **YRL Workplace Harassment and Violence Policy**

- e. No action will be taken against the employee(s) for reporting an incident unless the allegation is proven after investigation to have been made maliciously. Malicious allegations are subject to the YRL Performance Management Policy.
- 2. JHSC members are responsible with management to participate in recognizing and conducting hazard assessments in the workplace that identifies a situation where risks of violence or harassment exist or could exist.
  - a. The JHSC will provide recommendations for eliminating or mitigating risk of workplace violence through recommendations for training or policies.
  - b. Acting as a confidential colleague to another employee that reports an incident of violence or harassment and aiding that person to report the incident through the proper channels.
  - c. Review this policy at a minimum every three years or sooner if the following occurs:
    - i. An incident occurs and the policy requires refinement to improve the protocols.
    - ii. Legislative or other changes occur that could affect the H&S of employees.
- 3. Managers and the Director are responsible to:
  - a. Create and maintain a work environment that is free of violence and harassment by providing training and prevention procedures to ensure the psychological and physical safety of employees and other individuals who may be affected by the risk of violence at the workplace.
  - b. Enforce this policy and ensure its applications in the day-to-day operations of the organization.
  - c. Be sensitive to the climate in the workplace and address potential problems before those problems become serious.
  - d. Deal with reported incidents of harassment or violence as soon as possible and follow protocols outlined in the Administrative Procedures.
    - i. Management that becomes aware of an incident of harassment or violence and chooses to ignore it risk being named co-respondent(s) in a legal claim by the complainant against YRL and the management personnel involved.
- 4. The Executive Committee is responsible to understand and comply with this policy in their conduct of YRL business, and to review this policy at a minimum of every three years.
- 5. The Board is responsible to understand and comply with this policy in their conduct of YRL business and will receive this policy as information every three years.

# YRL Workplace Harassment and Violence Policy

## Administrative Procedures

### Definitions

1. Domestic Violence
  - a. Refers to violent or abusive behaviours in an intimate, personal, dependent or trusting relationship. It becomes a workplace hazard when it occurs in or spills over into the workplace and may put the targeted employee at risk and pose a threat to other employees.
2. Workplace Harassment
  - a. Any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person which that person knows, or ought reasonably to know, will or would cause offence or humiliation to an employee or adversely affect the employee's physical or psychological H&S and includes a sexual solicitation or advance as well as conduct, comments, bullying or actions because of race, religious beliefs, colour, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity or expression, or sexual orientation.  
Note: Harassment does not include any reasonable conduct of an employer or manager regarding the performance management of employees or in the workplace.
3. Workplace Violence
  - a. Violence, whether at a work site or work related, means the threatened, attempted or actual conduct of a person that causes, or is likely to cause, physical injury.

### Prevention of Harassment and Violence Plan

YRL has implement a workplace violence and harassment prevention plan for its employees including:

1. Orientation and on-going training on:
  - a. Recognizing incidents of harassment and violence.
  - b. Respect in the workplace.
  - c. Mental health in the workplace.
2. Defined protocols for reporting incidents of workplace harassment and violence ensuring confidentiality.
3. On-going risk assessment by management and the JHSC.

### Harassment and Violence Reporting and Investigation Protocols

1. Any employee who is directly affected by or witnesses any incident of violence or harassment in the workplace should report the incident to the following personnel as soon as possible:
  - a. Discuss with a JHSC member who will help them to report the matter verbally to management or discuss directly with their manager, depending upon their comfort level.
  - b. If the alleged offender is a manager, the employee may go to the Director
  - c. If the alleged offender is the Director, the employee may go to the Board Chair or an Executive Committee member.
2. The employee who has been subject to the harassment or violence should take the following actions:
  - a. Confront the alleged offender in person (if it is safe to do so) or in writing, and state what the unwelcomed behaviour or action was and request that it stop immediately.
  - b. Discuss the situation with a JHSC member, manager, Director, Board Chair or Executive Committee member as outlined above.
    - i. Depending upon the severity of the offense which can vary depending upon the people involved, the employee may be asked by management to complete a written report of the situation using YRL's Workplace Harassment and Violence Incident Reporting Form.

## **YRL Workplace Harassment and Violence Policy**

- c. Ensure the completed form is brought forward to the appropriate personnel as outlined above.
  - i. All incidents reports require an investigation by management where-in both the employee who has experienced the harassment or violent act and the alleged offender are interviewed as well as any witnesses named.
  - ii. After the investigation is complete, a written report to both the affected employee and the alleged offender will be provided, and any corrective action following the Performance Management Policy up to including termination of the offender. This information is kept on file in the personnel file of both employees.
  - iii. Fraudulent or malicious complaints by an employee may cause significant damage to the reputation of the alleged offender or the organization. If YRL determines that an employee has knowingly made false statements regarding another individual about workplace harassment or violence, immediate performance management actions will take place up to and including termination.

### **Confidentiality**

1. YRL will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone unless such disclosure is necessary for an investigation or disciplinary action.
2. When an investigation is required and there is a final report, the events and any subsequent reports are kept confidential to protect employees' reputations unless the information is required by law or where disclosure of events is necessary to inform all employees of a threat of violence or potential violence.