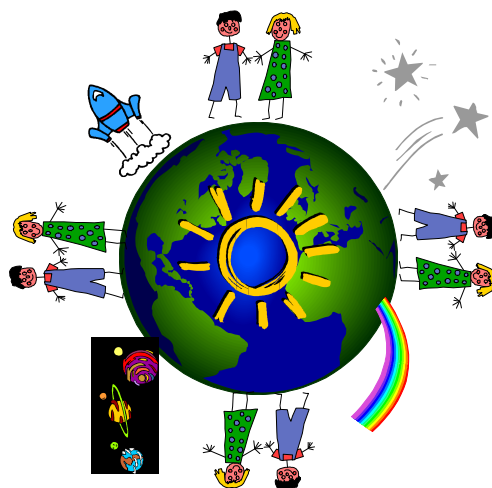


Bambinos Universe
EARLY CHILDHOOD CENTRE

MANAGEMENT POLICY



Updated: August 2011

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Note: This document uses the feminine to designate salaried personnel in order to lighten the text.

DEFINITIONS, GENERAL DISPOSITIONS AND APPLICATION FIELD

1. Definitions

ECC

The head office of the Bambinos Universe Early Childhood Centre is located at 316, Argue Crescent in Shawville. It is represented by the president of the Board of Directors or any other person designated by a resolution by the Board of Directors in all cases concerning the present policy.

The Board of Directors

The Board of Directors of the Bambinos Universe ECC consists of six parents that are members of either of the two childcare facilities and one community member.

The Director

This person is, an employee with the title of director and is the representative of the ECC in relations with parent users and employees defined in the Labor Code (SR 1964, C141).

Permanent full-time employee

A regular employee has completed her probation period and works the number of hours per week equivalent to a normal work week.

Permanent part-time employee

Employee has completed their probation and works less than 30 hours per week.

Probationary employee

An employee is on probation.

Placement

Any person in the ECC on a training session that is recognized by an educational institution. This person may receive a salary established by the Board of Directors. They are not covered by any of the clauses presented in this policy.

Contract

All persons working for the ECC in a subsidized work program for a defined period of time defined in advance. This person may receive a complementary salary determined by the Board of Directors. They are not covered by any of the clauses presented in this policy.

2. *General dispositions*

The ECC and the director agree to discuss and elaborate a management policy that will cover all employment conditions for staff.

Interpretation

In the case where there is an ambiguity or contradiction between the general regulations and the present policy, the general regulation prevails.

Contract / Employee status

A contract will be signed between the director and the employee when the employee is doing a replacement term for a short or long period of time.

Management rights

The ECC conserves all the customary management rights subject to the dispositions of the present policy, attachments and contract.

3. *Application field*

This policy applies to the ECC staff for the daycare facilities; except to contrary indication, the same dispositions apply.

INFORMATION AND PARTICIPATION

1. Information

The direction and the employees will mutually transmit all the general order of documents and that are susceptible to interest of the other in the well functioning setting of the ECC and the understanding of each of their roles, directives, correspondence, etc.

2. Participation

The participation policy will favour:

- A. The participation of the staff in the elaboration of the ECC policies and to of their management;
- B. The development of following reports and harmonious relations between the ECC and the staff;
- C. The establishment of mechanisms of consultation between the staff, the director and the Board of Directors.

The ECC engages the participation of the staff in the development to elaborate the policies and the management of the centre.

The director general is the immediate superior of the ECC staff of the Shawville childcare facility. The assistant director is the immediate superior of the ECC staff of the Luskville childcare facility. In the event the general director is absent, the assistant director becomes the immediate superior of the entire ECC staff.

3. Tasks and responsibilities

The staff must adequately exercise all the functions, responsibilities and mandates that are assigned to them by the ECC and perform the job description that has been assigned to them.

EMPLOYMENT

Objectives : The employment policy is:

- A. To ensure competent staff ;
- B. To favour an optimal initialization of human resources.

Contents of the policy relating to employment.

This policy shall include:

- The selection
- The hiring/rehiring
- The probation
- Warning
- Temporary suspension of duties
- The dismissal
- The resignation
- Temporarily laid off

Definitions: In this section unless indicated differently elsewhere, the following definitions apply:

- The selection: The director proceeds in the selection of staff in respecting the admissible criterias and the selection procedure is established by the Board of Directors.
- The hiring/rehiring: The establishment of an employment link between the employee and the ECC.
Once a posting becomes vacant, the director must make a decision on whether to fill the posting or leave it empty. The director informs the newly hired employee of their tasks and the expectations of the ECC. Once the person is hired, the director gives a copy of the present policy to the employee.
- The probation: The probation period of a new employee is six (6) months.
In terms of the probation period, the employee acquires their permanency, at least by being advised in writing in their fifth month before the end of the probation period.
The employee of which has been terminated during their probation period can call upon the decision of the Board of Directors.
- Warning: The director can, according to the procedure described below, advise and blame, temporarily suspend from work duties or fire an employee for sufficient and just cause.

The director informs the employee in writing or verbally all unfavourable remarks that concerns this last and the ECC would like to make aware.

All unfavourable remarks are put into a file and after twelve (12) months following the incident, if there has not been any similar offence that has occurred, the remarks are then filed away.

Temporary suspension: The director can temporarily suspend an employee, with or without treatment, of their tasks when a prejudice has been done to the ECC.

If the director temporarily excludes the employee of their tasks, the director sends a written notice explaining the motives and the use of these measures.

The dismissal: In extreme cases of prejudice caused to the ECC, the director in collaboration with the Board of Directors, if it has been decided to fire the employee, must have previously been given in writing unfavourable remarks. The nature and the severity of the employee's errors susceptible to bringing about the firing must have been explained in the advisements and reprimands.

The director does not have to transmit the advisement mentioned in the case where the justified situation, notable in the case of extreme error. Therefore, the employee transmits in the three (3) days of sending in writing the reasons of a temporary exclusion or firing. In these cases, the director transmits a copy of these documents to the Board of Directors.

The resignation: An employee must give the ECC a ten (10) work days notice of their resignation.

Temporarily laid off: The ECC can effectively lay off temporarily their staff in situations that affect the financial balancing of the corporation, for example: temporary closure of the daycare facility, significant reduction in customers. A three (3) days notice is given on the lay off in writing to the concerned staff.

TIME OFF

Annual vacation

The employee benefits 2 weeks of annual vacation and an indemnity of 4% after 1 year of service completed with the ECC.

The employee benefits 3 weeks of annual vacation and an indemnity of 6% after 2 years of service completed with the ECC.

The employee benefits 4 weeks of annual vacation and an indemnity of 8% after 4 years of service completed with the ECC.

The employee benefits 5 weeks of annual vacation and an indemnity of 10% after 10 years of service completed with the ECC.

The employee benefits 6 weeks of annual vacation and an indemnity of 12% after 15 years of service completed with the ECC.

The employee can take their vacation during the dates that they have requested to the director.

Vacation days and time off can not be accumulated unless authorized by the director.

The amount of vacation due is paid at the departure of the employee.

The indemnities of vacation begin to accumulate at the beginning of their contract.

The vacation must be taken during the current fiscal year (April 1st to March 31st)

In the event of an employee being absent from work due to a lay off, absence without pay or parental leave the vacation time is accumulated, however the indemnity does not accumulate.

EXAMPLE

Accumulated percentage	Reference year	Reference year	Time granted
4%	2000	2001	No vacation
6%	2001	2002	2 weeks of vacation
6%	2002	2003	3 weeks of vacation
8%	2003	2004	3 weeks of vacation
8%	2004	2005	4 weeks of vacation
10%	2009	2010	5 weeks of vacation
12%	2014	2015	6 weeks of vacation

It is mandatory that all employees submit their request of annual vacation to their immediate supervisor **BEFORE MAY 31st** (or before March 31st if they are taking vacation in April and/or May).

In order to be equal and fair towards all ECC employees, and after trying to find a common ground for the parties concerned, the ECC agrees to the requests of vacation in the following manner:

A block of 2 weeks or more, by seniority; following
Blocks of 1 week, by seniority; and finally
Scattered days, by seniority.

N.B.: Requests for vacation time given **AFTER MAY 31st** will not be treated in the order described above, but according to the capacity of the ECC responding to the needs of the organization first and along with the vacation already approved.

Health days/(Sick days)

The **first of April of each year**, the employees of the ECC accumulates health/sick hours, therefore, 1 health/sick day after 1.5 months of work with a total of eight (8) health/sick days. These days are not payable or accumulated. This time is affected in hours and may be taken in this way. Once an employee uses 3 health/sick days consecutively, they must provide the ECC with a doctors note.

Statutory holidays

There are thirteen (13) statutory holidays paid each year.

The statutory holidays are the following:

Labor day	Good Friday
Thanksgiving	Easter Monday (holiday recognized as the statutory- Directions of the Labor standard)
Day before Christmas	Queen's Birthday
Christmas day	St-Jean Baptist
Boxing day	Canada day
Day before New Year's	
New Year's day	
Day after New Year's	

If one of these statutory holidays falls during an employee's period of vacation, their days are added to the period of vacation or transferred to another date agreed upon between the employee and the director.

Replacement procedure

The educators must not feel uncomfortable to be replaced; it is their right to use their health/sick days. We also do not want the replacement employees to feel disrespected by being called late at night or early in the morning at the last minute. It is the responsibility of management to efficiently ensure that replacement and everyone it concerns to feel good with the procedure.

However, we ask that the employee cooperate by giving us the necessary tools in order to make our job easier. The initial tool is time. This is why we have put the steps to take in writing in order to be replaced.

Replacement for health/sick days:

- If the employee knows in advance, a request is made to the coordinator so that he/she can foresee the shift to be replaced and see the replacement person.
- When an absence is requested, indicate if the time will be from the bank of vacation, health/sick days or without pay.
- If the request is last minute, during opening hours of the daycare, the request is made with the coordinator or if they are absent, the head teacher.
- Outside opening hours, the coordinator is called at home or on their cell phone and a message is left at both places.

- If the coordinator is on vacation, the head teacher is called and they will see about a replacement person.
- If both are absent, which will be rare and for a short period of time, the employees will organize themselves to call the replacement person themselves.
- Before the coordinator and the head teacher leave, the scenarios that are envisioned and suggested for the educators that will be at work to facilitate replacement (ex.: Who to call?, Will there be less children?, etc...)
- The other work shifts (7:00 am, 7:30 am, 8:00 am, 8:30 am and 9:00 am); the person must call 1 hour in advance. This will give a sufficient amount of time to call replacements or if they are not available, permits the coordinator to get to the daycare to do the replacement herself..
- It is the responsibility of the employee to call 1 hour before their shift. If not, they will come into work until a replacement is found and is present at the daycare to replace them.
- If the employee or their children do not feel good and are not sure if they will be able to be present the next day, the person responsible can be made aware and a replacement person can be notified in advance, if need be.
- For other work schedules foreseen in the day, a call can be made before the lunch hour. This permits us to proceed with a replacement if the numbers of children are not low for that day.

Change of employee working from one facility to another within the same ECC:

When a contract position is available in either facility, the position is posted internally in the ECC. Everyone may apply for this position. However, a person who already has a permanent position at one installation and decides to take the contract at the other facility cannot keep his permanent position in reserve during this period. The reason for this is to maintain a higher level of stability for the children, the parents and our team.

Adoption and maternity leave

The employee has the right to the following terms for maternity leave, conditions and clauses of articles 15 to 35 of the Labor Board Regulations and applies vice-versa to legal adoption.

Mortality leave

Days off for the death of someone:

A leave of seven (7) consecutive days paid, including the day of the funeral, is given to an employee for the death of their spouse, their child (ren) and the child (ren) of their spouse.

A leave of three (3) consecutive days paid, including the day of the funeral, is given to an employee for the death of their mother, father, sister or brother.

A leave of three (3) consecutive days paid, including the days of the funeral, is given to an employee for the death of their father-in-law, mother-in-law, sister-in-law, brother-in law, son-in-law, daughter-in-law or one of their grandparents that lived in the same residence as the employee.

The employee has the right to one (1) paid day for the reasons related to the death of one of their grandparents, father-in-law, mother-in-law, sister-in-law, brother-in law, son-in-law, daughter-in-law that did not reside in the same residence as the employee.

The employee has the right to an additional day of absence without losing treatment in the case where they have to travel two hundred forty-one kilometres (241 KM) (150 miles) from their home.

LEAVE OF ABSENCE

LEAVE OF ABSENCE OF 4 WEEKS OR LESS

1. After having accumulated two years of service, the full time and part time employee (people that are on call are excluded) may ask for a leave of absence, not exceeding (4) four weeks, as long as this person requests the leave (20) twenty working days in advance and has no holidays left such as (vacations, sick days and overtime).
2. This leave can be separated according to the employee's request, but in weekly increments only.
3. Only one (1) employee at a time may be on leave. If more than (1) requests are asked for, for the same period of time, the first request will be honored. First come, first served! If two (2) requests are made on the same day, seniority will come into play.
4. During this leave of absence the employee still accumulates her time. Furthermore, no leave is cumulative (money) during this leave.

LEAVE OF ABSENCE OF MORE THAN 4 WEEKS

1. A full time or part time employee with 4 years of service (people that are on call are excluded) may request a leave of absence of no longer than (6) months, and this includes the 4 week or less leave and has no holidays left such as (vacations, sick days and overtime) and as long as they make the request twenty (20) working days in advance.
2. After 5 years of service and once every 5 years after that, the full time and part time employee (people that are on call are excluded) may request a leave of absence of one year maximum this includes the 4 week or less, as long as they make the request twenty (20) working days in advance.
3. This leave must be taken in sequence. However the employee can return to work at any time by advising the ECC of their intention to return to work, at least one month before their return to work.
4. Only one (1) employee at a time may be on leave. If more than (1) requests are asked for, for the same period of time, the first request will be honored. First come, first served! If two (2) requests are made on the same day, seniority will come into play.
5. At the end of the leave of absence, the employee returns to their job. If the job has been abolished, the employee has the right to all the advantages that she would have benefited from had she been at work.
6. However, if the employee does not return to work by the agreed date, the CPE reserves the right to end her contract.

EXCEPTIONS

1. Notwithstanding all of the above, the Board, at their discretion, can make an adjustment, according to certain circumstances and/or situations, following a written request from an employee.

WORK CONDITIONS AND SOCIAL ADVANTAGES

1. *Work Time*

The director and the employee decide on the distribution of work time.

The work schedule is that of which has been decided upon between the director and the employee to fulfill their normal tasks.

2. *Traveling and representation costs*

The employee has the right to reimbursement of expenses that can incur in the completion of their tasks according to the rules of the Treasure Counsel of Québec.

3. *Improvement*

The ECC recognizes the necessity to ensure staff improvement and at the end agree to consult with them.

The ECC facilitates the participation of staff on various programs of improvement offered to the staff of childcare services (activities, studies, training periods, etc.) keeping in mind the financial situation of the ECC and the annual course objectives. It is mandatory that ECC staff follow a first aid and CPR course every three (3) years paid by the ECC for employees that are permanent part time or full time.

4. *Priority of employees's children (full time/part time) on the ECC waiting list.*

The requests are treated in the following order of priority:

- A. The parent with a child already present in daycare and would like to increase the number of days of service.
- B. The parent that already has a child regularly attending the daycare service.
- C. The permanent employees of the ECC; their child can have access to the 2 installations independently from work place.
- D. The parent that has a child attending the daycare service and their contract is terminating due to a lack of spots in the ECC permit.
- E. The parent on the waiting list in chronological order and the availability of places in the group for that child. The parent must integrate their child within a period of one (1) month that the spot was offered. After this period, the spot is offered to another parent.
- F. The ECC has a ECC – CLSC agreement signed, therefore, we have 1,5 spots reserved that are subsidized and reserved for children referred and followed by the CLSC.

5. *Bonus*

- A. Permanent full time employees receive once a year in December an amount of \$1300.00 taxable.
- B. Permanent part-time employees receive once a year in December an amount of \$650.00 taxable.

6. Job Posting

- A. When a position is available in our installations it is posted internally. However, if an employee has a permanent position in one of our installations and she applies for a non permanent position in the other installation, the ECC will not guarantee the employee's permanent position.

EMPLOYEES EVALUATION

Evaluation/Retrospective

The director proceeds with an annual evaluation of staff.

In order to have the employee think and to summarize their work in the last year, we have decided on a more open and personal approach to proceed with an employees annual "evaluation". We want a very friendly exchange on what the employee has written in their summary as their retrospective. Here are the steps that are to be taken to start this annual activity.

Step 1: The person in charge of supervision gives the sheet of reflection a minimum of 1 month in advance to the employee in order to give them time to think and put in writing their thoughts.

Step 2: The employee hands in their retrospective to the person concerned at least one week before the scheduled meeting date.

Step 3: During this discussion, notes can be taken. More often new and interesting information comes out during this exchange.

Step 4: After the meeting the employee must do a follow up in writing on how the meeting went, ex.: How they felt., Other ideas that came out following the meeting., What were their impressions., What they got from the meeting.,etc... This written follow up must be handed in 2 weeks following the meeting.

Step 5: The person in charge of supervision writes to the employee a little note to end the years retrospective.

Step 6: All is photocopied and filed in the employees file.

Step 7: A follow up is done during the current year (if necessary) to see where the employee is in their objectives and to see if they need help/support.

Questions to answer at the time of the annual retrospective:

- Reflect on the realisations of this year and the objectives of last year, your strengths and weaknesses. (Always related to the children, parents and co-workers).
- Chose clear and specific objectives to work on during the year.
- Determine a time limit for each of your objectives.
- Name ways chosen to meet the objectives.
- Name ways the ECC can support (Info, technical and social support, ressources, courses, encouragement or others...)

DRESS CODE, MEALS AND WORK CONDITIONS

The ECC favours a professional and adequate dress code:

- A distinction needs to be made between the different postings. Ex.: a person working directly with the children, a person working in the office and a person responsible for the kitchen.
- A distinction needs to be made between the female and male personnel. Ex.: in the kitchen hair must not be exposed. (Tank top for men).
- A distinction needs to be made between the seasons. Ex.: a tank top in the winter is not as appropriate as in the summer.
- Particular attention needs to be brought to messages portrayed on clothing such as symbols of products that signify violence, alcohol, or other. Ex.: a ball cap with “Molson”.
- Particular attention needs to be brought to the different style phases. Ex.: low rise jeans and/or belly button tops. The stomach should be covered at all times.
- Particular attention needs to be brought to clothing concerning work safety. Ex.: do not wear clothing too long or too big that could get caught on things.
- Particular attention needs to be brought to jewellery worn that could get caught on things and/or could hurt themselves or others. Ex.: large earrings or rings.
- Particular attention needs to be brought to shoes when it comes to work safety. Do not wear shoes offering little stability and protection and could provoke a fall, contusion or torsion, etc... Ex.: sandals such as “Flip Flops”, shoes or boots with a heel more than an inch high.

We are confident that everyone will use their proper judgement when dressing to come to work which will ensure safety and avoid unfortunate accidents as well as being a role model for the children.

Employees meals:

- The ECC encourages the employees to eat the meals prepared by the cook with the children.
- The meals are offered to the employees for \$1 per meal, this includes 2 healthy snacks and a well balanced lunch. However, the employee that wishes to bring their own lunch from home may do so and they do not pay the \$1 for the meal.
- The employee who brings their own lunch or snack must respect the same rules regarding the allergies in the childcare facility.
- The employees can not eat their lunch brought from home in the rooms if it is not similar to what is being served to the children at daycare (ex.: spaghetti with sauce at the daycare versus lasagne brought from home).
- This is to ensure harmony for all at lunch time.
- And not to create a challenging dynamic for the group. We also want the parents to also respect our philosophy during meal times; therefore we must set the example.

Work relations :

Here is a general idea of the ECC advocate that the level of relationship and communication between educators, cook and director.

- Respect others and their opinion;
- Maintain a good relation, be friendly and approachable,
- Encourage helping others and cooperate;
- Be tactful and diplomatic;
- Work as a team;
- Accompany and support colleagues with problems with a parent or a child;
- Share all pertinent information on a child's or a parent's behaviour with other members of the team;
- Accept ideas and suggestions and acknowledge their point of view;
- Identify problematic situations;
- Give and receive constructive criticism;
- Also propose, constructive solutions;
- Determine priority subject matters to discuss;
- Provide help when needed;
- Resolve a conflict by listening to the other person's side and finding neutral territory;
- If a conflict persists, refer to the coordinator or the director if need be;
- Manifest discretion in regards to cases treated.
- Employees that smoke must do so outside the ECC property.

Policy regarding an employee with a child(ren) at the daycare:

- The ECC personnel has the choice to register their child according to the procedures.
- The ECC advocates that the child of the parent-employee be placed in another group other than their own. The coordinator will determine the changing of posting in regards to the group for the educator concerned.
- The employee that uses the service as a parent must respect the routine established in order for the group to function well. The educator must wear their employee "hat" once they arrive at work, after they drop their child off to their educator. It is important to say good morning to the child just like any other parent. This will help the child comprehend the line that must be done between parent-employee.
- The parent-educator can not take their child during their breaks. They can not spend their break with the group their child is in.
- During certain moments of the day (ex.: outside, activities in the multi-purpose room, activities in large groups, etc...) it is possible that the parent-employee and child be together. The parent-employee must have the same intervention that they have with other children. They can not play favouritism or be more severe with their child. Also, the parent-employee must be absent when an intervention is being done with their child.
- If there is a problem with the child and there must be a discussion during a staff meeting, it is best if the parent-employee remove themselves during the discussion unless the staff and the parent-employee are comfortable.

- If the child is sick, they will stay with their educator until the parent-employee can be replaced.
- The parent-employee must respect their child's educator during her break, where other subjects can be discussed and she can relax.
- The parent-employee keeps the same privileges when it concerns the exchange of information with their child's educator: discussions at the beginning and the end of the day, forseen meetings, etc...
- The payment calendar and the daycare fees are those in place with the ECC.
- The regulations of the internal policy must be respected by the parent-employee with the same title as the other parents of the ECC.
- In the case of a conflicting situation, the Board of Directors will make the decision based on the facts presented by the parent-employee and the director.
- Lastly, in order for the staff to live in a serene atmosphere, the cooperation of all regarding this policy is essential.

Policy for employees children that do not attend the daycare facility:

As the ECC favours and encourages families on the project called "Take your child to work day". Therefore, the parent-employee that do not have children in daycare are encouraged to bring their child into work with them up to a maximum of 2 days per year.

One day must be determined in advance (therefore before May 31st) at the same time as they book their vacation. The second day can be decided at the last minute depending on the situation.

For example, children 12 years of age and under must count in the group of children's ratio.

One child at a time per family, and per employee, can pass the day at the daycare.

This applies to the employees normal work hours.

This project is only for the children of the employees and not their nieces and nephews or others.

The child will be the parent-employees responsibility inside and outside the daycare and not be under the supervision of the parent-employees co-workers.

For sure, the parent-employee must be in control of their child and to have a good relationship with them in order to permit their work to continue in a good manner.

Also, the child must be able to follow the daycare normal activities and be in good health.

Organisation of material and purchases:

A toy lending library exists at the ECC for the 2 daycare facilities. The toy lending library consists of small and large equipment and educational material for the children. There are also different theme kits, books on different subjects, etc... Each educator can borrow the material of their choice to best respond to the children in their group. The educator is responsible for the disinfection of the material she uses.

For any other material, food or other, requests must be made verbally or in writing on the memo titled "Purchase list" that is found on the bulletin board in the office. The coordinator will see to the purchases listed.

The majority of purchases for the kitchen is done by the cook. These purchases will be delivered to the ECC. There have been accounts opened at local businesses for daily purchases in regards to items for the kitchen or for emergencies. The person that is making the purchase must initial the receipt book at the counter at the store and must bring back to the daycare a receipt so an accounting calculation can be done at the end of each month.

Alarm system:

The ECC has three people responsible for the alarm system, if one of these three people must travel outside the daycare hours; the person is paid 3 hours. (See the employee and parent guide for the measures to follow).

CIVIL RESPONSIBILITY

The ECC is committed to stand up for the employee for which a civil responsibility is incurred in the exercise of her functions and advised not to exercise against any of their claims in this regard unless there is negligence or serious fault on the part of the employee. To this end, the ECC contracts an insurance to cover the civil responsibility.

The employee can not be held responsible for the acts, actions, negligence or defaults of an administrator, an officer or ECC employee.

The employee can be held responsible for which may occur in the exercising of her functions or due to an act or a voluntary fault or a serious error.

However, the fault or the breach in the execution of their functions can not be the employees' responsibility if they acted honestly, reasonable and with all fairness they must be excused.

**POLICY AGAINST PSYCHOLOGICAL HARASSMENT
FOR THE BAMBINOS UNIVERSE ECC
(AGAINST BULLYING)**

PREAMBLE

Everyone is entitled to safeguard its' dignity, honor and reputation. The employer believes that any management staff and employees are entitled to a harassment free workplace. To this effect, the employer denounces harassment, which constitutes a form of violation of the individual's fundamental rights.

1. POLICY OBJECTIVES

1.1 Maintain a working environment free from harassment, for both the management staff and employees and promote respect for human dignity in labor relations.

1.2 Contribute to raising awareness, information and training of the area to prevent harassment conduct and ensure that everyone has the right to be treated fairly without discrimination or harassment.

1.3 Provide the necessary support to those who believe they are undergoing a form of harassment by putting in place an accessible and effective procedure for handling complaints.

1.4 Establish a procedure for resolving complaints and allowing an employee victim or alleged victim of harassment to assert their rights in confidence and without fear of reprimand.

1.5 Take reasonable steps to correct and stop the harassment situations and to punish such wrong behaviors.

2. EMPLOYER ENGAGEMENT

The employer agrees to:

- 2.1 Provide an environment free from psychological harassment;
- 2.2 Promote respect among individuals;
- 2.3 Safeguard the staff's dignity;
- 2.4 Protect the physical and psychological integrity of the personnel;
- 2.5 Promote a harmonious work environment.

3. SCOPE

This policy applies to all management staff and employees of the ECC. It regulates relations in the workplace or in connection with work in buildings, offices and areas of the company and any other place where they engage in work activities.

4. DEFINITION

Harassment is any vexatious behavior that is manifested by conduct, verbal comments, actions or gestures that are hostile or unwanted; this conduct undermines the psychological or physical dignity or integrity of the person and for this person, it leads to a harmful learning or work environment.

A single serious behavior may also constitute harassment if it undermines the psychological or physical dignity or integrity and produces a lasting harmful effect on the person.

5. PRINCIPLES

5.1 The employer undertakes to take reasonable steps to prevent harassment and to stop it when it is brought to his attention.

5.2 The employer promotes a quick and efficient approach to resolve the problems and have recourse to a procedure for handling complaints, in order to restore a healthy work environment.

5.3 The person who believes she is in a harassment situation may take steps, make a complaint or take action without prejudice or reprimand from the employer.

5.4 All information relating to a complaint and the identity of the people involved are treated confidentially, as much as possible, by all parties, unless such information is necessary to process the complaint, to conduct an investigation or to impose disciplinary or administrative actions.

5.5 The person who believes she is in a harassment situation and the person against whom a complaint is being made are treated with fairness and informed of the progress of the case and any decision on the dispute.

6. COMPLAINTS PROCEDURE

The Director General is the person responsible for this policy in relation to employees of all facilities of the ECC.

At all times, the director general may delegate the monitoring of complaint resolution procedure to a person which she designated.

The complaint procedure does not replace at any time the recourses provided by law. Similarly, despite the exercise of a legal challenge before, during or after the filing of a complaint under this policy, the person responsible may decide to conduct an investigation.

In the event the director general or the designated person is targeted or involved in any way by the complaint, it will be made to the Chairman or President of the board, and will be treated in the manner and procedure below.

Mechanism of the procedure for resolving complaints

6.1 Complaint must be made in writing using the form attached to this policy. It must be signed, include a detailed description of the allegations and shall designate the person or persons identified as responsible for those facts and all witnesses.

6.2 The complaint is forwarded to the Director General or her designee within ten (10) business days after the event or events allegedly occurred. Failure to file the complaint within this period may not lead to its rejection and it shall at all times be treated according to the procedure below.

Despite the absence of a written complaint, the Director General or her designee may at any time decide to undertake the procedure and investigation if the officer has reasonable grounds to believe that a situation of harassment exists.

6.3 The complaint processing takes place as soon as possible in order to intervene quickly to stop the harassment situation and not let it damage the work climate.

6.4 The manager or designated person checks the merits by a proper investigation. He meets with the parties in dispute and the potential witnesses if necessary, to assess the seriousness and extent of the alleged acts.

6.5 If the complaint is admissible, the director general or designated person shall ensure, where necessary, the effective implementation of any temporary preventive measure to protect the victim of harassment.

6.6 If the parties agree, the director general or designated person may at any time convene them to attempt reconciliation and a solution to the situation of alleged harassment.

6.7 The director general or designated person shall ensure respect and the presumption of good faith of the person subject to the complaint and her right to be heard at any stage of the proceedings.

6.8 The director general or designated person shall, as soon as possible after the conclusion of the investigation, notify the parties that the complaint is upheld or rejected.

6.9 The director general or designated person shall, where appropriate, impose the measures (administrative or disciplinary) deemed appropriate, will vary depending on the severity, the recurrence of acts committed and the record of the person who is the subject of the complaint.

7. FINAL PROVISIONS

7.1 The employees have a responsibility to maintain standards of conduct to which the work is done in a harassment free environment.

7.2 The employee must report inappropriate behavior, act with objectivity and, in case of investigation, to collaborate.

7.3 Managers have the right to exercise their authority if they do so in a non abusive manner. This includes the right to set goals, assign tasks, evaluate performance, provide guidance, and enforce company disciplinary regulations. They have the right to implement any measures necessary for the proper functioning of the company.

7.4 The normal exercise of management rights, normal work disputes, work related stress, working conditions and professional constraints do not usually constitute psychological harassment.

7.5 No complaint shall be based on false allegations because of the harm they could cause to those affected. Also, any complaint made maliciously or in bad faith may also be subject to action against its author.

Protocol regarding communication devices:

It is asked of all employees to leave all communication devices (cellular, iphone, blackberry, etc...) with their personal belongings (bag, purse, locker, car, etc...) during working hours.

It is also asked that these devices are not physically found on the staff or elsewhere in the children's pay rooms.

Personnel can at all time receive emergency calls on the ECC's telephone, which will be transferred to him/her. Staff can also use the ECC telephone for personnel calls during his/her breaks. It is always important to let us know of any long distance call that will be made.