

Document Control

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INSERTS

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WELCOME TO STATISTICAL SURVEY OPERATIONS

Overview

Welcome to Statistical Survey Operations (SSO). As an interviewer you are critical to the success of SSO. Without your efforts in conducting interviews and collecting survey information, Statistics Canada would have no data to analyze or disseminate.

Without the work of the interviewer, Statistics Canada would not be able to meet its mandate as outlined in the Statistics Act which requires the Agency to, “Collect, compile, analyze, abstract and publish information on the economic, social and general conditions of the country and its citizens.”

This manual is designed to give you an overview of your rights and responsibilities as outlined in the *Collective Agreement* or the *Arbitral Award of March 30, 2015* **OR** *Terms and Conditions of Employment for Unrepresented Employees*. It covers such topics as:

- Job/Statistical Survey Operation and You
- Your Contract of Employment
- Health and Safety
- Your Career at Statistical Survey Operations
- Employee Support

We hope you find it interesting and useful and that you will want to refer to it often as it contains information important to you. This manual is updated on a quarterly basis to reflect changes in procedures, terminology and legislation.

Before starting your employment with SSO, you were required to take the *Oath or Affirmation of Office and Secrecy*:

I,, do solemnly swear (or affirm) that I will faithfully and honestly fulfill my duties as an employee of STC in conformity with the requirements of the Statistics Act, and of all rules and instructions there under and that I will not without due authority in that behalf disclose or make known any matter or thing that comes to my knowledge by reason of my employment.

Statistics Canada has long been recognized as one of the world's leading statistical agencies. The information on people, businesses and institutions in Canada that we collect, analyze and disseminate is used every day in making decisions that affect Canadians' lives.

A large part of the success of the Agency is the trust that we have with both our household and business respondents. They know that the information they provide to us will remain confidential. The maintenance of this trust in our ability to protect respondents' confidentiality is clearly reflected in the day-to-day activities at Statistics Canada.

The protection of confidentiality is an essential principle that establishes and sustains the Agency's credibility. Confidential information cannot be accessed by anyone outside of the Agency. Within the Agency, confidential information is accessed on a strict need-to-know basis.

The bottom line is this: respondent information is shared with no one outside of Statistics Canada.

Welcome to Statistical Survey Operations, continued

A Brief History

The Collection and Regional Services Branch (CRSB) is responsible for Statistical Survey Operations (SSO) which employs approximately 2,000 interviewers and senior interviewers to carry out data collection operations throughout Canada.

Established in 1987, Statistical Survey Operations is identified as a Separate Employer in Part XI, Schedule V of the *Financial Administration Act*, pursuant to which the Minister responsible for Statistics Canada has the authority to exercise and perform the powers and functions of the Treasury Board in relation to the personnel management of Statistical Survey Operations.

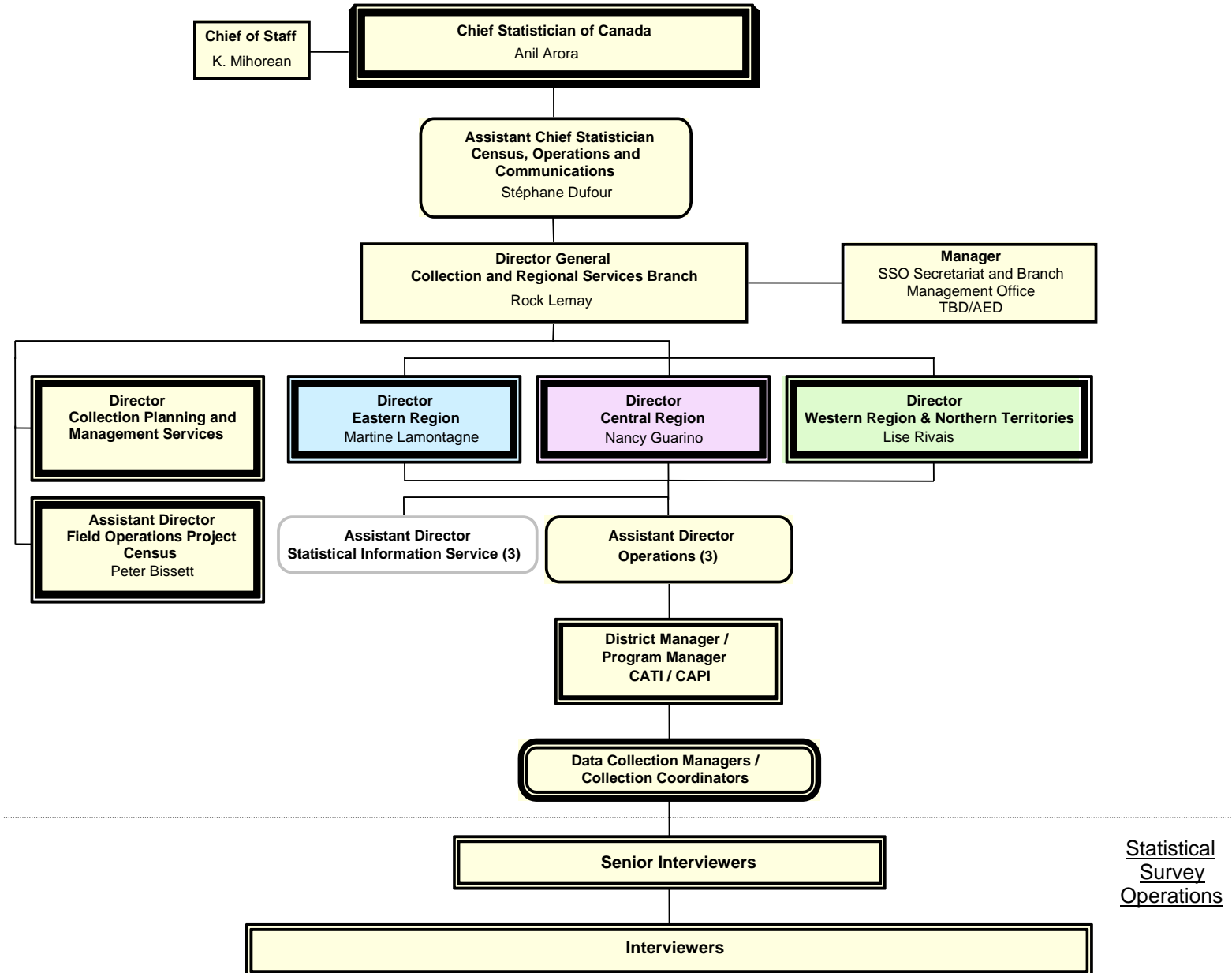
The Organization

SSO is an organization comprised of interviewers and senior interviewers who work either in the field or in one of the regional offices across the country. Its mandate is to collect information from Statistics Canada survey respondents regarding their business or household. The office and field employees are managed under Statistics Canada's Regional office management structure.

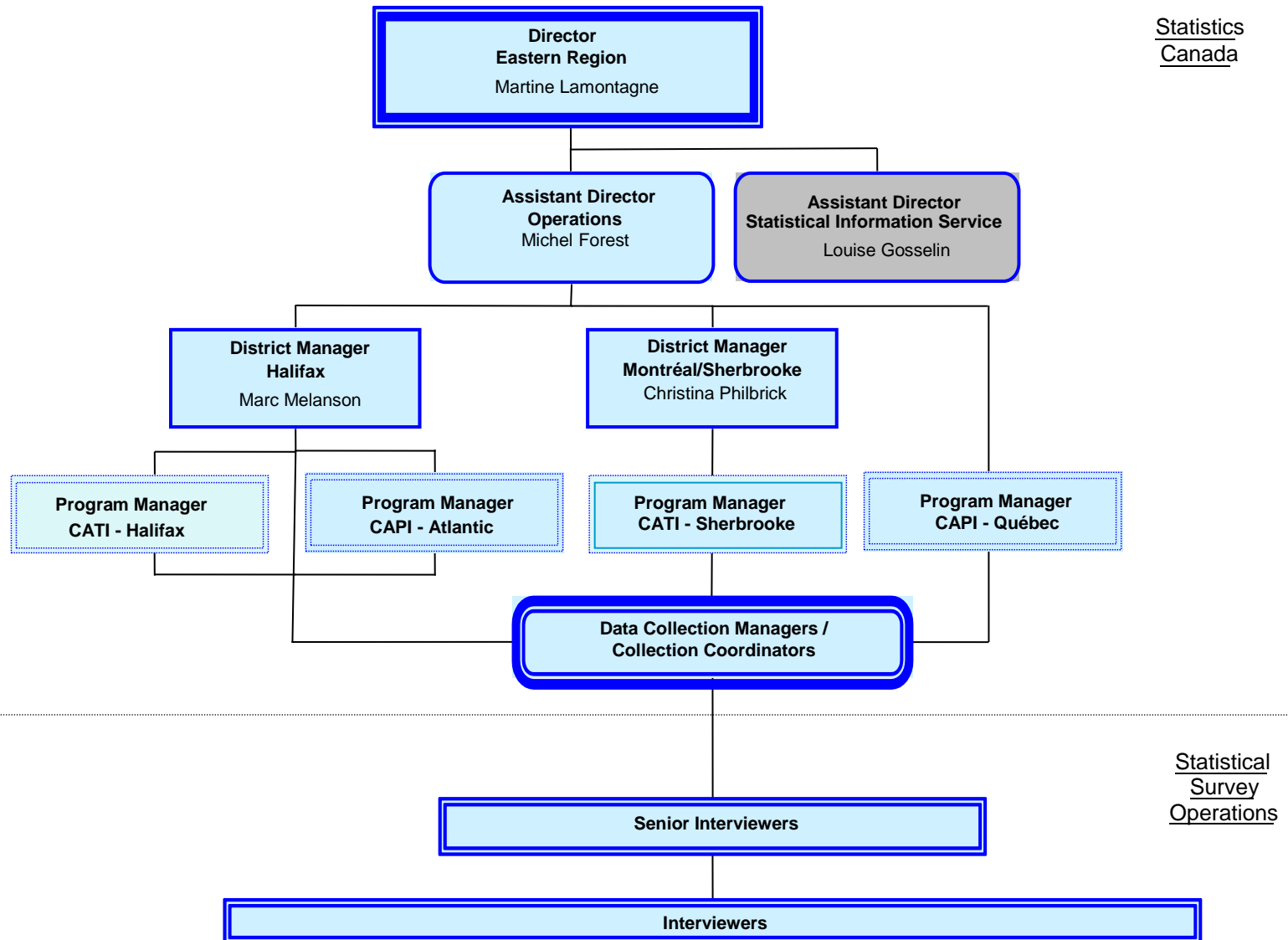
The number of SSO employees depends on the survey workload of the Collection and Regional Services Branch in order to meet the Branch's mandatory but highly variable commitments. SSO employees are temporary workers as per the *Statistics Act*. SSO interviewers are remunerated on an hourly rate, work on a part-time basis and their assignments are workload driven.

There is only one classification group (interviewers) with two levels – interviewers and senior interviewers. Interviewers conduct the actual interviews either by telephone or by personal interviewing. Senior interviewers recruit, train and supervise the work of the interviewer.

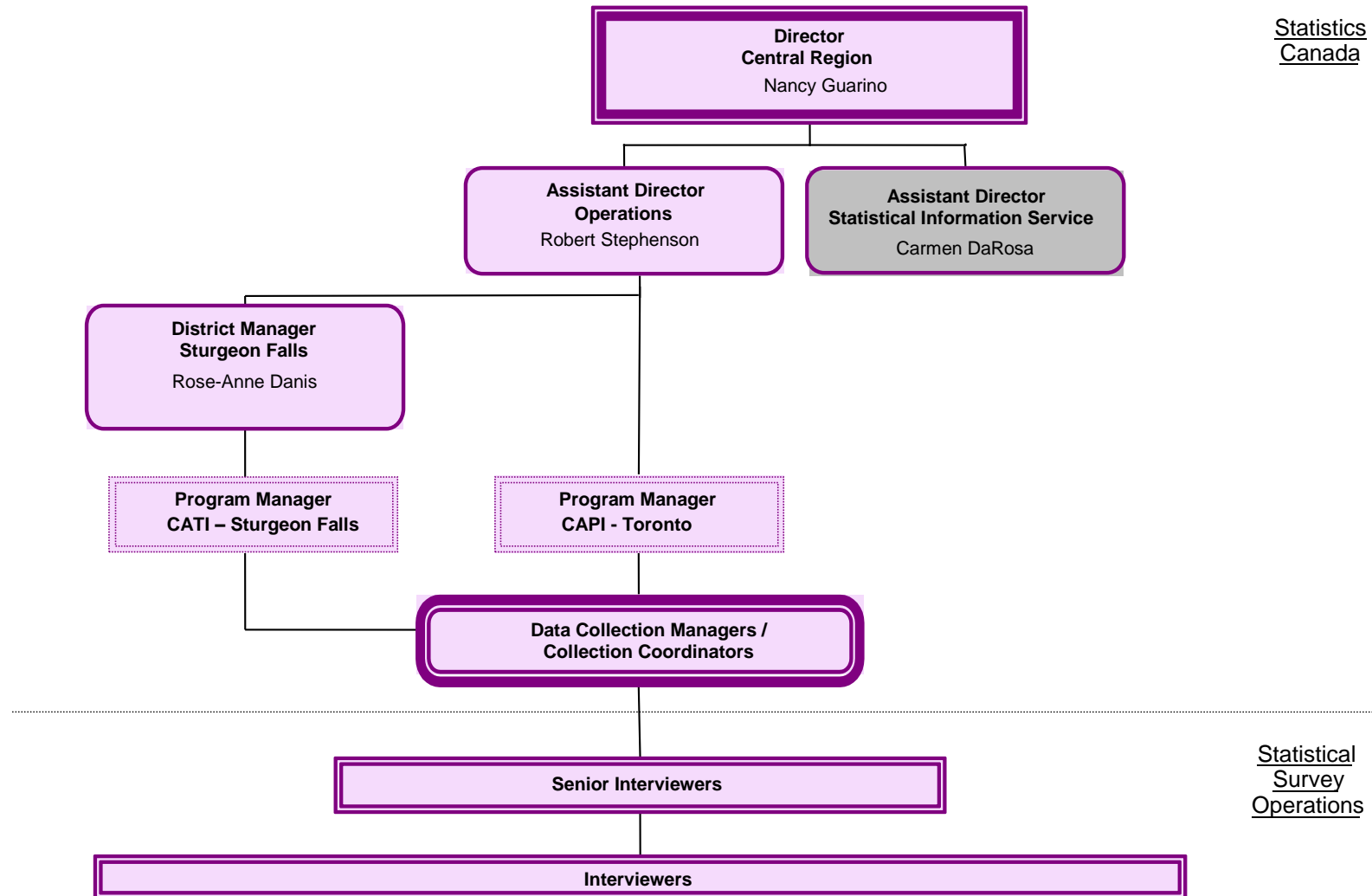
STATISTICS CANADA



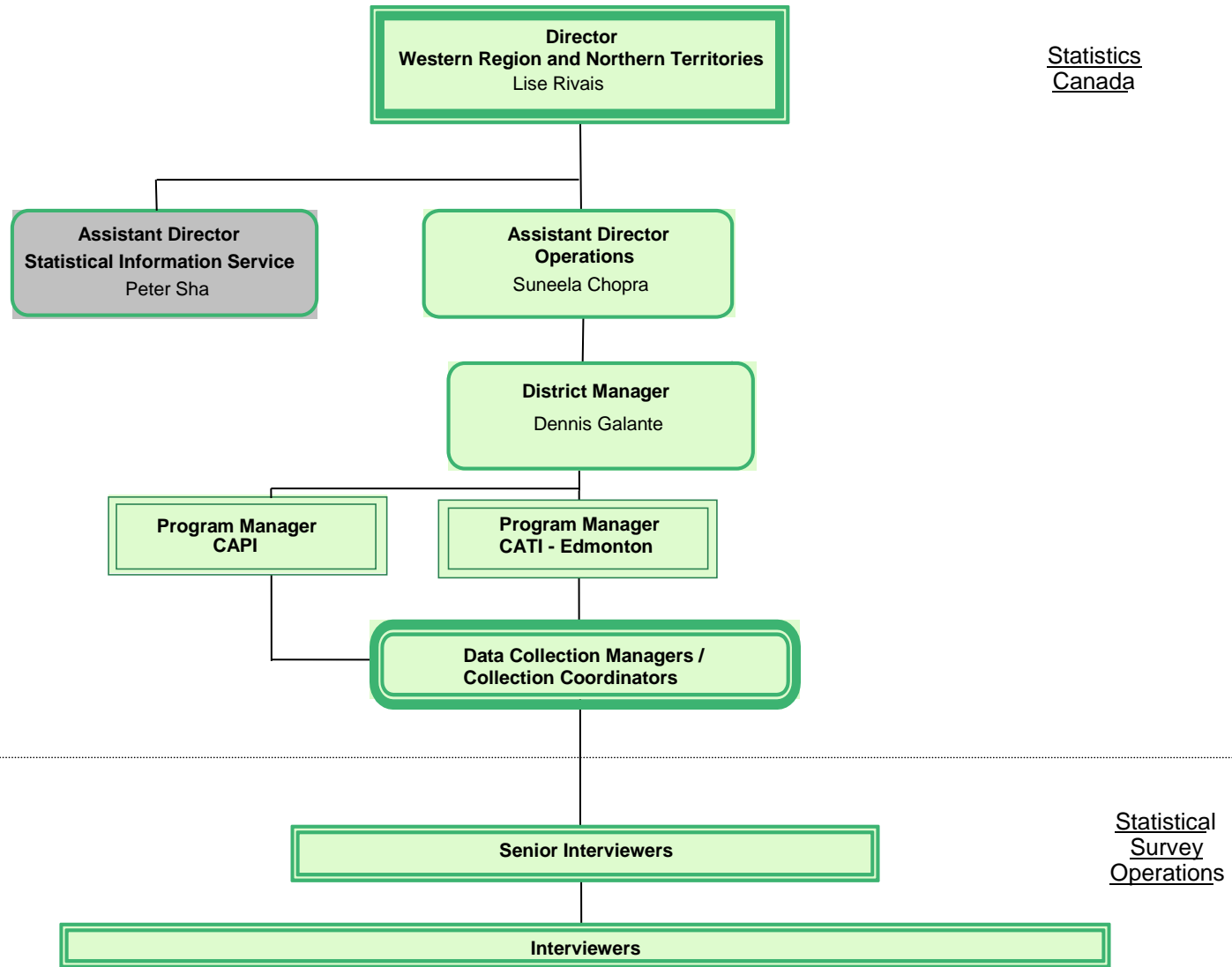
REGIONAL OPERATIONS – EASTERN REGION



REGIONAL OPERATIONS – CENTRAL REGION



REGIONAL OPERATIONS – WESTERN REGION & NORTHERN TERRITORIES



Job Description

Level 1 – Interviewer

Summary

Under the general supervision of the Senior Interviewer, conducts data gathering activities utilizing various methodologies/technologies to obtain statistical information as required by the *Statistics Act*; organizes and completes own work assignments as per instructions; prepares reports and completes administrative forms covering own activity; performs quality control procedures on own work to facilitate data capture and to ensure the timely receipt of materials in Regional Offices; utilizes a variety of equipment and materials associated with the gathering of survey information; develops and maintains productive and harmonious relations with respondents (households, individuals, businesses, institutions, agriculture operators) of assigned surveys; and performs other duties prescribed by the employer.

Duties

Conducts data gathering activities from an office, own home or respondent's home or place of business, utilizing various methodologies/technologies such as physical observation, telephone interviewing, personal visit interviewing, transcription, computer terminal, mail or any combination thereof, ensuring that data collection materials, including laptop computers and paper documents are kept physically secure at all times and that confidentiality is maintained, by:

Physical observation:

- listing the nature, quantity and location of observed phenomena.

Telephone:

- gathering institutional, economic/social surveys information;
 - conducting proxy and non-proxy interviews using random digit dialing;
 - scheduling personal or telephone interviews;
 - conducting interviews, proxy and non-proxy, at pre-selected households;
 - clarifying information on submitted reports, etc.;
 - following up on refusals and non-respondents;
 - tracing potential respondents;
 - screening potential interviewees.
-

Level 1 – Interviewer, continued

Duties, continued**Personal Visits:**

- liaising with and making personal visits at business establishments, households, or work assignment areas to obtain and/or record information (proxy and non-proxy);
- becoming familiar with own work areas such as referring to maps, etc.;
- listing and/or counting, dwellings in sample area;
- recording observed phenomena manually, mechanically or electronically.

Transcription:

- obtaining source documents and transcribing information on to Statistics Canada forms/schedules either at source location, office or interviewer's home;
- photocopies own work.

Computer Terminal or similar device:

- using computer keyboard or similar device rather than a form or schedule, enter the information into the device.

Organizes and completes own work assignments as per instructions, by:

- reviewing material to ensure sufficient material is available to conduct interview;
- arranging field assignments in the most efficient/economic manner;
- reviewing procedures/ instructions pertinent to the survey being conducted;
- collating various survey forms as required.

Prepares and completes reports covering own work activities, such as:

- automated F-85 - an accurate record of interviewer time and kilometerage and other expenses - pay input document;
 - Assignment Control List - used to depict and summarize the interviewer status of all work units in assignments;
 - Inventory Report - outlining the quantities of supplies on hand after each survey;
 - miscellaneous forms and reports - transmittal forms, production reports, telephone toll registers, etc.;
 - collecting and updating information on potential respondents (households, individuals, businesses, institutions, agriculture operators).
-

Level 1 – Interviewer, continued

Duties, continued **Performs initial quality control procedures on their own work and ensures timely receipt of materials in the Regional Office, by:**

- verifying their own work for completeness and accuracy to ensure that information is properly entered, that answers are consistent and that there are no omissions;
- coding their own work in which written entries have to be converted to alpha-numeric, etc. or documents have to be prepared for reading by machine;
- gathering documentation in batch to facilitate subsequent processing or introduction of contained data;
- controlling their own work to ensure it is completed and transmitted to the Regional Office in a timely/orderly fashion, as required.

Utilizes a variety of equipment and materials associated with the gathering of survey information, such as:

- calculator;
- desktop computer, laptop or hand held device with or without visual display unit (VDU);
- telephone;
- topographical maps, plans, aerial photographs, etc.;
- motor vehicle (personal);
- research and reference material/manuals;
- measuring equipment such as counters, measuring tapes, thermometers, gauges, etc.;
- photocopier or other duplicating device;
- other equipment which may be necessary to the satisfactory completion of a data gathering interview.

Develops and maintains productive and harmonious relations with respondents of assigned surveys, by:

- informing the respondents of the Bureau's policies and program activities;
 - explaining purpose of surveys;
 - outlining utility of statistical information;
 - tactfully soliciting respondent co-operation;
 - providing intelligence to senior interviewers on respondent's disposition to interview.
-

Level 1 – Interviewer, continued

Duties, continued **Performs other duties prescribed by the employer, such as:**

Transmission:

- prepare and transmit assignment control lists or other types of survey
- control mechanisms, either electronically or manually, from the office or the interviewer's home;
- review mail returns for completion.

Note:

The percentage of time devoted to each function varies with each survey and its methodology.

Job Description

Level 2 – Senior Interviewer

Summary

Under the general supervision of the Project Supervisor, recruits, selects (or recommends for selection), trains, provides work direction to interviewers and evaluates the work and performance of interviewers; conducts data gathering activities as required using various methodologies/technologies to gather statistical information; performs a variety of functions relative to field sampling operations; develops and maintains productive and harmonious relations with respondents (households, individuals, businesses, institutions, agriculture operators); performs other related duties as prescribed by the employer.

Duties

Recruits, selects (or recommends for selection), trains, provides work direction to and evaluates the work and performance of interviewers under his/her jurisdiction.

Recruits and selects, by:

- developing and maintaining possible sources of candidates;
- interviewing potential candidates, administering screening test and assessing their suitability for data gathering work;
- administering "*Oath or Affirmation of Office and Secrecy*" and completing relevant hiring documentation.

Trains, by:

- administering training packages and home study exercises;
 - providing on-the-job training in demonstrating interviewing skills and techniques, sample maintenance and operating procedures;
 - conducting technical workshops and staff meetings and other formal classroom training sessions as prescribed;
 - giving individual coaching where weaknesses have been determined as a result of normal supervision and monitoring.
-

Level 2 – Senior Interviewer, continued

Duties, continued**Provides work direction, by:**

- reviewing work schedules, routes, etc., to ensure that data gathering activities are conducted effectively, efficiently and economically;
- analyzing cost and response reports in order to determine deviations from norm and providing direction for corrective action;
- reviewing work for quality and quantity, ensuring effectiveness and the adherence to specified deadlines;
- discussing and resolving, with the interviewer, work problems which they may have with regard to field survey methodology, interviewing techniques or sampling operations, etc.

Evaluates work and performance, by:

- conducting scheduled field observation of interviewers to ensure that procedures are adhered to and that quality of work is maintained;
- conducting scheduled dependent or independent re-interviews as part of a formal program to ensure the quality of work is maintained and to determine interviewer performance and training needs;
- analyzing quality reports and discussing discrepancies with interviewers;
- completing non-interview reports outlining the efforts made to gather the information and the reasons for non-interview;
- carrying out other quality control programs as necessary in order to adequately assess interviewer performance;
- assessing each interviewer's overall performance and preparing a formal evaluation recommending pay increments as appropriate;
- assessing conduct of interviewers and recommending corrective/disciplinary action as appropriate;
- keeping and maintaining administrative records in order to monitor interviewers performance as required.

Conducts data gathering activities as required utilizing various methodologies/technologies to gather statistical information, by:

- fulfilling all of the duties of an interviewer as described in that statement of duties.
-

Level 2 – Senior Interviewer, continued

Duties, continued **Performs a variety of functions relative to field sampling operations, by:**

- locating and verifying the boundaries of designated sample areas;
- updating PSU, group and cluster maps;
- completing field counts and listings of dwellings;
- applying random sampling ratios;
- when necessary, creating hand drawn maps of designated sample areas.

Develops and maintains productive and harmonious relations with respondents of assigned surveys, by:

- following up (telephone/personal visit) on reluctant respondents;
- explaining the purpose of the survey;
- providing intelligence to Project Supervisors on respondent's disposition to interview;
- outlining the utility of statistical information;
- identifying and bringing to the attention of the Project Supervisor, any matter pertaining to public relations, which may warrant the attention of the Regional Director.

Performs other duties, such as:

- carrying out special assignments-such as conducting evaluation studies on methodology, interviewing techniques, questionnaire interpretation, sampling and respondent error, etc;
- reviewing interviewer pay claims and leave requests for Project Supervisor approval;
- utilizing a variety of equipment and materials associated with the collection of survey information, such as:
 - calculator;
 - desktop computer, laptop and/or hand held device with or without visual display unit (VDU);
 - telephone;
 - topographical maps, plans, aerial photographs, etc.;
 - motor vehicle (personal);
 - research and reference material/manuals;
 - measuring equipment such as counters, measuring tapes, thermometers, gauges, etc.;
 - photocopier or other duplicating device;
 - other equipment which may be necessary to the satisfactory completion of a data gathering interview.

Note:

The percentage of time devoted to each function varies with each survey and its methodology.

STATISTICAL SURVEY OPERATIONS

CODE OF CONDUCT AND ETHICS

December 7, 2016

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**Message from the Director General,
Collection and Regional Services**

As a Statistical Survey Operations Interviewer or Senior Interviewer, you play a key role in the quality of the statistical information that is disseminated for the use and benefit of all Canadians. Data collection is the front line of all survey activity. You are the face and the voice of Statistical Survey Operations to our respondents through your frequent and direct contact with Canadians at their place of business and in their homes.

This Statistical Survey Operations Code of Conduct and Ethics aligns with the values and expectations as set out in the Values and Ethics Code for the Public Sector. It has been designed to help you understand the conduct that is expected of you as an official representative of this Agency. Both of these codes as well as the Collective Agreements between Statistical Survey Operations and the Public Service Alliance of Canada form the terms and conditions of your employment.

It is extremely important that you take the time to thoroughly review the content and obligations in this Code, not only when you are first hired by SSO, but periodically during your employment as an Interviewer or a Senior Interviewer.

Rock Lemay

Director General - Collection and Regional Services Branch
Statistics Canada

Chapter 1: Our values

Statistical Survey Operations has identified four core values. These values are a compass to guide you in determining the correct course of action in any given situation. We recognize that the manner in which we reach our objectives is as important as the results we achieve. Similarly, employees can expect to be treated in accordance with these values by Statistical Survey Operations.

Respect for People

The treatment of everyone with respect, dignity and fairness is the cornerstone by which safe and healthy working relationships are created and maintained. This includes those relationships between Interviewers, Senior Interviewers, Supervisors, Managers and Respondents.

Throughout our daily activities, we must value diversity and engage in open and honest communication, in the official language of choice to build trust and encourage collaboration among co-workers and respondents alike.

Statistical Survey Operations is committed to the prevention and timely resolution of issues that could contribute to unhealthy situations such as, harassment, discrimination, violence, wrongdoing and breaches of the Values and Ethics Code for the Public Sector and this Code of Conduct and Ethics. This includes inappropriate behavior outside the workplace that is sponsored by the employer (e.g., training, social event, etc.) as well as non-work-related activities (e.g., social media, etc.) that may have a negative impact on employees, managers and/or the reputation of the Employer.

Accountability

The acceptance of responsibility for your actions and decisions is critical to meeting your work objectives and the mandate of our Agency. Upon acceptance of a position with Statistical Survey Operations, you are required to sign the Oath or Affirmation of Office and Secrecy under the *Statistics Act* to attest that you will protect the confidentiality of the information collected in order to uphold the trust in Statistical Survey Operations. This oath lasts a lifetime, so even after leaving the employment of Statistical Survey Operations, you must still adhere to the oath and protect the confidentiality of any statistical information to which you had access. You are liable to the penalties outlined in the *Statistics Act* (fines and/or imprisonment) or other sanctions leading up to and including termination of employment if you break the oath.

Integrity

Fundamental to the establishment and maintenance of trust and confidence with respondents is the demonstration of honesty, integrity and ethical conduct by Statistical Survey Operations employees. You are required to take all possible steps to prevent and resolve any real, apparent or potential conflicts of interest between your work and your private affairs in favor of the public interest.

You should never use your work to inappropriately obtain an advantage for yourself or to advantage or disadvantage others. You are encouraged to disclose your personal information if there is a risk that there could be a potential, apparent or real conflict of interest.

Excellence

The performance of your duties to the highest standards of excellence will ensure the quality of the data produced and build trust with the respondents. Together with Statistics Canada, Statistical Survey Operations is committed to finding new ways to obtain, produce and disseminate relevant and accurate information that meets Canadians' needs.

Statistical Survey Operations strives to foster a highly engaged, healthy and effective workforce that is cultivated through integrity and respect, communication and recognition, resulting in improved productivity, superior performance and excellent service to Canadians.

Chapter 2: Our Expected behaviors

The expected behaviors outlined here (in alphabetical order) are not intended to respond to every possible ethical issue that may arise in the course of an employee's daily work. When issues arise, you are encouraged to discuss the matter with your immediate supervisor or manager so as to address them in a fair and respectful manner.

All employees are expected to address and try to resolve such issues in a timely manner. Statistical Survey Operations encourages the use of informal resolution while respecting employees' rights to formal recourse mechanisms.

If you have information that could be considered a serious breach of this Code, you should bring the matter to the attention of your immediate supervisor, manager, Regional Director, Senior Officer for Disclosure of Wrongdoing (Director General, Collections and Regional Services Branch) a senior officer or the Public Sector Integrity Commissioner in accordance with sections 12 and 13 of the *Public Servants Disclosure Protection Act (PSDPA)*,

Members of the public who have reason to believe that a Statistical Survey Operations employee has not treated them with respect, dignity and fairness, can bring the matter to the Regional Director or Senior Official for Disclosure of Wrongdoing.

1 - Appearance

Employees are expected to wear appropriate clothing and shoes for a professional business workplace and should be neat, clean and well groomed. You may be asked to return home to change or wash if your attire or hygiene is considered unsuitable to a professional and healthy workplace. This includes the use of scented products as well as clothing that contains inappropriate messages, are transparent or revealing, or which are unclean. Employees who conduct personal interviews in respondents' homes or at business sites are expected to wear attire appropriate to their duties and the weather conditions at the time. Your clothing should be in keeping with the business attire of the community in which you are working.

2 - Attendance

Employees are expected to be reliable and report to work, perform their duties and take their breaks and lunch in accordance with their work schedule and Collective Agreement. If circumstances prevent you from meeting these requirements, you must notify your supervisor directly, as per the guideline on attendance.

Employees who conduct personal interviews are expected to schedule their work based on respondent availability, their assignment of work, expected targets and direction from their supervisor, as appropriate. You are expected to arrive on time for your appointments with respondents and inform your supervisor as soon as possible if you are unable to perform your duties.

3 - Care and Use of Government Property

All equipment and materials provided to you during your employment with Statistical Survey Operations remain the property of Statistics Canada. They are to be used only in the conduct of your official duties.

Employees who conduct personal interviews must have a secure storage area in which to secure confidential information obtained under the *Statistics Act*. Similarly, all equipment and materials must be secured in the car trunk while traveling between appointments and on Statistics Canada business. The movement of Statistics Canada equipment and material is to be done according to specific instructions provided during your Interviewer Basic Skills training. Any equipment or material that is lost or stolen is to be reported to your supervisor immediately.

Employees who work in Statistics Canada offices must ensure the proper use of equipment and proper storage of documents according to the specific procedures of that site. You are expected to keep your work stations clean and refrain from posting material or information that could be considered offensive, demeaning, and discriminatory and may have a negative impact on other employees, managers and the Employer. The use of electronic devices, such as: non-government issued cell phones, iPads, etc., in the CATI offices are prohibited.

When you leave your position with Statistical Survey Operations, you must return all equipment and materials issued to you. As part of the departure process, you are required to complete and sign a departure form acknowledging that all property of Statistics Canada has been returned.

4 - Confidentiality, Falsification of Data and Fraud

The *Statistics Act* gives Statistics Canada the authority to collect data. It also guarantees respondents that the confidentiality of their information will be protected at all times. This commitment is critical to the continued participation of Canadians in Statistics Canada surveys. The Act stipulates that all employees are required to swear the Oath or Affirmation of Office.

Any employee who:

- willfully makes a false declaration on survey documents;
- obtains or tries to obtain unauthorized information;
- fails to keep secret the information gathered;
- willfully discloses or divulges directly or indirectly information that might exert an influence on or affect the market value of any stocks, bonds, or other security or any product or article; or
- uses any information described above for the purpose of speculating in any stocks, bonds, or other security or any product or article;

is liable, on summary conviction to a fine and/or imprisonment not exceeding six months.

Breaches of confidentiality under the following Acts are also a very serious offense:

- *Statistics Act* - falsify survey information
- *Financial Administration Act* and *Criminal Code of Canada* - report incorrect information on personal claims, such as travel costs and hours of work, for purposes of economic gain.
- *Privacy Act* – knowingly disclose personal information

These acts of misconducts will not be tolerated and may result in termination of employment and possibly criminal charges.

5 - Conflict of Interest

A conflict of interest arises whenever employees allow their personal interests, relationships, assets, outside activities or employment to impair their ability to work with integrity and honesty.

Employees are expected to take all possible steps to recognize, prevent, report, and resolve any real, apparent or potential conflicts of interest.

You must always act in a way that is not damaging or potentially damaging, to the programs and image of Statistical Survey Operations. When in doubt, speak to your supervisor or manager for information and assistance. Additional information can be found in the Directive on Conflict of Interest.

Examples of potential conflict of interest include:

- a) **Assets** – having access to confidential information in a business sector in which you have a vested interest (stocks);
- b) **Outside employment/activities** – engaging in other employment that could be seen by respondents as interfering with your ability to protect their confidential information (selling products)
- c) **Political Activities** – becoming a candidate in an election without receiving approval
- d) **Gifts, Hospitalities and other benefits** – accepting gifts that could place you under obligation to the donor
- e) **Solicitation** – soliciting donations, prizes or contributions in kind from external organizations or individuals.
- f) **Avoidance of preferential treatment** – participating in a recruitment process where you have a personal relationship with a candidate that could result in a bias or perceived bias.

6 - Consumption of alcohol and intoxicants

The consumption of alcohol and/or other intoxicants, including prescription medication such that it results in an employee reporting for work “under the influence” will not be tolerated. “Under the influence” means that a **reasonable person** would consider your effectiveness impaired. This type of misconduct would be considered a serious breach of this Code.

7 - Disclosure of wrongdoing

Employees who have reasonable grounds to believe that another employee, regardless of their position, has done something unethical, immoral or illegal in the conduct of their duties is expected, without fear of reprisal, to disclose this information to the Senior Officer (Director General, Collections and Regional Services Branch). Any employee who believes that they have been asked to act in a way that is inconsistent with this Code can report the matter, without fear of reprisal, to the Senior Officer in accordance with the *Public Servants Disclosure Protection Act. (PSDPA)*.

8 - Employee Identification

Employees are expected to display their identification cards at all times while in any Statistics Canada office. The identification cards must be visible at all times.

Employees who conduct personal interviews are expected to have their identification cards accessible at all times. Interviewers should use their discretion as to when to display them. The cards should not be used for any purpose other than that for which they were issued.

9 - Health and Safety

Under Part II of the *Canada Labour Code*, managers, supervisors, and employees all share the responsibility for occupational safety and health in the workplace.

You have the right to a safe workplace – but you also have a duty to keep it safe. This is done by reporting workplace issues to your senior interviewer or data collection manager, district manager or program manager. While there are monthly safety inspections of the office workplace, interviewers are expected to report issues as you become aware of them.

Employees who conduct personal interviews in urban, rural and remote areas of the country in all seasons and weather conditions are required to exercise common sense, carefully consider the risks and exercise due diligence. You must become familiar with your assignment area, follow recommended personal safety procedures and secure the collection equipment and materials as directed.

Employees are required to report immediately to their supervisor or manager, any injury or accident occurring in the workplace, as well as any safety incidents and unsafe or dangerous conditions that may affect their health and safety while performing your duties.

It is essential that you follow safe work practices and procedures to protect yourself, your fellow workers, and the public.

10 - Public Comment

Employees are expected to refrain from speaking to the media, an individual or group or to make comments about Statistics Canada's affairs.

11 - Respectful and Professional Conduct

Employees are expected to behave in a professional and respectful manner at all times in all working relationships, with peers, supervisors, managers, and respondents. The use of loud or offensive language or other inappropriate or offensive behavior will not be tolerated. If you are not able to resolve an issue directly with an individual, you should bring it to the attention of your supervisor as soon as possible in order to correct the situation. If a respondent has treated you in an offensive or threatening manner, inform them that you will not tolerate inappropriate behavior; end the interview in a professional manner and advise your supervisor.

12 - Security Screening

Employees are expected to demonstrate a high standard of professional conduct on duty and off. All individuals must undergo a reliability check and be granted Reliability Status before being allowed access to protected government information and assets. When completing security screening documentation, you must report any criminal convictions for which you have not been granted a pardon. Once you have been granted your security designation, you are required to promptly report any new criminal convictions to your manager. Depending on the nature and severity of the offence, the Agency has the right to conduct a review to determine whether or not your security designation should be revoked.

13 - Smoking

Smoking, the use of tobacco products and the use of e-cigarettes in the workplace buildings, or respondents' business sites or residences is prohibited. Employees who conduct personal interviews and who choose to smoke are reminded that their clothing will carry the odor of cigarettes and may influence respondents' decisions to accept them into their homes.

14 - Social Media

Employees are personally responsible for the content they publish online through any social media (Facebook, Twitter, Snapchat, etc.) This applies even if the comments are made outside working hours, particularly if you identify yourself as an employee of Statistical Survey Operations or Statistics Canada. You are expected to use sound judgment to ensure that postings do not compromise the professional, respectful and non-partisan performance of your official duties. Comments made that slander the department, the government and/or its officials may be considered a breach of loyalty. If you are unsure of your obligations, you should consult with your supervisor.

15 - Working with Respondents

Statistics Canada's success is dependent upon its ability to provide relevant information in understandable terms, to conduct surveys with care and sensitivity, to minimize respondent burden and to defend the relationship of trust through the protective framework of privacy and confidentiality. You are responsible to protect and advance that relationship at every opportunity.

Respondents are entitled to:

- be treated with respect and courtesy;
- know to whom they are speaking;
- know the purpose of the survey and its questions;
- know how their information will be used;
- have their questions answered honestly;
- have their information treated in a confidential and secure manner;
- have their privacy respected; and,
- communicate in the official language of their choice.

Chapter 3: Our Roles and Responsibilities

1 - Employees are responsible to:

- acknowledge that they have read, and understand their obligation to adhere to this Code and the Values and Ethics Code for the Public Sector in their letter of offer and their Annual Performance Evaluation;
- complete a confidential report and submit it to the Conflict of Interest Officer for all situations that might give rise to a real, apparent or potential conflict of interest in relation to their duties (e.g., outside employment, political activities, assets/liabilities, gifts/hospitalities, preferential treatment, etc.). Such a report is to be made within 60 days of their initial appointment or any subsequent appointment or when their situation changes;
- demonstrate, in their actions and behaviors, the standard of conduct and ethics outlined herein;
- contribute to respectful, healthy and inclusive working relationships;
- engage in open and honest communication;
- raise issues effectively and in a timely manner; and

2 - Managers and Supervisors (i.e. Senior Interviewers) have a particular responsibility to:

- exemplify, in their actions and behaviors, the standard of conduct and ethics outlined herein;
- contribute to respectful, healthy and inclusive working relationships;
- encourage open and honest communication;
- address issues effectively and in a timely manner; and

3 - The Director General, Collections and Regional Services is the:

- **Conflict of Interest Officer** delegated to prevent and resolve real, potential or apparent conflict of interest situations.
- **Delegated Manager for Harassment Prevention and Resolution** responsible to receive and resolve formal harassment complaints.
- **Departmental Political Activities* Representative** responsible for preventing and resolving issues related to political activities. *The Assistant Chief Statistician is responsible for approving a request for candidacy in federal, provincial and municipal elections.
- **Senior Officer for Disclosure of Wrongdoing** responsible for receiving and reviewing disclosures of wrongdoing and to take appropriate action in cases where the allegations are founded.

Chapter 4 – Consequences

A Statistical Survey Operations employee who does not comply with the requirements of this Code may be subject to administrative and/or disciplinary measures, up to and including termination of employment. Acts of misconduct related to violence may be considered assault under the Criminal Code and will be dealt with accordingly.

A supervisor or manager of a Statistical Survey Operations employee who does not address breaches of the Values and Ethics Code for the Public Sector or the Statistical Survey Operations Code of Conduct and Ethics may be subject to disciplinary action, up to and including termination of employment.

PROTOCOL FOR INVESTIGATING ALLEGATIONS OF FALSIFICATION OF DATA STATISTICAL SURVEY OPERATIONS (SSO)

Objective

This protocol is intended for the sole purpose of conducting an administrative investigation into allegations of falsification of survey data under Section 30 of the Statistics Act. This investigation protocol was developed to set the foundation for ensuring procedural fairness, transparency and timely resolution. It sets out the roles and responsibilities of the people directly involved in the investigation process and ensure that all parties involved are informed of their rights and obligations.

Background

The *Statistics Act* requires employees of Statistical Survey Operations (SSO) to swear or affirm the Statistics Act Oath or Affirmation Secrecy at the outset of their employment. According to the Act, “any person who, after taking the oath set out in subsection 6(1) of the Statistics Act,

- (a) deserts from his duty, or willfully makes any false declaration, statement or return in the performance of his duties,
- (b) in the pretended performance of his duties, obtains or seeks to obtain information that the person is not duly authorized to obtain, or
- (c) contravenes subsection 17(1)

Is guilty of an offence and liable on summary conviction to a fine not exceeding one thousand dollars or to imprisonment for a term not exceeding six months or to both”.

If allegations of a falsification of data are investigated and founded, employees will be subject to corrective measures that may include discipline, up to and including termination of employment and/or prosecution under the *Statistics Act*.

The administrative investigation process is no exception to this rule. Management recognizes that employees have a right to defend themselves and in order to do so, they require the allegations with sufficient details so that they can prepare and respond sufficiently to the allegations. Given the seriousness of allegations of falsification, and the need to maintain confidentiality of the respondent information, it is crucial that extra caution be exercised to ensure that only people who have sworn or affirmed the Statistics Act Oath or Affirmation of Secrecy participate in the investigation process and fact-finding/disciplinary hearing meetings.

The Regional Director or their delegate will conduct the preliminary fact-finding exercise of the alleged misconduct to determine whether or not the employee should be placed on administrative leave with pay pending the outcome of the administrative investigation.

Investigation Protocol for Allegations of Falsification of Data, continued

Background,
cont'd

If an administrative investigation is warranted, the Regional Assistant Directors will consult with the others regions in order to determine who can be assigned the role of the investigator, provide them with the details and oversee the entire process. Normally, the Investigator will be a Regional Program Manager level or higher, and will be employed in another region, separate from the region where the falsification is suspected. The Regional Human Resources Team Lead may assist in this process, at the request of the Regional Director.

Roles & Responsibilities

The Investigator will:

- gather the facts and information related to the case;
- hold a fact-finding interview with the employee and any other person who may be a witness or who can provide information related to the allegations;
- prepare a factual report that will be provided to management and the employee;
- maintain confidentiality;
- use all administrative and operational information available to the Department as well as information available in the public domain to confirm the facts and/or information related to the case(s);
- contact the respondents as required in the case and conduct validations and/or re-interviews;
- maintain confidentiality.

See Annex A for more details.

The Regional Assistant Director will:

- consult with the other Regional Assistant Directors' to select an objective third-party Investigator from another region who is a Statistics Canada employee at the Regional Program Manager level or higher to conduct the investigation;
 - cooperate and participate in the investigation process when required;
 - consult with Regional Human Resources Team Lead;
 - ensure the integrity of the process by following procedural fairness and natural justice;
 - maintain confidentiality.
-

Roles and Responsibilities, continued

The Regional Director will:

- review the Investigation report and seek clarification or additional information if needed;
 - meet with the Regional Human Resources Team Lead to review the information to determine whether there is sufficient information to determine misconduct;
 - participate in a disciplinary hearing with employee, if information in investigation report may confirm allegations;
 - meet with the employee, Local Union Representative (or another STC or SSO employee), and Regional Human Resources (highly recommended this meeting take place face-to-face if possible);
 - establish the confidentiality issues, such as:
 - information discussed cannot be retained by the employee or union representative, all information in their possession must be returned to the investigator;
 - when discussing the cases they will be identified by a random (unique) number for future reference and discussion;
 - clarify purpose of the meeting and possible consequences;
 - obtain the employee's response to allegation of falsification (clarify points unclear where possible);
 - determine whether misconduct is founded;
 - determine whether there were other mitigating factors that may have contributed or aggravated this situation;
 - determine appropriate corrective measures, such as discipline, up to and including termination;
 - participate in a disciplinary meeting and allow employee to invite a Union Representative to that meeting;
 - impose corrective measures;
 - if allegation is not founded, determine whether or not other corrective measures are required, such as additional training, coaching, etc.;
 - maintain confidentiality.
-

The employee will:

- co-operate in the investigation process by providing all relevant information and participating in meetings;
 - be informed of the allegations in writing;
 - be given an opportunity to provide their rebuttal;
 - maintain confidentiality;
 - be given the right to invite a local union representative to any disciplinary hearings and/or meetings.
-

Roles & Responsibilities, continued

**The Regional
Human
Resources Team
Lead will:**

- provide advice and guidance at the preliminary fact finding inquiry or review stage;
 - provide guidance in the review of the investigation report;
 - provide advice when a manager is considering placing an employee on administrative leave with pay pending outcome of investigation and when the manager is making a final decision on the disciplinary measures;
 - provide advice based on current jurisprudence and ensure that mitigating and aggravating factors are taken into account in the discipline decision making process;
 - participate in the disciplinary hearing, meeting, grievance process, etc.;
 - ensure the integrity of the process by following procedural fairness and maintaining confidentiality.
-

**The local union
representative
will:**

- at the invitation of the employee, participate in the disciplinary hearing and/or meeting with the employee - if confidential information, as defined by the *Statistics Act* is to be discussed, then the Union representative must be either an SSO employee or an employee of Statistics Canada;
 - provide assistance to the employee on the rules of procedural fairness, on the investigation process and on the employee's rights;
 - maintain confidentiality;
 - not answer questions on behalf of the individual being interviewed.
-

Process

At the outset of the process, when falsification is first suspected, management (as per the preceding Roles and Responsibilities) will:

1. immediately notify the Regional Director who will in turn apprise the Director General of Collection and Regional Services Branch;
 2. in consultation with the Assistant Director, Operations, the manager should contact the employee and do an initial fact-finding meeting with them to give them an opportunity at the outset to explain the anomalies - depending on the outcome of that meeting, the manager upon the guidance from the Assistant Director, can advise the employee that they are investigating allegations of falsification and:
 - a) they are placed on administrative leave with pay for the duration of the investigation;
 - b) they will be given the opportunity to meet with management (along with their union rep) in order to respond to the allegations and the findings of the investigation;
 - c) they will return to their position should the allegations be unfounded;
 3. the Regional Assistant Director, Operations should assign an Investigator for the case, and in collaboration with the other two Regional Assistant Directors, Operations, identify a Validator to the file for action;
 4. conduct the investigation and prepare the preliminary report;
 5. finalize investigation report and ensure that all facts surrounding the allegation have been adequately captured;
 6. conduct the disciplinary hearing, if facts indicate that allegations may be founded;
 7. determine the corrective measures taking into consideration mitigating and aggravating factors;
 8. conduct the disciplinary meeting to inform employee of the decision;
 9. implement corrective measures.
-

Annex A

Investigator's roles and responsibilities (continued)

Document the facts:

- Obtain prior TPU records
- Identify case numbers that correspond to the relevant cases
- Obtain copies of the Interviewer & Senior interviewer notes entered on their lap top (F11) regarding the case and any historical notes that are available with the client division
- By reviewing the Audit files, determine whether contact with the respondent was made in CAPI or CATI for each iteration of the survey
- Obtain the final completed questionnaire(s) from client division
- Identify discrepancies (completion of charts – Annex B is recommended)
- Consider any possible error that could have been made by the interviewer in the first interview, such as wrong location, a different respondent answering the questions or a data capture error
- Review, obtain and confirm all facts related to the case(s) using documents/information available in the public domain
 - Confirm that the respondent address is in the sample
 - Contact the respondent to:
 - verify if prior contact was made by Statistics Canada;
 - verify if they had been requested to complete the survey;
 - verify that the information was collected from the period in question;
 - verify specific or selected information without duplicating the survey;
 - verify household information (i.e. name, address, etc.) using relevant administrative or operational information accessible within Statistics Canada.

Produce Investigation Report

The Investigation Report will provide all of the facts gathered:

- Confirmed – facts that are not disputed
- Confirmed – from an outside source (source must be identified)
- Unconfirmed – facts obtained from the interviewed parties
- Compare initial data collected to data collected in the investigation (use template Annex B)
 - Identify anomalies
 - Identify issues of disagreement
 - the report will not include an analysis or recommendations

Submit the report to the Regional Director

Annex B

Case # 1
 System Case # 61356910214225
 Address:

| Demographics | Information entered by Employee (coded 70 fully complete) | Information obtained on validation (coded 70 fully complete) | Third Party Information obtained from record search at City of Winnipeg and follow-up phone call/search | |
|---|---|--|---|---|
| | | | City of Winnipeg and follow-up | Census record 2006 |
| Number of residents | 2 | 3 | Property Owners - Henry and Ruth Kasdorf, non-resident | 2B - Long form completed – 3 people reside at address |
| Names | Male and Female | Male, Female, Male | Follow-up phone call to Property Owners – confirmed Male and Female resided there for several years | Male, Female, Male |
| Ages | 74 & 70 | 33, 45, 23 | | 33, 45, 25 |
| sex | Male & female | Male, female, male (stepson) | | Male, female, male |
| Length of time residing at that address | | 6 years | | |
| Previous contact by STC | | No | | |
| Validation in person or by phone | | In person | Validation of records conducted by XXX January 9, 2007 in person. Follow-up phone call to Property Owner conducted by XXX January 10, 2007 by phone. | |
| Time taken to complete the survey (as per Client records) | Birth in April 2 LFS interviewers completed (code 70) 2 minutes | Validation completed in July 3 LFS interviews completed (code 70) 16 minutes | | |

Annex B, continued

Validation process:

Validation conducted by XXX (has been an employee with impeccable performance for 10 years) As is normal procedure for all data collection and validations – address was confirmed with the respondent.

Each month validations are completed by phone for LFS for a certain number of interviewers from each S.I. group. A standard set of questions are asked each respondent. For observations, the S.I. is out with the interviewer and observes, in person, as many birth calls as possible. The S.I. is also required to verify vacants and voids from the interviewer's assignment. This is done by the S.I. alone. In this case, due to the red flag that had been raised on SHS and the fact that she had a large number of cases that she was keeping in her assignment from previous months (rather than them going to CATI which is the procedure), I instructed employee XXX to conduct personal visits on those cases as well.

Additional Information:

Audit trail conducted through records from Ottawa:

April – birth case done by CAPI Employee; Coded completed 70 as above

May – case went to CATI as per normal procedure, but form from CATI indicates the phone number traced and/or provided (xxx-xxx-xxxx) was not in service, therefore, coded as needing follow-up and went back to the field for June LFS collection.

June – case returned to same CAPI Employee laptop – again coded 70 completed with same demos used in April. Employee also indicated that this case needed to be returned to her as the respondent wanted to give his information to only her.

July – Senior Interviewer (CAPI) had case on her laptop as part of the validation process – this case was chosen due to the continual request by Employee to return this case to her each month (**red flag**). Employee XXX completed case with different demos as indicated above.

Annex C

Date

Address

Mr. or Ms. _____:

This letter is to advise you that an Investigator (or Team) will be conducting an administrative investigation in relation to (specific anomalies).

Given the circumstances of the above noted anomalies, management has determined that your continued presence in the workplace may present a risk. Therefore, effective immediately, during the investigation and prior to management rendering a final decision:

- you will not perform the duties of your position (your work will be removed and re-assigned);
- you will continue to be paid your assigned work week;
- you will be given an opportunity to present any clarifications or extenuating circumstances that you feel have not been addressed in the course of the investigation;
- you are expected to cooperate fully in the investigation.

It is management's intention that the investigation be exhaustive and swift. Please refer to your collective agreement as to your right of representation, if applicable.

Should it be determined that the allegation(s) against you is/are founded, administrative and/or disciplinary measures may be taken. If it is determined that the allegations against you are unfounded, you will be reintegrated into the workplace.

You are not to present yourself at the workplace or contact any employee in Statistical Survey Operations (SSO) or Statistics Canada (STC) until you receive authorization to do so. If you have any questions, please contact... at....

Please note that the Employee Assistance Program is available to assist you at any time and can be reached at XXX-XXX-XXXX.

Respectfully,

Signature Delegated Manager



Government
of Canada

Gouvernement
du Canada

VALUES and ETHICS CODE

for the PUBLIC SECTOR

Canada

VALUES and ETHICS CODE

for the **PUBLIC SECTOR**

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represented by the President of the Treasury Board, 2011

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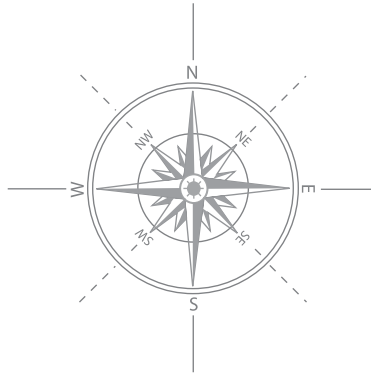
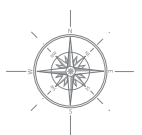


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The Role of Federal Public Servants

Federal public servants have a fundamental role to play in serving Canadians, their communities and the public interest under the direction of the elected government and in accordance with the law. As professionals whose work is essential to Canada's well-being and the enduring strength of the Canadian democracy, public servants uphold the public trust.

The Constitution of Canada and the principles of responsible government provide the foundation for the role, responsibilities and values of the federal public sector.¹ Constitutional conventions of ministerial responsibility prescribe the appropriate relationships among ministers, parliamentarians, public servants² and the public. A professional and non-partisan federal public sector is integral to our democracy.

The Role of Ministers

Ministers are also responsible for preserving public trust and confidence in the integrity of public sector organizations and for upholding the tradition and practice of a professional non-partisan federal public sector. Furthermore, ministers play a critical role in supporting public servants' responsibility to provide professional and frank advice.³

¹ This Code is intended to clarify the role and expectations of public servants within the framework of Canadian parliamentary democracy as laid out in the *Constitution Act* and the basic principle of responsible government, which holds that the powers of the Crown are exercised by ministers who are in turn accountable to Parliament.

² The *Public Servants Disclosure Protection Act* (PSDPA) defines "public servant" as every person employed in the public sector (this includes the core public administration, Crown corporations and separate agencies). Every member of the Royal Canadian Mounted Police and every chief executive (including deputy ministers and chief executive officers) are also included in the definition of public servant for the purpose of the PSDPA and this Code.

³ This text reflects the duties and responsibilities set out in *Accountable Government: A Guide for Ministers and Ministers of State*, the *Conflict of Interest Act*, the *Lobbying Act* and the PSDPA.



Objectives

This Code outlines the values and expected behaviours that guide public servants in all activities related to their professional duties. By committing to these values and adhering to the expected behaviours, public servants strengthen the ethical culture of the public sector and contribute to public confidence in the integrity of all public institutions.

As established by the Treasury Board, this Code fulfills the requirement of section 5 of the *Public Servants Disclosure Protection Act* (PSDPA). It was developed in consultation with public servants, public sector organizations and bargaining agents. This Code should be read in conjunction with organizational codes of conduct.

Statement of Values

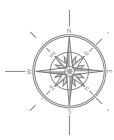
These values are a compass to guide public servants in everything they do. They cannot be considered in isolation from each other as they will often overlap. This Code and respective organizational codes of conduct are important sources of guidance for public servants. Organizations are expected to take steps to integrate these values into their decisions, actions, policies, processes and systems. Similarly, public servants can expect to be treated in accordance with these values by their organization.

Respect for Democracy

The system of Canadian parliamentary democracy and its institutions are fundamental to serving the public interest. Public servants recognize that elected officials are accountable to Parliament, and ultimately to the Canadian people, and that a non-partisan public sector is essential to our democratic system.

Respect for People

Treating all people with respect, dignity and fairness is fundamental to our relationship with the Canadian public and contributes to a safe and healthy work environment that promotes engagement, openness and transparency. The diversity of our people and the ideas they generate are the source of our innovation.



Integrity

Integrity is the cornerstone of good governance and democracy. By upholding the highest ethical standards, public servants conserve and enhance public confidence in the honesty, fairness and impartiality of the federal public sector.

Stewardship

Federal public servants are entrusted to use and care for public resources responsibly, for both the short term and long term.

Excellence

Excellence in the design and delivery of public sector policy, programs and services is beneficial to every aspect of Canadian public life. Engagement, collaboration, effective teamwork and professional development are all essential to a high-performing organization.

Expected Behaviours

Federal public servants are expected to conduct themselves in accordance with the values of the public sector and these expected behaviours.

1. Respect For Democracy

Public servants shall uphold the Canadian parliamentary democracy and its institutions by:

- 1.1 Respecting the rule of law and carrying out their duties in accordance with legislation, policies and directives in a non-partisan and impartial manner.
- 1.2 Loyally carrying out the lawful decisions of their leaders and supporting ministers in their accountability to Parliament and Canadians.
- 1.3 Providing decision makers with all the information, analysis and advice they need, always striving to be open, candid and impartial.



2. Respect For People

Public servants shall respect human dignity and the value of every person by:

- 2.1 Treating every person with respect and fairness.
- 2.2 Valuing diversity and the benefit of combining the unique qualities and strengths inherent in a diverse workforce.
- 2.3 Helping to create and maintain safe and healthy workplaces that are free from harassment and discrimination.
- 2.4 Working together in a spirit of openness, honesty and transparency that encourages engagement, collaboration and respectful communication.

3. Integrity

Public servants shall serve the public interest by:

- 3.1 Acting at all times with integrity and in a manner that will bear the closest public scrutiny, an obligation that may not be fully satisfied by simply acting within the law.
- 3.2 Never using their official roles to inappropriately obtain an advantage for themselves or to advantage or disadvantage others.
- 3.3 Taking all possible steps to prevent and resolve any real, apparent or potential conflicts of interest between their official responsibilities and their private affairs in favour of the public interest.
- 3.4 Acting in such a way as to maintain their employer's trust.

4. Stewardship

Public servants shall use resources responsibly by:

- 4.1 Effectively and efficiently using the public money, property and resources managed by them.
- 4.2 Considering the present and long-term effects that their actions have on people and the environment.
- 4.3 Acquiring, preserving and sharing knowledge and information as appropriate.



5. Excellence

Public servants shall demonstrate professional excellence by:

- 5.1 Providing fair, timely, efficient and effective services that respect Canada's official languages.
- 5.2 Continually improving the quality of policies, programs and services they provide.
- 5.3 Fostering a work environment that promotes teamwork, learning and innovation.

Application

Acceptance of these values and adherence to the expected behaviours is a condition of employment for every public servant in the federal public sector, regardless of their level or position. A breach of these values or behaviours may result in disciplinary measures being taken, up to and including termination of employment.

The PSDPA defines the “public sector” as: (a) the departments named in Schedule I to the *Financial Administration Act* and the other portions of the federal public administration named in Schedules I.1 to V of that Act; and (b) the Crown corporations and other public bodies set out in Schedule I of the PSDPA. However, the “public sector” does not include the Canadian Forces, the Canadian Security Intelligence Service or the Communications Security Establishment, which are subject to separate requirements under the Act.

The *Values and Ethics Code for the Public Sector* came into force on April 2, 2012.

Avenues for Resolution

The expected behaviours are not intended to respond to every possible ethical issue that might arise in the course of a public servant's daily work. When ethical issues arise, public servants are encouraged to discuss and resolve these matters with their immediate supervisor. They can also seek advice and support from other appropriate sources within their organization.



Public servants at all levels are expected to resolve issues in a fair and respectful manner and consider informal processes such as dialogue or mediation.

As provided by sections 12 and 13 of the PSDPA, if public servants have information that could indicate a serious breach of this Code, they can bring the matter, in confidence and without fear of reprisal, to the attention of their immediate supervisor, their senior officer for disclosure or the Public Sector Integrity Commissioner.

Senior officers for disclosure are responsible for supporting the chief executive in meeting the requirements of the PSDPA. They help promote a positive environment for disclosing wrongdoing and deal with disclosures of wrongdoing made by employees of the organization. Further information on the duties and powers of senior officers for disclosure can be found in the attached Appendix.

Members of the public who have reason to believe that a public servant has not acted in accordance with this Code can bring the matter to an organizational point of contact that has been designated for the handling of such concerns or to the Public Sector Integrity Commissioner to disclose a serious breach of this Code.

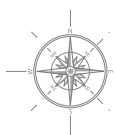
Appendix

Duties and Obligations

Public Servants

Public servants are expected to abide by this Code and demonstrate the values of the public sector in their actions and behaviour. Furthermore, public servants must also adhere to the behavioural expectations set out in their respective organizational codes of conduct. If a public servant does not abide by these values and expectations, he or she may be subject to administrative or disciplinary measures up to and including termination of employment.

Public servants who are also managers are in a position of influence and authority that gives them a particular responsibility to exemplify the values of the public sector.



As provided by sections 12 and 13 of the *Public Servants Disclosure Protection Act* (PSDPA), if public servants have information that could indicate a serious breach of this Code they can bring this matter, in confidence and without fear of reprisal, to the attention of their immediate supervisor, their senior officer for disclosure or the Public Sector Integrity Commissioner.

Chief Executives⁴

Chief executives of public sector organizations have specific responsibilities under the PSDPA, including establishing a code of conduct for their organization and an overall responsibility for fostering a positive culture of values and ethics in their organization. They ensure that employees are aware of their obligations under this Code and their specific organizational code of conduct. They also ensure that employees can obtain appropriate advice within their organization on ethical issues, including possible conflicts of interest.

Chief executives ensure that this Code, their organizational code of conduct, and their internal disclosure procedures are implemented effectively in their organization, and that they are regularly monitored and evaluated. Chief executives of Crown corporations may rely on their boards of directors for support in this duty.

Chief executives are responsible for ensuring the non-partisan provision of programs and services by their organizations.

Chief executives are subject to this Code and to the *Conflict of Interest Act*.

Senior Officers for Disclosure

The senior officer for disclosure helps promote a positive environment for disclosing wrongdoing and deals with disclosures of wrongdoing made by public servants of their organization. Senior officers are responsible for supporting the chief executive in meeting the requirements of the PSDPA.

⁴ “Chief executive” means the deputy head or chief executive officer of any portion of the public sector, or the person who occupies any other similar position, however called, in the public sector (PSDPA, 2005).



The senior officer's duties and powers within his or her organization also include the following, in accordance with the internal disclosure procedures established under the PSDPA:

1. Provide information, advice and guidance to public servants regarding the organization's internal disclosure procedures, including the making of disclosures, the conduct of investigations into disclosures, and the handling of disclosures made to supervisors.
2. Receive and record disclosures and review them to establish whether there are sufficient grounds for further action under the PSDPA.
3. Manage investigations into disclosures, including determining whether to deal with a disclosure under the PSDPA, initiate an investigation or cease an investigation.
4. Coordinate handling of a disclosure with the senior officer of another federal public sector organization, if a disclosure or an investigation into a disclosure involves that other organization.
5. Notify the person(s) who made a disclosure in writing of the outcome of any review and/or investigation into the disclosure and on the status of actions taken on the disclosure, as appropriate.
6. Report the findings of investigations, as well as any systemic problems that may give rise to wrongdoing, directly to his or her chief executive, with recommendations for corrective action, if any.



Treasury Board of Canada Secretariat— Office of the Chief Human Resources Officer

In support of the Treasury Board President's responsibilities under section 4 of the PSDPA, the Office of the Chief Human Resources Officer (OCHRO) is responsible for promoting ethical practices in the public sector.⁵ OCHRO will work with all relevant partner organizations to implement and promote this Code, and will provide advice to chief executives and designated departmental officials with respect to its interpretation.

The Chief Human Resources Officer may issue directives, standards and guidelines related to this Code.

OCHRO will monitor the implementation of this Code in organizations with a view to assessing whether the stated objectives have been achieved.

Public Service Commission

The Public Service Commission is responsible for conducting staffing investigations and audits to safeguard the integrity of the public service staffing system and for administering certain provisions related to political activities to maintain the non-partisanship of the public service in accordance with the *Public Service Employment Act*.

⁵ Section 4 of the PSDPA assigns this responsibility to the Minister responsible for the Public Service Human Resources Management Agency of Canada (subsequently the Canada Public Service Agency (CPSA)). With the creation of the Office of the Chief Human Resources Officer within the Treasury Board of Canada Secretariat on February 6, 2009, the functions of CPSA were transferred to OCHRO.



DIRECTIVE ON CONFLICT OF INTEREST STATISTICAL SURVEY OPERATIONS (SSO)

Effective date

This directive is effective on January 1, 2017.

Application

This directive applies to all SSO employees.

Objective/Context

SSO is committed to maintaining an ethical culture where people act responsibly and perform their duties in an impartial and non-partisan manner. We achieve this by acting in accordance with SSO values, which are, respect for people, accountability, integrity and excellence. This directive supports the Values and Ethics Code for the Public Sector and SSO's Code of Conduct and Ethics. This directive is intended to safeguard the integrity of SSO by developing and promoting an organisational system for preventing and resolving conflicts of interests.

Guiding principles

- Decisions are made based on their merits without regard for private interest, personal attitudes or opinions;
- Transparency and scrutiny is supported by providing ways to declare interests and conflicts as they arise;
- Individual responsibility is promoted;
- Supportive organisational culture facilitates disclosure and discussion of conflicts of interest
- Information disclosed in the conflict of interest report concerning the private interests of employees is treated in accordance with the Privacy and Access to Information Act and will be shared with others on a need to know basis only

Roles and Responsibilities

Employees will:

- Perform official duties and arrange private affairs so that public confidence and trust in the integrity, objectivity and impartiality of SSO and Statistics Canada is conserved and enhanced
- Act at all times in a manner that will bear the closest public scrutiny. This obligation may not be fully discharged by simply acting in the public interest.
- Make decisions in the public interest when carrying out official duties
- Arrange private affairs in a manner that will prevent a real, apparent or potential conflict of interest from arising
- Resolve any conflict of interest situations in favor of the public interest
- Confirm acceptance of the Regional Director's or Conflict of Interest Officer's decision and abide by the conditions
- Review obligations on a regular basis and every time a major change occurs in their personal affairs or official duties
- Complete a confidential report if appropriate, in accordance with this directive
- Comply with the requirements in this directive when negotiating financial arrangement with outside parties
- Consult with a manager or Human Resources in order to seek advice or direction on how to proceed, when in doubt

Managers will

- Be familiar with the requirements regarding this directive
- Encourage employees to file a confidential report if they believe that their situation could be considered a conflict of interest between their duties and their private interests
- Provide guidance to employees on the process and/or redirect them to Human Resources for additional information
- Meet with the employee to discuss of the conditions indicated in the response and confirm with Human Resources once it is done

Regional Directors will

- Ensure that employees are aware of their obligations to abide by the terms and conditions of employment as set out in the Values and Ethics Code for the Public Sector, SSO Code of Conduct and Ethics and this directive
- Provide their input and decision to the Human Resources, in a timely manner
- Monitor and ensure compliance, where appropriate

Regional Human Resources will

- Manage the Conflict of Interest Disclosure process
- Provide advice and guidance to managers and employees in a timely and consistent manner
- Work with the Regional Director to determine whether the situation could be considered a real, potential or apparent conflict of interest
- Raise the matter to the Conflict of Interest Officer, when appropriate
- Prepare a draft response for either the Regional Director or DG, SSO, as appropriate
- Record disclosures and file in confidential filing system
- Develop tools for employees and managers

Director General, SSO (Conflict of Interest (COI) Officer) will

- Ensure that the organizational structure, resources, systems, service standards and controls are in place to ensure that the requirements set out are administered in a timely and accurate manner
- Ensure that persons responsible for the day-to-day application and administration of this directive are providing accurate, consistent and timely information to employees regarding the reporting and managing of conflicts of interest
- Make decisions regarding the “high-risk” disclosures and communicate decision to employee
- Develop management strategies and responses
- Educate employees about the directive
- Enforce the directive
- Review the directive annually

Process Overview

- If an employee has outside employment, relationship or other private interests that could be perceived as a conflict of interest, the employee must complete a confidential report form and submit it to Regional Human Resources Team Leader (HR) as requested by the Conflict of Interest Officer and every time a change occurs in their personal affairs that could be considered a conflict of interest.
- HR will:
 - enter information into a log and acknowledge receipt in writing, when appropriate
 - review the information
 - seek additional information from employee and/or manager, if required
 - prepare draft response for either Regional Director or DG, SSO to send to the employee in response to their confidential report and identify conditions, if any, to ensure compliance with the Values and Ethics Code for the Public Sector and SSO’s Code of Conduct and Ethics
 - file information in accordance with the Privacy Act and share it with management on a “need to know basis”
- Regional Director will send the response to the employee regarding their confidential report and identify conditions, if any, to ensure compliance with the Values and Ethics Code for the Public Sector and SSO’s Code of Conduct and Ethics

- Regional Manager will meet with the employee to discuss of the conditions indicated in the response and confirm with Human Resources once it is done
- If situation is considered a real, potential or apparent conflict of interest, the Conflict of Interest Officer will inform the employee and may be instructed to stop the action that is putting the employee in a potential, real or apparent conflict of interest situation
- Employee will confirm acceptance and abide by the conditions
- If the employee does not conform to the instructions, management may take corrective measures, including discipline, up to including termination of employment

Corrective measures for managing conflict of interest situations

All corrective measures should be documented including the employee's consent to abide by them. These measures must be monitored by the appropriate personnel to ensure compliance. Compliance with this directive will be assessed through any combination of on-site reviews, internal audit and other follow-ups.

Corrective measures include:

- Independent or additional internal oversight
- Voluntary withdrawal from the outside activity
- Leave of absence
- Reassign the employee to another supervisor or manager in situations where there is a personal relationship between an employee and the supervisor or manager, if possible
- Divestment of assets or liabilities - through sale or transfer to another person; or relinquish the asset or repay the liability. If this is the case, the employee must, in a timely manner, provide the COI Officer with copies of documentation confirming the sale or transfer and the identity of the purchaser or transferee. Similarly, a divestment by relinquishment or repayment must be documented; and consist of the employee's total interest. The employee is to provide to the delegated manager, copies of documentation confirming the relinquishment or repayment.

Consequences

Employees who do not comply with this Directive on Conflict of Interest may be subject to disciplinary action up to and including termination of employment.

Retention Period

All information and/or documentation pertaining to the confidential report will be kept in a secure location for the duration of employment plus 2 years.

Compliance Measures and Criteria

Assets and Liabilities (The types of assets that should be reported are set out in Annex B)

Evaluate your assets, taking into consideration:

- Your specific duties and responsibilities;
- Statistical Survey Operation's institutional risks related to the specific conflict of interest;
- Values and types of assets and liabilities involved;
- Actual costs to be incurred by implementing the measure(s), as opposed to the potential that the assets and liabilities represent for a conflict of interest.

Note: You may not sell or transfer assets to family members or anyone else for the purpose of circumventing compliance requirements.

Outside Employment and/or Activities

You are entitled to participate in outside employment or activity, provided that it:

- Does not place you in a situation where there may be a real, potential, or apparent conflict between your private interests and your official duties and responsibilities;
- Will not result in financial gain through the improper use of official information that you have obtained in the course of your duties and responsibilities;
- Will not result in a situation where someone could reasonably perceive that your access to privileged information was to your advantage or to their disadvantage;
- Will not bring discredit to, or cause unfavorable criticism of, Statistical Survey Operations, Statistics Canada or the Government;
- Will not raise a reasonable doubt, in the mind of an informed person who has thought the matter through, that the performance of such activity could influence your objectivity in your official duties;
- Will not impair your availability, capacity or efficiency for performing your official duties;
- Will not relate directly to any act or acts you administer (unless you have prior approval from your Director).

Furthermore, you may not:

- Advertise or make it known that you work for Statistical Survey Operations or Statistics Canada to generate or enhance business;
- Do indirectly, e.g., in the name of, or through family or friends, anything that the Code prohibits you to do directly; or
- Make representations on behalf of others (unless you have prior approval) to Statistical Survey Operations or any entity involved with the acts administered by Statistical Survey Operations.

Gifts, Hospitality and Other Benefits

You are entitled to accept gifts under certain conditions. Some of the factors to consider include:

- Frequency of the gift;
- Value;
- Whether it falls within the normal standards of courtesy or protocol, arise out of activities or events related to the official duties of the employee;
- Whether it could compromise or appear to compromise the integrity of the employee concerned or Statistical Survey Operations.

Solicitation

With the exception of fundraising for such officially supported activities as the Government of Canada Workplace Charitable Campaign (GCWCC), employees may not solicit gifts, hospitality, other benefits or transfers of economic value from a person, group or organization in the private sector who has dealings with the government. When fundraising for such official activities, employees should ensure that they have prior written authorization from the delegated manager in order to solicit donations, prizes or contributions in kind from external organizations or individuals.

Similarly, if an outside individual or entity, with whom the organization has past, present or potential official dealings, offers a benefit to the organization such as funding for an event or a donation of equipment, employees are to consider whether any real, apparent or potential conflict of interest exists, and obtain the consent in writing of the delegated manager prior to accepting any such benefit.

Political Activities

What factors should you consider in assessing whether or not the political activity that you wish to engage in is problematic? It is important to note that the impact of a single factor may be sufficient to conclude that an activity is unacceptable.

1. The nature of the political activity you wish to engage in, e.g.: the level of the political activity you wish to engage in (e.g.: federal, provincial, territorial or municipal level) This information is important because your involvement in a political activity at the municipal level may be less likely to be perceived by others as affecting your ability to perform your duties in a politically impartial manner, as political activities associated with small municipalities are not usually tied to political parties but could have such associations in larger communities. As such, this does not mean that political activities at the municipal level are necessarily less problematic than political activities at other levels.

2. The degree of visibility of the activity (i.e., the extent to which the activity will draw attention to you and your position)

This information is important because the risk that an activity may be perceived by others as impairing your ability to perform your duties in a politically impartial manner increases with the activity's visibility and links to the position you occupy. Keep in mind that the degree of visibility of the political activity you wish to engage in and its links to the position you occupy may increase if you are in a region or in an isolated community.

3. The nature of your duties

The nature of your duties is important because the greater your influence or contact with others -- i.e., subordinates, the public, politicians or political staff -- the more likely it is that the activity could impair, or be perceived by others as impairing, your ability to perform your duties in a politically impartial manner. You should consider:

- The type of decisions you make;
- How these decisions affect or influence others (e.g., the public, your subordinates, your colleagues, management, Minister(s) and/or their staff, etc.):
 - Your involvement in the final say in these decisions;
 - The type of involvement you have in policy development;
 - Whether or not you have a managerial or supervisor responsibility;
 - Whether or not you deal with contractors, grants/contributions;
 - The extent and nature of contact you have, if any, with Ministers and/or their staff.

4. The level and visibility of your position

The level of your position is important because the higher you are in the hierarchy the more likely it is that your political activities will be perceived as impairing your ability to perform your duties in a politically impartial manner.

The visibility of your position is also important because it may be easier for others to associate you with the position you occupy. You should keep in mind that in regions or isolated communities you may be more visible, regardless of the level you occupy, in light of the fact that employees in these areas may be more easily associated with their positions.

Example of potential concern:

- Employee seeking nomination or seeking to be a candidate in a federal, provincial, territorial or municipal election;
- Employees must contact Human Resources and submit a request for candidacy for approval at least 30 days BEFORE engaging in any activities related to candidacy in an upcoming election

Preferential Treatment and Relationships

Employees are responsible for demonstrating objectivity and impartiality in the exercise of their duties and in their decision-making, whether related to staffing, financial awards or penalties to external parties, transfer payments, program operations or any other exercise of responsibility.

Employees must not:

- Grant preferential treatment or advantages to family, friends or any other person or entity.
- Offer assistance in dealing with Statistics Canada to any individual or entity where such assistance is outside of the official role of the employee.
- Disadvantage any entity or persons dealing with government because of personal antagonism or bias.

Employees who are in a direct reporting relationship and develop a romantic or sexual relationship, and other relationships that could be considered a potential conflict of interest, must complete a conflict of interest report to disclose that relationship.

Annex B

Assets and Liabilities requiring a Confidential Report

The following is a non-exhaustive list of non-exempt assets and liabilities that shall be disclosed in a Conflict of Interest report if they do, or could be perceived to constitute a conflict of interest:

- Publicly traded securities of corporations and foreign governments, and self-administered Registered Retirement Savings Plan (RRSPs) and self-administered or self-directed Registered Education Savings Plan (RESPs) that are composed of these securities where these securities are held directly and not through units in mutual funds;
- Interests in partnerships, proprietorships, joint ventures, private companies and family businesses, in particular, those that own or control shares of public companies or that do business with government;
- Commercially operated farm businesses;
- Real property that is not for the private use of the employee or their family members;
- Commodities, future and foreign currencies held or traded for speculative purposes;
- Assets placed in trust or resulting from an estate of which an employee is a beneficiary;
- Secured or unsecured loans granted to persons other than to members of the employee's immediate family;
- Any other assets or liabilities that could give rise to a real, apparent or potential conflict of interest due to the particular nature of the employee's official duties and responsibilities; and,
- Direct and contingent liabilities in respect of any of the assets described in this section.

Assets and Liabilities that do not have to be reported

Assets and interests intended for the private use of employees and their families and assets that are not of a commercial character are not subject to the compliance measures. Such as:

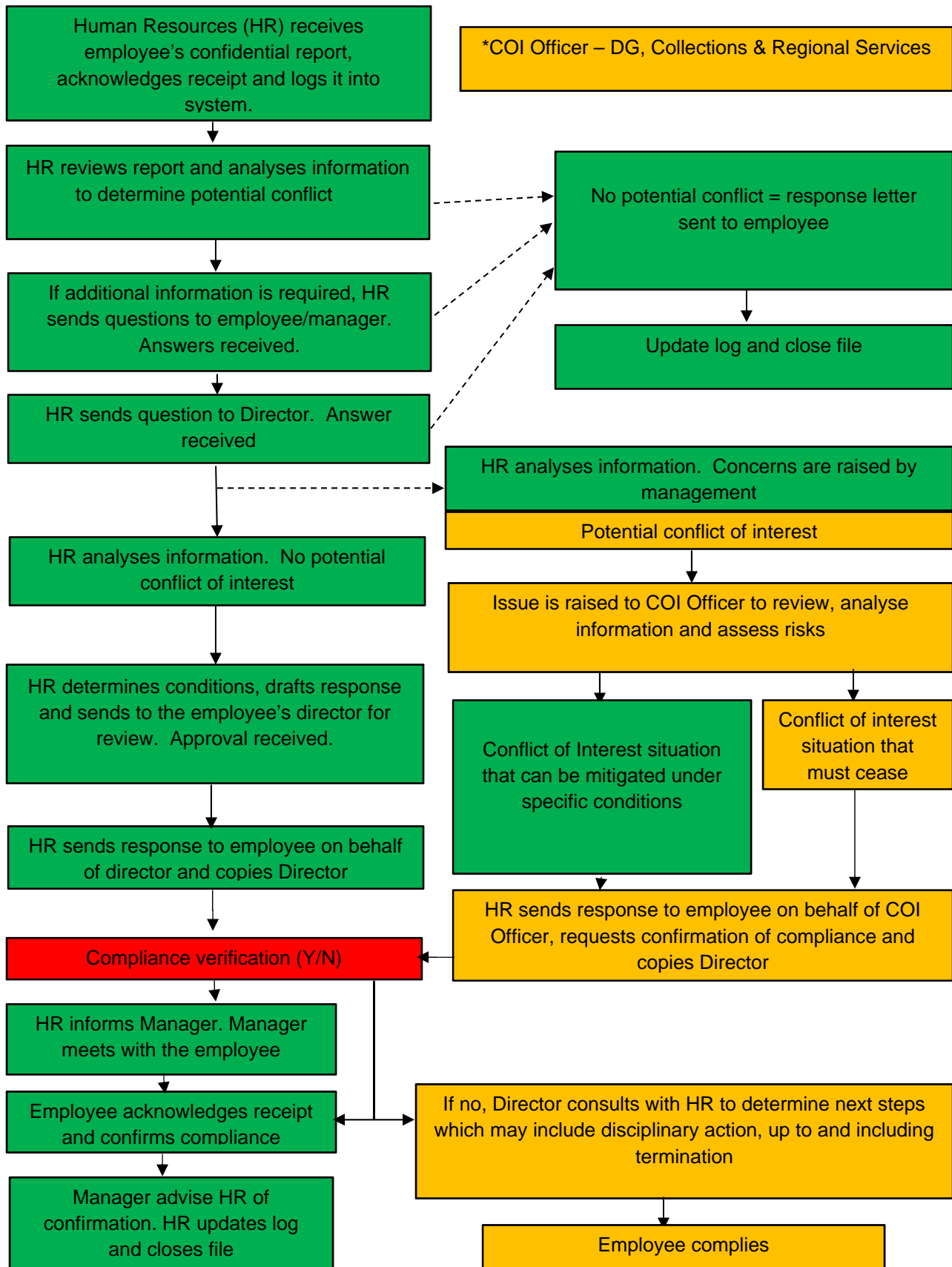
- Residences, recreational property and farms used or intended for use by employees or their families;
- Household goods and personal effects;
- Works of art, antiques and collectibles;
- Automobiles and other personal means of transportation;
- Cash and deposits other than foreign currencies held for speculative purposes;
- Canada Savings Bonds and other similar investments in securities of fixed value issued or guaranteed by any level of government in Canada or agencies of those governments;
- Investments in limited partnerships that are not traded publicly and whose assets are exempt assets;
- Public sector debt financing not guaranteed by a level of government, such as university and hospital debt financing;
- Registered retirement savings plans and Registered Education Saving Plans that are not self-administered or self-directed;
- Investments in open-ended mutual funds;
- Guaranteed investment certificates and similar financial instruments;
- Annuities and life insurance policies;
- Pension rights;
- Money owed by a previous employer, client or partnership; and
- Personal loans receivable from members of employee's immediate families and small personal loans receivable from other persons where the employees have loaned the moneys receivable.

Outside Employment or Activities

Employees of Statistical Survey Operations may engage in employment outside the Public Service and take part in outside activities unless the employment or activities are likely to give rise to a conflict of interest or in any way undermine the neutrality of the Public Service. When outside employment or activities might subject employees of Statistical Survey Operations to demands incompatible with their official duties, or cast doubt on their ability to perform their duties in a completely objective manner, they shall submit a Confidential Report to their Regional Human Resources Team Leader. HR may gather additional information and will consult with the Regional Director. In potential conflict of interest situations, the Conflict of Interest Officer may require that the outside activities be curtailed, modified, or terminated if it is determined that a real, apparent or potential conflict of interest exists.

Conflict of Interest Flowchart

Annex C



GUIDELINE FOR A SCENT FREE ENVIRONMENT for Statistical Survey Operations Employees

New instructions to follow in regards to the Guideline for a Scent free environment The Guideline for a scent free environment has been removed to be replaced by the *Guidelines for Allergies and Environmental Sensitivities* on the ICN.

Click on the following link to access these guidelines: [HTTP://ICN-RCL.STATCAN.CA/31/31D/31D_027-ENG.HTML](http://ICN-RCL.STATCAN.CA/31/31D/31D_027-ENG.HTML)

Please also consult document “Chapter 3-1 Health and Safety in the Workplace” section on “Scent in Respondent’s Home or Places of business” on page 2.

First Session, Forty-second Parliament,
64-65-66 Elizabeth II, 2015-2016-2017

Première session, quarante-deuxième législature,
64-65-66 Elizabeth II, 2015-2016-2017

STATUTES OF CANADA 2017

LOIS DU CANADA (2017)

CHAPTER 31

CHAPITRE 31

An Act to amend the Statistics Act

Loi modifiant la Loi sur la statistique

ASSENTED TO

SANCTIONNÉE

DECEMBER 12, 2017

LE 12 DÉCEMBRE 2017

BILL C-36

PROJET DE LOI C-36

RECOMMENDATION

His Excellency the Governor General recommends to the House of Commons the appropriation of public revenue under the circumstances, in the manner and for the purposes set out in a measure entitled "*An Act to amend the Statistics Act*".

SUMMARY

This enactment amends the *Statistics Act* to strengthen the independence of Statistics Canada, including by providing for the appointment of the Chief Statistician to hold office during good behaviour and by assigning to the Chief Statistician the powers related to methods, procedures and operations of Statistics Canada. It also establishes a transparent process to issue directives to the Chief Statistician concerning those methods, procedures and operations or the statistical programs. In addition, it establishes the Canadian Statistics Advisory Council, no longer requires the consent of respondents to transfer their Census information to Library and Archives Canada and repeals imprisonment as a penalty for any offence committed by a respondent. Finally, it amends certain provisions by modernizing the language of the Act to better reflect current methods of collecting statistical information.

RECOMMANDATION

Son Excellence le gouverneur général recommande à la Chambre des communes l'affectation de deniers publics dans les circonstances, de la manière et aux fins prévues dans une mesure intitulée « *Loi modifiant la Loi sur la statistique* ».

SOMMAIRE

Le texte modifie la *Loi sur la statistique* de manière à renforcer l'indépendance de Statistique Canada, notamment en prévoyant la nomination du statisticien en chef à titre inamovible et en lui attribuant les pouvoirs liés aux méthodes, procédures et opérations de Statistique Canada. Il met également en place un processus transparent dans le cadre duquel les directives sur ces méthodes, procédures et opérations ou sur les programmes statistiques sont données au statisticien en chef. Le texte établit le Conseil consultatif canadien de la statistique, n'exige plus le consentement des répondants pour transférer les données du recensement à Bibliothèque et Archives Canada et supprime la peine d'emprisonnement imposée aux répondants pour une infraction. Enfin, il modifie certaines dispositions de la Loi afin d'en moderniser le libellé de façon à mieux refléter les pratiques actuelles en matière de collecte de renseignements.

CHAPTER 31

An Act to amend the Statistics Act

[Assented to 12th December, 2017]

Her Majesty, by and with the advice and consent of the Senate and House of Commons of Canada, enacts as follows:

R.S., c. S-19

Statistics Act

Amendments to the Act

1 Section 2 of the *Statistics Act* is amended by adding the following in alphabetical order:

identifying information means any information that makes it possible to identify an individual person, business or organization; (*renseignement identificateur*)

2 Section 4 of the Act is replaced by the following:

Chief Statistician

4 (1) The Governor in Council shall appoint the Chief Statistician of Canada to be the deputy head of Statistics Canada.

Tenure

(2) The Chief Statistician holds office for a term of not more than five years during good behaviour, but may be removed for cause by the Governor in Council.

Reappointment

(3) The Chief Statistician is eligible to be reappointed for an additional term of not more than five years.

Interim appointment

(4) In the event of the absence or incapacity of the Chief Statistician, or if that office is vacant, the Governor in Council may appoint any qualified person to hold that

CHAPITRE 31

Loi modifiant la Loi sur la statistique

[Sanctionnée le 12 décembre 2017]

Sa Majesté, sur l'avis et avec le consentement du Sénat et de la Chambre des communes du Canada, édicte :

L.R., ch. S-19

Loi sur la statistique

Modification de la loi

1 L'article 2 de la *Loi sur la statistique* est modifié par adjonction, selon l'ordre alphabétique, de ce qui suit :

renseignement identificateur Tout renseignement qui permet d'identifier un particulier, une entreprise ou une organisation. (*identifying information*)

2 L'article 4 de la même loi est remplacé par ce qui suit :

Statisticien en chef

4 (1) Le gouverneur en conseil nomme le statisticien en chef du Canada; celui-ci est l'administrateur général de Statistique Canada.

Occupation du poste et mandat

(2) Le statisticien en chef occupe son poste à titre inamovible pour un mandat maximal de cinq ans, sous réserve de révocation par le gouverneur en conseil pour motif valable.

Reconduction du mandat

(3) Son mandat peut être reconduit une seule fois pour une période maximale de cinq ans.

Intérim

(4) En cas d'absence ou d'empêchement du statisticien en chef ou de vacance de son poste, le gouverneur en conseil peut confier l'intérim à toute personne

office in the interim for a term not exceeding six months, and that person shall, while holding office, be paid the salary or other remuneration and expenses that may be fixed by the Governor in Council.

Duties

(5) The Chief Statistician shall, in addition to any other duties imposed on him or her under any other provision of this Act,

(a) decide, based strictly on professional statistical standards that he or she considers appropriate, the methods and procedures for carrying out statistical programs regarding

(i) the collection, compilation, analysis, abstraction and publication of statistical information that is produced or is to be produced by Statistics Canada,

(ii) the content of statistical releases and publications issued by Statistics Canada, and

(iii) the timing and methods of dissemination of statistics compiled by Statistics Canada;

(b) advise on matters pertaining to statistical programs of the departments and agencies of the Government of Canada, and confer with those departments and agencies to that end; and

(c) control the operations and staff of Statistics Canada.

Report to Minister

(6) In each fiscal year the Chief Statistician shall make a report to the Minister on the activities of Statistics Canada in the preceding fiscal year, and that report shall be included as a separate part of the Minister's annual report to Parliament.

Directives on methods, procedures and operations

4.1 (1) Directives on any methods, procedures and operations may only be issued to the Chief Statistician by the Governor in Council, by order, on the recommendation of the Minister.

Tabling

(2) Within 15 days after the day on which an order is made, the Minister shall cause a copy of the order to be tabled in each House of Parliament.

compétente pour un mandat maximal de six mois et fixer la rémunération et les indemnités auxquelles cette personne aura droit.

Fonctions

(5) Le statisticien en chef, en plus de toute autre fonction qui lui est conférée par toute autre disposition de la présente loi :

a) décide, uniquement en fonction des normes statistiques professionnelles qu'il juge indiquées, des méthodes et des procédures applicables à la mise en œuvre des programmes statistiques, en ce qui concerne :

(i) la collecte, la compilation, l'analyse, le dépouillement et la publication des renseignements statistiques produits ou à produire par Statistique Canada,

(ii) le contenu des communiqués et des publications statistiques diffusés par Statistique Canada,

(iii) le moment et les méthodes de diffusion des statistiques compilées par Statistique Canada;

b) donne des avis sur des sujets concernant les programmes statistiques des ministères et organismes fédéraux et confère avec eux à cette fin;

c) dirige les opérations de Statistique Canada et contrôle la gestion de son personnel.

Rapport au ministre

(6) Le statisticien en chef, à chaque exercice, présente au ministre un rapport sur les travaux de Statistique Canada pour l'exercice précédent; ce rapport est inclus dans le rapport annuel du ministre au Parlement mais sous forme distincte.

Directives sur les méthodes, procédures ou opérations

4.1 (1) Des directives sur les méthodes, procédures ou opérations peuvent être données au statisticien en chef, mais uniquement par décret du gouverneur en conseil, sur recommandation du ministre.

Dépôt

(2) Le ministre fait déposer une copie du décret devant chaque chambre du Parlement dans les quinze jours suivant sa prise.

House not sitting

(3) If the House is not sitting, in order to comply with subsection (2), the order shall be sent to the Clerk of the House within 15 days after the day on which the order is made.

Directives on statistical programs

4.2 (1) The Minister may issue directives to the Chief Statistician on the statistical programs that aim to collect, compile, analyse, abstract and publish statistics on all or any of the matters referred to in section 22.

Publication of directives

(2) The Chief Statistician may require that any directive issued to him or her under subsection (1) be made in writing and made public before the Chief Statistician acts on it.

3 (1) Subsection 5(1) of the Act is replaced by the following:

Temporary employees

5 (1) The Chief Statistician may employ, in the manner authorized by law, any commissioners, enumerators, agents or other persons that are necessary to collect for Statistics Canada the statistics and information that the Minister considers useful and in the public interest relating to the commercial, industrial, financial, social, economic and other activities that the Minister may determine. The duties of the commissioners, enumerators, agents or other persons shall be those duties prescribed by the Chief Statistician.

(2) Subsection 5(3) of the Act is replaced by the following:

Contracted services

(3) Any persons retained under contract to perform special services for the Chief Statistician under this Act and the employees and agents of those persons are, for the purposes of this Act, deemed to be persons employed under this Act while performing those services.

4 Subsections 6(2) to 6(4) of the Act are replaced by the following:

Attestation

(2) The oath or solemn affirmation set out in subsection (1) shall be taken before the person, and returned and recorded in the manner, that the Chief Statistician may direct.

Communication au greffier

(3) Il suffit, pour se conformer à l'obligation prévue au paragraphe (2), de communiquer la copie du décret dans le même délai au greffier de la chambre dans le cas où celle-ci ne siège pas.

Directives visant les programmes statistiques

4.2 (1) Le ministre peut donner des directives au statisticien en chef sur les programmes visant à recueillir, compiler, analyser, dépouiller et publier des statistiques sur tout ou partie des sujets visés à l'article 22.

Publication des directives

(2) Le statisticien en chef peut exiger que les directives visées au paragraphe (1) soient formulées par écrit et rendues publiques avant de leur donner suite.

3 (1) Le paragraphe 5(1) de la même loi est remplacé par ce qui suit :

Employés temporaires

5 (1) Le statisticien en chef peut employer, de la manière autorisée par la loi, les commissaires, recenseurs, agents ou autres personnes qui sont nécessaires à la collecte, pour Statistique Canada, des statistiques et des renseignements que le ministre estime utiles et d'intérêt public, concernant les activités commerciales, industrielles, financières, sociales, économiques et autres que ce dernier peut déterminer. Leurs fonctions sont celles que le statisticien en chef prescrit.

(2) Le paragraphe 5(3) de la même loi est remplacé par ce qui suit :

Services contractuels

(3) Les personnes engagées à contrat pour fournir des services spéciaux au statisticien en chef en application de la présente loi, de même que les employés et les agents de ces personnes, sont réputés être des personnes employées en vertu de la présente loi pendant qu'ils fournissent ces services.

4 Les paragraphes 6(2) à (4) de la même loi sont remplacés par ce qui suit :

Attestation

(2) Le serment ou l'affirmation solennelle énoncés au paragraphe (1) sont prêtés devant la personne que le statisticien en chef peut désigner, et rapportés et enregistrés de la manière que celui-ci peut prescrire.

Incorporated contractors

(3) If a person retained under contract to perform special services for the Chief Statistician under this Act is a corporation, its chief executive officer and any of its other officers, employees and agents that are used to perform the special services shall, before fulfilling any of the duties required under the contract, take and subscribe the following oath or solemn affirmation:

I,, do solemnly swear (or affirm) that I will faithfully and honestly fulfil my duties as an employee of (*name of the corporation*) in respect of my employment in carrying out (*identify here contract with Chief Statistician*) in conformity with the requirements of the *Statistics Act*, and of all rules and instructions under that Act and that I will not without due authority disclose or make known any matter or thing that comes to my knowledge by reason of this employment.

Attestation

(4) The oath or solemn affirmation set out in subsection (3) shall be taken before the person, and returned and recorded in the manner, that the Chief Statistician may direct.

5 Sections 7 to 9 of the Act are replaced by the following:

Rules, instructions and requests for information

7 (1) The Chief Statistician may prescribe the rules, instructions and, subject to subsection 21(1), requests for information that he or she considers necessary for conducting the work and business of Statistics Canada, the collecting, compiling and publishing of statistics and other information and the taking of any census authorized by this Act.

Clarification

(2) For greater certainty, any rule, instruction or request for information prescribed under subsection (1) is not a regulation for the purposes of the *Statutory Instruments Act*.

Mandatory or voluntary requests for information

8 (1) The Chief Statistician shall determine whether a request for information is mandatory or voluntary, with the exception of the census of population and census of agriculture, both of which are mandatory.

Publication

(2) The Chief Statistician shall publish any mandatory request for information before the request is made.

Personnes morales parties à un contrat

(3) Les dirigeants, notamment le premier dirigeant, ainsi que les employés et mandataires d'une personne morale retenue par contrat pour fournir pour le statisticien en chef des services spéciaux en application de la présente loi, avant d'exercer les fonctions que prévoit ce contrat, prêtent le serment, ou font l'affirmation solennelle, qui suit :

Je,, jure (ou affirme) solennellement que j'exercerai fidèlement et honnêtement mes fonctions d'employé de (*nom de la personne morale*) en ce qui concerne les fonctions stipulées au (*indiquer ici de quel contrat administratif il s'agit*) en conformité avec les prescriptions de la *Loi sur la statistique*, ainsi que toutes règles et instructions établies sous son régime, et que je ne révélerai ni ne ferai connaître, sans y avoir été dûment autorisé(e), rien de ce qui parviendra à ma connaissance du fait de ces fonctions.

Attestation

(4) Le serment ou l'affirmation solennelle énoncés au paragraphe (3) sont prêtés devant la personne que le statisticien en chef peut désigner, et rapportés et enregistrés de la manière que celui-ci peut prescrire.

5 Les articles 7 à 9 de la même loi sont remplacés par ce qui suit :

Règles, instructions et demandes de renseignements

7 (1) Le statisticien en chef peut prescrire les règles, les instructions et, sous réserve du paragraphe 21(1), les demandes de renseignements qu'il juge nécessaires pour les travaux et opérations de Statistique Canada, pour la collecte, la compilation et la publication des statistiques et autres renseignements et pour tout recensement autorisé par la présente loi.

Précision

(2) Il est entendu que les règles, instructions et demandes de renseignements visées au paragraphe (1) ne sont pas des règlements pour l'application de la *Loi sur les textes réglementaires*.

Caractère obligatoire ou facultatif

8 (1) Le statisticien en chef décide du caractère obligatoire ou facultatif des demandes de renseignements, sauf en ce qui concerne le recensement de la population et le recensement agricole, dont le caractère est obligatoire.

Publication

(2) Le statisticien en chef publie les demandes de renseignements à caractère obligatoire avant qu'elles ne soient faites.

Notification of Minister

(3) The Chief Statistician shall notify the Minister of any new mandatory request for information at least 30 days before the day on which it is published.

Voluntary requests for information — paragraph 31(a) does not apply

(4) Paragraph 31(a) does not apply to a person to whom a voluntary request for information is made.

Canadian Statistics Advisory Council

Establishment

8.1 (1) An advisory council, to be known as the Canadian Statistics Advisory Council, is established

(a) to advise the Minister and Chief Statistician in a transparent manner on any question that either of them has referred to the Council on the overall quality of the national statistical system, including the relevance, accuracy, accessibility and timeliness of its data; and

(b) to make public an annual report on the state of the national statistical system.

Membership

(2) The Council is composed of, in addition to the Chief Statistician, not more than 10 other members appointed by the Governor in Council to hold office during pleasure, including one Chairperson.

Ex officio

(3) The Chief Statistician is an *ex officio* member of the Council.

Tenure of Chairperson

(4) The Chairperson is appointed to a term of not more than five years and may be reappointed for an additional term of three years.

Tenure of other members

(5) The other members are appointed to a term of three years and may be reappointed for an additional term of three years.

Remuneration and expenses

(6) The members appointed under subsection (2) shall be paid the remuneration that is fixed by the Governor in Council and are entitled to be paid any reasonable travel

Avis au ministre

(3) Il avise le ministre de toute nouvelle demande de renseignements à caractère obligatoire au moins trente jours avant sa publication.

Caractère facultatif — non-application de l'alinéa 31a)

(4) L'alinéa 31a) ne s'applique pas à la personne à qui une demande de renseignements à caractère facultatif est faite.

Conseil consultatif canadien de la statistique

Constitution

8.1 (1) Est constitué le Conseil consultatif canadien de la statistique, qui est chargé :

a) de rendre des avis au statisticien en chef et au ministre sur toute question que l'un ou l'autre porte à son attention et qui concerne la qualité générale du système statistique national, y compris la pertinence, l'exactitude, l'accessibilité et l'actualité de ses données, et de le faire de façon transparente;

b) de rendre public un rapport annuel sur l'état du système statistique national.

Membres

(2) Le Conseil est formé, outre le statisticien en chef, d'au plus dix autres membres, dont le président, qui sont nommés à titre amovible par le gouverneur en conseil.

Membre d'office

(3) Le statisticien en chef est membre d'office du Conseil.

Mandat du président

(4) Le président est nommé pour un mandat maximal de cinq ans et il peut être reconduit une seule fois dans ses fonctions pour un mandat de trois ans.

Mandat des autres membres

(5) Les autres membres sont nommés pour un mandat de trois ans. Tout membre peut être reconduit une seule fois dans ses fonctions pour la même période.

Rémunération et frais

(6) Les membres du Conseil nommés en vertu du paragraphe (2) reçoivent la rémunération fixée par le gouverneur en conseil et ont droit aux frais de déplacement et

and living expenses that are incurred while absent from their ordinary place of residence in the course of performing their duties under this Act.

Statistics

No discrimination

9 (1) The Governor in Council, the Minister and the Chief Statistician shall not, in the execution of the powers conferred by this Act, discriminate between individuals or companies to the prejudice of those individuals or companies.

Use of sampling methods

(2) Despite any other provision of this Act, the Chief Statistician may authorize the use of sampling methods for the collection of statistics.

6 Section 13 of the French version of the Act is replaced by the following:

Accès aux archives

13 La personne ayant la garde ou la charge de documents ou d'archives qui sont conservés dans un ministère ou un bureau municipal ou auprès d'une personne morale, d'une entreprise ou d'une organisation et dont on pourrait tirer des renseignements recherchés pour les objets de la présente loi ou qui aideraient à compléter ou à corriger ces renseignements est tenue d'en permettre l'accès, à ces fins, à une personne autorisée par le statisticien en chef à obtenir ces renseignements ou cette aide pour compléter ou corriger ces renseignements.

7 Sections 14 and 15 of the Act are replaced by the following:

Evidence of appointment

14 Any letter purporting to be signed by the Chief Statistician or any person who may be authorized to do so by the Chief Statistician that gives notice of an appointment or removal of, or that sets out any instructions to, a person employed in the execution of any duty under this Act is evidence of the appointment, removal or instructions and that the letter was signed and addressed as it purports to be.

Presumption

15 Any request for information purporting to be authorized for the taking of a census or the collection of statistics or other information and presented as such by a person employed in the execution of any duty under this Act is presumed, in the absence of evidence to the contrary, to have been made by the proper authority.

de séjour entraînés par l'accomplissement, hors du lieu de leur résidence habituelle, des fonctions qui leur sont confiées en application de la présente loi.

Statistique

Absence de distinction

9 (1) Ni le gouverneur en conseil ni le ministre ni le statisticien en chef ne peuvent, dans l'exercice des pouvoirs conférés par la présente loi, établir de distinction entre des particuliers ou des compagnies au préjudice d'un ou de plusieurs de ces particuliers ou compagnies.

Emploi de méthodes d'échantillonnage

(2) Malgré les autres dispositions de la présente loi, le statisticien en chef peut autoriser l'emploi de méthodes d'échantillonnage pour la collecte de statistiques.

6 L'article 13 de la version française de la même loi est remplacé par ce qui suit :

Accès aux archives

13 La personne ayant la garde ou la charge de documents ou d'archives qui sont conservés dans un ministère ou un bureau municipal ou auprès d'une personne morale, d'une entreprise ou d'une organisation et dont on pourrait tirer des renseignements recherchés pour les objets de la présente loi ou qui aideraient à compléter ou à corriger ces renseignements est tenue d'en permettre l'accès, à ces fins, à une personne autorisée par le statisticien en chef à obtenir ces renseignements ou cette aide pour compléter ou corriger ces renseignements.

7 Les articles 14 et 15 de la même loi sont remplacés par ce qui suit :

Preuve de nomination

14 Toute lettre paraissant signée par le statisticien en chef ou une autre personne qui peut être autorisée à cette fin par celui-ci et portant avis de la nomination ou de la destitution d'une personne chargée d'exercer une fonction en vertu de la présente loi ou contenant des instructions adressées à une telle personne fait foi de cette nomination, de cette destitution ou de ces instructions et du fait que cette lettre a été signée et adressée ainsi qu'elle paraît l'être.

Présomption

15 Toute demande de renseignements paraissant autorisée pour un recensement ou la collecte de statistiques ou autres renseignements et présentée comme telle par une personne chargée d'exercer une fonction en vertu de la présente loi est présumée, sauf preuve contraire, avoir été faite par l'autorité compétente.

8 (1) Paragraphs 17(1)(a) and (b) of the Act are replaced by the following:

(a) no person, other than a person employed or deemed to be employed under this Act, and sworn under section 6, shall be permitted to examine any return or identifying information obtained for the purposes of this Act; and

(b) no person who has been sworn under section 6 shall disclose or knowingly cause to be disclosed, by any means, any information obtained under this Act in a manner that it is possible from the disclosure to relate the information obtained to any identifiable individual person, business or organization.

1992, c. 1, s. 131

(2) The portion of subsection 17(2) of the French version of the Act before paragraph (a) is replaced by the following:

Exception à l'interdiction

(2) Le statisticien en chef peut, par ordre, autoriser la révélation des renseignements suivants :

9 Subsections 18(1) and (2) of the Act are replaced by the following:

Privileged information — inadmissibility as evidence

18 (1) Except for the purposes of a prosecution under this Act, any return and any identifying information provided to Statistics Canada under this Act and any copy of a return in the possession of a respondent is privileged and shall not be used as evidence in any proceedings.

Privileged information — person sworn

(2) A person sworn under section 6 shall not, by an order of any court, tribunal or other body, be required in any proceedings to give oral testimony with respect to information obtained in the course of administering this Act or to produce any return or identifying information obtained.

2005, c. 31, s. 1

10 Subsections 18.1(1) and (2) of the Act are replaced by the following:

8 (1) Les alinéas 17(1)a) et b) de la même loi sont remplacés par ce qui suit :

a) nul, si ce n'est une personne employée ou réputée être employée en vertu de la présente loi et qui a été assermentée en vertu de l'article 6, ne peut être autorisé à prendre connaissance d'un relevé ou de renseignements identificateurs obtenus pour l'application de la présente loi;

b) aucune personne assermentée en vertu de l'article 6 ne peut révéler ni sciemment faire révéler, par quelque moyen que ce soit, des renseignements obtenus en vertu de la présente loi de telle manière qu'il soit possible, grâce à ces révélations, de rattacher à un particulier, à une entreprise ou à une organisation identifiables les renseignements ainsi obtenus qui les concernent exclusivement.

1992, ch. 1, art. 131

(2) Le passage du paragraphe 17(2) de la version française de la même loi précédant l'alinéa a) est remplacé par ce qui suit :

Exception à l'interdiction

(2) Le statisticien en chef peut, par ordre, autoriser la révélation des renseignements suivants :

9 Les paragraphes 18(1) et (2) de la même loi sont remplacés par ce qui suit :

Renseignements protégés — non-admissibilité en preuve

18 (1) Sauf dans des poursuites engagées en vertu de la présente loi, tout relevé et tout renseignement identificateur transmis à Statistique Canada en application de la présente loi et toute copie du relevé se trouvant en la possession de l'intéressé sont protégés et ne peuvent servir de preuve dans aucune procédure quelle qu'elle soit.

Renseignements protégés — personne assermentée

(2) Aucune personne assermentée en vertu de l'article 6 ne peut être requise, par ordonnance d'un tribunal ou d'un autre organisme, dans quelque procédure que ce soit, de produire un relevé ou des renseignements identificateurs obtenus dans le cadre de l'application de la présente loi ni de faire une déposition orale ayant trait à des renseignements ainsi obtenus.

2005, ch. 31, art. 1

10 Les paragraphes 18.1(1) et (2) de la même loi sont remplacés par ce qui suit :

Census — disclosure after 92 years

18.1 (1) The information contained in the returns of each census of population taken between 1910 and 2005, as well as the information contained in the returns and the identifying information obtained in each census of population taken in or after 2021, is no longer subject to sections 17 and 18 ninety-two years after the census is taken.

Census and survey — disclosure with consent

(2) The information contained in the returns of each census of population taken in 2006, 2011 and 2016 and the 2011 National Household Survey is no longer subject to sections 17 and 18 ninety-two years after the census or survey is taken, but only if the person to whom the information relates consents, at the time of the census or survey, to the release of the information ninety-two years later.

11 The portion of section 22 of the Act before paragraph (a) is replaced by the following:

General statistics

22 Without limiting the duties of Statistics Canada under section 3 or affecting any of its powers or duties in respect of any specific statistics that may otherwise be authorized or required under this Act, the Chief Statistician shall collect, compile, analyse, abstract and publish statistics in relation to all or any of the following matters in Canada:

1988, c. 65, s. 146

12 Subsection 22.1(1) of the French version of the Act is replaced by the following:

Système de codification des marchandises

22.1 (1) Le statisticien en chef établit un système de codification des marchandises importées ou exportées qui lui permet de recueillir, de compiler, d'analyser, de dépouiller et de publier les statistiques concernant ces marchandises.

13 Section 23 of the Act is replaced by the following:

Request for information by any method

23 (1) The requests for information prescribed under section 7 may be made by any method authorized by the Chief Statistician.

Recensements — divulgation après quatre-vingt-douze ans

18.1 (1) Les articles 17 et 18 cessent de s'appliquer aux renseignements contenus dans les relevés de tout recensement de la population fait entre 1910 et 2005 et aux renseignements contenus dans les relevés et aux renseignements identificateurs obtenus dans le cadre de tout recensement de la population fait en 2021 ou par la suite quatre-vingt-douze ans après la tenue du recensement.

Recensements et enquête — divulgation avec consentement

(2) La même règle s'applique aux renseignements contenus dans les relevés de tout recensement de la population fait en 2006, 2011 et 2016 et de l'Enquête nationale auprès des ménages faite en 2011, mais seulement si la personne visée par les renseignements consent, lors du recensement ou de l'enquête, selon le cas, à ce que ceux-ci cessent d'être protégés quatre-vingt-douze ans plus tard.

11 Le passage de l'article 22 de la même loi qui précède l'alinéa a) est remplacé par ce qui suit :

Statistique générale

22 Sans pour autant restreindre les fonctions attribuées à Statistique Canada par l'article 3 ni porter atteinte à ses pouvoirs ou fonctions concernant des statistiques déterminées qui peuvent être par ailleurs autorisées ou exigées en vertu de la présente loi, le statisticien en chef doit recueillir, compiler, analyser, dépouiller et publier, en ce qui concerne le Canada, des statistiques sur tout ou partie des sujets suivants :

1988, ch. 65, art. 146

12 Le paragraphe 22.1(1) de la version française de la même loi est remplacé par ce qui suit :

Système de codification des marchandises

22.1 (1) Le statisticien en chef établit un système de codification des marchandises importées ou exportées qui lui permet de recueillir, de compiler, d'analyser, de dépouiller et de publier les statistiques concernant ces marchandises.

13 L'article 23 de la même loi est remplacé par ce qui suit :

Demande de renseignements par tout moyen

23 (1) Les demandes de renseignements prescrites en vertu de l'article 7 peuvent être faites par tout moyen autorisé par le statisticien en chef.

Duty to provide information

(2) A person to whom a mandatory request for information is made shall provide the information to Statistics Canada, properly certified as accurate, not later than the time prescribed by the Chief Statistician and indicated to the person or not later than the extended time that may be allowed in the discretion of the Chief Statistician.

2005, c. 10, par. 34(1)(w)

14 Sections 26 to 29 of the Act are replaced by the following:

Courts to furnish criminal statistics

26 The clerk of every court or tribunal administering criminal justice or, if there is no clerk, the judge or other functionary presiding over the court or tribunal shall, at the times, in the manner and for the periods that the Chief Statistician may establish, transmit the information requested by the Minister relating to the criminal business transacted in the court or tribunal.

Wardens and sheriffs

27 The warden of every penitentiary and reformatory and the sheriff of every county, district or other territorial division shall, at the times, in the manner and for the periods that the Chief Statistician may establish, transmit the information requested by the Minister relating to the prisoners committed to any penitentiary, reformatory or jail under their charge or within their jurisdiction.

Records

28 Every person who is required to transmit any information mentioned in section 26 or 27 shall from day to day make and keep entries and records of the particulars used to respond to requests for information made to them.

Pardons

29 The Minister of Public Safety and Emergency Preparedness shall cause to be transmitted to the Chief Statistician, at the times and for the periods that the Chief Statistician may establish, the information requested by the Minister relating to the cases in which the prerogative of mercy has been exercised.

15 Section 31 of the Act is replaced by the following:

Obligation de fournir les renseignements

(2) La personne à qui une demande de renseignements à caractère obligatoire est faite est tenue de fournir à Statistique Canada les renseignements demandés, dûment certifiés exacts, au plus tard à la date prescrite à cet effet par le statisticien en chef et communiquée à la personne, ou dans le délai supplémentaire que le statisticien en chef peut accorder à sa discrétion.

2005, ch. 10, al. 34(1)(w)

14 Les articles 26 à 29 de la présente loi sont remplacés par ce qui suit :

Transmission par les tribunaux de statistiques criminelles

26 Le greffier de tout tribunal pénal quel qu'il soit ou, à défaut de greffier, le juge ou autre fonctionnaire présidant ce tribunal transmet, aux dates, de la manière et pour les périodes que le statisticien en chef peut fixer, les renseignements demandés par le ministre au sujet des affaires pénales dont ce tribunal a été saisi.

Directeurs et shérifs

27 Le directeur de chaque pénitencier, de chaque maison de correction et le shérif de chaque comté, district ou autre circonscription transmettent, aux dates, de la manière et pour les périodes que le statisticien en chef peut fixer, les renseignements demandés par le ministre au sujet des prisonniers confiés à un pénitencier, à une maison de correction ou à une maison d'arrêt dont ils ont la charge ou qui est situé dans leur ressort.

Registres

28 Toute personne qui est tenue de transmettre des renseignements mentionnés aux articles 26 ou 27 doit, au jour le jour, faire les inscriptions et tenir les registres de tous les renseignements servant à répondre aux demandes de renseignements qui lui sont faites.

Pardons

29 Le ministre de la Sécurité publique et de la Protection civile fait transmettre au statisticien en chef, aux dates et pour les périodes que celui-ci peut fixer, les renseignements demandés par le ministre au sujet des cas où la prerogative de clémence a été exercée.

15 L'article 31 de la même loi est remplacé par ce qui suit :

False or unlawful information

31 Every person is guilty of an offence and liable on summary conviction to a fine of not more than \$500 who, without lawful excuse,

(a) refuses or neglects, following a request for information under this Act,

(i) to provide any requested information to the best of their knowledge and belief, or

(ii) to provide any requested information when and as required under this Act; or

(b) knowingly gives false or misleading information or practises any other deception under this Act.

16 (1) The portion of section 32 of the Act before paragraph (a) is replaced by the following:

Refusal to grant access to records

32 Every person is guilty of an offence and liable on summary conviction to a fine of not more than \$1,000

(2) Paragraph 32(a) of the French version of the Act is replaced by the following:

a) ayant la garde ou la charge de documents ou d'archives qui sont conservés dans un ministère ou un bureau municipal ou auprès d'une personne morale, d'une entreprise ou d'une organisation et dont on pourrait tirer des renseignements recherchés pour les objets de la présente loi ou qui aideraient à compléter ou à corriger ces renseignements, refuse ou néglige d'en permettre l'accès à une personne autorisée à cet effet par le statisticien en chef;

(3) The portion of section 32 of the English version of the Act after paragraph (a) is replaced by the following:

(b) who otherwise in any way wilfully obstructs or seeks to obstruct any person employed in the execution of any duty under this Act.

17 Section 33 of the Act is replaced by the following:

Renseignements faux ou illégaux

31 Est coupable d'une infraction et passible, sur déclaration de culpabilité par procédure sommaire, d'une amende maximale de cinq cents dollars, quiconque, sans excuse légitime, selon le cas :

a) refuse ou néglige, à la suite d'une demande de renseignements faite en vertu de la présente loi :

(i) soit de fournir les renseignements demandés dont il a connaissance ou qu'il croit connaître,

(ii) soit de les fournir au moment et de la manière fixés par application de la présente loi;

b) donne, sciemment, des renseignements faux ou trompeurs ou commet toute autre fraude sous le régime de la présente loi.

16 (1) Le passage de l'article 32 de la même loi précédant l'alinéa b) est remplacé par ce qui suit :

Refus de permettre l'accès aux archives

32 Est coupable d'une infraction et passible, sur déclaration de culpabilité par procédure sommaire, d'une amende maximale de mille dollars, quiconque, selon le cas :

(2) L'alinéa 32a) de la version française de la même loi est remplacé par ce qui suit :

a) ayant la garde ou la charge de documents ou d'archives qui sont conservés dans un ministère ou un bureau municipal ou auprès d'une personne morale, d'une entreprise ou d'une organisation et dont on pourrait tirer des renseignements recherchés pour les objets de la présente loi ou qui aideraient à compléter ou à corriger ces renseignements, refuse ou néglige d'en permettre l'accès à une personne autorisée à cet effet par le statisticien en chef;

(3) Le passage de l'article 32 de la version anglaise de la même loi suivant l'alinéa a) est remplacé par ce qui suit :

(b) who otherwise in any way wilfully obstructs or seeks to obstruct any person employed in the execution of any duty under this Act.

17 L'article 33 de la même loi est remplacé par ce qui suit :

No imprisonment

32.1 Despite subsection 787(1) of the *Criminal Code*, no imprisonment may be imposed as punishment for a conviction under section 31 or 32.

Leaving notice at house

33 (1) The leaving by an enumerator, agent or other person employed or deemed to be employed under this Act, or the delivery by the post office at any house, of any request for information purporting to be made under this Act that includes a notice requiring that the information be provided in the manner specified and within a stated time to Statistics Canada by the occupant of the house, or in their absence by some other member of the family, is, as against the occupant, a sufficient requirement to provide the information even if the occupant is not named in the notice nor personally served with it.

Leaving notice at office

(2) The leaving by an enumerator, agent or other person employed or deemed to be employed under this Act at the office or other place of business of any person, or the delivery by the post office to any person or their agent, of any request for information purporting to be made under this Act that includes a notice requiring that the information be provided in the manner specified and within a stated time to Statistics Canada is, as against the person, a sufficient requirement to do so.

Transitional Provision

Chief Statistician

18 The Chief Statistician holding office immediately before the coming into force of this Act shall continue to hold office during pleasure until an appointment is made under subsection 4(1) of the *Statistics Act*, as enacted by section 2 of this Act.

Exclusion de l'emprisonnement

32.1 Par dérogation au paragraphe 787(1) du *Code criminel*, la personne reconnue coupable d'une infraction aux articles 31 ou 32 ne peut encourir d'emprisonnement pour cette infraction.

Avis laissé à domicile

33 (1) Le fait qu'un recenseur, un agent ou une autre personne employée ou réputée être employée en vertu de la présente loi a laissé dans une maison ou un logement ou que la poste y a livré une demande de renseignements qui paraît établie en application de la présente loi et qui contient un avis requérant que les renseignements demandés soient fournis à Statistique Canada, dans un délai déterminé et de la manière indiquée, par l'occupant de cette maison ou de ce logement ou, en son absence, par un autre membre de la famille, constitue, pour l'occupant, une injonction suffisante de le faire, bien que celui-ci ne soit pas nommément désigné dans l'avis, ou qu'il n'en ait pas reçu signification personnelle.

Avis laissé au bureau

(2) Le fait qu'un recenseur, un agent ou une autre personne employée ou réputée être employée en vertu de la présente loi a laissé au bureau ou autre lieu d'affaires d'une personne ou que la poste a livré à une personne ou à son agent une demande de renseignements qui paraît établie en application de la présente loi et qui contient un avis requérant que les renseignements demandés soient fournis à Statistique Canada dans un délai déterminé et de la manière indiquée, constitue, pour cette personne, une injonction suffisante de le faire.

Disposition transitoire

Statisticien en chef

18 La personne qui occupe, à l'entrée en vigueur de la présente loi, la charge de statisticien en chef est maintenue en fonction et continue à occuper sa charge à titre amovible jusqu'à ce qu'une nomination à ce poste soit effectuée au titre du paragraphe 4(1) de la *Loi sur la statistique*, édicté par l'article 2 de la présente loi.

Section II

Questions and Answers pertaining to Bill C-36 when dealing with respondents

Offences and punishments under the Statistics Act

The *Act to amend the Statistics Act* was adopted by Parliament on December 12, 2017.

The new Act changed the penalties for refusing to participate in mandatory surveys. Imprisonment is no longer a penalty. However, the current fines (up to \$500) were retained.

Here are some questions and answers to help you when dealing with respondents.

1. Why are the penalties changed for not completing mandatory surveys?

There is general consensus within Canada that imprisonment for not completing mandatory surveys, including the census, is inappropriate and disproportionate to the offense. The provision regarding the penalty of imprisonment for refusing to provide information or impeding access to information has been removed from the *Statistics Act*. The fines (up to \$500) will remain as they fully support compliance with the provisions of the Act.

2. What is the status of cases arising from the 2016 Census? Will the penalty of imprisonment be applicable to these cases?

The 2016 Census was conducted under the former *Statistics Act*. In accordance with the Act, Statistics Canada sent information about the very few households who refused to complete their census to the Public Prosecution Service of Canada. The decision on next steps rests with the PPSC.

3. Will Canadians refuse to complete mandatory surveys—including the census—if they are no longer threatened with jail time?

No. Canadians understand the importance of the data produced by Statistics Canada. Statistics Canada has a robust communication strategy to convey to Canadians the importance and value of participating in surveys as well as in the census. Interviewers play an important role in explaining to Canadians why the information that they provide is important for the country.

In the new Act, those who refuse to complete mandatory surveys can receive a fine of up to \$500.

Infractions et peines en vertu de la Loi sur la statistique

La *Loi modifiant la Loi sur la statistique* a été adoptée par le Parlement le 12 décembre 2017.

Cette nouvelle Loi a changé les peines imposées à ceux qui refusent de participer aux enquêtes obligatoires. Dorénavant, il n'y a plus de peine d'emprisonnement; cependant, les amendes actuelles (pouvant atteindre 500 \$) sont maintenues.

Voici quelques questions et réponses qui vous aideront à traiter avec les répondants.

1. Pourquoi les peines pour ceux qui ne répondent pas aux enquêtes obligatoires ont-elles été modifiées?

Au Canada, il y a un consensus selon lequel l'imposition d'une peine d'emprisonnement à ceux qui ne répondent pas aux enquêtes obligatoires, y compris le recensement, est à la fois inappropriée et disproportionnée compte tenu de la nature de l'infraction. La disposition prévoyant une peine d'emprisonnement pour les personnes qui refusent de fournir de l'information ou qui entravent l'accès à l'information a été supprimée de la *Loi sur la statistique*. Les amendes (qui peuvent atteindre 500 \$) resteront en vigueur, car elles favorisent la conformité aux dispositions de la Loi.

2. Quel est l'état d'avancement des cas de non-réponse liés au Recensement de 2016 ? Pourrait-on imposer des peines d'emprisonnement dans ces cas?

Le Recensement de 2016 a été réalisé en vertu de la *Loi sur la statistique* précédente. En vertu de la Loi, Statistique Canada a envoyé les renseignements au sujet du très petit nombre de ménages qui ont refusé de remplir le recensement au Service des poursuites pénales du Canada. La décision quant aux prochaines étapes revient aux Services des poursuites pénales du Canada.

3. Les Canadiens refuseront-ils de répondre aux enquêtes obligatoires, y compris le recensement, s'ils ne risquent plus une peine d'emprisonnement?

Non. Les Canadiens comprennent l'importance des données produites par Statistique Canada. L'organisme a mis en œuvre une stratégie de communication robuste pour sensibiliser les Canadiens à l'importance et à la pertinence de leur participation aux enquêtes et au recensement. Les intervieweurs jouent un rôle crucial, car ils expliquent aux Canadiens les raisons pour lesquelles les renseignements qu'ils fournissent sont importants pour le pays.

En vertu de la nouvelle Loi, ceux qui refusent de répondre aux enquêtes obligatoires sont passibles d'une amende pouvant aller jusqu'à 500 \$.

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Section I

QUICK REFERENCE FOR PAY AND BENEFITS*Leave and Benefits for Represented and Unrepresented Office Interviewers*

Preamble “Represented” is defined as any interviewer or senior interviewer covered by the Office Collective Agreement

“Unrepresented” is defined as any interviewer whose term is less than three months and/or whose assigned work week is equal to or less than 12.5 hours per week covered by the Office Terms and Condition of Employment for Unrepresented Employees.

“Allowable breaks in service” is defined under each of the Insurance Plans, Pension Plans to determine continuation of eligibility when there is a break between periods of employment. A break in service only occurs when there is a termination of employment.

| | Represented | Unrepresented |
|------------|-------------|---------------|
| Union Dues | yes | no |
| Grievances | yes | no |

Pay

| | | |
|--------------------------------------|-----|-----|
| Overtime | yes | yes |
| Premium for Evening and weekend Work | yes | yes |
| Designated Paid Holidays | yes | yes |
| Vacation premium | no | yes |
| Severance Pay | yes | yes |
| Acting Pay | yes | yes |
| Linguistic allowance | yes | yes |

Leave With Pay

| | | |
|---|-----|-----|
| Vacation Leave | yes | no |
| Sick Leave | yes | no |
| Medical Appointment for Pregnant Employees | yes | no |
| Leave for Family-Related Responsibilities | yes | no |
| Bereavement Leave | yes | yes |
| Court Leave | yes | no |
| Personal Selection Leave | yes | no |
| Leave for other reasons | yes | no |
| Personal Leave | yes | no |
| Volunteer Leave | yes | no |
| Leave with or without Pay for Alliance Business | yes | no |

Quick Reference for Pay and Benefits, continued

| | Represented | Unrepresented |
|--|-------------|---------------|
| <u>Leave Without Pay</u> | | |
| Sick Leave without Pay | yes | yes |
| Maternity-Related Job Modification or Leave | yes | yes |
| Maternity Leave without Pay | yes | yes |
| Parental Leave without Pay | yes | yes |
| Leave without Pay for the Care of Immediate Family | yes | no |
| Injury on Duty Leave | yes | yes |
| Leave without Pay for Personal Needs | yes | no |
| Leave without Pay for Relocation of Spouse | yes | no |
| Education and Career Development | yes | no |
| Leave without Pay for Other Reasons | yes | yes |
| <u>Insurance Benefits</u> | | |
| Public Service Dental Care Plan ⁱ | yes | no |
| Public Service Health Care Plan ⁱⁱ | yes | no |
| Disability Insurance Plan ⁱⁱⁱ | yes | no |
| Employment Insurance | yes | yes |
| Canada Pensions Plan/QPP | yes | yes |
| <u>Pension Benefits</u> | | |
| Public Service Superannuation Plan ^{iv} | yes | no |
| Supplementary Death Benefit ^v | yes | no |

ⁱ **Public Service Dental Care Plan:** Employees who are covered under the Dental Plan but whose Assigned Work Week (AWW) is reduced to 12.5 hours or less will cease coverage under the plan. Should these employees' AWW be increased to over 12.5 hours at a later date, the coverage will resume on the first of the month following the increase of their AWW.

ⁱⁱ **Public Service Health Care Plan (PSHCP):** Coverage is applicable for terms of more than 6 months regardless of the assigned work week (AWW). An interviewer who is covered under the PSHCP plan and who has a reduction of hours (regardless of the number of hours) will maintain the coverage.

ⁱⁱⁱ **Disability Insurance Plan:** Employees who are covered under the Disability Insurance Plan and who have a decrease in AWW to 12.5 hours or less will cease to be covered on that date. Should the AWW be increased to more than 12.5 hours, the coverage under the Disability Insurance Plan would start on the date the AWW is increased.

^{iv} **Public Service Superannuation Plan:** Employees who are contributors to the Superannuation Pension Plan and who have a decrease in their AWW to less than 12 hours will cease to contribute on that date. Should their assigned work week increase to 12 hours or more they will become contributors on that day the AWW is increased to 12 hours or more.

^v **Supplementary Death Benefit:** Employees who are covered under the Supplementary Death Benefit and who have a decrease in their AWW to less than 12 hours will cease coverage on that date. Should their AWW increase to 12 hours or more their coverage will start on that day the AWW is increased to 12 hours or more.

Section II

PENSION CENTRE INFORMATION

| | |
|-----------------------|---|
| Pension Centre | <p>To contact the Public Service Pension Centre (PSPC), see contact information below.</p> <p>It is suggested that plan members visit the Pension Benefits Web Portal (www.pensionandbenefits.gc.ca) for general information.</p> <p>We will meet you before your departure to discuss your last payments (annual leave, severance pay).</p> <p>The following is the Public Service Pension Centre (PSPC) contact information:</p> <p>Toll-free 1 800 561-7930</p> <p>Outside Canada and the United States 0-506-533-5800 (collect calls accepted)</p> <p>Telephone Teletype (TTY): 0 – 506-533-5990 (collect calls accepted)</p> <p>Facsimile 418-566-6298</p> <p>Hours of Operation:</p> <p>Canada and the United States Monday to Friday: 8 a.m. to 4 p.m. (your local time)</p> <p>Outside Canada and the United States Monday to Friday 8 a.m. to 8 p.m. (Atlantic time)</p> <p>Email: Pensioncentre.centredespensions@pwgsc-tpsgc.gc.ca</p> <p>Mail: Please make sure that you have indicated your PENSION NUMBER on your correspondence.</p> <p>Send your questions and/or comments in writing to:</p> <p>Public Works and Government Services Canada Public Service Pension Centre – Mail Facility PO Box 8000 Matane QC G4W 4T6</p> |
|-----------------------|---|

Section I**GUIDELINES FOR THE ADMINISTRATION AND APPROVAL OF REGULAR PAY**

Objective To ensure consistent application of the payment for hours worked for Statistical Survey Operations (SSO) Senior Interviewers and Interviewers. To identify responsibilities for approval of payments in accordance with the *Financial Administration Act*.

Application This guide is intended to assist management and employees in the administration and approval of payments of regular pay using TMS, and must be applied in conjunction with the applicable clauses of the SSO collective agreements and the *Financial Administration Act*.

Roles and Responsibilities

The Employer shall:

- compensate employees for hours worked in a timely basis
- provide employees with technical and/or manual tools for the capturing of hours worked and expenses as recommended and approved
- ensure appropriate approval responsibilities are in place and in accordance with the requirements outlined in the *Financial Administration Act*.

The Employee shall:

- enter hours worked on each day worked and forward to their Supervisor* for recommendation and onward transmission
- ensure correct procedures, as outlined in the TMS Web manual, are followed
- ensure pay claims are submitted to the Senior Interviewer* in accordance with pay cut-off rules for bi-weekly payments indicated in the Employee Handbook.

Process

Application

- The employee will enter **hours worked for each day worked**, ensuring appropriate project and activity codes are used, annotating appropriate comments when submitting any expenses or any unusual hour claims.

* for an Interviewer the supervisor is the Senior Interviewer / for the Senior Interviewer the supervisor is the Data Collection Manager.

Guidelines for the Administration and Approval of Regular Pay, continued

**Process,
continued**

- If an employee is on overnight travel status (where travel was preauthorized using the Travel Authority Form, i.e. traveling overnight to complete interviews or traveling overnight for training), the employee only charges HOURS WORKED in TMS. All expenses associated with the trip (meals, kms, hotels, gas, rentals, etc) should be charged through the Travel Expense Claim completed at the end of the travel.
- Any changes to an employee's address or direct deposit information must be communicated to the employee's Compensation Advisor.
- The employee must ensure that pay claims are submitted to their Supervisor* within the pay cut-off deadlines as directed.

Review

- The Supervisor* will ensure that pay claims are recommended and transmitted to the Manager within the pay cut-off deadlines as directed.
- Any discrepancies/anomalies will need to be clarified prior to recommendation of payment.

Approval

Financial Administration Act (FAA) Responsibilities

Section 34 – Approval for Goods and/or Services Received:

- The Data Collection Manager will ensure that pay claims are approved in accordance with Section 34 of the *Financial Administration Act*, within the pay cut-off deadlines as directed.
- Any discrepancies/anomalies will need to be clarified prior to approval of payment.

Section 33 – Payment for Goods and/or Services:

- Finance will ensure payments for regular pay are authorized in accordance with Section 33 of the FAA within pay cut-off deadlines as directed.

Section 32 – Commitment of Funds:

- Encumbrance of funds is available upon receipt of project funds, in accordance with Section 32 of the FAA. This authority is at the Divisional level.
-

Section II**GUIDELINES FOR THE ADMINISTRATION OF ACTING PAY**

| | |
|-----------------------------------|--|
| Objective | To ensure consistent application of the payment for performing the duties of a Senior Interviewer for Interviewers who are engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (Office Interviewers). |
| Application | These guidelines are intended to assist you, as an employee of SSO, in the administration of acting pay for Office Interviewers. The guidelines must be applied in conjunction with the applicable clauses of the <i>Office Collective Agreement</i> or the <i>Terms and Conditions of Employment for Unrepresented Employees</i> . |
| Roles and Responsibilities | The Employer shall: <ul style="list-style-type: none">• compensate an employee with acting pay when requesting an Interviewer to perform the duties of a Senior Interviewer for at least three (3) consecutive working days. |
| Process | <p>Application</p> <ul style="list-style-type: none">• The employer will request, in writing, that the Interviewer perform the duties of a Senior Interviewer.• A copy of the letter of offer will be forwarded to the Regional Compensation Unit for pay action.• The letter of offer will contain an effective date (beginning) and an end date (the notice). The period must cover at least three (3) consecutive working days in which the employee has responsibility for the work of other interviewers.• All hours worked during this period will be paid at the Senior Interviewer rate of pay.• Acting pay will normally be used for short or specific durations. <p>Review</p> <ul style="list-style-type: none">• Hours can be reviewed by the Data Collection Manager through the <i>Time Management System (TMS)</i>. <p>Approval</p> <ul style="list-style-type: none">• The assistant director has the authority to appoint employees and to compensate for an acting assignment. |

Section III

GUIDELINES FOR PAYMENT OF OVERTIME

| | |
|-----------------------------------|--|
| Objective | To ensure consistent application of the payment of overtime for interviewers and senior interviewers who are engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (office interviewers). |
| Application | These guidelines are intended to assist management, in the administration of overtime for employees working in Statistical Survey Operations and must be applied in conjunction with the applicable clauses of the <i>Office Collective Agreement</i> or <i>Terms and Conditions of Employment for Unrepresented Employees</i> . |
| Roles and Responsibilities | <p>The employer is responsible for:</p> <ul style="list-style-type: none">• authorizing overtime in advance• subject to operational requirements, making every reasonable effort to avoid excessive overtime and to allocate overtime work on an equitable basis among readily available qualified employees. <p>As an employee, you are responsible for:</p> <ul style="list-style-type: none">• accurately recording pre-approved overtime hours• reporting the hours on a timely basis. |
| Process | <p>Application</p> <ul style="list-style-type: none">• all overtime must be approved in advance by the Regional Manager of Programs, through the Data Collection Manager. The hours should be reported in the pay period in which they are worked• employees are entitled to overtime for each completed period of fifteen (15) minutes of overtime worked• meal allowances are paid in certain circumstances as specified in the Collective Agreement. |

Guidelines for payment of overtime, continued

Process, continued

Approval

- overtime is approved by the Regional Manager of Programs, through the Data Collection Manager.
- the employer shall endeavor to pay overtime compensation by the eighth (8th) week after it is earned

Overtime shall be paid and not compensated in leave.

Circumstances in which overtime applies

There are two circumstances in which overtime applies:

1. Work in excess of the maximum workday or the maximum workweek:

a) Work in excess of the maximum workday:

An employee who is required to work in excess of the maximum workday (7.5 hours) is entitled to compensation at time and one half (1.5) for all hours worked in excess.

b) Work in excess of the maximum workweek:

An employee who is required to work in excess of the maximum workweek (37.5 hours) is entitled to compensation at time and one half (1.5) for all hours worked in excess.

2. Work on a day of rest:

a) Work five days and thirty-seven and one-half hours:

The day of rest applies only in a week when an employee has worked five (5) days and thirty-seven and one-half (37.5) hours in that week. The week is specified from Monday to Sunday.

b) Work after six (6) consecutive days:

This applies when an employee is required by the Employer to work more than six (6) consecutive days, at the straight time rate of pay, irrespective of the number of hours worked in that week. The week is specified from Monday to Sunday.

c) Compensation for work on a day of rest:

First day of rest: The rate of overtime pay on a day of rest is time and a half (1.5) for the first seven and one-half (7.5) hours and double (2) thereafter.

Second day of rest: The rate of overtime pay on the second day of rest is double (2) time. The second day of rest means the second in an unbroken series of two (2) consecutive and contiguous days of rest.

Section IV

PROCEDURES FOR PAYMENT OF OVERTIME

Objective To ensure consistent application of Statistical Survey Operations (SSO) policy on the payment of overtime for interviewers and Senior Interviewers who are engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (Office interviewers and SI).

Application This procedure is intended to assist management in the administration of overtime for employees working in SSO and must be applied in conjunction with the applicable clauses of the *Office Collective Agreement* and Statistical Survey Operations Policies and Guidelines and the *Terms and Conditions of Employment for Unrepresented Employees*.

Roles and Responsibilities You, the employee must:

- obtain the pre-authorization of the overtime before working and reporting the hours on TMS
- accurately record pre-approved overtime hours and report the hours on a timely basis
- verify the total hours worked in the workday or workweek to ensure that if the total hours exceed the maximum hours in a workday or in a workweek, authorized overtime is requested in advance, by contacting the Data Collection Manager, who will in turn request approval from the Regional Manager of Programs.

The supervisor must:

- obtain authorization for overtime in advance - **(Authorization is required by Regional Assistant Director and the Regional Manager of Programs, through the Data Collection Manager)**
- submit any of their overtime on TMS or advise the interviewer to enter any overtime on TMS once authorization is obtained
- once overtime submitted in TMS, recommend the overtime and the DCM authorizes the overtime hours worked on TMS
- monitor hours worked in workday or workweek to ensure the allocation of work will not 7.5 hours per day or alternatively, 37.5 hours per week, unless pre-authorized overtime is obtained

The compensation advisor will:

- process all overtime claims within the pay period

NB: Please note that all overtime payments will be direct deposit.

Section I

OFFICE LEAVE ADMINISTRATION

Objective To ensure consistent, timely and accurate application of the leave provisions of the *Statistical Survey Operations Office Collective Agreement* or the *Terms and Conditions of Employment for Unrepresented Employees*, for SSO Interviewers and Senior Interviewers engaged in carrying out the survey activities primarily in Statistics Canada Regional Offices (Office Interviewers).

Application This document is designed to assist management, in understanding the process for the administration of leave.
Leave must be applied in conjunction with the applicable clauses of the *Office Collective Agreement* or the *Terms and Conditions of Employment for Unrepresented Employees*.

Roles and Responsibilities

The Interviewer is responsible for:

- understanding the relevant provisions in the *Collective Agreement* or the *Terms and Conditions of Employment for Un-represented Employees*
- applying for leave in a timely fashion to ensure that management has sufficient time to review the request and authorize the leave

The Senior Interviewer is responsible for:

- recommending leave
- ensuring leave applications contain all the appropriate information and related documentation

The employer is responsible for:

- ensuring appropriate application of leave
- periodically reviewing the application of leave

The Data Collection Manager or Program Manager is responsible for:

- understanding the relevant provisions in the *Office Collective Agreement*, or the *Terms and Conditions of Employment for Un-represented Employees*
 - understanding the delegated authorities related to leave administration
 - administering the leave
 - approving or denying leave consistent with their delegated authority
 - informing employees, in a timely fashion, when leave has been granted or denied
-

Office Leave Administration, continued

Leave General

- Employees may be granted leave with or without pay if they meet the conditions outlined in the leave provisions of their *Office Collective Agreement* or the *Terms and Conditions of Employment for Unrepresented Employees for Office*.
 - Leave with or without pay will only be granted for those days on which the employee is required to perform their duties.
 - Employees may not be granted two different types of leave for the same time period.
 - When leave is granted, it will be granted on an hourly basis and the number of hours debited for each day of leave will be equal to the number of hours of work scheduled for the employee for the day in question.
 - Employees are not entitled to leave with pay during periods in which they are already on leave without pay or under suspension.
-

Process

Submission

- All leaves should be discussed with supervisor prior to submitting it in TMS
- When authorization obtained, leave is submitted in TMS
- Once the Interviewer has submitted the electronic claim, it is forwarded to the Senior Interviewer for recommendation.

Recommendation

- When a claim is received the Senior Interviewer verifies the claim is completed properly.
- If the claim is recommended, it is sent electronically to the DCM for authorization. Where required the SI will forward all pertinent documentation.
- If the leave claim is rejected by the Senior Interviewer, it is returned electronically to the Interviewer.

NB: The Senior Interviewer may or may not recommend the leave. In either case, any leave documentation must be forwarded to the DCM for review and approval or denial.

Office Leave Administration, continued

Process,
continued

Approval

- Leave balances must be checked before approving leave.
 - Vacation leave with pay credits, sick leave with pay credits and family-related leave with pay balances are available in *TMS*.
 - If there is any uncertainty about whether or not leave should be granted, the manager should contact the regional human resources unit.
 - Once a leave has been approved the claim will appear in the Interviewer's List of Claims as **paid**. If the leave is rejected at the authorization level, it will appear in the Interviewer's List of Claims as **cancelled**. Cancelled leave claims are no longer valid. They cannot be modified so a new claim must be submitted.
-

Section II

DIRECTIVE FOR THE ADMINISTRATION OF SICK LEAVE WITH PAY AND SICK LEAVE WITHOUT PAY

| | |
|-----------------------------------|---|
| Effective Date | This directive is effective on July 1, 2016. |
| Application | This directive applies to Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (CATI). |
| Objective | This directive provides direction to delegated managers that will ensure the equitable, accurate, consistent, transparent and timely administration of sick leave provisions across SSO. It also provides guidelines to support managers/supervisors and employees in return-to-work situations. This directive is consistent with the provisions of the Collective Agreement and terms and conditions of employment. |
| Guiding Principles | <ul style="list-style-type: none"> • Accord leave benefits to employees in accordance with their Collective Agreement or terms and conditions of employment • Administer and manage absences from work due to illness or injury in an equitable, accurate, consistent, transparent and timely manner • Provide information to managers and employees regarding elements that are considered prior to approving or denying sick leave • Monitor sick leave usage and determine a national approach to continue to address and resolve any issues that could negatively impact operations • Find solutions for managing the return to work |
| Roles and Responsibilities | <p><u>Employees will:</u></p> <ul style="list-style-type: none"> • Report to work as scheduled unless he/she is on approved leave or is unable to perform his/her duties because of illness or injury • Contact the supervisor/manager as soon as possible, prior to the start of the shift, that he/she is unable to perform his/her duties because of illness or injury • Inform the supervisor/manager in advance, if he/she is unable to perform his/her duties because of illness or injury during a specified period due to a medical appointment or procedure (operation, etc.) • Provide supervisor/manager with a medical certificate (Annex C), upon request by the supervisor/manager • Inform manager of any medical limitations that may impact their ability to meet the requirements of the position and work collaboratively in the accommodation process |

Directive for the administration of sick leave with pay and sick leave without pay, continued

Roles and responsibilities, continued**Employees will:** (continued)

- Update Time Management System (TMS) upon return to work
- Keep up to date on their leave balances
- Cooperate with the supervisor/manager in establishing the return-to-work plan (see Annex D)

Supervisors will:

- Communicate expectations regarding attendance
- Monitor leave and ensure employee submits sick leave request and documentation, as required
- Inform the manager in cases where sick leave may not be used appropriately or established procedures are not being observed, and complete follow-up as directed.
- Support the employee in their return-to-work plan

Managers will:

- Approve or deny sick leave based on information and/or documentation
- In cases where it is suspected that sick leave is not being used appropriately consult with Human Resources
- Implement a return-to-work plan in cooperation with the employee and supervisor

Regional Directors will:

- Monitor the implementation of this directive to ensure that it is being applied fairly and consistently within their region.

Human Resources will:

- Provide advice and guidance to supervisors and managers in the application of this directive and assist in the development of any documentation required

Compensation will:

- Inform employees who have been granted leave without pay of the implications that such leave will have on their pay and benefits.

References

- Collective agreements
 - Directive on Duty to Accommodate
 - A Guide for Managing the Return to Work (Canadian Human Rights Commission)
-

Annex A**Management of Sick Leave with Pay**

- When an employee is unable to perform his/her duties because of illness or injury, the manager with the delegated authority is to consider granting sick leave with pay.
- The manager has the right to request a medical certificate to support the employee's request for sick leave with pay under the following conditions:
 - A pattern of sick leave use has been observed.
 - Where management has requested the employee provide a medical certificate to cover a period of illness and has made the request before the employee has returned to work.
 - Where management is acting to support previous requirements that have been communicated to the employee either verbally or in writing
 - Where management requires further information to continue to extend sick leave with pay
- The manager must inform the employee of the expectation to report to work as scheduled in order to meet the accountability and dependability competencies
- The manager should consult with Human Resources in order to get advice and guidance to ensure a consistent approach in managing these situations
- If the employee does not provide documentation as requested by the manager, the employee:
 - will be considered on unauthorized absence
 - will be denied sick leave with and without pay
 - may be subject to disciplinary action provided that the disciplinary process was followed
 - may be subject to rejection on probation or non-renewal of term
- If the employee has satisfied the manager that he/she was unable to perform his/her duties because of illness or injury and does not have sufficient sick leave credits, the manager may:
 - Recommend sick leave without pay
 - Grant other type of leave with pay upon employee's request (e.g., vacation if the manager feels it's appropriate)
 - Advance Leave:
 - Advancing leave is at the discretion of the Employer (Regional Director) and should only be considered in situations where the employee will be able to reimburse the advanced leave in a reasonable period of time
 - Advance up to 25 days in cases where the employee filed an injury-on-duty report and is awaiting the decision
 - Advance up to 15 days in all other cases
- If the employee was advanced sick leave and was subsequently approved for injury-on-duty leave, the TMS will be modified to change the sick leave with pay to injury-on-duty leave
- If an employee was laid-off under Article 20 of the Collective Agreement and is reappointed in SSO within one (1) year from the date of lay-off, the sick leave credits earned prior to lay-off will be restored to the employee.

Annex B

Management of sick leave without pay

- When an employee is unable to work due to illness or injury in the workplace and has exhausted his or her sick leave credits or injury-on-duty leave, the manager with the delegated authority is to consider granting sick leave without pay.
 - Any cases of sick leave without pay requires a Medical Certificate unless otherwise advised
- Employees who are unrepresented may take sick leave without pay subject to the Terms and Conditions of Employment for Unrepresented Employees (Insert 1 – Employee Handbook).
- For administrative and benefits purposes only, this type of leave without pay is referred to as sick leave without pay and is recorded as such.
- When an employee has been on sick leave without pay for longer than two weeks the manager is to seek out guidance from Human Resources to help assess the situation and ensure a smooth return to work for the employee or manage the leave situation going forward.
- If it is clear that an employee will not be able to return to work within the foreseeable future, the manager with the delegated authority is to consider granting such leave without pay for a period sufficient to enable the employee to make the necessary personal adjustments and preparations for separation from SSO on medical grounds.
- When a manager with the delegated authority is satisfied that there is a good chance an employee will be able to return to work within a reasonable period of time (the length of which will vary according to the circumstances of the case), leave without pay provides an option to bridge the employment gap. The period of leave without pay is to be flexible enough to allow the manager with the delegated authority to accommodate the needs of an employee with special recovery problems, including retraining.
- Managers are to re-examine all cases of leave without pay due to illness or injury in the workplace on a regular basis to ensure that continuation of leave without pay is warranted by current medical evidence.
- Managers are to consult with Human Resources when an employee is on a period of sick leave without pay and their contract is up for renewal.
- Such leave without pay situations are to be resolved within two years of the leave commencement date, although each case must be evaluated on the basis of its particular circumstances.
- All leave without pay due to illness or injury in the workplace will be terminated by the person's:
 - return to work;
 - resignation or retirement on medical grounds; or
 - termination for reasons other than breaches of discipline pursuant to the *Financial Administration Act*
 - non-renewal of contract

Annex C

Requirements for Medical Certificate**Medical certificate to support employee's request for sick leave should include:**

- name and signature of the doctor
- information on the doctor's letterhead
- date that the employee was seen by the doctor
- confirmation that the employee is unfit to report to work
- expected date of return to work
- any functional limitation the employee would experience upon return to work. Please refer to the Directive on Duty to Accommodate when applicable.

When an employee is returning from sick leave and requires an accommodation as part of their return to work a further medical certificate is required.

Medical certificate to support employee's request for accommodation:

- same as above
- that the employee has a medical condition
- identifies if the condition is permanent or temporary, and if temporary the expected date the accommodations need to be in place until or the next follow up appointment
- information from the doctor to explain the employee's limitations or restrictions (for example, if the medical certificate states that the employee cannot work evenings or weekends due to a medical condition, the doctor should include the reason why the employee cannot work evenings or weekends)
- recommendations to help the manager accommodate the employee
- the doctor should not include the diagnosis of the employee as it is confidential and should not be disclosed to the manager
- for third party ergonomic assessments, a medical certificate from the doctor is required to request this type of assessment.

Documentation to support employee's request for medical retirement:

- information from the doctor to confirm that the employee is not fit to work in the foreseeable future due to a medical condition
- the employee must complete the documentation, including the doctor's information and send it to the Pension Centre.

Other considerations - the manager should:

- ensure requests for additional information is timely, practical and reasonable
- make a request at a time that permits a medical practitioner to certify an employee's condition during the period the leave is required, or to provide an employee with sufficient time to comply with the specific request
- specify what kind of proof they require
- set reasonable limits on the type of information required so an employee's privacy is not unreasonably invaded
- reasonably consider the information they receive or otherwise has at their disposal when determining whether or not an entitlement for sick leave with or without pay exists.

Annex D

Guidelines for Managing the Return to Work

Managers and supervisors can use these guidelines to inform their approach and decisions, but each case will be evaluated individually as it will present unique circumstances.

Roles and responsibilities**Employees will:**

- Remain in contact with their supervisor during a prolonged absence; at a minimum, a date prior to the end date of the current leave period should be pre-established with their supervisor to discuss the plan moving forward (i.e. extension of leave or return to work)
- Request accommodation when needed and participate fully in the process.
- Provide information/documentation from a qualified health care professional to clarify health restrictions/limitations and describe the type of accommodation that would be most effective.
- Medical certification to support accommodation request must meet the criteria outlined in Annex C. If the certification is unclear, the employee must participate in a meeting with the manager to discuss further.
 - The employee may request union representation for this and other meetings throughout the return to work process.
- Cooperate with any experts who are asked to provide guidance on the situation.
- Respond to the employer's reasonable request to either provide additional information from the employee's treating physician or to undergo an independent medical exam.
 - Note: employees cannot be forced to submit to an independent medical examination, but failure to comply with a request may delay the accommodation process.
- Should accommodation be required upon return to work after a medical leave of absence, the employee should submit the request in advance of the return date in order to provide the employer with time to make necessary arrangements prior to the return to work. This may require temporary accommodations, or the employee may have to remain on leave.
- Participate in any discussions regarding possible accommodation solutions.
- Listen to and consider any reasonable accommodation options that the employer proposes.
- Achieve the agreed-upon job performance standards once accommodation is provided and confirmed effective.
- Work with the accommodation provider and the union representative (if requested by the employee) on an ongoing basis to manage the accommodation process and monitor its effectiveness.
- Advise the employer of changes in accommodation needs.

Managers and supervisors will:

- Ensure employees are aware of their rights and responsibilities in workplace accommodation. This is found in the Directive on Duty to Accommodate, Chapter 5-5 of the Employee Handbook.
- Once a request is received, discuss the accommodation options with the employee.
- Take notes and keep records of all discussions about accommodation.
- Take an active role in exploring alternative approaches and solutions to accommodate the employee.
- Obtain expert opinion and advice from a designated human resources or health specialist when necessary.

- Keep information/medical records confidential.
- Grant accommodation requests in a timely, reasonable manner, to the point of undue hardship.
- Be willing to review and modify the accommodation agreement if the circumstances change or the solution is no longer working.
- Provide details to justify decisions where accommodation has been denied.
- Advise employees about their right to grieve and their right to approach the Canadian Human Rights Commission.

Section III

GUIDELINES FOR LEAVE WITH AND WITHOUT PAY FOR ALLIANCE BUSINESS

Effective Date This guideline takes effect on January 1, 2016.

Application These guidelines apply to persons appointed to Statistical Survey Operations performing duties primarily in a Regional Office - Computer Assisted Telephone Interviewers (CATI) and to Statistics Canada employees performing managerial functions to CATI.

Context These guidelines will ensure the fair, transparent and timely administration of this leave provision across Statistical Survey Operations. It supports the CATI Collective Agreement and is intended to provide direction to managers, supervisors and employees regarding the application and administration of requests for Leave With or Without Pay for Alliance Business. More specifically, Article 14.10 states “The Employer shall grant leave with pay to an employee acting on behalf of the Alliance for discussions with the Employer as contemplated by Article 22.06”.

Article 22.06 states “The parties recognize the value of informal discussion between employees and their supervisors and between the Alliance and the Employer to the end that problems might be resolved without recourse to a formal grievance. When notice is given that an employee or the Alliance, within the time limits prescribed in clause 22.14, wishes to take advantage of this clause, it is agreed that the period between the initial discussion and the final response shall not count as elapsed time for the purpose of grievance time limits”. Article 22.14 describes the timelines in which to file a grievance.

Guiding Principles

- Initial meetings between employee and supervisor where information is shared and options are explored is crucial to resolving issues
- Effective, efficient and timely resolution of issues will help prevent an escalation and minimize the need for formal recourse mechanisms
- Informal meeting between manager, employee, Union Representative and Labour Relations are held to address situations that could have a potential negative impact on the employee and when discussions between employee and supervisor have not resulted in a satisfactory resolution
- Operational requirements should be taken into consideration before granting this type of leave

Guidelines for Leave with or without pay for Alliance business, continued

General

- Collective Agreements provide additional information regarding the types of situations that permit Union involvement
 - Not all situations will warrant a Union Representative intervention at informal discussions with the employee and the manager
 - In situations that warrant Union Representation, only one representative will be allowed to participate
 - Every request will be managed on a case-by-case basis depending on the facts of the case
-

Roles and Responsibilities

Employee will speak with his/her supervisor to discuss an issue as soon as possible and work together to explore options and collaborate in the resolution of the situation.

Supervisor/manager will attempt to resolve the issue with the employee in a timely fashion by asking questions and gathering information and/or documentation, if required, in order to determine appropriate solution.

Union Representative, will request permission and provide information to ensure that their participation in informal discussion meets is appropriate. Upon approval from his/her supervisor, the Union Representative will provide support and guidance to an employee in circumstances that warrant their intervention.

Alliance will provide the Director General, Collections and Regional Services Branch with the name and jurisdiction of its representatives in accordance with Article 8 of the Collective Agreement.

Assistant Directors will review, approve or deny leave requests as appropriate and monitor the implementation of these requests in their regional offices to ensure that it is being applied fairly.

Human Resources will provide advice and guidance to supervisors and managers in the application of this type leave.

References

Collective agreement

Section IV

DIRECTIVE FOR PERSONAL AND VOLUNTEER LEAVE

For Statistical Survey Operations (SSO) Interviewers and Senior Interviewers engaged in the carrying out of survey activities, primarily in Statistics Canada regional offices (CATI)

Effective Date This directive becomes effective January 1, 2016.

Objective To ensure a consistent approach is implemented in accordance with requests for Volunteer and Personal leave entitlements, for all employees across Canada who are engaged in carrying out the survey activities primarily inside Statistics Canada Regional Offices.

Application This Directive is in accordance with Articles 46.02 and 46.03 **CATI Collective agreement** and is intended to provide clarification for **managers, supervisors and employees** regarding the application and administration of requests for Volunteer and Personal Leave.

General Personal and Volunteer leave articles in the CATI Collective Agreement clearly outline the entitlement as being equal to one fifth (1/5) of the employee's assigned work week at the time the leave is taken.

Both Volunteer and Personal leave are one time use only with a maximum of 7.5 hours per fiscal year respectively. As operational shifts vary in length, the employee should consider the options as outlined in the process section below.

Roles and Responsibilities

The Employer is responsible to:

- ensure appropriate application and administration of leave;
- understand the relevant provisions in the Collective Agreement;
- approve and/or deny leave consistent with their delegated authority;
- inform employees, in a timely fashion, when leave has been granted or denied;
- discuss options with employee as outlined herein.

The Employee is responsible to:

- understand the relevant provisions in the Collective Agreement;
 - provide sufficient information to support their request;
 - request leave in advance to ensure that management has sufficient time to make a decision prior to the leave being taken;
 - explore their options and discuss and/or submit their request to the manager.
-

Directive for Personal and Volunteer Leave, continued

Process

- If the employee's scheduled hours for the day of the Personal or Volunteer leave are in excess of or less than one fifth of the employee's assigned workweek, the employee can request that their scheduled hours for the day of the leave be amended to reflect one fifth of the employee's assigned workweek
 - If the employee's scheduled hours for the day of the leave are in excess of one fifth of the employee's assigned workweek and the employee does not wish to avail themselves from the option above, the employee must use vacation leave to cover the outstanding portion that is above one fifth of the employee's assigned workweek
 - When requesting any of these leaves the employee should submit the request in the Time Management System (TMS) by following these instructions:
 1. Set the Schedule
 - Right click on the day in the Calendar and choose "Edit Claims"
 - Adjust the "Hour of Arrival" and "Hour of Departure" values to obtain a minimum duration of one fifth of their assigned work week, or more if their schedule is in excess and the employee chooses to use vacation leave. The entered schedule must be rounded up.
 - Click on "Save and Close"
 2. Enter the Leave Request
 - Right click on the day in the Calendar and choose "New Leave Entry".
 - Choose the appropriate Leave code from the pick list.
 - The duration of the leave must be equal to one fifth of your assigned work week. By default, the system proposed the schedule you entered in step 1. If necessary, adjust the "Hour of Arrival" and the "Hour of departure" to obtain a duration equivalent to one fifth of your assigned work week.
 - Choose your immediate supervisor from the pick list in the "To be Approved by" field.
 - Additional information can be entered in the "Remarks" field.
 - Click on "Save and Close"
 - If the employee's schedule is in excess and they choose to use vacation leave, they must repeat step 2 to enter the vacation Leave Request for the excess.
-

Directive for Personal and Volunteer Leave, continued

Process,
continued

For example :

Work schedule: 7h30m

One fifth of the assigned work week : 5h24m

- 1) the employee his work schedule from 12:00pm to 7:30pm (without lunch)
 - 2) The employee enter the following leave requests :
 - Personal leave from 12:00pm to 5:24pm (duration of 5h24m)
 - Annual leave from 5:24 pm to 7:30pm (duration of 2h06m)
-

Section V

GUIDELINE ON THE USE OF LEAVE WITH OR WITHOUT PAY FOR OTHER REASONS

Effective date This guideline is effective on January 1, 2018.

Application This guideline applies to persons appointed to Statistical Survey Operations (SSO) performing duties primarily in Statistics Canada Regional Offices (CATI) and/or performing duties primarily outside Statistics Canada Regional Offices (CAPI) as laid out by the relevant and applicable articles of their Collective Agreement.

Objective This guideline will ensure the fair, transparent and timely administration of leave provisions set out in Article 47.01 of CATI Collective Agreement and in Article 44.01 of CAPI Collective Agreement. These guidelines are intended to provide direction to managers, supervisors and employees regarding the application and administration of requests for Leave With (Code 699) or Without Pay (Code 999) for Other Reasons.

General information

CATI - Article 47 - Leave With or Without Pay for Other Reasons

47.01 At its discretion, the Employer may grant:

- (a) *leave with pay when circumstances not directly attributable to the employee prevent his/her reporting for duty. Such leave shall not be unreasonably withheld;*
- (b) *leave with or without pay for purposes other than those specified in this Agreement.*

CAPI - Article 44 - Leave Without Pay for Other Reasons

44.01 At its discretion, the Employer may grant leave without pay for purposes other than those specified in this Agreement. Such leave shall not be unreasonably denied.

In both Articles the key contextual item is that Leave With or Without Pay for Other Reasons is **ONLY** to be granted “**for purposes other than those specified in this Agreement.**” This clearly would exclude using these Articles of the Collective Agreements to grant or extend any type of leave that has already been outlined in the Collective Agreements and examples would include for CATI (Paid or Unpaid Leave: Vacation, Personal Needs, Sick Leave, etc..) and for CAPI (Unpaid Leave: Vacation, Personal Needs, etc..)

Guideline on the use of leave with or without pay for other reasons, continued

General information, continued

Managers can consider granting this leave to employees who do not have access to the leave provisions in the Collective Agreements (e.g., terms less than 3 months and/or employees working less than 12.5 hrs/weeks) in exceptional circumstances (e.g., short term care of a sick child) or where an agreement has been made prior to the appointment that the employee would not be available to work for a specific period due to previous commitments (e.g., attend a wedding, University exam or ceremony, etc.)

Guiding principles

- This leave should not be granted as an extension of a leave type identified in the Collective Agreements where the employee has already exhausted their leave balance
 - Any leave that could qualify to be granted under another article should not be granted under this article
 - Operational requirements should be taken into consideration before granting this type of leave but the leave should not be unreasonably withheld where it is warranted
 - Documentation and/or written explanation should be provided to support this type of request for leave
 - The examples provided in the document are only intended as guidelines and that each case should be assessed on the individual circumstances of specific cases.
-

Roles and Responsibilities

Employee will speak with his/her supervisor to discuss any issue or leave request to be made under these Articles as soon as possible and work together to explore options and collaborate in the resolution of the situation. In cases of unforeseen circumstances, employees will be expected to contact their supervisor/manager to discuss the efforts required to report to work and the documentation to support their request.

Supervisor/manager will attempt to resolve the issue with the employee in a timely fashion by asking questions and gathering information and/or documentation, if required, in order to determine appropriate solution.

Assistant Directors will review, approve or deny leave requests as appropriate and monitor the implementation of these requests in their regional offices to ensure that it is being applied fairly.

Human Resources will provide advice and guidance to supervisors and managers in the application of this type leave.

References

CATI and CAPI Collective Agreements
Reserve Forces Training Leave Regulations (Network B)

Annex A**Some examples where the “leave with pay when circumstances not directly attributable to the employee prevent his/her reporting for duty” provision would apply (CATI only):**

- **Time off due to adverse climatic or environmental conditions**

Persons with the delegated authority exercise their discretionary power to grant time off with pay only if satisfied that the adverse climatic or environmental conditions affect a person's capability to remain on or report for duty.

Adverse environmental conditions at the work place, such as a lack of heat, and emergency conditions affecting the community, such as a serious flood or snowstorm, are examples of conditions that could warrant management to exercise discretion with respect to granting time off with pay.

In situations of adverse weather conditions, leave with pay for other reasons may be granted by the person with the delegated authority under the following conditions:

- ✓ Employee must contact the supervisor, as soon as possible, to inform them of a situation that may prevent them from reporting to work
- ✓ Employee must make **reasonable and ongoing** efforts to make alternate arrangements (e.g., bus, carpool, etc.) and/or provide reasons (road closures which can be confirmed through local weather reports, etc.)
- ✓ Manager will require details and/or documentation before approving these requests.
 - In cases where the employee has not demonstrated sufficient efforts and chooses not to report to work, he/she can request to take paid leave, such as, vacation, personal and/or volunteer leave
 - An example would be a major snowstorm that caused road closures at 7am but roads were reopened by 9am, an employee should be monitoring the situation and make new attempts to come in to work if the situation improves
 - If the employee chooses not to report to work and does not have sufficient paid leave, he/she will be on unauthorized leave

It is important to also keep in mind the *Directive for Payment in Lieu of a Cancelled Shift(s) for Statistical Survey Operations* from the CATI Employee Handbook (Chapter 2-9) as in cases where the adverse climatic or environmental conditions cause office closures we should follow the processes set out in the Directive.

Annex B

Some examples where the “leave with pay for purposes other than those specified in this Agreement” provision may be appropriate (CATI only):**• Time off for voting**

All employees must be given time off with pay to vote (including proxy voting) in federal, provincial, territorial and municipal elections, referenda or plebiscites. This does not necessarily mean hours off of work; it means that there must be a time period, free from work, during voting hours. Time off may be at the beginning or end of an employee’s shift, or unnecessary if working hours already provide enough free time from work to vote.

The requirements are as follows:

- ✓ Federal elections, referenda or plebiscites: three consecutive hours during the period the polls are open.
- ✓ Provincial or territorial elections, referenda or plebiscites: the number of consecutive hours specified in the legislation of the province or territory in which the person resides.
- ✓ Municipal elections, referenda or plebiscites: the number of consecutive hours specified in the statutes governing municipal elections, referenda or plebiscites of the province or territory in which the municipality is located; when there is no such provision, the time is that established for elections in the province or territory in which the person resides.

• Participation in international sporting events

Employees may be granted leave with pay for other reasons for the purpose of training for or participating in international sporting events. The leave period must not exceed three calendar months per year, if it is taken in one period, or 66 working days per year if it is taken in broken periods (these amounts include any earned but unused vacation leave credits to which the person is entitled). Training or participation by a person includes involvement as an athlete, an official referee, a judge, a coach or other official.

Leave with pay for other reasons may be granted by the person with the delegated authority under the following conditions:

- ✓ there must be a recommendation, on behalf of the person, from a national sport-government body and the recommendation for participation must be validated by the appropriate government sport organization, such as Sport Canada; and
- ✓ the person’s unused vacation leave credits must be liquidated before the additional sporting event leave for other reasons is granted.

• Serve in the Canadian Forces Reserve

Employees may be granted leave with pay for other reasons for the purpose of serving in the Canadian Forces Reserve. Persons with the delegated authority to approve such leave are encouraged to grant leave of absences for this purpose. Such leave is to conform to the provisions of the *Reserve Forces Training Leave Regulations* made pursuant to the *National Defense Act*.

Annex C**Some examples where the “leave without pay for other reasons” provision may be appropriate (CATI & CAPI):**

- **Religious Observance**

The Employer shall make every reasonable effort to accommodate an employee who requests time off to fulfill his or her religious obligations. Employees may, in accordance with the provisions of this Agreement, request annual leave, leave without pay for other reasons or a shift exchange in order to fulfill their religious obligations. An employee who intends to request leave under this Article must give notice to the Employer as far in advance as possible but no later than four (4) weeks before the requested period of absence.

- **Political activity - Seek nomination as or be a candidate in a federal, provincial, territorial or municipal election**

Employees must request approval from the Assistant Chief Statistician prior to seeking nomination as a candidate or to be a candidate in a federal, provincial, territorial or municipal election. If approved, the employee may be required to take leave without pay. The period of leave without pay ends on the day on which the results of the election are officially declared, or on an earlier day, as requested by the employee if she or he has ceased to be a candidate.

- **Serve in the Canadian Forces Reserve**

Employees may be granted leave without pay for other reasons for the purpose of serving in the Canadian Forces Reserve. Persons with the delegated authority to approve such leave are encouraged to grant leave of absences for this purpose. Such leave is to conform to the provisions of the *Reserve Forces Training Leave Regulations* made pursuant to the *National Defense Act*.

- **Work for Statistics Canada or Census**

Employees may be granted leave without pay for other reasons for the purpose of working for Statistics Canada (STC) as an employee hired under the Public Service Employment Act (PSEA) for term positions in regular operations or Census, or as an employee hired under the Statistics Act for term positions in Census.

Section I

INSTRUMENT OF DELEGATION OF HUMAN RESOURCES AUTHORITIES

Compensation (SSO)

CS Chief Statistician
ACS Assistant Chief Statistician
DG Director General
RD Regional Director
AD/DM Assistant Director/District Manager
RPM Regional Manager of Programs
DCM Data Collection Manager

| 3.2 Compensation | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.2.1 Denial of pay increment | | | | X | | | |
| 3.2.2 Authority to pay above the minimum on initial external appointments | | | | | X | | |
| 3.2.3 Authorize salary advance | | | | | X | | |

Section II

INSTRUMENT OF DELEGATION OF HUMAN RESOURCES AUTHORITIES

Labour Relations (SSO)

CS Chief Statistician
ACS Assistant Chief Statistician
DG Director General
RD Regional Director
AD/DM Assistant Director/District Manager
RPM Regional Manager of Programs
DCM Data Collection Manager

| Labour relations | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|--|----|-----|----|----|-------|-----|-----|
| 3.3.1 Discipline | | | | | | | |
| 3.3.1.1 Oral and written reprimand | | | | | | | X |
| 3.3.1.2 Impose suspension | | | | | X | | |
| 3.3.1.3 Impose financial penalties | | | | X | | | |
| 3.3.1.4 Demotion or termination for cause (disciplinary) | | | | X | | | |
| 3.3.1.5 Demotion or termination for unsatisfactory performance | | | | X | | | |

| Labour relations | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.3.1.6 Demotion or termination for other reasons (medical incapacity) | | | | X | | | |
| 3.3.1.7 Rejection on probation | | | | X | | | |
| 3.3.1.8 Impose an administrative suspension (while employee is under investigation) | | | | X | | | |
| 3.3.2 Grievances | | | | | | | |
| 3.3.2.1 Individual - first level | | | | | X | | |
| 3.3.2.2 Individual - second level | | | | X | | | |
| 3.3.2.3 Individual - third level | | | X | | | | |
| 3.3.2.4 Individual - fourth level | | X | | | | | |
| 3.3.2.5 Group - first level | | | | | X | | |
| 3.3.2.6 Group - second level | | | | X | | | |
| 3.3.2.7 Group - third level | | | X | | | | |

| Labour relations | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.3.2.4 Group - fourth level | | X | | | | | |
| 3.3.2.9 Policy | | | X | | | | |
| 3.3.3 Other | | | | | | | |
| 3.3.3.1 Settlements | | X | | | | | |
| 3.3.3.2 Political activities: approval of candidature in election | | X | | | | | |
| 3.3.3.3 Harassment Complaints | | | X | | | | |
| 3.3.3.4 Conflict of Interest: determine requirements to divest assets or cease activities, which constitute or could be perceived as a conflict of interest | | | X | | | | |
| | | | | | | | |

Section III

INSTRUMENT OF DELEGATION OF HUMAN RESOURCES AUTHORITIES

Staffing (SSO)

CS Chief Statistician
ACS Assistant Chief Statistician
DG Director General
RD Regional Director
AD/DM Assistant Director/District Manager
RPM Regional Manager of Programs
DCM Data Collection Manager

| 3.1 Staffing | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|--|----|-----|----|----|-------|-----|-----|
| 3.1.1 Transfers | | | | | | | |
| 3.1.1.1 Employee request for transfer (another office or region) | | | | X | | | |
| 3.1.1.2 Transfer between CATI and CAPI | | | | X | | | |
| 3.1.2 Appointments | | | | | | | |
| 3.1.2.1 Acting appointment less than 4 months | | | | | X | | |
| 3.1.2.2 Acting appointment over 4 months | | | | | X | | |

| 3.1 Staffing | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|--|----|-----|----|----|-------|-----|-----|
| 3.1.2.3 Indeterminate Appointment | | | | X | | | |
| 3.1.2.4 Term Appointments and term extensions | | | | | X | | |
| 3.1.2.5 Rehire of employee | | | | | X | | |
| 3.1.3 Other | | | | | | | |
| 3.1.3.1 Early end of term employment due to lack of work | | | | | X | | |
| 3.1.3.2 Confirmation of end of term | | | | | X | | |
| 3.1.3.3 Surplus/lay-off of indeterminate employees | | | | X | | | |
| 3.1.3.4 Acceptance of Resignation | | | | | X | | |
| 3.1.3.5 Revocation and Corrective Action - Grievance process | | | | X | | | |

Section IV

INSTRUMENT OF DELEGATION OF HUMAN RESOURCES AUTHORITIES

Work Schedules and Leave (SSO)

CS Chief Statistician
ACS Assistant Chief Statistician
DG Director General
RD Regional Director
AD/DM Assistant Director/District Manager
RPM Regional Manager of Programs
DCM Data Collection Manager

| 3.4 Work schedules and leave | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|--|----|-----|----|----|-------|-----|-----|
| 3.4.1 Work schedules | | | | | | | |
| 3.4.1.1 Authorize hours of work | | | | | | | X |
| 3.4.1.2 Overtime - Authorize payment for overtime | | | | | | X | |
| 3.4.1.3 Callback - Recall and authorize an employee to work | | | | | | X | |
| 3.4.1.4 Shiftwork - Authorize payment of shift premiums | | | | | | X | |
| 3.4.1.5 Authorize payment of weekend premiums | | | | | | X | |
| 3.4.1.6 Prepare and post shift schedules and assign shift work | | | | | | | X |

| 3.4 Work schedules and leave | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.4.1.7 Require an employee to change a scheduled shift | | | | | | | X |
| 3.4.1.8 Authorize employees to exchange scheduled shifts or day of rest | | | | | | | X |
| 3.4.2 Leave | | | | | | | |
| 3.4.2.1 Grant annual leave | | | | | | | X |
| 3.4.2.2 Cancel annual leave or recall employees with or without reimbursement for expenses incurred | | | | X | | | |
| 3.4.2.3 Approve the payment of annual leave credits | | | | X | | | |
| 3.4.2.4 Appointments for family members with or without pay | | | | | | | X |
| 3.4.2.5 Bereavement leave with pay | | | | | | | X |
| 3.4.2.6 Additional bereavement leave for individual circumstances (Travel) | | | | X | | | |
| 3.4.2.7 Birth of a child - Leave with pay for the birth of employee's child | | | | | | | X |
| 3.4.2.8 Care for immediate family without pay | | | | | X | | |

| 3.4 Work schedules and leave | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.4.2.9 Court Leave with pay | | | | | X | | |
| 3.4.2.10 Education leave without pay / Career Development leave without pay | | | | X | | | |
| 3.4.2.11 Leave with pay - Other Reasons | | | | X | | | |
| 3.4.2.12 Leave without pay - Other reasons | | | | X | | | |
| 3.4.2.13 Late – Leave without pay | | | | | | X | |
| 3.4.2.14 Marriage Leave with or without pay | | | | | | | X |
| 3.4.2.15 Maternity Leave without pay | | | | | X | | |
| 3.4.2.16 Maternity related job modification or Leave (with or without pay) | | | | | X | | |
| 3.4.2.17 Pregnant Employees - medical appointments - <i>Office only</i> | | | | | | X | |
| 3.4.2.18 Medical/Dental appointments - <i>Office only</i> | | | | | | | X |
| 3.4.2.19 Parental Leave - Leave without pay for actual care and custody of a newborn child or the adoption of a child | | | | | X | | |

| 3.4 Work schedules and leave | CS | ACS | DG | RD | AD/DM | RPM | DCM |
|---|----|-----|----|----|-------|-----|-----|
| 3.4.2.20 Personal Leave with pay (1 day/yr)- <i>Office only</i> | | | | | | | X |
| 3.4.2.21 Personal Needs - Leave without pay | | | | | X | | |
| 3.4.2.22 Personnel Selection Leave - Public Service with pay - <i>Office only</i> | | | | | X | | |
| 3.4.2.23 Relocation of spouse leave without pay | | | | | X | | |
| 3.4.2.24 Sick leave with pay, uncertified - <i>Office only</i> | | | | | | | X |
| 3.4.2.25 Sick leave without pay, uncertified - <i>Office only</i> | | | | | | | X |
| 3.4.2.26 Sick leave with or without pay requiring a medical certificate | | | | | X | | |
| 3.4.2.27 Advance of sick leave credits | | | | X | | | |
| 3.4.2.28 Injury on duty leave - <i>Office only</i> | | | | X | | | |
| 3.4.2.29 Union Business - Leave with or without pay in accordance with collective agreement and/or policies | | | | | X | | |
| 3.4.2.30 Volunteer Activities with pay (1 day/yr) - <i>Office only</i> | | | | | | | X |

Section I

Time Management System (TMS)

Training manual for pay claim, leave and overtime processing
for Office Interviewers

AND

Training manual for the recommendation of claims, leave
requests and overtime requests for Office Interviewers (for
Senior Interviewers)

Revision history

| Date | Version | Description |
|-------------|----------------|--|
| 2013/06/06 | 1.0 | Creation and release of document. |
| 2014/01/21 | 1.1 | Revision of document |
| 2014/04/14 | 2.0 | Revision of document: Chapters added: 4.5 Non-authorized claims 7. Frequently Asked Questions |
| 2016/04/01 | 3.0 | Added Annex on Pheonix system |

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1 Introduction

With the help of the Time Management System, Interviewers are able to submit their claims, leave requests and pre-authorized overtime requests. It also allows Interviewers to run a variety of reports related to their time entries and leave.

The claims are reviewed and authorized by the Data Collection Manager (DCM) and submitted to the HR Galaxy pay interface for processing.

The following document describes in detail the procedures used to enter claims, leave and overtime as well as recommending and authorizing them.

2 Launching the Time Management System (TMS)

A Time Management System (TMS) icon will be located on your desktop.

To launch the application, simply click on the link.

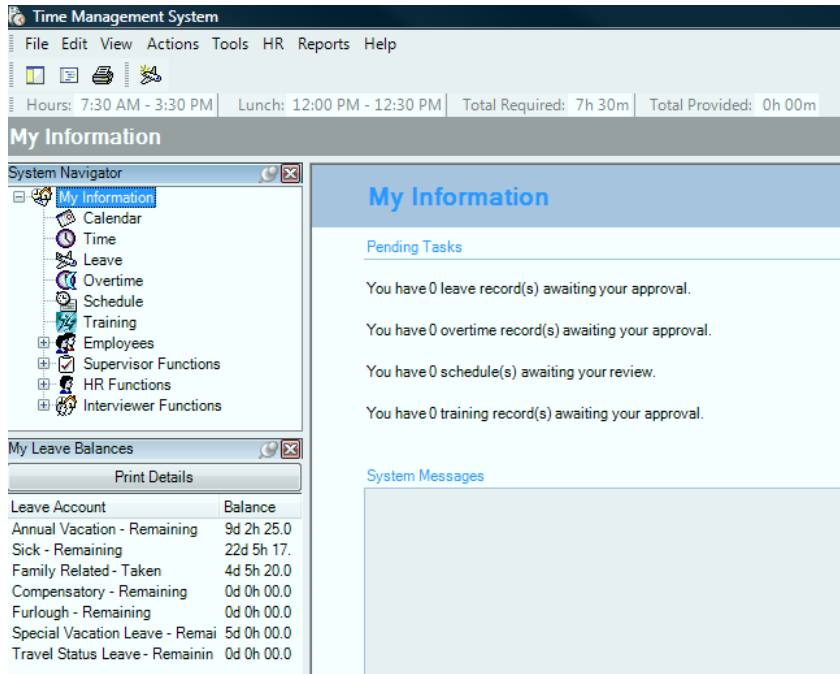
1. Click on the **TMS.url** icon on your desktop.



3 Main TMS Navigation window

The main TMS window allows you to quickly navigate to a specific feature or to view your Leave Balance information.

You can also use the toolbar at the top of the screen to navigate.



You can access all of your personal information in the System Navigator.

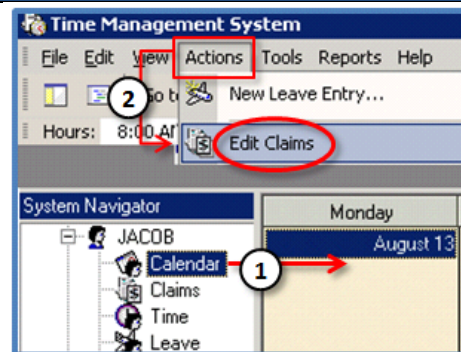
You can use the System Navigator to view your Overtime and Leave entries as well as their status.

The “Pending Tasks” is a function for Supervisors and gives an overview of leave or overtime records that need to be recommended.

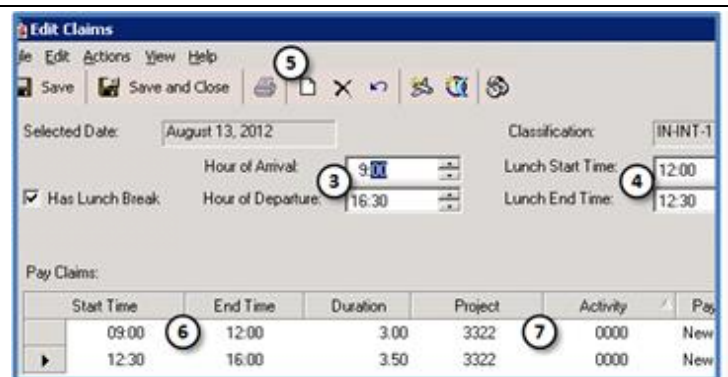
4 Capture Claims - Interviewer

Quick steps

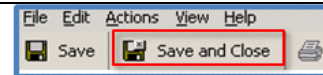
1. Go to **Calendar** and click on the specific **date**.
2. From the **Actions** menu, choose **Edit Claims**.
*You can also right-click on a date in the calendar and select **Edit Claims**.*



3. Adjust **Hour of Arrival** and **Hour of Departure**.
4. Adjust **Lunch Start Time** and **Lunch End Time**.
You can also select the Recent Schedules button to set the day's schedule to values entered previously.
5. Click on the **Add Claims** button (📄) to create lines of claim.
6. Adjust **Start** and **End Time** of each line. You can also add the Start Time of a claim and update the Duration. This will set the **End Time** automatically.
7. Select **Project** and **Activity** codes.
8. Repeat 5-7 for each line of Claim.



9. When the entries are complete, click the Save and Close (💾) button



Tips: You can also add claims by a Double-Click or a Right-Click on a calendar day

4.1 “Edit Claims” window

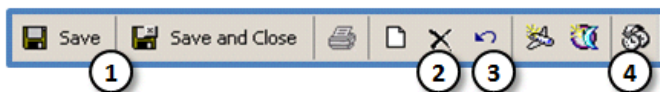
Before you can capture your pay claims in the Time Management system, you must first identify the date for which you wish to record the charge.

To do this:

- Under the “View” menu → Select “Calendar” (F5)
- Scroll through the calendar and click on the desired date.
- Under the “Actions” menu → Select “Edit Claims” or right-click on the desired date and select “Edit Claims”.

The system will display the “Edit Claims” window. The window will display the date selected will allow you to set your schedule for the day.

4.2 “Edit Claims” menu



Save and Save and Close (1)

Use Save to save your progress and stay on the screen or use Save and Close to save the progress and close the Edit Claims window.

Delete (2)

Deletes the selected line of claim.

Undo Changes (3)

Resets all changes made since last save.

Recent Schedules (4)

Gives a selection of recently captured days for quick entry. Double-clicking on an entry will set the Start Time, End Time, Lunch Start Time and Lunch End Time accordingly.

| Start Time | End Time | Has Lunch Break | Lunch Start Time |
|------------|----------|-------------------------------------|------------------|
| 8:00 | 15:00 | <input type="checkbox"/> | |
| 8:00 | 14:00 | <input checked="" type="checkbox"/> | 12:00 |

4.3 Capture Claims

Hour of Arrival / Hour of Departure

Set the start time and end time of your shift.

Lunch Time

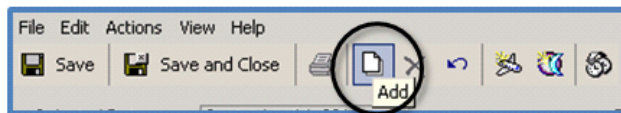
For a shift that includes an unpaid meal break, set the **Lunch Start Time** and **Lunch End Time**.

Has Lunch Break

Uncheck this feature if there is no unpaid meal break in a shift.

Add Claim

Press the Add Claim button in the top menu of the window for each time entry.



Start Time and End Time

Adjust the “Start Time” and “End Time” by using the 24-hour clock (ex: for 1PM, enter 13:00). If you add the claims one by one, it will adjust the start time with the last end time.

| | Start Time | End Time | Duration |
|---|------------|----------|----------|
| ▶ | 08:00 | 12:00 | 4.00 |
| | 12:30 | 15:30 | 3.00 |

Use the arrows on your keyboard to navigate from the hours to the minutes.

Duration

To quickly adjust the End Time of a claim, you can set an amount in the Duration column. When you tab out, the End Time will change accordingly.

Project Code

Enter the Project Code or select it from the drop down list by clicking on the arrow. It is also possible to search a project by its code or its name.

| Duration | Project | Activity | Pay Claim Status | Prev Status |
|------------------|--|----------|------------------|-------------|
| 4.00 | 3323 | | New | New |
| Search For: 332 | | | | |
| ProgramElementID | Description_en | | | |
| 3320 | L F S - CAPI | | | |
| 3321 | Natural Gas - Disposition Annual | | | |
| 3322 | L F S - CATI | | | |
| 3323 | L F S - Listing | | | |
| 3324 | End Use Refined Petroleum Products - Quarterly | | | |

Activity Code

Enter the Activity Code or select it from the drop down list by clicking on the arrow. It is also possible to search an activity by its code or its name.

| Start Time | End Time | Duration | Project | Activity |
|-------------|------------------------------|----------|---------|----------|
| 08:00 | 10:00 | 2.00 | 3322 | 0000 |
| Search For: | | | | |
| ActivityID | Description_en | | | |
| 0000 | General | | | |
| 0001 | Transmission & General Admin | | | |
| 0002 | Recruit. Senior Interviewers | | | |

Recent codes

Click on recent code to view Project and Activity Codes that you have entered recently. Click on an entry to have it loaded it in the Pay claims window.

| Project | Description | Activity | Description |
|---------|------------------------------|----------|------------------------------|
| 2532 | Regional Operations Administ | 0000 | General |
| 2989 | Special Training | 0004 | Survey Specific Training |
| 3322 | L F S - CATI | 0001 | Transmission & General Admin |

Recommended By

Your claims will be reviewed by your supervisor who will recommend or reject the claims. Your supervisor will be selected by default. You can select another supervisor by clicking on the arrow under "Recommended By". You can also search for the supervisor by name.

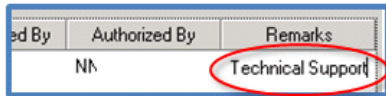
| Recommended By | Authorized By | Remarks |
|-----------------|---------------|-----------------|
| STATCAN Weir... | | |
| Search For: | | |
| FamilyName | GivenName | NetworkUserID |
| NN 9012 | S | STATCAN Weir... |

Authorized By


Once recommended by the supervisor, your claims must be authorized by the Data Collection Manager (DCM) in order to be eligible for payment. Your DCM will be selected by default.

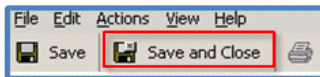
Remarks

Comments can be added to the claim by writing directly under “Remarks”. This information will be visible to the SI and DCM on the Claims Recommendation and Claims Authorization screens.




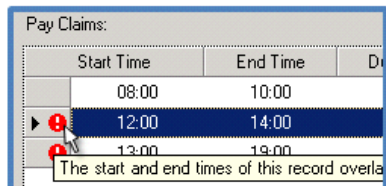
Save and Close

When the time entries are complete, click the “Save and Close” () button.



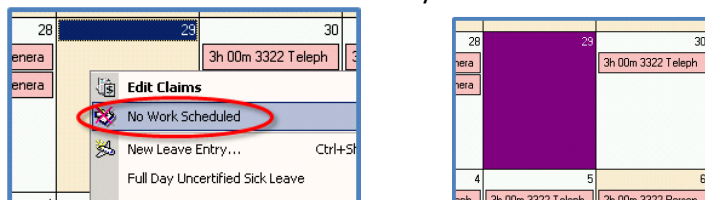
Errors

If your claim contains an error, an exclamation mark icon () will appear next to where a correction needs to be made. A message error can be read by placing the mouse cursor over the error icon for two seconds. You cannot save the day’s claims if there are errors on any of the claims.




No Work Scheduled

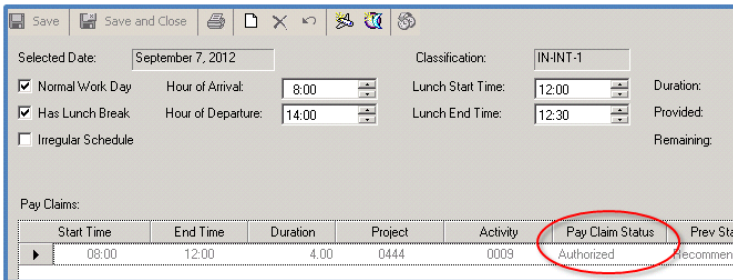
If you were not scheduled to work on a certain day, right-click on the desired date in the Calendar and choose “No Work Scheduled”. The date on the Calendar will change to purple. If you need to change this status, click on "Edit claims", set a start and end time and the “No Work Scheduled” status will automatically be removed.



4.4 [Modify Claims](#)

You can only modify your claim before it is recommended by your supervisor. To verify the status of a claim, select the desired date and go to “Actions” menu → Select “Edit Claims”.

The status of the claim is displayed under **Pay Claim Status**. If the status is “Saved” or “New”, you can modify previously captured information directly in the “Edit Claims” window. When the entries are complete, click the Save and Close () button.



The screenshot shows a software window titled 'Edit Claims'. At the top, there are buttons for 'Save' and 'Save and Close'. Below that, the 'Selected Date' is set to 'September 7, 2012' and the 'Classification' is 'IN-INT-1'. There are several input fields for time: 'Normal Work Day' (checked), 'Has Lunch Break' (checked), and 'Irregular Schedule' (unchecked). Time fields include 'Hour of Arrival' (8:00), 'Hour of Departure' (14:00), 'Lunch Start Time' (12:00), and 'Lunch End Time' (12:30). A 'Duration' field is set to 4.00. Below these fields is a table labeled 'Pay Claims' with columns: Start Time, End Time, Duration, Project, Activity, Pay Claim Status, and Prev Status. The first row in the table has values: 08:00, 12:00, 4.00, 0444, 0009, Authorized, and Recommend. The 'Pay Claim Status' cell is circled in red.

If you need to modify a claim that is already “Recommended”, “Authorized” or “Paid”, contact your supervisor.

4.5 [Not-authorized claims](#)

When a claim is not authorized by the Senior interviewer or the DCM, it must either be delete or resubmitted with the proper adjustments.

To delete a claim, right-click on the calendar and select "Edit Claims". Select the claim and click on the "Delete" key on your keyboard or on the black "X" in the window.

If the claim has a mistake, modify it accordingly, add a remark describing the modification and click "Save and close".

If the claim was in fact valid and needs to be re-submitted without modifications, you must add a remark to the claim before you can save it.

4.6 [Reports](#)

Time and Leave reports are available on the Reports toolbar. To access them, click on Reports → Time or Reports → Leave.

Reports available:

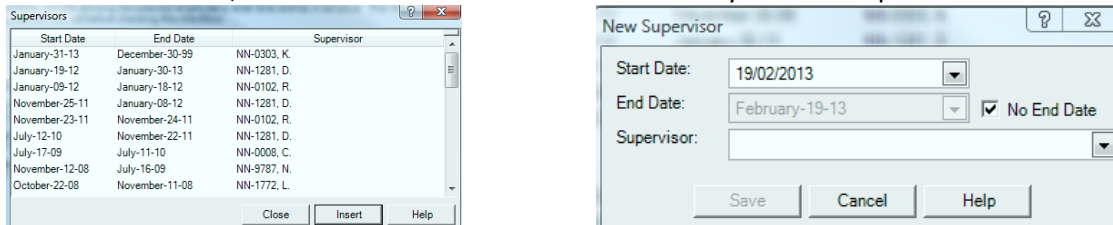
- My Time Entry Summary Report
- Interviewer Pay Record Report
- Leave Balances

4.7 Updating your supervisor


Your supervisor will be set by default in the system when you are hired. If your supervisor changes, you can update it in the system in order to save time when submitting claims, leave or overtime to your supervisor.

To do this, click on Tools → Edit My Supervisors in the menu.

In the new window, click Insert and enter the information of your New Supervisor.



4.8 Troubleshooting

| Problem | Possible reasons | Corrective actions |
|--------------------------------|---|--|
| Unable to Save | 1. Error in claims. | 1. Bring your mouse cursor over the exclamation mark icon () for two seconds: the reason of the error will appear. |
| | 2. Leave entered on the same day | 1. If a leave is already entered on the same day, you cannot change the start and end time of your day. Void the leave request, wait for your DCM to approve the void and re-enter the claims. Once the claims are entered, enter the leave. |
| Unable to modify claims | 1. The claims have a status of "Recommended" or "Authorized" under "Pay Claim Status". | 1. Send your modification request to your supervisor. |
| Hours "Remaining" | 1. Total hours from Hour of Arrival and Hour of Departure does not match total hours of the claims. | 1. If your shift contains more than one unpaid break, Hours Remaining will be the total time not worked between the Start and End Time. |
| Calendar day is purple | 1. The day was identified as not having scheduled work. | 1. Click on "Edit claims" and set a start and end time to cancel the "No work schedule" status. |

5 Applying for Leave

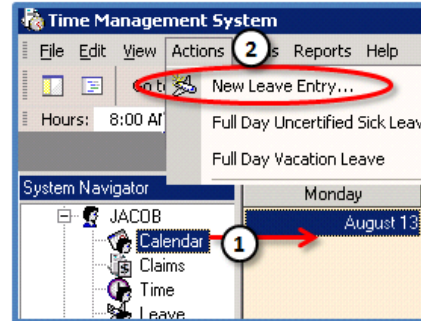
Note: Production claims and leave claims occurring on the same day

Once leave is entered, you cannot change your Start and End time for the day. Enter all production claims first and then enter the leave claim.

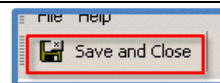
Quick steps

Capture leave claims **after** you set your schedule for the day.

1. Go to **Calendar** and click on the first day of the leave.
2. From the **Actions** menu, choose **New Leave Entry** or right-click on the specific date in the calendar.
3. Select the Leave Type from the drop down list.
4. Adjust **Start Time** and the **End Time** and date.
5. Select your supervisor in the **To be approved by** drop down list



6. You may write comments under **Remarks**, then click the **Save and Close** () button



Tip: You can also open the “New Leave Entry” window by a Right-Click on a calendar day

5.1 “New Leave Entry” window

Before you can capture your Leave claim in the Time Management system, you must first identify the date for which you wish to record the charge. To do this:

- Under the “View” menu → Select “Calendar” (F5)
- Scroll through the calendar to the desired date and click on the desired date.
- Under the “Actions” menu → Select “New Leave Entry”

Important: you must to make sure that the leave times you are entering are within the start and end time you have set for that day. To do this, you may click on add time claims before you enter the leave claim and enter the Start and End Time of your day.

The system will display the “New Leave Entry” window. The window will display the date selected and your scheduled start and end time.

5.2 Submit a Leave Request

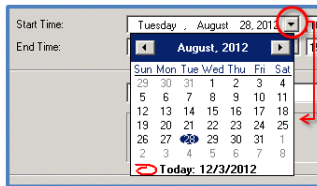
Type of Leave

From the drop down list, select the desired type of leave.

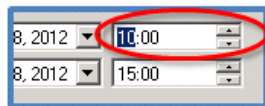
| Code | Description |
|------|---|
| 110 | Vacation Leave paid |
| 121 | One-time Vacation Leave Entitlement, Used |
| 210 | Sick leave paid - uncertified |
| 220 | Sick leave paid - certified |

Start Date and End Date

Next to “Start Date”, click on the down arrow to open a pop-up calendar and scroll to the desired start date. Highlight the leave start date.



In the “Start Time” text-box next to it, type in the hours and minutes or the spin-buttons to increase or decrease the value displayed.



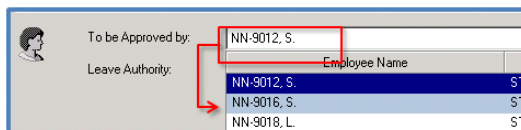
Repeat the process for the “End Date” of the leave. If your Leave Request spans more than one day, the Total Hours will be set to the total scheduled hours between the start and end time.

Note:

Each leave request must be for a continuous period. If you wish to take leave for two separate periods, two leave requests must be submitted.

To be Approved by

All leave requests are to be sent to your immediate supervisor. If they are unavailable you may select another individual. , however when this person is unavailable you may select another individual. By default, your current supervisor’s name will appear in the “To be Approved by” text-box. To submit your request to another individual, expand the drop down list by clicking on the “down arrow”, scroll through the list and highlight the desired individual.




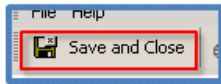
Note: You must submit all request to your supervisor for Recommendation. Your recommended claim will be forwarded on to a higher delegated authority for approval.

Remarks

Use this space to enter comments related to your leave application.

Save and Close


Click on the “Save and Close” () button and the request will be saved and sent to the selected supervisor.

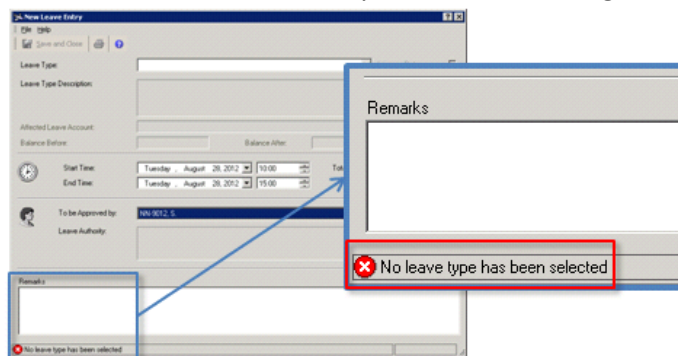


Note:

Your request will be subject to additional edits when you try to save it. If it overlaps with other previously existing leave requests, the system will not allow you to save the request.

Errors

If your Leave Request contains an error, a message icon () will appear in the bottom right corner of the “New Leave Entry window” describing the error.

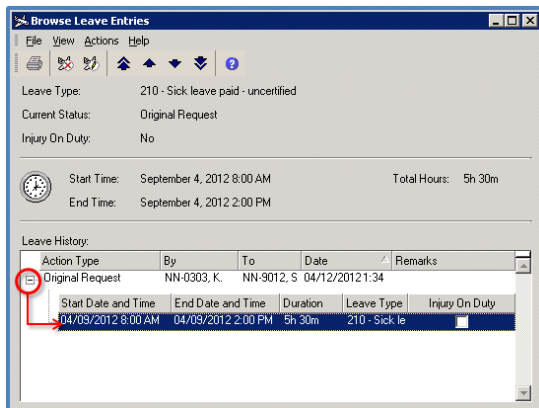


5.3 Modify a Leave Request

To modify a Leave Request, scroll to the desired day in the Calendar and double-click on the leave entry.

| | | |
|------------------|--------------------------|-------------------|
| | 3 | 4 |
| 3320 Personal In | 8:00am Sick leave paid - | 10h 00m 3322 Tele |
| 6666 General | | |
| 3322 General | | |

This will open the “Browse Leave Entries” window. In the section “Leave History”, next to “Original Request” click on the + to open the details of the Leave Start and End time.



Amend Leave Entry

To modify a previously submitted leave request, click on “Actions” in the menu, then select “Amend Leave Entry”. You can also click on “Leave” in the System Navigator and double-click on the leave entry that you need to amend.



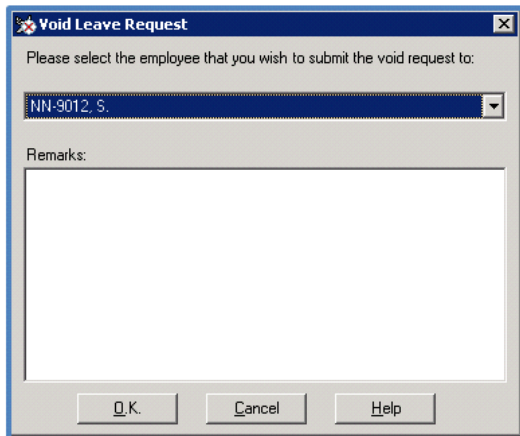
The window “Amend Leave Entry” opens, identical to the “New Leave Entry” window. Follow the same instructions as for a new leave to submit the modification. Your supervisor will have to approve the modification request before the changes take effect.

Void Leave Entry

In the menu, click on “Actions”, then select “Void Leave Entry”.



The window “Void Leave Request” opens.



The screenshot shows a dialog box titled "Void Leave Request". Inside the dialog, there is a text prompt: "Please select the employee that you wish to submit the void request to:". Below this prompt is a dropdown menu with the text "NN-9012, S." selected. Underneath the dropdown is a text area labeled "Remarks:" which is currently empty. At the bottom of the dialog, there are three buttons: "O.K.", "Cancel", and "Help".

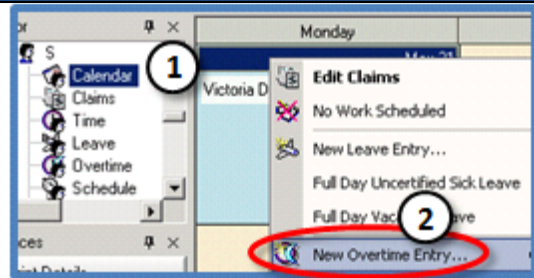
Select your supervisor in the drop down list and enter the reason for the void. Your supervisor will have to approve the “Void Leave Request” before the changes are applied in your calendar.


6 Submit Overtime

Quick steps

Please note that all overtime should be pre-authorized.

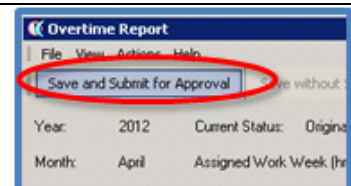
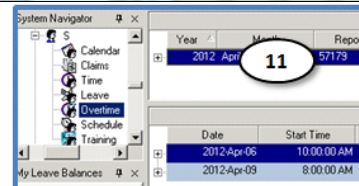
1. Go to **Calendar** and click on the desired day.
2. From the **Actions** menu, choose **New Overtime Entry**.



3. Adjust the Overtime duration
4. Select the Overtime type from the drop down list.
5. Payment type will be set to Cash Payment.
6. Select your supervisor in the **To be approved by** drop down list.
7. Under **Time Entry Information**, choose the **Project code** and **Activity** assigned by your supervisor.
8. Click on **Save and Close** ().
9. Repeat steps 1-8 for each overtime claim you may have.
Please note that your overtime is not submitted for approval at this step.

Once you are ready to submit all of your overtime entries to your supervisor, follow these steps:

10. In the **System Navigator**, select **Overtime**.
11. In the top right panel, **double-click** on **Original Report**.
12. The **Overtime Report** window opens.
13. Make sure the information and your supervisor are correct.
14. Click on **Save and Submit**.



6.1 “New Overtime Entry” window

Before you can capture your Overtime claim in the Time Management system, you must first identify the date for which you wish to record the charge. To do this:

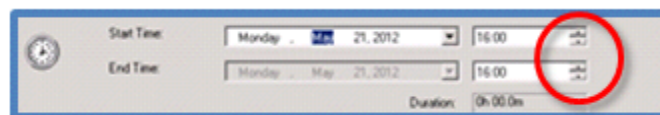
- Under the “View” menu → Select “Calendar” (F5)
- Scroll through the calendar to the desired date and click on the desired date.
- Under the “Actions” menu → Select “New Overtime Entry”

The system will display the “New Overtime Entry” window. The window will display the date selected.

6.2 Adding an Overtime Entry

Start Date and End Date

Next to “Start Date”, click on the down or up arrows to adjust the duration until you reach the amount of time being claims for Overtime.



Overtime Type

Click on the arrow to open the drop down list and choose the assigned **Overtime Type**: “Regular”.


| | | |
|-----------------------|------------------|---|
| Overtime Type: | Regular Overtime | |
| Overtime Description: | Regular Overtime | Regular overtime (any day and time of day, except during scheduled hours) |
| | Reporting | Required to report for work on day of rest or designated holiday |

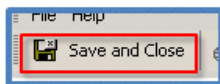
Time Entry Information

Enter the appropriate Project Code in the Program Element field and Activity Code in the Activity field.

| | | |
|------------------------|---------------------|--------------------|
| Time Entry Information | | |
| Program Element: | 3320 - L F S - CAPI | Program Element... |
| Activity: | 0000 - General | Recent Codes... |

Save and Close

Click on the “Save and Close” () button.



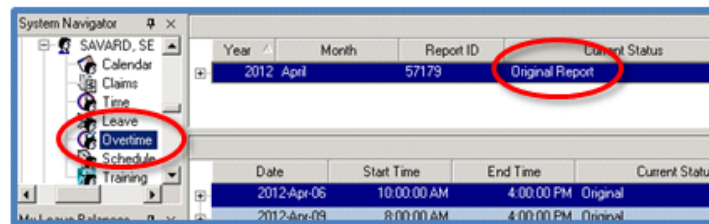
Warning!

At this point, your Overtime claim has not been submitted to your supervisor for recommendation.

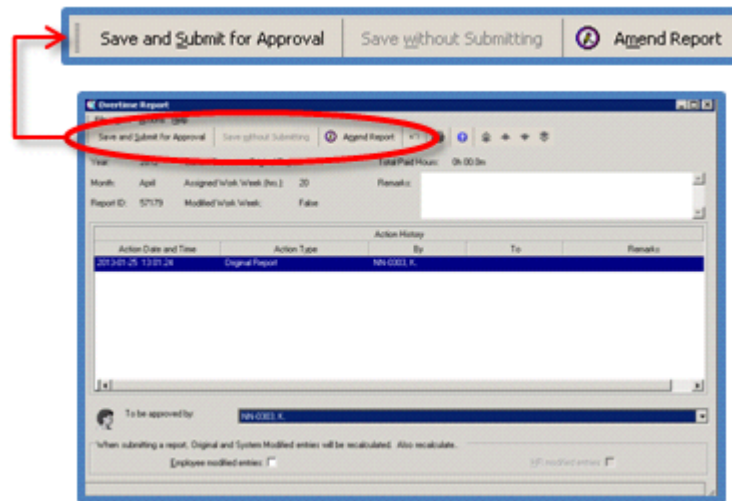
It is recommended that all overtime claims in a pay period be submitted together for recommendation.

Overtime Report

In the “System Navigator”, select “Overtime”. In the top right panel, double-click on “Original Report”.

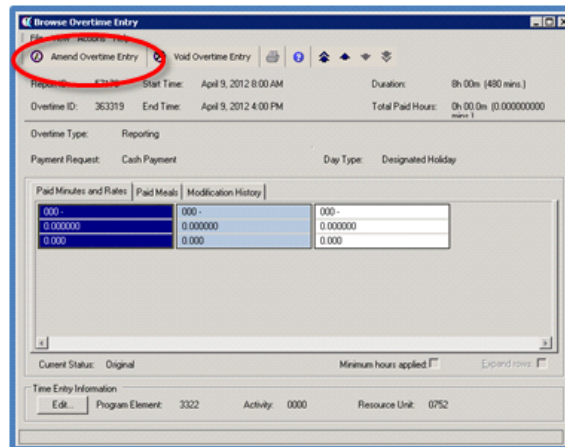


The “Overtime Report” window opens. Verify that the information and the supervisor are correct. **To submit the Overtime applications for approval, click on “Save and Submit for Approval”**.



6.3 Modify an Overtime Entry

To modify an Overtime entry, scroll to the desired day in the Calendar and double click on the overtime entry. Click on “Amend Overtime Entry” to apply the modification, or “Void Overtime Entry” to cancel it.



7 Frequently Asked Questions

| | |
|--|--|
| <p>Leave balance when amending or voiding</p> | <p>When amending leave, the leave balance is deducted twice in the system until the DCM approves the amendment/void. For example, if your initial vacation balance was 15 hours and you entered 4 hours of paid vacation, your balance become 11 hours. If you were to amend the leave to another day, your leave balance would become 7 hours until the DCM approves the change. Always verify the status of your amendment or void.</p> |
| <p>Entering leave claims and production claims occurring on the same day</p> | <p>Enter the production claim first, then the leave claim. Once a leave claim has been entered for a specific day, the start and end time for that day cannot be modified. If entering leave in advance for only a portion of the day, please speak to your supervisor for the best way to enter the leave.</p> |
| <p>Re-submitting a non-authorized claim</p> | <p>Sometimes, rejected claims need to be re-submitted. In order to allow you to save the claim, you must add a remark to the claim.</p> |
| <p>System is setting my start and end time by default</p> | <p>When you first start using TMS, the system will set your start and end time. The start time will be 8am and the end time will be your AWW/5 plus 8. For example, if your assigned work week is 20 hours per week, your start time will be 8am and your end time will be 12pm. You can change these times as needed to enter your claims. The times must be changed if you are entering leave claims. Please note that if you change the times and click save, the system will have successfully changed the dates in the background even if it still displays the old values.</p> |
| <p>Error code 2</p> | <p>Please contact your supervisor. This error usually needs to be handled by the Compensation Team.</p> |

| | |
|--|--|
| Error code 10 | Please contact your supervisor and let them know that you are receiving error code 10. The issue is usually related to a term extension not being fully completed in the system |
| Error Code 100 | This is usually related to the time you are trying to enter. Please verify your Start and End time for each day that you are entering the leave. |
| "DBNULL error" when trying to save a claim | This issue is usually related to your supervisor. Open Edit Claims on any day and verify that the default supervisor under 'Recommended by' is your supervisor. The issue could also be related to your supervisor's supervisor (under 'Auth by'). Please make sure that it is also valid. Please contact your supervisor if the issue persists. |

8 Supervisor Recommendation

Quick steps

1. In the System Navigator, click on the + sign beside **Supervisor Functions** followed by **Claims Recommendation**.



2. Select an **interviewer** from the top right panel. The claims from this interviewer are listed in the bottom panel for review.

3. Choose if you want to **Recommend**, **Reject** or put as **Waiting** each claim by choosing so under the **Action** column. You may also leave the Action blank and the claims will not be updated.

4. Repeat for each interviewer.

| Action | Status | Interviewer Name | Classification | Hours | #KM |
|-----------|--------|------------------|----------------|-------|------|
| Recommend | Saved | S CAF | IN-INT-1 | 3.00 | 0.00 |
| Recommend | Saved | M IDZ, JA | IN-INT-1 | 73.00 | 0.00 |
| Totals | | | | 76.00 | 0.00 |

| Action | Start | End | Hours | Project | Task | #KM |
|-----------|-----------------|-----------------|-------|---------|------|------|
| Recommend | Jun-11-12 08:00 | Jun-11-12 12:00 | 4.00 | 3322 | 0000 | 0.00 |
| Recommend | Jun-11-12 12:30 | Jun-11-12 13:30 | 1.00 | 3322 | 0001 | 0.00 |
| Recommend | Jun-12-12 08:00 | Jun-12-12 12:00 | 4.00 | 3322 | 0000 | 0.00 |
| Recommend | Jun-12-12 12:30 | Jun-12-12 13:30 | 1.00 | 6223 | 0001 | 0.00 |
| Reject | Jun-13-12 08:00 | Jun-13-12 12:00 | 4.00 | 3322 | 0001 | 0.00 |

5. When an action has been chosen for all claims of all interviewers, **Right-Click > Submit** in one of the panels, or go under menu Interviewer > Submit.

| Action | Start | End | Hours |
|-----------|-----------------|-----------------|-------|
| Waiting | Jun-11-12 08:00 | Jun-11-12 12:00 | 4.00 |
| Recommend | Jun-11-12 12:30 | Jun-11-12 13:30 | 1.00 |
| Reject | Jun-12-12 08:00 | Jun-12-12 12:00 | 4.00 |
| Recommend | Jun-12-12 12:30 | Jun-12-12 13:30 | 1.00 |
| Recommend | Jun-13-12 08:00 | Jun-13-12 12:00 | 4.00 |

Tips: You can set to recommend claims later for a specific interviewer by selecting "Waiting" under the Action in the top right panel where all interviewers are listed.

8.1 Claims Recommendation

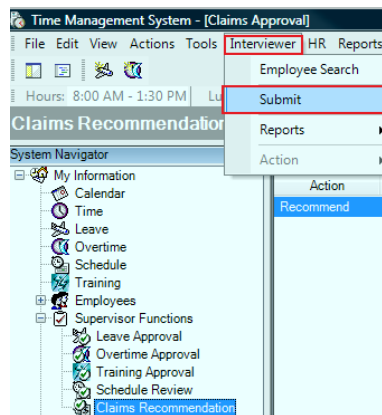
The Claims Recommendations module is accessible from the “System Navigator” under “Supervisor Functions” → “Claims Recommendations”. The Claims Recommendation panel will open on the right. The top part of the module will list all interviewers for whom there are claims to be recommended from your team. Select an interviewer to see the list of the submitted pay claims, which will appear on the bottom section of the module.

| Action | Status | Interviewer Name | Classification | Hours | BKM | KM | Phon |
|-----------|--------|------------------|----------------|-------|------|--------|------|
| Recommend | Saved | | IN-EXT-1 | 25.00 | 0.00 | \$0.00 | \$ |
| Recommend | Saved | | IN-INT-1 | 28.00 | 0.00 | \$0.00 | \$ |
| Totals | | | | 86.00 | 0.00 | \$0.00 | \$ |

| Action | Start | End | Hours | Project | Task | BKM | KM |
|-----------|---------------|---------------|-------|---------|------|------|--------|
| Recommend | Apr-212 09:00 | Apr-212 12:00 | 3.00 | 0123 | 0007 | 0.00 | \$0.00 |
| Recommend | Apr-312 12:30 | Apr-312 15:30 | 3.00 | 0256 | 0001 | 0.00 | \$0.00 |
| Recommend | Apr-312 09:00 | Apr-312 12:00 | 3.00 | 0449 | 0004 | 0.00 | \$0.00 |
| Recommend | Apr-312 12:30 | Apr-312 15:30 | 3.00 | 0640 | 0000 | 0.00 | \$0.00 |
| Recommend | Apr-412 09:00 | Apr-412 12:00 | 3.00 | 0347 | 0004 | 0.00 | \$0.00 |
| Recommend | Apr-412 12:30 | Apr-412 15:30 | 3.00 | 0447 | 0000 | 0.00 | \$0.00 |
| Recommend | Apr-512 09:00 | Apr-512 12:00 | 3.00 | 0347 | 0000 | 0.00 | \$0.00 |
| Recommend | Apr-512 12:30 | Apr-512 15:30 | 3.00 | 0444 | 0000 | 0.00 | \$0.00 |
| Recommend | Apr-612 09:00 | Apr-612 12:00 | 3.00 | 1620 | 0002 | 0.00 | \$0.00 |
| Recommend | Apr-612 12:30 | Apr-612 15:30 | 3.00 | 1630 | 0000 | 0.00 | \$0.00 |

Recommend

By default, the action for each interviewer and their claims is set to “Recommend”. After reviewing all the claims, you can click on “Claims Recommendation” in the System Navigator and the Interviewer tab will appear. You may then recommend all pay claims with a status of Recommend by clicking “Interviewer → Submit”.



You can also right-click in the white areas of the Claims Recommendation module and choose “submit”. All pay claims waiting recommendation from all interviewers of your team will be recommended.

| Action | Status | Interviewer Name | Classification | Hours | #KM |
|-----------|--------|------------------|----------------|-------|-----|
| Recommend | Saved | | IN-EXT-1 | 30.00 | 0.0 |
| Recommend | Saved | | IN-EXT-1 | 28.00 | 0.0 |
| Recommend | Saved | | IN-INT-1 | 28.00 | 0.0 |
| Totals | | | | 86.00 | 0.0 |

| Action | Start | End | Hours | Project | Task |
|-----------|----------------|----------------|-------|---------|------|
| Recommend | Apr-2-12 09:00 | Apr-2-12 12:00 | 3.00 | 0123 | 0007 |
| Recommend | Apr-2-12 12:30 | Apr-2-12 15:30 | 3.00 | 0296 | 0001 |
| Recommend | Apr-3-12 09:00 | Apr-3-12 12:00 | 3.00 | 0449 | 0004 |
| Recommend | Apr-3-12 12:30 | Apr-3-12 15:30 | 3.00 | 0640 | 0000 |
| Recommend | Apr-4-12 09:00 | Apr-4-12 12:00 | 3.00 | 0047 | 0004 |

Waiting

You can postpone the recommendation process to a later time for a specific interviewer. In the top section of the Recommendation claims module, under “Action”, click on “Recommend” next to the name of the interviewer. From the drop down list, choose “Waiting”. When you will perform the “Submit” claims action, the claims for the interviewers set to “Waiting” will remain in your Recommendations Claims module for you to recommend later.

To hold specific claims, click on the interviewer and in the bottom part of the module, choose “Waiting” under “Action” for the line of claim you wish to postpone the recommendation decision. When you perform the “Submit” claims action, all pay claims for the interviewer will be sent except the specific claims that were set to Waiting.

| Action | Start | End | Hours | Project | Task |
|-----------|-----------------|-----------------|-------|---------|------|
| Recommend | Jun-26-12 08:00 | Jun-26-12 11:30 | 3.50 | 3322 | 0000 |
| Waiting | Jun-26-12 12:00 | Jun-26-12 15:30 | 3.50 | 3322 | 0000 |
| Waiting | Jun-27-12 08:00 | Jun-27-12 11:30 | 3.50 | 3322 | 0000 |
| Recommend | Jun-27-12 12:00 | Jun-27-12 15:30 | 3.50 | 3322 | 0000 |

Blank

Similar to the “Waiting” action, setting a claim to Blank will not submit a claim for authorization.

Reject

To reject a specific claim, click on the interviewer and in the bottom part of the module, choose “Reject” under “Action” for the claim you wish to reject. When you perform the “Submit” claims action, the rejected claims will be sent back to the interviewer.

| Action | Start | End | Hours | Project | Task |
|-----------|-----------------|-----------------|-------|---------|------|
| Recommend | Jun-26-12 08:00 | Jun-26-12 11:30 | 3.50 | 3322 | 0000 |
| Waiting | Jun-26-12 12:00 | Jun-26-12 15:30 | 3.50 | 3322 | 0000 |
| Reject | Jun-27-12 08:00 | Jun-27-12 11:30 | 3.50 | 3322 | 0000 |
| Reject | Jun-27-12 12:00 | Jun-27-12 15:30 | 3.50 | 3322 | 0000 |

Remarks

To leave a comment to the interviewer or to the DCM when you recommend, reject or wait on a claim, capture the message under “Remarks” on the claim in question from the bottom section of the Claims Recommendation module.

The screenshot displays the TMS Web Claims interface. The top section shows a summary table of claims with columns for Action, Status, Interviewer Name, Classification, Hours, BKM, KM, Phone, Meal, Other, Total Expense, #Claims, and Recommended Name. Below this is a detailed view of a claim for Interviewer Name 'S', PPS '020515679', and Classification 'IN-INT-1'. The detailed view includes fields for Previous Quarter (Start Date, End Date, Hours) and Current Quarter (Start Date, End Date, Hours). A table below lists claim entries with columns for #, Hour, Project, Task, BKM, KM, Phone, Meal, Other, Total, Recommended By, Auth By, Capture, and Remarks. The Remarks column for the last entry contains the text 'Not scheduled, wrong C' and is circled in red.

| # | Hour | Project | Task | BKM | KM | Phone | Meal | Other | Total | Recommended By | Auth By | Capture | Remarks |
|-------|------|---------|------|------|--------|--------|--------|--------|--------|----------------|-------------|------------|------------------------|
| 11:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | |
| 15:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | |
| 11:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | Not scheduled, wrong C |
| 15:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | |
| 11:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | |
| 15:30 | 3:50 | 3322 | 0000 | 0:00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | NN-0303, K. | NN-6676, L. | 25/01/2013 | |

Remarks History

The remarks attached to a pay claim upon previous steps of the recommendation process are displayed here.

8.2 Leave Recommendation

!!!Senior Interviewers must never “Approve” a leave request but always use the “Recommend” button!!!

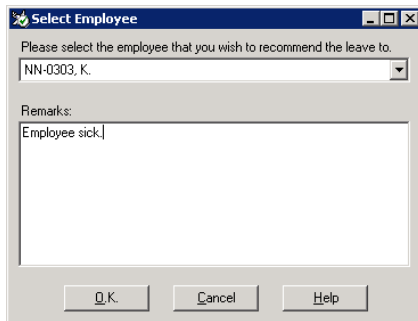
The Leave Approval module is accessible from the “System Navigator” under “Supervisor Functions” → “Leave Approval”. The Leave Approval panel will open on the right. The top part of the module will list all leave entries submitted by your interviewers. Select one to open the details of that leave request below.

Leave cannot be approved at the Senior Interviewer level. You have two options: to recommend or to refuse the leave request.

Recommend a Leave Request


To recommend a Leave Request, select the leave you wish to recommend and click on the “Recommend Leave Request” button in the TMS Leave Approval menu (📄). You can also achieve this by going under menu “Actions” > “Recommend Leave Request”.

The “Select Employee” window opens prompting you to select the employee you wish to recommend the leave to. Select the DCM you report to from the list. The Leave will be referred to that DCM for approval. You may capture a comment in the “Remarks” field.

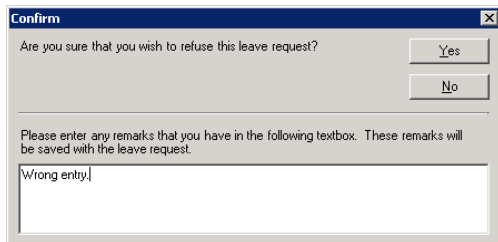
**Note:**

If your DCM is unavailable to approve to the Leave request, you can direct the request to another DCM by choosing their name from the drop down list. Always verify that you are sending the request to the appropriate DCM

Refuse a Leave Request

To refuse a Leave Request, select the leave you wish to recommend and click on the “Refuse Leave Request” button in the TMS Leave Approval menu (). You can also achieve this by going under menu “Actions” > “Refuse Leave Request”.

The “Confirm” window opens prompting you to confirm that you wish to refuse that Leave Request. You may capture a remark in the text box of the “Confirm” window.



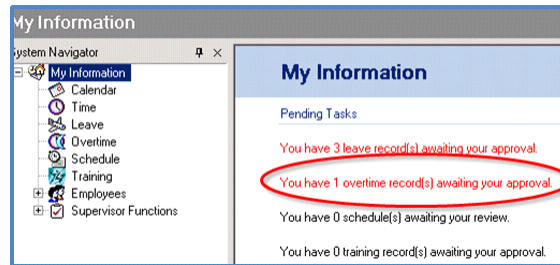
8.3 [Leave History](#)

You can view a history of leave requests that you have approved. To do this, expand the Supervisor Functions menu and then select Leave Approval.

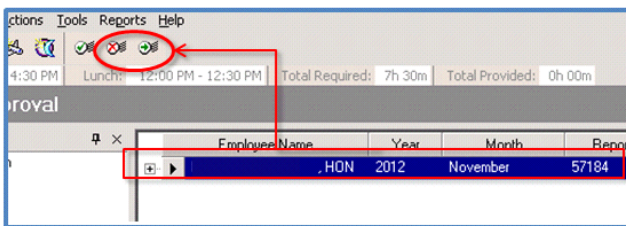
The Leave Approval tab will have any outstanding leave requests that you need to recommend. The Leave Approval History tab will have a history of all leaves you have actioned.

8.4 Overtime Recommendation

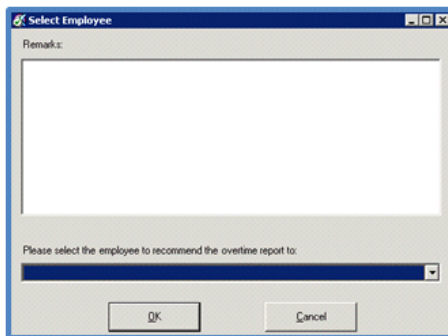
After launching TMS, you can view all overtime claims that require your recommendation under the “My Information” section. You can click on the red link to quickly access the overtime requests. You can also expand the menu for Supervisor Function under the System Navigator to view the overtime tab.



Double-click on the overtime entry to view the information. You can also expand the entry for more information. Use the buttons in the Navigator to Refuse or Recommend the Overtime entry.

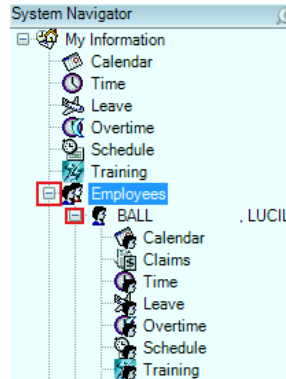


A new window will open prompting you to select the name of the DCM that will be authorizing the overtime. Select the name of the DCM in the dropdown and click **OK**.



8.5 Employee Information

To view a list of the employees that have currently selected you as a supervisor, expand the “Employees” menu under the System Navigator section on the left hand menu. You can then expand a specific employee’s information and view their claims, leave and overtime.



8.6 Reports

Time and Leave reports are available to be ran in the Reports toolbar. To access them, click on Reports → Time or Reports → Leave.

Reports available:

- My Time Entry Summary
- Interviewer Pay Record Report
- Leave Balances

9 Annex - Phoenix – A new pay system

Arrival of Phoenix on April 21, 2016

Public Works and Government Services Canada will be launching the new Phoenix pay system on April 21, 2016.



As part of the Transformation of Pay Administration Initiative, Public Works and Government Services Canada (PWGSC) recently announced that it will be implementing a new, government-wide pay system called Phoenix. This new system will be more efficient, convenient and sustainable and will become the industry standard for all federal departments. PWGSC expects to have Phoenix implemented in phases to 102 government departments by the end of April 2016. Statistics Canada and Statistical Survey Operations will take part in the second phase, which is scheduled for April 2016. For now, there are no changes to our processes and operations, and the transition will be seamless, ensuring that there will be no impacts to our regular compensation activities or schedule.

Phoenix is designed to function with PeopleSoft, a Human Resources Management application that is not yet available to Statistics Canada and Statistical Survey Operations

Background on Phoenix – Transformation of Pay Administration Initiative

The Transformation of Pay Administration Initiative is a Government of Canada project established by Public Works and Government Service Canada in 2009 in order to update and centralize compensation services in all federal departments. The Initiative comprises two related projects: the Pay Modernization Project and the Consolidation of Pay Services Project.

Pay Modernization Project

The Pay Modernization Project is responsible for replacing the current 40-year-old Regional Pay System with Phoenix. This project aims to implement Phoenix to all 102 departments in 2016.

Consolidation of Pay Services Project

Since 2012, the Consolidation of Pay Services Project has been tasked with the gradual transfer of 184,000 pay accounts from 46 organizations (using the PeopleSoft Human Resource Management System) to the Public Service Pay Centre in Miramichi, New Brunswick. This will result in all compensation services being delivered through the Public Service Pay Centre. Statistics Canada's pay services will remain with the department until a decision is rendered by PWGSC on the feasibility of moving forward with a second phase of pay consolidation.

9.1 Frequently asked questions about the new Phoenix Pay System

- **General**
 1. Why are we changing the current pay system?
 2. Will the way I capture my time entries change?
 3. How will my overtime and shift premium be paid?
 4. Will I still receive my pay stubs through epost?
 5. Will my pay be calculated differently?
 6. Why did I receive two distinct direct deposits in my bank account on pay day?

- **Implementation**
 6. When will Phoenix be implemented?
 7. Will there be an interruption to my pay during the changeover?
 8. What do I do if I find an issue with my pay?

General

1. Why are we changing the current pay system?

The current pay system is more than 40 years old and has become increasingly difficult to maintain. It relies on outdated technology that puts the sustainability of the administration of pay at risk. This is why the Government of Canada is introducing Phoenix, a more efficient and reliable system that uses progressive technology, such as real-time data and self-service features.

2. Will the way I capture my time entries change?

No. Phoenix does not have any impact on the Time Management System (TMS) or TMS Web. The way you capture your time entries every day remains the same.

3. How will my overtime and shift premium be paid?

With Phoenix, your overtime will be added to your regular pay. You will no longer receive a supplementary payment. For Statistics Canada and Statistical Survey Operations employees, your overtime will be submitted as usual through the Time Management System (TMS) or TMS Web.

4. Will I still receive my pay stubs through epost?

Yes, stubs will be sent through epost.

5. Will my pay be calculated differently?

Yes. The Phoenix pay system calculates the timing, application and frequency of certain benefits, contributions and allowances differently than the Regional Pay System. The total sum of your benefits, contributions and allowances, however, will be the same at the end of the calendar year. See Understanding differences in pay as a result of the Phoenix pay system for a detailed breakdown of the differences between the Regional Pay System and Phoenix for common scenarios.

6. Why did I receive two distinct direct deposits in my bank account on pay day?

Phoenix splits stubs by Pay Groups. Examples of an employee changing pay groups includes but are not limited to: acting appointment, reaching 3 months continuous employment, dual remuneration or dual employment situation, start/stop of a rehabilitation program, etc.

Implementation

7. When will Phoenix be implemented?

Phoenix will be implemented at Statistics Canada and Statistical Survey Operations on April 21, 2016.

8. Will there be an interruption to my pay during the changeover?

No. Employees' regular scheduled pay will continue without any interruption. A seamless transition from the current pay system to the new Phoenix pay system is planned. In order to transition to the new pay system, there will be a blackout period from April 11 to April 21, 2016. This blackout period will significantly reduce the time that Compensation operations will have to process pay transactions and therefore could affect their ability to meet service standards. After the blackout period, pay transactions will be processed in order of priority starting with new hires, return from leave and termination.

9. What do I do if I find an issue with my pay?

After reading this document, if you think there could be an error with your pay, you can contact your Compensation team.

9.2 Understanding differences in pay as a result of the Phoenix pay system

To take advantage of industry standards, the new Phoenix pay system uses slightly different calculations to determine your pay than those used in the Regional Pay System (RPS). As a result of these new calculations, there may be changes in the **timing, application or frequency** of the benefits, contributions and allowances that are outlined in your particular collective agreement.

In Phoenix, the total amount that you are paid for each pay period may differ from the total amount you were paid in each pay period with RPS. It is important to understand this is **not an error**. The benefits, contributions and allowances for which you are entitled as per your collective agreement may vary per pay period in comparison with the RPS; however, the total sum of your benefits, contributions and allowances at the end of the calendar year in Phoenix will amount to the same as through the RPS.

Examples of changes in pay

The following scenarios provide examples of key changes in pay that apply to most employees. They do not represent examples for each and every change, but instead the most common changes you may find in the new pay environment.

- Scenario 1: Monthly distribution of pay deductions
- Scenario 2: Regular pay and supplementary pay
- Scenario 3: Priority of deductions
- Scenario 4: Taxes and benefit

9.2.1 Scenario 1: Monthly distribution of pay deductions

In the Regional Pay System (RPS), there are monthly (e.g., Public Service Health Care Plan) and biweekly (e.g., Canada Savings Bond) deductions. The system makes an adjustment to ensure that you will receive the same net pay each pay period. This is known as ‘proration.’ The only exception is when there are three pay periods in the month, which is generally July and December of each year.

The way in which the RPS equalizes net pay can be somewhat confusing. Phoenix follows a more straightforward way of handling deductions and follows industry standards. When there are two pay periods in a month, 50% of the monthly deductions will be taken from each pay period. Where there are three pay periods in a month, the deductions will occur only on the second and third pay periods.

Your net pay will continue to be the same each pay period. There is no financial impact on employees as a result of this change. In addition, the Phoenix pay stub will be easier to understand.

See tables 1.A and 1.B below for an example.

Table 1.A: Monthly distribution of pay deductions in the Regional Pay System

| | First pay of the month | Second pay of the month |
|---------------------------------|-------------------------------|--------------------------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | 625.32 | 625.32 |
| Public Service Health Care Plan | 10.38 | 0.00 |
| Union dues | 0.00 | 56.38 |
| Regional Pay System adjustment | -23.00 | +23.00 |
| Net pay | 1,211.01 | 1,211.01 |

Table 1.B: Monthly distribution of pay deductions in Phoenix

| | First pay of the month | Second pay of the month |
|---------------------------------|-------------------------------|--------------------------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | 625.32 | 625.32 |
| Public Service Health Care Plan | 5.19 | 5.19 |
| Union dues | 28.19 | 28.19 |
| Net pay | 1,211.01 | 1,211.01 |

9.2.2 Scenario 2: Regular pay and supplementary pay

In RPS, overtime payments are generated as separate or supplementary payments to employees. These supplementary payments are always dated a different day than the regular pay day. With Phoenix, you will receive your regular pay earnings with any overtime worked on the same cheque dated for pay day.

For example, in RPS, overtime that was worked in the month of November 2015 would be paid on December 18, 2015. In Phoenix, overtime for the same month (November 2015) would have been paid on the cheque dated November 16, along with the employee's regular pay.

See tables 2.A and 2.B below for an example.

Table 2.A: Regular pay and supplementary pay calculation in the Regional Pay System

| | Regular pay | Supplementary pay |
|---------------------------------|-------------|-------------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,522.50 |
| Statutory deductions | 625.32 | 489.56 |
| Public Service Health Care Plan | 5.19 | — |
| Union dues | 28.19 | — |
| Net pay | 1,211.01 | 1,032.94 |

Table 2.B: Regular pay and supplementary pay calculation in Phoenix

| | Regular and supplementary pay |
|---------------------------------|-------------------------------|
| | \$ |
| Gross pay | 3,392.91 |
| Statutory deductions | 1,114.88 |
| Public Service Health Care Plan | 5.19 |
| Union dues | 28.19 |
| Net pay | 2,244.65 |

9.2.3 Scenario 3: Priority of deductions

The Public Works and Government Services Canada policy Priority of Deductions states the order in which to take deductions when there is insufficient pay during a pay period to cover all authorized deductions. This policy, used for the RPS, is not aligned with industry standards.

The priority of deductions for Phoenix has been changed to align with industry standards. With Phoenix, the new priority of deductions is:

1. Canada Pension Plan / employment insurance;
2. Federal income tax;
3. Quebec income tax;
4. Superannuation / death benefit;
5. Overpayments ;
6. Rent, advances, parking, other debts.

See Table 3.A below for an example.

Table 3.A: Priority of deductions in the Regional Pay System and in Phoenix, regular pay cycle

| | Regional Pay System pay | Phoenix pay |
|---|-------------------------|-------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | | |
| Income tax | 0.00 | 400.00 |
| Canada Pension Plan and Quebec Pension Plan | 162.00 | 162.00 |
| Employment insurance | 63.32 | 63.32 |
| Other deduction – Overpayment | 1,644.39 | 1,244.39 |
| Union dues | 0.00 | 0.00 |
| Net pay | 0.00 | 0.00 |

9.2.4 Scenario 4: Taxes and benefits

The benefits, contributions and allowances for which you are entitled as per your collective agreement may vary per pay period in Phoenix compared with RPS; however, the total sum of your benefits, contributions and allowances at the end of the calendar year in Phoenix will amount to the same as in the RPS.

The following are some examples of the differences in taxes and benefits deductions between the RPS and Phoenix.

4.1 Sales tax on health and life benefits

In the RPS, the Public Service Management Insurance Plan, accidental death and dismemberment benefit, dependents life insurance benefit and dependents accidental death and dismemberment benefit are not configured to industry standards. Phoenix is configured to accurately calculate the inclusion of sales tax on these health and life benefit plans.

See Table 4.1.A below for an example.

Table 4.1.A: Tax on health and life benefits in the Regional Pay System and in Phoenix, regular pay cycle

| | Regional Pay System pay | Phoenix pay |
|--|-------------------------|-------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | 625.32 | 627.34 |
| Public Service Management Insurance Plan | 25.19 | 25.19 |
| Net pay | 1,219.20 | 1,217.18 |

4.2 Dual employment

If you are temporarily working for Statistics Canada outside of the Statistical Survey Operations (eg: Data Collection Manager), you are in a “Dual employment” situation. In RPS, employees on Dual employment who have opted to have additional tax deducted each pay period will see that deduction reflected on only one of their pay cheques. In Phoenix, this additional tax deduction will be applied to all of your pay cheques.

See tables 4.1.A and 4.1.B below for an example.

Table 4.2.A: Dual employment in the Regional Pay System, regular pay cycle

| Regional Pay System pay | Job one | Job two |
|---------------------------------|----------------|----------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | 625.32 | 625.32 |
| Additional tax | 10.00 | 0.00 |
| Public Service Health Care Plan | 5.19 | 5.19 |
| Union dues | 28.19 | 28.19 |
| Net pay | 1,201.01 | 1,211.01 |

Table 4.2.B: Dual employment in Phoenix, regular pay cycle

| Phoenix pay | Job one | Job two |
|---------------------------------|----------------|----------------|
| | \$ | |
| Gross pay | 1,869.71 | 1,869.71 |
| Statutory deductions | 625.32 | 625.32 |
| Additional tax | 10.00 | 10.00 |
| Public Service Health Care Plan | 5.19 | 5.19 |
| Union dues | 28.19 | 28.19 |
| Net pay | 1,201.01 | 1,201.01 |

9.3 [A guide to the new pay stub in Phoenix](#)

The following is a sample of what your pay stub will look like, as well as a brief explanation of each field.

| | | |
|----------|--|-----------------------------------|
| 1 | View Paycheque | |
| | Moriah Riehm | |
| | Company Government/Gouvernement Canada | Net Pay: \$1,416.68 |
| | Address | Pay Begin Date: 19/12/2013 |
| | | Pay End Date: 01/01/2014 |
| | | Cheque Date: 15/01/2014 |

| | |
|----------|---|
| 1 | <p>Paycheque Header – <i>Displays general information about the payment:</i></p> <p>Company: The name of the employee's organization</p> <p>Address: [Field will remain blank]</p> <p>Net Pay: The total pay amount after taxes and deductions for the payment</p> <p>Pay Begin Date: The first day of the pay period for the payment</p> <p>Pay End Date: The last day of the pay period for the payment</p> <p>Cheque Date: The date the payment is issued</p> |
|----------|---|

View a Different Paycheque: To access a different payment

| | | | | |
|----------|---------------------|--|-----------------------|-------------------------|
| 2 | General | | | |
| | Name: | Moriah Riehm | Business Unit: | MOT00 |
| | Employee ID: | 010124780 | Pay Group: | TB |
| | Address: | 20478 Merton Street Toronto, QC M1L 3K7 | Department: | 367190 - MOT367190 |
| | | | Location: | MOT-367190 Payroll |
| | | | Job Title: | Administrative Services |
| | | | Pay Rate: | \$2,043.39 Biweekly |

| | |
|----------|--|
| 2 | <p>General – <i>Displays information about the employee and employer:</i></p> <p>Name: The employee's name as it appears in the system</p> <p>Employee ID: The employee's 9-digit Personal Record Identifier (PRI) number</p> <p>Address: The employee's mailing address (or home address if the mailing address does not appear in the system)</p> <p>Business Unit: The employee's department code</p> <p>Pay Group: The employee's pay group</p> <p>Department: The employee's pay list and departmental information</p> <p>Location: The employee's departmental information</p> <p>Job Title: The employee's occupational group</p> <p>Pay Rate: Gross amount paid per unit of time (shown as "Biweekly" for employees who receive biweekly pay or "Annual Salary" for monthly employees)</p> |
|----------|--|

| 3 Tax Data | | | |
|-------------------|------------|------------------|------------|
| Fed Net Claim: | \$11138.00 | QC Net Claim: | \$11195.00 |
| Fed Spcl Letters: | \$0.00 | QC Spcl Letters: | \$0.00 |
| Fed Addl Percent: | 0.000 | QC Addl Percent: | 0.000 |
| Fed Addl Amount: | \$0.00 | QC Addl Amount: | \$0.00 |

- 3 Tax Data** – Displays the status that the employee has designated for federal and provincial taxes:
- Fed Net Claim:** Personal exemption amount for federal income tax
- Fed Spcl Letters:** The reduced amount of federal income tax to be deducted at source (if requested by employee and approved by the Canada Revenue Agency)
- Fed Addl Percent:** The additional percentage of federal income tax to be deducted (if requested by employee)
- Fed Addl Amount:** The additional amount of federal income tax to be deducted (if requested by employee)
- *QC Net Claim:** Personal exemption amount for Quebec income tax
- *QC Spcl Letters:** The reduced amount of Quebec income tax to be deducted at source (if requested by employee and approved by Revenu Québec)
- *QC Addl Percent:** The additional percentage of Quebec income tax to be deducted (if requested by employee)
- *QC Addl Amount:** The additional amount of Quebec income tax to be deducted (if requested by employee)
- *Applies only to employees whose place of work is in the province of Quebec; otherwise, fields indicating the amount will be blank.*

| 4 Paycheque Summary | | | | | |
|---------------------|----------------|-------------------|-------------|------------------|----------|
| Period | Gross Earnings | CIT Taxable Gross | Total Taxes | Total Deductions | Net Pay |
| Current | 2,257.97 | 2,100.67 | 661.20 | 180.09 | 1,416.68 |
| YTD | 2,257.97 | 2,100.67 | 661.20 | 180.09 | 1,416.68 |

- 4 Paycheque Summary** – Displays breakdown of earnings, taxes, deductions and net pay for the current pay period and year-to-date (YTD) (previous pay period earnings may be included in these amounts):
- Gross Earnings:** The total amount of money earned before deductions
- CIT Taxable Gross:** The portion of the employee's gross earnings where the Canadian Income Tax (CIT) is applicable
- Total Taxes:** The total amount of mandatory deductions such as Employment Insurance and Canada Pension Plan (CPP) or Quebec Pension Plan (QPP)
- Total Deductions:** The total amount of deductions from the "Before-Tax Deductions" and "After-Tax Deductions" sections of the pay stub
- Net Pay:** The total pay the employee will receive after taxes and deductions

| 5 Earnings | | | | |
|---------------------------|-------|-----------|----------|------------|
| Description | Hours | Rate | Amount | YTD Amount |
| *Basic Pay | | | 2,043.38 | 2,043.38 |
| OT - Regular - 1.5 | 4.50 | 40.967929 | 183.91 | 183.91 |
| Bilingual Bonus Allowance | | | 30.67 | 30.67 |
| | | | | |
| | | | | |
| | | | | |
| | 4.50 | | 2,257.97 | 2,257.97 |
| | | | | |

| 6 Taxes | | |
|-------------|--------|------------|
| Description | Amount | YTD Amount |
| CIT | 210.66 | 210.66 |
| EI | 34.55 | 34.55 |
| QIT | 298.53 | 298.53 |
| CPP | 114.84 | 114.84 |
| QPP | 12.62 | 12.62 |
| | | |
| | | |
| Total | 661.20 | 661.20 |

- 5 Earnings** – Displays breakdown of hours, extra hours worked and additional earnings for the current pay period and YTD (previous pay period earnings may be included in these amounts) including earnings such as:
Basic Pay: The employee's standard gross pay
OT: Displays overtime pay and time information (if applicable)
Bilingual Bonus Allowance: Displays bilingual bonus amount (if applicable)
- 6 Taxes** – Displays a breakdown of statutory deductions and amounts withheld from the payment for the current pay period and YTD:
CIT: Amount deducted for the Canadian Income Tax
EI: Amount deducted for Employment Insurance
QIT: Amount deducted for the Quebec Income Tax (if applicable)
CPP or QPP: Amount deducted for the Canada Pension Plan (CPP) or the Quebec Pension Plan (QPP) whichever is applicable
QPIP: Amount deducted for Quebec Parental Insurance Plan (for employees who work in the province of Quebec)

| 7 Other Tax Deductions | | |
|------------------------------|--------|------------|
| Description | Amount | YTD Amount |
| Dues - PS Alliance of Canada | 20.00 | 20.00 |
| PSSA - Low | 137.30 | 137.30 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | 157.30 | 157.30 |
| | | |

| 8 Other Tax Deductions | | |
|-----------------------------|--------|------------|
| Description | Amount | YTD Amount |
| PSHCP | 5.64 | 5.64 |
| Supplementary Death Benefit | 6.75 | 6.75 |
| Disability Insurance | 8.40 | 8.40 |
| | | |
| | | |
| | | |
| | | |
| | 22.79 | 22.79 |
| | | |

| 9 Employee Fund Deductions | | |
|------------------------------------|--------|------------|
| Description | Amount | YTD Amount |
| PSHCP - Level I | 57.60 | 57.60 |
| PSHCP - Level I | 57.60 | 57.60 |
| PSDCP - NUC (Leave on CNV) | 38.16 | 38.16 |
| PSDCP - NUC (Leave on CNV) | 38.16 | 38.16 |
| Supp On Ben - Manitoba - ES - SRLs | 2.33 | 2.33 |
| Disability | 47.61 | 47.61 |
| PP - No Contribution | 195.83 | 195.83 |
| | | |
| | | |
| | 437.47 | 437.47 |

- 7** **Before-Tax Deductions** – *Displays a breakdown of deductions that are included in the calculation of taxes for the current pay period and YTD (previous pay period deductions may be included in these amounts):*
Dues: Amount deducted for association or union dues (if applicable)
PSSA: Amount deducted for the Public Service Superannuation Act
- 8** **After-Tax Deductions** – *Displays a breakdown of deductions taken from earnings after taxes are deducted for the current pay period and YTD (previous pay period deductions may be included in these amounts) including deductions such as:*
PSHCP: Amount deducted for the Public Service Health Care Plan (if applicable)
Supplementary Death Benefit: Amount deducted for this life insurance type coverage
Disability Insurance: Amount deducted for disability insurance (if applicable)
Charitable Donations: Amount deducted for charitable donations such as the Government of Canada Workplace Charitable Campaign (GCWCC) (if applicable)
Canada Savings Bonds: Amount deducted for Canada Savings Bonds (if applicable)
Credit Union Deduction: Amount deducted for loan payments, registered retirement savings plans, savings, etc. (if applicable)
RA Centre: Amount deducted for the Recreation Association of the Public Service of Canada (if applicable)
- 9** **Employer Paid Benefits** – *Displays a breakdown of the employer share paid by the Government of Canada for the employee's benefits for the current pay period and YTD:*
The types of benefits will differ depending on the employee but may include the ones shown.

| Net Pay Distribution | | | | | |
|----------------------|------------------|------------------|----------------|----------|--|
| Payment Type | Paycheque Number | Account Type | Account Number | Amount | |
| Direct Deposit | 121468 | Chequing/Savings | 147895325 | 1,416.68 | |

[Return to Pay Check Selection](#)

- 10** **Net Pay Distribution** – *Net earnings for the pay period & deposit information:*
Payment Type: Specifies how earnings are being paid to the employee
Paycheque Number: The transaction number of the issued payment
Account Type: The type of account the pay was deposited in
Account Number: Employee's bank account number
Amount: Dollar amount deposited into the employee's account

Section II

PAY CUT OFF SCHEDULE – TMS 2020

| PAY PERIOD | COVERING FROM | COVERING TO | DEADLINE FOR PAY CLAIMS ENTERED BY INT (TMS) - 22:00 PM EASTERN (WED) | DEADLINE FOR PAY CLAIMS RECOMMENDED BY SR INT (TMS) - 23:00 PM EASTERN (WED) | PAYMENT DATED |
|------------|---------------|---------------|---|--|---------------|
| 1 | 12-Dec-2019 | 25-Dec-2019 | 25-Dec-2019 | 25-Dec-2019 | 8-Jan-2020 |
| 2 | 26-Dec-2019 | 8-Jan-2020 | 8-Jan-2020 | 8-Jan-2020 | 22-Jan-2020 |
| 3 | 9-Jan-2020 | 22-Jan-2020 | 22-Jan-2020 | 22-Jan-2020 | 5-Feb-2020 |
| 4 | 23-Jan-2020 | 5-Feb-2020 | 5-Feb-2020 | 5-Feb-2020 | 19-Feb-2020 |
| 5 | 6-Feb-2020 | 19-Feb-2020 | 19-Feb-2020 | 19-Feb-2020 | 4-Mar-2020 |
| 6 | 20-Feb-2020 | 4-Mar-2020 | 4-Mar-2020 | 4-Mar-2020 | 18-Mar-2020 |
| 7 | 5-Mar-2020 | 18-Mar-2020 | 18-Mar-2020 | 18-Mar-2020 | 1-Apr-2020 |
| 8 | 19-Mar-2020 | 1-Apr-2020 | 1-Apr-2020 | 1-Apr-2020 | 15-Apr-2020 |
| 9 | 2-Apr-2020 | 15-Apr-2020 | 15-Apr-2020 | 15-Apr-2020 | 29-April-2020 |
| 10 | 16-Apr-2020 | 29-April-2020 | 29-April-2020 | 29-April-2020 | 13-May-2020 |
| 11 | 30-Apr-2020 | 13-May-2020 | 13-May-2020 | 13-May-2020 | 27-May-2020 |
| 12 | 14-May-2020 | 27-May-2020 | 27-May-2020 | 27-May-2020 | 10-Jun-2020 |
| 13 | 28-May-2020 | 10-Jun-2020 | 10-Jun-2020 | 10-Jun-2020 | 24-Jun-2020 |
| 14 | 11-Jun-2020 | 24-Jun-2020 | 24-Jun-2020 | 24-Jun-2020 | 8-Jul-2020 |
| 15 | 25-Jun-2020 | 8-Jul-2020 | 8-Jul-2020 | 8-Jul-2020 | 22-Jul-2020 |
| 16 | 9-Jul-2020 | 22-Jul-2020 | 22-Jul-2020 | 22-Jul-2020 | 5-Aug-2020 |
| 17 | 23-Jul-2020 | 5-Aug-2020 | 5-Aug-2020 | 5-Aug-2020 | 19-Aug-2020 |
| 18 | 6-Aug-2020 | 19-Aug-2020 | 19-Aug-2020 | 19-Aug-2020 | 2-Sep-2020 |
| 19 | 20-Aug-2020 | 2-Sep-2020 | 2-Sep-2020 | 2-Sep-2020 | 16-Sep-2020 |
| 20 | 3-Sep-2020 | 16-Sep-2020 | 16-Sep-2020 | 16-Sep-2020 | 30-Sept-2020 |
| 21 | 17-Sep-2020 | 30-Sept-2020 | 30-Sept-2020 | 30-Sept-2020 | 14-Oct-2020 |
| 22 | 1-Oct-2020 | 14-Oct-2020 | 14-Oct-2020 | 14-Oct-2020 | 28-Oct-2020 |
| 23 | 15-Oct-2020 | 28-Oct-2020 | 28-Oct-2020 | 28-Oct-2020 | 11-Nov-2020 |
| 24 | 29-Oct-2020 | 11-Nov-2020 | 11-Nov-2020 | 11-Nov-2020 | 25-Nov-2020 |
| 25 | 12-Nov-2020 | 25-Nov-2020 | 25-Nov-2020 | 25-Nov-2020 | 9-Dec-2020 |
| 26 | 26-Nov-2020 | 9-Dec-2020 | 9-Dec-2020 | 9-Dec-2020 | 23-Dec-2020 |

A REMINDER THAT HOURS SHOULD BE SUBMITTED ON EACH DAY WORKED

ACTIVITY CODES AND STANDARD CHARGES

For Statistical Survey Operations (SSO)

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1. Office Interviewers

Activity Code 01: General Administration

- To be used for time completing pay claims (TMS).
- To be used for time completing leave requests.
- To be used for time completing Travel Authorization and Travel Claim as required.
- To be used for time in completing other administrative requirements, i.e., production reports, debriefing reports.
- To be used for time reading electronic messages, memorandum, short administrative messages/instructions, and newsletters.
- To be used for reading employee handbook updates as directed by your Regional Office
- To be used for employee handbook updates, total duration 30 minutes or less to be done in multiple admin time periods.
- To ensure workstation is clean (sanitized) and secure at end of each shift.

Standard Charge:

- For all of the above, 15 minutes per day for every day worked. Please consult a supervisor for situation in which additional time is required.
-

Activity Code 03: Non Survey Specific training

- To be used for orientation-Basic Skills Training & other generic interviewer skills trainings.
- To be used for non-survey specific trainings identified by your manager, such as retirement course, CQMIP training, HR training sessions or workshops and online OHS training.
- Standard Charge:

Established through the SSOS learning & development division. Standard Charge:

- Charges will vary according to training specification and direction from Regional Offices.
-

**Activity Code 04:
Survey Specific
Training**

- To be used for all survey-specific including self-study exercises and any follow-up required.
- To be used for time spent studying supplementary survey manuals and completing related assignments.
- To be used for time spent with Senior Interviewer reviewing survey content and questions regarding surveys.
- To be used for survey specific re-training.

Standard Charge:

- Charges will vary according to survey specifications and direction from Regional Offices.

**Activity Code 05:
QC Monitoring**

- To be used for time spent discussing feedback with monitor.

Standard Charge:

- Will be the duration of the meeting/discussion.

1. Office Interviewers, continued

Activity Code 07: Down time

- To be used for non-productive time related to **computer technical problems and updates**, power outage and building evacuation
- ~~• To be used when a patch is applied to an application.~~
- ~~• To be used when a day batch must be created or regenerated.~~
- ~~• To be used when systems (computer or application) slow down or freeze.~~
- ~~• To be used when systems are down and waiting for them to be fixed.~~
- Will not be accepted unless Senior Interviewer has been advised of problem and have given approval and instructions to use the code.

Standard Charge:

- Charges may vary depending on the nature of the problem and its duration.
-

Activity Code 10: Data Collection

- To be used when interviewing respondents by telephone, **including coding activities and NRFU (Non Response Follow Up)**.
- ~~• To be used when conducting coding activities (contacting respondent to verify or collect information) including all activities relating to NAICS classification or coding.~~
- ~~• To be used for NRFU (Non Response Follow Up) collection.~~

Standard Charge:

- Duration of the activity.
-

Activity Code 14: Meetings

- To be used when participating in general, **ad-hoc** and monthly meetings.

Standard Charge:

- Charges will vary depending on the length of the meeting and will be determined by the Regional Office.
-

Activity Code 16: Tracing

- ~~• To be used when **conducting tracing activities within the computer application.**~~
- ~~• To be used when tracing using other tools such as hard copy research aids or computer research aids.~~
- **To be used when completing administrative procedures related to tracing activities including researching post office returns (POR'S).**

Standard Charge:

- Charges will vary according to survey specifications and direction from Regional Offices.
-

1. Office Interviewers, continued

Activity Code 18: Editing, Pre- editing and assignment preparation (Unified Enterprise Surveys only)

- To be used for time spent editing paper questionnaires.
- To be used for time spent capturing data received from respondent (via fax, mail or e-mail) or from Head Office. For example, it could be information received between collection cycles to be captured at the start of collection.
- To be used when working on various verifications done prior to editing including verification of data, updating label information, determining out of scopes to survey, editing, reviewing data capture comments, etc.
- To be used for time spent preparing response to CTOC and TSC requests

~~• To be used for time spent on UES assignment preparation, including;~~

~~— Reviewing financial statements~~

~~— Planning for multiple units~~

Standard Charge:

- Charges will vary by survey. Instructions will be provided by the Regional Office.

Activity Code 19: Health and Safety

- To be used for time spent dealing with health and safety activity and situations, such as:
 - Time spent to participate in OHS Committee
 - Completing Statistical Survey Operations Incident and Hazardous Occurrence Investigation Report and other applicable forms

~~○ Responding to emergency situations as required~~

- As a first aid attendant, providing care for individual until ambulance/caregiver arrives

○ Pre-approved ergonomic assessment

○ Time required to attend Fitness to Work assessment upon Employer request

~~○ In the case of a workplace injury, time lost during a scheduled shift on the first day of an Injury on Duty. Please refer to Directive on Injury-on-Duty and your collective agreement for details. On the day of a workplace injury, time away from the scheduled shift to seek medical assistance in the case of a workplace injury~~

Standard Charge:

- Charges will vary depending on the nature of the situation and duration of a scheduled shift.

- As per OHS Term of reference agreements, collective agreement, and Directive on Injury-on-Duty

1. Office Interviewers, continued

Activity Code 21: Union Management Meeting

DELETED – Leave may be available – consult your collective agreement and discuss with your supervisor/manager.

- To be used for time to participate in joint union management committees including travelling if held outside the headquarters area, i.e. Local Union Management Consultation Committees (LUMCC), Regional Union Management Consultation Committees (RUMCC), National Union Management Consultation Committee (NUMCC);

Standard Charge:

- Joint union management committees;
 - As per committee specific Terms of Reference agreement;
 - Time spent in travel status requires the submission of a Travel Authorization Request (TAR) at least 3 weeks in advance to attend meetings as required; arrangements to be coordinated by Regional Program Manager or District Manager and approved by Regional Director;

Restrictions:

- Any additional compensation in excess of the above mentioned standard charges must be pre-authorized. Pre-authorization should be obtained from the District Manager, Assistant Director or Regional Director;
-

Activity Code 31: Pre-contact

Use only for Business Survey activities

- To be used when working on contacting new entries (births) to the business survey and confirming the business contact information and the main business activity.

Standard Charge:

- Charges will vary by survey. Instructions will be provided by the Regional Office.
-

Activity Code 32: Failed Edit Follow-up (FEFU)

Use only for Business Survey activities

- To be used when working on Failed Edit Follow-ups (FEFU).

Standard Charge:

- Charges will vary by survey. Instructions will be provided by the Regional Office.
-

1. Office Interviewers, continued

**Activity Code 59:
Third Language
Cases**

- To be used to identify time spent on conducting interviews in a third language.

Standard Charges:

- Charges will vary by survey. Instructions will be provided by the Regional Office.
-

**Activity Code 97:
Performance
Management**

- To be used for time attending performance appraisal, performance feedback and evaluation meetings.
- To be used for time attending meetings on performance issues, action plan and coaching. .

Standard Charge:

- Will be the duration of the meeting.
-

2. Office Senior Interviewers

**Activity Code 02:
Recruitment**

- To be used for all activities related to the recruitment and hiring process of interviewers.

This could include:

- Screening and contacting applicants
- Conducting Tests and Interviews
- Discussion of results with manager
- Conducting Reference Checks
- Notifying candidates of results.
- Taking part in job fairs

Standard Charge:

- Charges will vary depending on hiring location and number of interviewers being hired. All charges to this activity code must be pre-approved by your manager.
-

**Activity Code 03:
Non-Survey-
Specific Training**

- To be used for attending, delivering and following up on orientation training, interviewer skills trainings and CQMIP training.
- To be used for attending non-survey-specific training **identified by your manager**, such as ~~retirement course~~, HR training sessions or workshops and other online training.
- To be used for time spent preparing for training sessions.

Standard Charge:

- **Charges will vary according to training specification and direction from Regional Offices. Established through the SSO Learning and Development division.**
-

2. Office Senior Interviewers, continued

**Activity Code 04:
Survey-Specific
Training**

- To be used for all survey-specific training including self-study exercises and any follow-up required.
- To be used for time spent studying supplementary survey manuals and completing related assignments.
- To be used for time spent with Data Collection Manager (supervisor) reviewing survey content and questions regarding surveys.
- To be used for time spent preparing and delivering training sessions.

Standard Charge:

- Charges will vary according to survey specifications and direction from Regional Offices.
-

**Activity Code 05:
QC Monitoring**

- To be used for time spent monitoring and on the monitoring system: QCFS.
- To be used for time associated with the completion of monitoring reports.
- To be used for time spent discussing feedback with Interviewer.

Standard Charge:

- Will be the duration of the monitoring activities

**Activity Code 07:
Down time**

- To be used for non-productive time related to technical problems and updates, power outage and building evacuation
- Will not be accepted unless Manager has been advised of problem and have given approval and instructions to use the code.

Standard Charge:

- Charges may vary depending on the nature of the problem and its duration. To be used for non-productive time related to computer problems, power outage and building evacuation
- To be used when a patch is applied to an application.
- To be used when a day batch must be created or regenerated.
- To be used when systems (computer or application) slow down or freeze.
- To be used when systems are down and waiting for them to be fixed.
- Will not be accepted unless managers have been advised of problem and have given approval and instructions to use the code.

Standard Charge:

- Charges may vary depending on the nature of the problem and its duration.

2. Office Senior Interviewers, continued

- Activity Code 08: Supervision** Related to all supervisory activities such as but not restricted to ;
- Supervises daily survey operation and collection
 - Review of reports and non-interview reports.
 - Recommendation of leaves and pay in TMS
 - Discussions with Interviewers.
 - Progress checks with Interviewers.
 - Identifying and addressing any concerns regarding interviewers and their performance.
 - Assisting in scheduling, planning and work organization.

Standard Charge:

- Standard charges for surveys will vary according to the specification and direction from the Regional Office.
 - When dealing with unusual situations and interviewer problems which may require extra time, consult with your manager for pre-approval of additional hours.
-

- Activity Code 10: Data collection**
- To be used when interviewing respondents by telephone.
 - To be used when conducting coding activities (contacting respondent to verify or collect information) including all activities relating to NAICS classification or coding.
 - To be used for NRFU (Non Response Follow Up) collection.

Standard Charge:

- Charges will vary by survey. Instructions will be provided by the Regional Office.
-

- Activity Code 14: Meetings**
- To be used when participating in general, **ad-hoc** and monthly meetings.

Standard Charge:

- Charges will vary depending on the length of the meeting and will be determined by the Regional Office.
-

2. Office Senior Interviewers, continued

Activity Code 19: Health and Safety

- To be used for time spent dealing with health and safety activity and situations, such as:
 - Time spent to participate in OHS Committee
 - Completing Statistical Survey Operations Incident and Hazardous Occurrence Investigation Report and other applicable forms
 - Responding to emergency situations as required
 - As a first aid attendant, providing care for individual until ambulance/caregiver arrives
 - Pre-approved ergonomic assessment
 - Time required to attend Fitness to Work assessment upon Employer request
 - In the case of a workplace injury, time lost during a scheduled shift on the first day of an Injury on Duty. Please refer to Directive on Injury-on-Duty and your collective agreement for details

Standard Charge:

- Charges will vary depending on the nature of the situation and duration of the scheduled shift.
 - As per OHS Term of reference agreement, collective agreement s and/or Directive on Injury on Duty.
 - As per OHS Term of reference agreements
-

**Activity Code 21:
Union
Management
Meetings**

- To be used for time to participate in joint union management committees including travelling if held outside the headquarters area, i.e. *Local Union Management Consultation Committees (LUMCC)*, *Regional Union Management Consultation Committees (RUMCC)*, *National Union Management Consultation Committee (NUMCC)*.

DELETED - Leave may be available – consult your collective agreement and discuss with your manager.

Standard Charge:

Joint union management committees:

- As per committee specific Terms of Reference agreement.
- Time spent in travel status requires the submission of a Travel Authorization Request (TAR) at least 3 weeks in advance to attend meetings as required, arrangements to be coordinated by Regional Program Manager or District Manager and approved by Regional Director.

Restrictions:

- Any additional compensation in excess of the above mentioned standard charges must be pre-authorized. Pre-authorization should be obtained from the District Manager, Assistant Director or Regional Director.

2. Office Senior Interviewers, continued

**Activity Code 97:
Performance
Management**

- To be used for time attending meetings on performance issues.
- To be used for time attending Performance feedback and Evaluation meetings.
- To be used for the completion of Interviewer Performance Appraisals.
- To be used for time to discuss Performance Appraisal contents with Interviewers.

Standard Charge:

- Will be the duration of the meeting or activity.
-

Section I

EPOST REGISTRATION PROCEDURES

For Statistical Survey Operations (SSO) Interviewers and Senior Interviewers Engaged in the Carrying out of Survey Activities

Introduction Create a new account at www.epost.ca and enjoy the convenience of receiving your pay stubs and Income tax statements on a single website.

How to Register When you register for an "epost" account to access your pay stubs and Income tax statements, you must:

Step 1

- Create a username
- Create a password
- Register your address
- Register your phone number
- Provide your email address

This information is requested in order to communicate with you and, if necessary, to verify your account.

Step 2

- Accept the "epost" terms and condition

Step 3

- Add your personal information

Step 4

- Confirm your personal information

Step 5

- Your account has been created
-

Epost Registration Procedures, continued

How to Register, Step 6 cont'd

- Sign up* and go to your Inbox
- Select “Add a NEW Bill/Statement” or select “Subscribe” from one of the mailers in your area, listed in your Inbox.
- Select «Government of Canada (PWGSC) – Pay »
- Once you have made your selection, select “Next”. You will be prompted to enter your Personal record Identifier and you pay list number to continue.
- Select <<Next>>

Your registration will be confirmed and whenever you have a paystub available, an email will be sent to the email address you provided when you registered for "epost". Thereafter, go to your personal mailbox on "epost" to view your information on your pay stub.

***NB:** Please wait for the data to load during sign up, it may take some time, up to 30 minutes, for the data entered to process.

Section II

PAY STUB INFORMATION

For Statistical Survey Operations (SSO) Interviewers and Senior Interviewers Engaged in the Carrying out of Survey Activities

STATEMENT OF EARNINGS – ÉTAT DES GAINS

| | | | | | | | | |
|---|------------------|----------------------|--|------------------|---------------------|-----------------------------|----------------|-----------------|
| Pay Group: SR2-Sep ER - Acting Pay Begin Date: 10/06/2016 Pay End Date: 10/19/2016 <div style="text-align: center;">1</div> | | | Business Unit: SYT0 Advice #: 4475165 Advice Date: 11/02/2016 <div style="text-align: center;">2</div> | | | | | |
| First Name Last Name: 123 Interviewer St. Anywhere, CAN H0H 0H0 <div style="text-align: center;">3</div> | | | Employee ID: XXXXXXXX Department: 083801-SYT083801 Location: SYT- 000000 Payrollz Job Title: Interviewer Internal Pay Rate: 1,621.20 Biweekly <div style="text-align: center;">4</div> | | | | | |
| TAX DATA: Federal Quebec ON | | | Net Claim Amount: 11.47 8,481.00 Special Letters: 4.00 Addl. Percent: Addl. Amount: <div style="text-align: center;">5</div> | | | | | |
| HOURS AND EARNINGS | | | | TAXES | | | | |
| <u>Description</u> | <u>Rate</u> | <u>Current Hours</u> | <u>Current Earnings</u> | <u>YTD Hours</u> | <u>YTD Earnings</u> | <u>Description</u> | <u>Current</u> | <u>YTD</u> |
| Prem Pay-Lieu Stat Hol - 4.25% | | | 68.90 | | 854.86 | CIT | 289.00 | 5,556.87 |
| *Acting Pay | 23.160000 | 70.00 | 1,621.20 | 966.50 | 21,438.60 | CPP | 81.16 | 1,656.72 |
| Shift Pr Eve/Sec Shift-Amount | | | 56.00 | | 511.50 | EI | 33.35 | 684.89 |
| Weekend Pr First Day - Amount | | | 14.00 | | 56.00 | | | |
| Weekend Pr Sec Day - Amount | 6 | | 14.00 | | 206.00 | | | |
| *Basic Pay | | | 0.00 | | 11,542.32 | | | |
| CNV - LWOP (Hourly) | | | 0.00 | | 822.48 | | | |
| Prem Pay-Lieu Stat Hol Lumpsum | | | 0.00 | 13.50 | 500.17 | | | |
| LWOP - Authorized (H) | | | 0.00 | | 298.08 | | | |
| CNV - Shift Evening | | | 0.00 | | 263.00 | | | |
| CNV - OT On Holiday | | | 0.00 | 7.50 | 248.40 | | | |
| OT - On Holiday - 1.5 | | | 0.00 | 10.00 | 248.40 | | | |
| Other | | | 0.00 | | 561.12 | | | |
| TOTAL: | | 70.00 | 1,774.10 | 997.50 | 36,430.37 | TOTAL: | 403.51 | 7,898.48 |
| BEFORE-TAX DEDUCTIONS | | | AFTER-TAX DEDUCTIONS | | | EMPLOYER PAID BENEFITS | | |
| <u>Description</u> | <u>Current</u> | <u>YTD</u> | <u>Description</u> | <u>Current</u> | <u>YTD</u> | <u>Description</u> | <u>Current</u> | <u>YTD</u> |
| PSSA - Low | 146.72 | 1,967.21 | Canadian Savings Bond | 50.00 | 1,100.00 | PSSA - Low | 168.73 | 2,262.40 |
| Dues - PS Alliance of Canada | 0.00 | 394.42 | GCWCC – My Region | 5.00 | 70.00 | PSHCP | 0.00 | 736.84 |
| CNV - PENSION BALANCE | 0.00 | 1,103.74 | Supplementary Death Benefit | 0.00 | 127.64 | Dental | 0.00 | 471.25 |
| | | | Disability Insurance | 0.00 | 123.06 | Supplementary Death Benefit | 0.00 | 21.06 |
| | | | CNV GCWCC | 0.00 | 40.00 | Disability Insurance | 0.00 | 431.99 |
| TOTAL: | 146.72 | 3,465.37 | TOTAL: | 55.00 | 1,460.70 | * Taxable | | |
| TOTAL GROSS | | CIT TAXABLE GROSS | | TOTAL TAXES | | TOTAL DEDUCTIONS | | NET PAY |
| Current: | 1,774.10 | 1,627.38 | 403.51 | 201.72 | 1,168.87 | | | |
| YTD: | 36,430.37 | 32,965.00 | 7,898.48 | 4,926.07 | 23,605.82 | | | |

| NET PAY DISTRIBUTION | | | |
|------------------------|---------------------|-----------------------|---------------|
| <u>Payment Type</u> | <u>Account Type</u> | <u>Account Number</u> | <u>Amount</u> |
| Advice #00000004475165 | Cheq/Save | 1234567 | 1,168.87 |
| 12 | | | |
| TOTAL: | | | 1,168.87 |

PAY STUB EXPLANATION

| | |
|---------|---|
| Block 1 | <p><i>Paycheque Header – Displays general information about the employee and pay period</i></p> <p>Pay Group: substantive or acting group</p> <p>Pay Begin Date: start of pay period paid</p> <p>Pay End Date: end of pay period paid</p> |
| Block 2 | <p><i>Paycheque Header – Displays general information about the department and payment date</i></p> <p>Business Unit: The employee's department code</p> <p>Advice #: The transaction number of the issued payment (same as block #12)</p> <p>Advice Date: date of payment deposited in employee's account</p> |
| Block 3 | <p><i>Paycheque Header – Displays general information about the employee</i></p> <p>Name: The employee's name as it appears in the system</p> <p>Address: The employee's mailing address</p> |
| Block 4 | <p><i>General – Displays information about the employee and employer</i></p> <p>Employee ID: The employee's 9-digit Personal Record Identifier (PRI) number</p> <p>Department: The employee's pay list and departmental information</p> <p>Location: Same as "Department" information</p> <p>Job Title: The employee's occupational group</p> <p>Pay Rate: Gross amount paid according to the employee's Average Work Week (AWW)</p> |
| Block 5 | <p><i>Tax Data – Displays the status that the employee has designated for federal and provincial taxes:</i></p> <p>Fed Net Claim: Personal exemption amount for federal income tax</p> <p>Fed Spcl Letters: The reduced amount of federal income tax to be deducted at source (if requested by employee and approved by the Canada Revenue Agency)</p> <p>Fed Addl Percent: The additional percentage of federal income tax to be deducted (if requested by employee)</p> <p>Fed Addl Amount: The additional amount of federal income tax to be deducted (if requested by employee)</p> <p>*QC Net Claim: Personal exemption amount for Quebec income tax</p> <p>*QC Spcl Letters: The reduced amount of Quebec income tax to be deducted at source (if requested by employee and approved by Revenu Québec)</p> <p>*QC Addl Percent: The additional percentage of Quebec income tax to be deducted (if requested by employee)</p> <p>*QC Addl Amount: The additional amount of Quebec income tax to be deducted (if requested by employee)</p> <p><i>*Applies only to employees whose place of work is in the province of Quebec; otherwise, fields indicating the amount will be blank.</i></p> |

| | |
|----------|--|
| Block 6 | <p>Hours and Earnings – Displays breakdown of hours, extra hours worked and additional earnings for the current pay period and YTD (previous pay period earnings may be included in these amounts) including earnings such as:</p> <p>Basic Pay (or Acting pay if applicable): The employee’s standard gross pay (Note that hours of LWOP have already been deducted from the total of hours in accordance to the employee’s average work week)</p> <p>Add Hours – Part time employee: Hours paid for hours worked above Average Work Week</p> <p>OT: Displays overtime pay and time information (if applicable)</p> <p>OT – On Holiday – 1.: OT on Holiday paid</p> <p>Bilingual Bonus Allowance: Displays bilingual bonus amount (if applicable)</p> <p>LWOP: includes approved LWOP or hours deducted if employees did not work their Average Work Week. Note that these hours are there as references and have already been deducted from the Basic Pay (or Acting pay if applicable)</p> |
| Block 7 | <p>Taxes – Displays a breakdown of statutory deductions and amounts withheld from the payment for the current pay period and YTD:</p> <p>CIT: Amount deducted for the Canadian Income Tax (all provinces except Quebec)</p> <p>EI: Amount deducted for Employment Insurance</p> <p>QIT: Amount deducted for the Quebec Income Tax (if applicable)</p> <p>CPP or QPP: Amount deducted for the Canada Pension Plan (CPP) or the Quebec Pension Plan (QPP) whichever is applicable</p> <p>QPIP: Amount deducted for Quebec Parental Insurance Plan (for employees who work in the province of Quebec)</p> |
| Block 8 | <p>Before-Tax Deductions – Displays a breakdown of deductions that are included in the calculation of taxes for the current pay period and YTD (previous pay period deductions may be included in these amounts):</p> <p>Dues: Amount deducted for association or union dues (if applicable)</p> <p>PSSA – Low or high: pension contribution are taken at low rate until yearly max is reached then employee contributes in high rate for the balance of the year</p> |
| Block 9 | <p>After-Tax Deductions – Displays a breakdown of deductions taken from earnings after taxes are deducted for the current pay period and YTD (previous pay period deductions may be included in these amounts) including deductions such as:</p> <p>PSHCP (Public Service Health Care Plan): Amount deducted for the Public Service Health Care Plan (if applicable)</p> <p>Supplementary Death Benefit: Amount deducted for this life insurance type coverage</p> <p>Disability Insurance: Amount deducted for disability insurance (if applicable)</p> <p>Charitable Donations: Amount deducted for charitable donations such as the Government of Canada Workplace Charitable Campaign (GCWCC) includes GCWCC amount from old pay system and new pay system (if applicable)</p> <p>Canada Savings Bonds: Amount deducted for Canada Savings Bonds (if applicable)</p> <p>Credit Union Deduction: Amount deducted for loan payments, registered retirement savings plans, savings, etc. (if applicable)</p> <p>RA Centre: Amount deducted for the Recreation Association of the Public Service of Canada (if applicable)</p> |
| Block 10 | <p>Employer Paid Benefits – Displays a breakdown of the employer share paid by the Government of Canada for the employee’s benefits for the current pay period and YTD:</p> <p>The types of benefits will differ depending on the employee but may include the ones shown.</p> |

| | |
|----------|---|
| Block 11 | <p>Paycheque Summary – Displays breakdown of earnings, taxes, deductions and net pay for the current pay period and year-to-date (YTD) (previous pay period earnings may be included in these amounts):</p> <p>Gross Earnings: The total amount of money earned before deductions</p> <p>CIT Taxable Gross: The portion of the employee’s gross earnings where the Canadian Income Tax (CIT) is applicable</p> <p>Total Taxes: The total amount of mandatory deductions such as Employment Insurance and Canada Pension Plan (CPP) or Quebec Pension Plan (QPP)</p> <p>Total Deductions: The total amount of deductions from the “Before-Tax Deductions” and “After-Tax Deductions” sections of the pay stub</p> <p>Net Pay: The total pay the employee will receive after taxes and deductions</p> |
| Block 12 | <p>Net Pay Distribution – Net earnings for the pay period & deposit information:</p> <p>Advice: Cheque number</p> <p>Account Type: The type of account the pay was deposited in</p> <p>Account Number: Employee’s bank account number</p> <p>Amount: Dollar amount deposited into the employee’s account</p> |

DIRECT DEPOSIT DIRECTIVE

| | |
|-----------------------------------|---|
| Objective | To implement Direct Deposit of regular pay for Interviewers and Senior Interviewers in accordance with the terms of this directive. |
| Application | This directive applies to SSO Interviewers and Senior Interviewers. |
| General | Direct Deposit has been successfully implemented in most of the Federal Public Service for many years. This directive will extend this feature to all SSO staff. |
| Roles and Responsibilities | <p>Employee:</p> <ul style="list-style-type: none">• SSO employees are expected to comply with the directive, including completion of the required forms without delay. <p>Human Resources:</p> <ul style="list-style-type: none">• The Regional Human Resources Unit is responsible for processing and maintaining Direct Deposit Requests and for reviewing exemption requests. <p>Regional Directors:</p> <ul style="list-style-type: none">• Regional Directors are authorized to decide on exemption requests. |
| Process | <p>Implementation:</p> <ul style="list-style-type: none">• New employees are obliged to complete and return the required forms with their letters of acceptance. Without this information, they cannot be entered in the pay system. <p>Review and Approval of Exceptions:</p> <ul style="list-style-type: none">• Employees who feel Direct Deposit is not feasible or will cause significant hardship may request exemption.• Detailed requests for exemption will be presented to Human Resources for resolution with the Regional Director. Only the Regional Director has the authority to make exemptions. |

Section I
GUIDELINES FOR ASSIGNMENT OF WORK
for Field and Office Interviewers

| | |
|--------------------|---|
| Objective | This directive is intended to be a guideline for distributing work in a consistent, fair and transparent manner. The objective is to have a workforce of well-trained interviewers with instruction and experience in-on a variety of surveys. |
| Application | This directive applies to SSO interviewers and senior interviewers and must be applied in conjunction with the applicable clauses of both field and office <i>Collective Agreements</i> and the <i>Terms and Conditions of Employment for Unrepresented Employees</i> . |
| Principles | <ul style="list-style-type: none">• attracting, training and retaining employees who are the most competent to carry out the continuous functions of the organization• the process used to distribute work is transparent, fair and equitable• assignments are workload driven• duly trained Computer Assisted Telephone Interview (CATI) interviewers able to work on more than one survey during a single CATI shift• duly trained Computer Assisted Personal Interview (CAPI) interviewers able to work on several surveys at a time• there is no guarantee of minimum or maximum hours of work |
| Process | <p>The following factors are used to determine work assignments for interviewers:</p> <p><u>Office Interviewers</u></p> <ol style="list-style-type: none">1. Identify the survey workload and budget:<ul style="list-style-type: none">• the type of survey being under-taken• respondent availability (business vs social)• tracing requirements• current and future workloads in the Region/Office site2. Review the availability of workstations as the result of other survey work.3. Identify the total number of interviewers required based on:<ul style="list-style-type: none">• budgets/workload• Can the current workforce handle the workload? |

GUIDELINES FOR ASSIGNMENT OF WORK, continued

Process,
continued

4. Review interviewers' schedules:
 - What surveys are interviewers working on and when will the work be completed?
 - minimize overtime
5. Identify interviewers' qualifications necessary to perform the survey workload:
 - previous experience (have they done this survey before?)
 - language requirements (official and other)
 - availability (planned absences, special circumstances, restrictions approved on a CATI Interviewer Availability **Preference** Form)
 - reliability
 - knowledge
 - performance (quality, response rates, costs)
 - special skills (tracing, refusal conversion)

Field Interviewers

1. Identify the survey workload and budget:
 - current and future workloads in the Region/geographical area
 - geographic distribution of cases (minimize distances as much as possible)
 2. Identify methodology (CAPI or PAPI)
 3. Identify the total number of interviewers and equipment required.
 4. Review interviewers' workload:
 - what survey(s) are interviewers currently working on?
 - when will the work be completed?
 - are interviewers available in the area where the work exists?
 5. Identify interviewers' qualifications necessary to perform the survey workload:
 - previous experience (have they done this survey before?)
 - language requirements (official and other)
 - availability (planned absences, special circumstances)
 - reliability
 - knowledge
 - performance (quality, response rates, costs)
 - special skills (tracing, refusal conversion)
-

GUIDELINES FOR ASSIGNMENT OF WORK, continued

Roles and Responsibilities

The regional data collection manager and/or program manager are responsible for:

- scheduling and/or assigning work in a transparent, fair and equitable manner, based on the above factors
- ensuring senior interviewers and interviewers understand the process used to distribute work assignments
- managing *Collective Agreements* and the *Terms and Conditions of Employment for Unrepresented Employees*
- reaching survey targets
- balancing quality, workloads and costs
- ensuring interviewers and senior interviewers receive the necessary training required to perform effectively
- managing performance issues
- providing evaluation to senior interviewers in a timely manner
- cross-training interviewers to maintain a flexible workforce
- maintaining the interviewer database
- understanding health and safety issues in their areas of responsibility

The senior interviewer is responsible for:

- participating in the process of assigning work or scheduling interviewers
 - scheduling and/or assigning work in a transparent, fair and equitable manner
 - providing on-going training and coaching to develop a workforce of interviewers with training and experience in a variety of surveys
 - monitoring or validating interviewers' work
 - providing feedback to interviewers and evaluating performance in a timely manner
 - managing performance issues
 - meeting survey targets
 - actively engaging in respondent relations (refusal follow up)
 - completing reports
 - understanding health and safety issues in their areas
 - following all policies and procedures as directed by the employer
-

GUIDELINES FOR ASSIGNMENT OF WORK, continued

Roles and Responsibilities, continued

As an interviewer, you are responsible for:

- meeting survey demands and reaching targets
- managing your workload efficiently and cost effectively
- seeking advice, as required, from senior interviewers
- reporting problems or concerns to senior interviewers in a timely manner
- providing your availability as requested, and communicating updates should your availability change

References

Collective Agreements
Directive for the Establishment and Review of AWW
Availability for Work Assignments (CAPI)

Annex A**CATI Interviewer Availability Form****Instructions**

The purpose of this form is to collect availability information to enable management to schedule hours in an efficient manner that responds to operational needs as well as taking into consideration interviewers' preferences where possible.

- If you are fully available and have no scheduling preferences, you will check "I am fully available" and leave the table blank.
- If you are fully available but have scheduling preferences, you will check "I am fully available" and also leave a comment in the box available for notes indicating what your preference is.
- If you have availability restrictions, you will check "I am **not** fully available" and complete the table in full.

It is intended that the availability provided is on a long-term basis and the form should only be completed again if your availability changes.

Form

Please see next page or request a copy from your supervisor or manager.

Section II
Directive for Payment in Lieu of a Cancelled Shift(s)
for Statistical Survey Operations

Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices

I Effective date The effective date of this directive is October 1st, 2009.

II Objective To ensure a consistent approach is implemented in the event that shifts are cancelled with less than 24 hours notice, for all employees across Canada who are engaged in carrying out the survey activities primarily in Statistics Canada Regional Offices.

III Application This document is intended to be a directive for *managers, supervisors and employees* subject to the Collective agreement for the administration of late-notice cancellation of shifts.

IV General This directive is in accordance with Article 23.09 of the Collective agreement.

V Roles and Responsibilities The Employer is responsible for ensuring:

- the process described below is explained to all staff;
- consistent application of this directive in the event of cancellation of shifts with less than 24 hours notice.

The Employees are responsible for ensuring:

- that they keep abreast of their shift schedule and report accordingly;
- contact telephone numbers are kept current and in the event they will be away from their usual contact number for an extended period of time (48 hours or more), provide an alternate contact telephone number for the Employer.

Directive for Payment in Lieu of a Cancelled Shift(s), continued

VI Process

- Effective immediately, in the event that there is a need for cancellation of a shift or shifts, and with less than 24 hours prior notification, the employer will pay affected employees a maximum payment of 4 hours of their regular pay.
 - If there is a need to cancel a shift that is already in progress, the employer will pay the affected employees either the payment of hours to end of the shift OR a payment of 4 hours of their regular pay, whichever is less.
 - This is applicable for unforeseen circumstances such as power outages, telephone outages, etc. as well as last-minute changes to survey requirements that results in the cancellation of shifts.
-

Section III**GUIDELINE - MONTHLY MASTER SCHEDULE**

For Statistical Survey Operations (SSO) Office Interviewers and Senior Interviewers Engaged in the Carrying out of Survey Activities

| | |
|-----------------------------------|---|
| Effective date | The effective date of this guideline is March 30, 2015. |
| Objective | To provide employees with an overall picture of the workload in that site for the coming month. |
| Application | This document is intended to be a guideline for <i>managers, supervisors and employees</i> . |
| General | This guideline is in accordance with Article 23.08 a) of the Arbitral awards agreement. |
| Roles and Responsibilities | The Employer: <ul style="list-style-type: none">• shall set up and post a master hours of work schedule of at least twenty eight (28) calendar days, posted seven (7) days in advance, which will cover the normal requirements of the work site. |

Section IV
DIRECTIVE ON THE ESTABLISHMENT AND REVIEW OF THE
ASSIGNED WORK WEEK AND THE CORRECTION OF
INCONSISTENCIES

For Field and Office Interviewers

| | |
|---------------------------|---|
| Effective Date | The effective date of this directive is January 1, 2018. |
| <hr/> | |
| Application | This directive applies to Statistical Survey Operations (SSO) Interviewers and Senior Interviewers and must be applied in conjunction with the applicable Collective Agreement or Terms and Conditions of employment for unrepresented employees. |
| <hr/> | |
| Objectives | <ul style="list-style-type: none"> • Establish guiding principles and processes to ensure that the Assigned Work Week (AWW) and the Actual Hours Worked (AHW) aligns as closely as possible and that corrective action is taken, when appropriate. • Describe the roles and responsibilities of all parties concerned. • Provide summary of the impacts on interviewers whose AWW drops below 12.5 hours • Provide definitions of AWW in accordance with the Regional Office Interviewers (CATI) & Field Interviewers (CAPI) Collective Agreements. (Annex-Appendix A) • CATI only: Provide the CATI Interviewer Availability Preference Form • Ensure clear and consistent communication |
| <hr/> | |
| Guiding Principles | <ul style="list-style-type: none"> • Fair and transparent assignment of workload and/or schedule of work • National, consistent communication and approach • Timely review and resolution of inconsistencies • Informal discussion and collaboration to ensure an effective and efficient process for correcting inconsistencies between AWW and AHW • Interviewers' availability and survey workload are key factors in the assignment of work, which affects the determination of AWW |
| <hr/> | |

Directive on the Establishment and Review of the Assigned Work Week and the Correction of Inconsistencies, continued

Roles and Responsibilities**The employee is responsible to:**

- Ensure that all hours worked and leave are entered in the system on each day worked (as per chapter 2-2 of SSO handbook)
- Provide their availability as requested, and communicating updates should their availability change
- Communicate concerns to Senior Interview (SI) and/or Data Collection Manager (DCM) and request a review of the AWW vs AHW as soon as the problem becomes apparent and/or within the first two months of the quarter in question
- Participate, as required, in the review process with the managers in order to identify the circumstances that led to the discrepancies
- Escalate the situation in writing to the Regional Program Manager (RPM)/District Manager (DM) if not satisfied with the response from the DCM

The SI is responsible to:

- Ensure that all hours entered by interviewers are recommended on a timely basis
- Communicate with DCM when they notice a potential increase/decrease in the interviewer's AWW and/or when the employee raises concerns to them regarding potential inconsistencies
- Participate with the DCM in the discussion with the employee and in the review process, as required

The DCM is responsible to:

- Ensure that hours entered by employees are authorized on a timely basis
 - Request and review availability from interviewers
 - Establish the AWW for each interviewer at the beginning of each quarter
 - Inform interviewers of their AWW in their letter of offer and on a quarterly basis if changes are required
 - Review AWW vs AHW report on a monthly basis in collaboration with SI and inform RPM/DM and interviewer of discrepancies, if appropriate
 - Meet with interviewer as soon as possible following the receipt of a written request for review and/or once review of report confirmed potential discrepancies
 - If discrepancy, identify reasons, explore options and recommend solution to RPM/DM
-

Directive on the Establishment and Review of the Assigned Work Week and the Correction of Inconsistencies, continued

Roles and Responsibilities, continued

The Regional Program Manager (RPM) / District Manager (DM) is responsible to:

- Review recommendation and notify employee and/or Compensation as appropriate;
- Conduct informal discussion with interviewer in order to gather information and explore options for resolution, if SI/DCM efforts to resolve the matter were unsuccessful
- Notify the Assistant Director if the AWW is dropping below 13 hours/week

The Assistant Director Regional Operations is responsible to:

- Review and authorize appropriate changes in AWW, where the interviewer's AWW drops below 13 hours/week
- Ensure that the interviewer is notified prior to the change being initiated

Compensation is responsible to:

- Receive and input AWW as instructed by management on a quarterly basis
- Receive adhoc requests from management and make every reasonable effort to implement the change by the next pay period as authorized by management

Human Resources (systems section) is responsible to:

- Prepare and provide reports, as requested
-

Impact on Benefits

Impact on benefits when AWW is reduced under 13 hours

Public Service Dental Care Plan

Employees who are covered under the Dental Plan but whose AWW is reduced to 12.5 hours or less, will cease coverage under the plan. Should these employees' AWW be increased to over 12.5 hours at a later date, the coverage will resume on the first of the month following the increase of their AWW.

Public Service Health Care Plan (OSHCP)

Coverage is applicable for terms of more than 6 months regardless of the AWW. An interviewer who is covered under the PSHCP plan and who had a reduction of hours regardless of the number of hours will maintain the coverage.

Directive on the Establishment and Review of the Assigned Work Week and the Correction of Inconsistencies, continued

Impact on Benefits, continued

Impact on benefits when AWW is reduced under 13 hours, continued

Disability Insurance Plan

Employees who are covered under the Disability Insurance Plan and who have a decrease in AWW to 12.5 hours or less will cease to be covered on that date. Should the AWW be increased to more than 12.5 hours, the coverage under the Disability Insurance Plan would start on the date the AWW is increased.

Public Service Superannuation Plan

Employees who are contributors to the Superannuation Plan and who have a decrease in their AWW to less than 12 hours will cease to contribute on that date. Should their AWW increase to 12 hours or more, they will become contributors on the day the AWW is increased to 12 hours or more.

Supplementary Death Benefit

Employees who are covered under the Supplementary Death Benefit and who have a decrease in their AWW to less than 12 hours, will cease coverage on that date. Should their AWW increase to 12 hours or more, their coverage will start on the day the AWW is increased to 12 hours or more.

References

Collective Agreement
Employee Handbook
Guideline on Assignment of Work

***PSPC = Public Services and Procurement Canada**

Annex-Appendix A**Definition****Assigned Work Week – Article 2.01 of the FI Collective Agreement states:**

“Assigned workweek” means the weekly average of the hours of work projected for the next quarter as specified in Article 23.05 and revised from time to time to reflect operational requirements. The employee is notified of changes to his/her assigned workweek in writing or electronically where available, at the beginning of each quarter;

Notwithstanding the above, anytime an employee is notified of changes to his/her assigned workweek, a written notice including an explanation of the changes shall be given to the employee.

The assigned workweek is used to determine eligibility for the dental plan and to determine eligibility for and to calculate premiums and benefits for Disability Insurance (DI), Superannuation (Pension), and death benefits. It is also used for the administration of benefits such as severance pay during periods of leave without pay.

In the event that an employee believes that his/her assigned workweek is inconsistent with his/her actual hours, the employee may request a review in writing by the Employer.

In the event that the review confirms such inconsistencies, the Employer will make every reasonable effort to correct such inconsistencies accordingly, on a go forward basis, for the following pay period.

Article 23.05 further defines the period of work assignments:

“The work is assigned so that, over a period of three (3) calendar months, employees may work up to a maximum of four hundred and eighty-seven and one-half (487 ½) hours at the straight-time rate.

The three-month calendar periods shall be as follows for all employees, irrespective of date of hiring:

- January 1 – March 31
- April 1 – June 30
- July 1 – September 30
- October 1 – December 31

Definition**Assigned Work Week – Article 2.01 of the RO Collective Agreement states:**

“Assigned workweek” means the weekly average of the hours of work projected for a three-month calendar period as specified below and revised from time to time to reflect operational requirements. The employee is notified of changes to his/her assigned workweek in writing or electronically where available, at the beginning of each quarter;

The three-month calendar periods shall be as follows for all employees, irrespective of date of hiring:

- January 1 – March 31
- April 1 – June 30
- July 1 – September 30
- October 1 – December 31

Notwithstanding the above, anytime an employee is notified of changes to his/her assigned workweek, a written notice including an explanation of the changes shall be given to the employee.

The assigned workweek is used to determine eligibility for the dental plan and to determine eligibility for and to calculate premiums and benefits for Disability Insurance (DI), Superannuation (Pension), and death benefits. It is also used for the administration of benefits such as severance pay during periods of leave without pay.

In the event that an employee believes that his/her assigned workweek is inconsistent with his/her actual hours, the employee may request a review in writing by the Employer.

In the event that the review confirms such inconsistencies, the Employer will make every reasonable effort to correct such inconsistencies accordingly, on a go forward basis, for the following pay period.

Annex Appendix B**Template letter – change in AWW**

Dear **NAME**:

As per Article 2.01 of the Collective Agreement, all employees' assigned workweek (AWW) is reviewed on a regular basis to ensure that it is consistent with changes in operational requirements. This is to advise you that your AWW will be changing from **OLD AWW** to **NEW AWW** effective **DATE**, due to the following:

- Survey cancellation
- Survey collection delay
- The start of a project
- The end of a project
- Workload increase
- Workload decrease
- Additional survey training and new workload
- Realignment of AWW with actual hours worked**~~Inconsistencies found during a monthly review~~
- A change in your availability
- A change in geography sample allocation
- Expected travel for your assignments
- Other (please specify):

***OPTIONAL – include ONLY if AWW falls out of benefits (AWW drops from above 13 to 12 or lower) or moves into benefits (AWW raises from below 12 to 13 or higher):** This change in AWW will result in a change to your benefits. Compensation will send you further information. Should you have questions about your pay and benefits, please contact Compensation at **TOLL-FREE NUMBER** or **EMAIL**.

Your advanced vacation leave credits will be adjusted to reflect this change in AWW; however, you will continue to earn leave credits based on your actual hours worked. The AWW should not be interpreted as a guarantee of minimum or maximum hours of work.

For more information on the process, please consult the *Directive on the Establishment and Review of the Assigned Work Week and the Correction of Inconsistencies* in your Employee Handbook. If you require more detailed information about this change, please schedule a time with me to discuss.

Section V**Posting Schedule for the CATI Master Schedules Calendar Year 2019**

| Schedule For: | Posting Date: |
|----------------------|----------------------|
| January | December 21, 2018 |
| February | January 25, 2019 |
| March | February 22, 2019 |
| April | March 22, 2019 |
| May | April 24, 2019 |
| June | May 24, 2019 |
| July | June 21, 2019 |
| August | July 25, 2019 |
| September | August 23, 2019 |
| October | September 24, 2019 |
| November | October 25, 2019 |
| December | November 22, 2019 |

Posting Schedule for the CATI Master Schedules Calendar Year 2020

Schedule For:**Posting Date:**

January

December 23, 2019

February

January 24, 2020

March

February 21, 2020

April

March 25, 2020

May

April 24, 2020

June

May 25, 2020

July

June 23, 2020

August

July 24, 2020

September

August 25, 2020

October

September 24, 2020

November

October 23, 2020

December

November 24, 2020

January 2021

December 22, 2020

OVERVIEW OF BENEFITS

For Statistical Survey Operations (SSO) interviewers and Senior interviewers engaged in the carrying out of survey activities

Insurance Benefits

Public Service Health Care Plan (PSHCP)

The PSHCP is an extended health insurance plan sponsored by the Government of Canada. Its purpose is to provide participants and their eligible dependents with health insurance, up to reasonable limits. In addition, the PSHCP covers unexpected expenses for specified medical services and other items, including hospital expense benefits not covered by provincial health care plans.

PSHCP is available to all interviewers and senior Interviewers **hired for a period of more than 6 months**. Participation is on a voluntary basis.

Disability Insurance Plan (DI)

The *Disability Insurance Plan* provides for a monthly income benefit for employees who are unable to work for lengthy periods of time because of illness or injury.

DI is compulsory for all interviewers and senior interviewers under age 65, who are appointed for a period of **more than 6 months and who are assigned to work an average of more than 12.5 hours per week**. No application is required - enrolment is mandatory and will be carried out on behalf of the employee by the Compensation Unit.

Benefits are payable to qualified (appointed for more than 6 months and assigned to work an average of more than 12.5 hours a week) disabled employees, up to a maximum of 70% of their average annual wages. Benefits commence after thirteen weeks of total disability. In the event of total disability, benefits may be payable until the employee reaches age 65.

Public Service Dental Care Plan (DCP)

This plan (DCP) is intended to cover - up to certain limits - the expenses of dental services and supplies incurred by members and their eligible dependants.

DCP is available, presently at no cost, to all interviewers and senior interviewers who are appointed for a period of **more than 6 months and who are assigned to work an average of more than 12.5 hours per week**. All eligible employees are automatically enrolled in the Plan.

Overview of Benefits, continued

Pension Benefits *The Public Service Superannuation Plan and the Supplementary Death Benefit* are compulsory for all interviewers and senior interviewers who are appointed for a period of more than 6 months and who are assigned to work an average of 12 hours or more per week. No application is required - enrolment is automatic. Employees will be provided with a Pension Booklet describing the plan in detail if and when they become eligible to be a contributor to the pension plan.

Public Service Superannuation Plan (PSSA)

The Public Service Superannuation Plan is designed to provide employees with a retirement income during their lifetime. In the event of their death, the plan provides an income for the spouse and any eligible children. The plan is basically a service purchase plan. This means that the more pensionable service employees acquire under their plan, the greater the benefits will be upon retirement. To become a contributor to this plan an employee must have an **assigned work week of at least 12 hours and be employed as a term of six (6) months or more, or be an indeterminate employee.**

The maximum period for which employees may contribute is 35 years, including any elective service they may have to their credit. The Superannuation benefits payable are directly related to service and salaries. As the number of years of pensionable service increases, and as employees attain higher levels of salary, the benefits which they can expect to receive will increase accordingly.

Supplementary Death Benefit (SDB)

If an employee becomes a contributor to the plan, he/she will also be covered under the *Supplementary Death Benefit Plan*. This plan provides a form of life insurance protection which is primarily designed to cover employees and their beneficiaries during the years when they are building up their pension under the *Public Service Superannuation Act*. As the name implies, the benefit is only payable at death.

The plan provides a benefit equal to twice the annual salary, rounded up to the nearest \$1,000. For example, a person who receives \$ 8,000 a year is covered for \$ 16,000. The benefits decline by 10 per cent for each year beyond the age of 66. There is no benefit payable if the employee is not a contributor to the pension plan.

POLICY ON THE CONVERSION FROM TERM TO INDETERMINATE EMPLOYMENT

Statistical Survey Operations (SSO)

The Employer agrees that any future changes to this policy will be subject to consultation and consensus with the Union.

| | |
|---------------------------|---|
| Effective date | This Policy is effective on October 1st, 2018 and replaces the Directive on the Selection of Term Employees for Appointment to Indeterminate Positions (CATI) (Chapter 2-11 in the SSO Employee Handbook – Office) and the Employment Status Directive (CAPI) (Chapter 2-12 in the SSO Employee Handbook – Field). |
| Application | This Policy applies to Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (CATI) and Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily outside Statistics Canada Regional Offices (CAPI). |
| Objective | This Policy will ensure a national approach to converting term employees to indeterminate status based on merit. This Policy is intended to provide direction to managers and supervisors and information to employees regarding the process. |
| Guiding principles | <ul style="list-style-type: none">• Conversions are based on merit• Performance evaluations are a key factor in meeting the merit criteria• Communication is clear, open and transparent• Conversion will be made on the 4th anniversary of employment subject to specified criteria as outlined below |
| Process | <ul style="list-style-type: none">• Data Collection Managers (DCM) will review reports, on a quarterly basis, of employees eligible for conversion• DCMs will ensure that the employees meet the merit criteria for the conversion• The following criteria are required:<ul style="list-style-type: none">• A minimum of four (4) years of service, excluding any leaves without pay of a period over 60 days, as of the date of their employment anniversary |

Policy on the Conversion from Term to Indeterminate Employment, continued

Process,
continued

- A succeeded rating in their evaluations in the past two (2) consecutive years
- Employees who meet the criteria above shall be converted to indeterminate positions on their anniversary date.
- Assistant Director/District Manager, as delegated authority, will approve the conversion
- Once employees are confirmed qualified in this process, a letter of offer will be given to the employee for signature
- Compensation will update the employee pay file to change the status from term to indeterminate
- Employees who have not met the criteria will have an opportunity for an informal discussion
- Employees may contact Human Resources for any questions related to this **Policy**

Transition

Employees who meet the criteria above on October 1st, 2018 shall be converted to indeterminate positions on that date.

Section II

POLICY ON THE CONVERSION FROM TERM TO INDETERMINATE

QUESTIONS AND ANSWERS

Q: What does being an “indeterminate” employee mean?

A: According to Article 2.01 of the collective agreement, an indeterminate employee is an employee whose employment does not have a predetermined end date.

Q: What is the advantage of being appointed for an indeterminate period?

A: The advantage of being an indeterminate employee as opposed to a determinate employee is related to job security (Article 20 of the collective agreement), in the case of a work force adjustment and job cuts. An indeterminate employee will receive a notice from the employer 120 days prior to the end of his work, in the case of job cuts (Article 20.04). The employee will also have a priority right for a duration of one year, allowing them to be appointed in priority without competition to an SSO position following their lay-off (Article 20.05). Further information can be found in Article 20 of the collective agreement.

Q: Which criteria will be used to determine the eligibility of employees to obtain an indeterminate contract?

- A minimum of four (4) years of service, excluding any leaves without pay of a period over 60 days¹, as of the date of their employment anniversary
- A succeeded rating in their evaluations in the past two (2) consecutive years
- Employees who meet the criteria above shall be converted to indeterminate positions on their anniversary date.

Q: I am an acting Senior Interviewer with a substantive Interviewer position. Does this policy apply to both of my positions?

A: This policy applies only to term appointments, not acting appointments. As such, although you may be eligible for conversion to indeterminate in your substantive Interviewer position, you will not be eligible for conversion to indeterminate in your acting Senior Interviewer position. If you are uncertain as to whether your Senior Interviewer position is a term or acting appointment, please speak to a DCM.

¹ Based on the interpretation from Treasury Board Secretariat, sick leave, maternity leave and parental leave count toward the years of service

Criterion 1: A minimum of four (4) years of service, excluding any leaves without pay of a period over 60 days, as of the date of their employment anniversary

1. Q: How do you calculate four (4) years of service?

A: The employees must have 4 years of continuous employment within SSO. This means that it is an unbroken period of SSO employment. Continuous service is broken when employment ceases for at least one compensation day between two periods of SSO employment.

When the employee is on leave without pay for more than 60 consecutive days, the period is not calculated in the continuous service (except for sick leave, maternity/parental leave as well as Leave Without Pay for Other Reasons – (On Loan to STC).

2. Q: My initial contract ended due to lack of work then I was re-hired at a later date. Will the previous period of employment count toward the 4 years of service?

A: No. It is considered as a break in service, therefore continuous service is broken when employment ceases for at least one compensation day between two periods of SSO employment.

3. Q: I am a CATI interviewer who was assigned to a CAPI project. Will that period of employment count toward the 4 years of service?

A: Yes as it is service within SSO and will count as long as there is no break in service.

4. I am currently on leave from my SSO position as I have a term contract in a position hired under the Public Service Employment Act within Statistics Canada (ex. Data Collection Manager). Does this leave count when calculating the 4 years of service?

A: Yes. You would be on Leave Without Pay for Other Reasons – On Loan to STC in your substantive SSO position. This period would be considered in the calculation.

5. I have worked for Census. Will that period count when calculating the 4 years of service?

A: Yes, whether under the PSEA or Statistics Act, provided there was no break in service. If you took leave in your substantive SSO position this period would be considered in the calculation. If you worked Census and were re-hired into SSO at a later date (i.e. a break in service), the period at Census would not be considered in the calculation.

6. Q: I worked at another federal department for a period of time. Will that period count when calculating the 4 years of service?

A: No as it is service outside SSO or Statistics Canada. If you were on a leave without pay from your SSO position to work at another federal department position, this time will not count if your leave without pay is for a period of 60 consecutive days or more.

Criterion 2: A succeeded rating in their evaluations in the past two (2) consecutive years**1. Q: How do you define the past two (2) consecutive years?**

A: It will be the past 2 years from the date of your employment anniversary.

2. Q: As of October 1, 2018, I meet the 4 years of service criterion. However, I have been on leave without pay for an extended period and, upon my return, I have not received evaluations for 2 consecutive years. Will you consider my evaluations prior to my leave?

A: Yes we will consider them, provided that the total period of evaluation is a minimum of 2 years.

3. If I was on Leave without Pay for Other Reasons – On Loan to STC while I was working at Census or at Statistics Canada, will you consider my evaluations in those other positions in the past 2 consecutive years?

A: Yes, we will consider them.

4. Will you only look at my 2 previous annual performance reviews?

A: No, we are also looking at periodic performance feedback sheets as well as ad hoc performance sheets to determine your eligibility. In a situation where an annual performance review will be produced, we will look at the overall rating. We will not be looking at the performance feedback sheets covered by the annual evaluation. For example:

Case 1: An employee is eligible to become indeterminate on October 1, 2018

- October 2016 – June 2017: 1 annual evaluation – based on the core competencies
- July 2017 – June 2018: 1 annual evaluation – based on the core competencies
- July – October 2018: Ad Hoc performance feedback sheet if available – rating for each core competency.

Case 2: An employee is eligible to become indeterminate on January 1, 2019

- January – June 2017: 1 annual evaluation – based on the core competencies
- July 2017 – June 2018: 1 annual evaluation – based on the core competencies
- July – January 2019: Ad Hoc performance feedback sheet if available and bi-annual performance feedback sheet

Criterion 3: Employees who meet the criteria above shall be converted to indeterminate positions on their anniversary date.**1. Q: How will you verify the employees eligible for conversion?**

A: Data Collection Managers (DCM) will review reports, on a quarterly basis, of employees eligible for conversion and confirm they meet the criteria required.

2. Q: How will I know if I have been converted from term to indeterminate?

A: Once eligible employees have been confirmed as meeting the criteria, a letter of offer will be given to you. If you have the years of service but do not meet other criterion, you will be advised of this and provided an opportunity for informal discussion with your manager.

3. Q: What if I am not eligible for conversion on my anniversary date, but become eligible at another time of the year – will I have to wait until the following anniversary?

A: No, as soon as you become eligible you will be converted; for example:

Case 1: An employee's 4-year anniversary is October 1, 2018, but due to a period of leave without pay for personal needs, they do not meet the 4 years of service criterion until December 15, 2018. This employee would be converted to indeterminate effective December 15, 2018.

Case 2: An employee's 4-year anniversary is October 1, 2018, and their performance reviews are as follows:

- October 2016 – June 2017: Annual evaluation, does not meet expectations
- July 2017 – June 2018: Annual evaluation, meets expectations
- July 2018 – June 2019: Annual evaluation, meets expectations

Based on the above, the employee would be converted to indeterminate effective July 1, 2019.

4. Q: I believe that I meet both criteria, but did not receive a letter of offer on my anniversary date. What should I do?

A: Please speak with a DCM. They can follow-up on your behalf and provide you with further information.

If you have any other questions, please contact your supervisor.

Section I

GUIDELINES ON THE USE OF CELL PHONES BY RESPONDENTS

Cell Phone use in Canada

Cellular use keeps gaining in popularity in Canada. More than one in five households in Canada have cell phones as their only form of telephone service. In 2013, 21% of households reported using a cell phone exclusively, up from 13% in 2010.

Exclusive cell phone use is more pronounced in young households where all of the members are under 35 years of age. In 2013, 60% of these households reported using a cell phone exclusively, up from 39% in 2010 and 26% in 2008. Although exclusive cell phone use is less common in households composed only of those aged 55 and over, it is on the rise, up from 2% in 2008 to 6% in 2013.

Total cell phone use, whether used exclusively or in combination with other types of phone service, continues to grow in popularity in Canada. In 2013, 83% of Canadian households had an active cell phone, up from 78% in 2010. The proportion of households with an active cell phone was highest in Alberta (91%), Saskatchewan (86%), British Columbia (85%) and Ontario (85%). In each of the Atlantic provinces, the proportion of households with an active cell phone was 80%. The proportion was lowest in Quebec, at 76%.

The share of households with a traditional landline fell from 66% in 2010 to 56% in 2013. In Quebec (43%), the percentage of households with a landline was lower than in any other province, while the proportion using telephone service by cable modem (37%) was almost twice the overall Canadian rate (19%).

With the rapid growth of cell phone use there is an increased possibility that an SSO interviewer will make contact with respondents on their cell-phones. This has the potential for increasing respondent contact and improving coverage.

Use of Respondent Cell Phone Numbers

The Statistics Act Provides Authority to Collect Dwelling / Telephone Number Data. Under the Auspices of the *Statistics Act*, the agency acquires and processes administrative files from various sources on an ongoing basis as input to its statistical programs.

Dwelling addresses have been acquired since 1981. Telephone number billing files have been used as a direct input to survey operations since 1991, and acquired even earlier to help build the dwelling register.

In early 2014, Statistics Canada reported its intentions to expand the content of its Residential Telephone Number Register to the Office of the Privacy Commissioner (Privacy Impact Assessment #697). The expansion increased the frequency of up-dating the telephone number register to quarterly, and due to the growing prevalence of cell phones, would start collecting cell-phone numbers and billing addresses.

Guidelines on the Use of Cell Phones by Respondents, continued

Use of Respondent Cell Phone Numbers, continued

This Privacy Impact Assessment was approved by the Chief Statistician and provided to the Office of the Privacy Commissioner, with the Office of the Privacy Commissioner expressing interest in being kept apprised of any issues associated with the use of cell-phone numbers as part of the operations of its national statistics agency.

If you reach a respondent who is on a cell phone

It is important to be well prepared during the initial contact to address any concerns expressed by a respondent about his participation in a Statistics Canada survey, particularly in relation to safety, privacy and confidentiality, and/or costs.

The Interviewer, under no circumstances, should ever discuss or argue these issues with the respondent. The interviewer must acknowledge the concern and be prepared to offer alternatives. (see guidelines below)

Safety

Safety of a respondent is always a concern. In the case of a respondent using a cell phone while driving, the interviewer should be candid about the expected interview length and should also be prepared to offer the respondent an alternative.

Privacy and Confidentiality

Senior Management within Statistics Canada has studied at great length the issue of confidentiality. With respect to privacy and confidentiality concerns, while it is true that cell phones may be less secure than land lines, they are far more secure than cordless phones used at home and no more of a concern than other forms of collection such as paper questionnaires.

In situations where a respondent is in a public place, there may be concerns about a third party overhearing the conversation. It is worth noting that because the third party cannot hear the questions being asked there is little risk of privacy invasion.

Regardless, any concerns about security, privacy and/or confidentiality voiced by a respondent must be respected and the Interviewer must offer the respondent alternatives for completing the survey.

Cost

Cell phone users often pay a levy each time a call is made or received. Naturally, respondents may be reluctant to incur financial cost to respond to a survey. In cases where a respondent provides the cell number for subsequent contact, it is reasonable to assume that cost is not a factor.

Guidelines on the Use of Cell Phones by Respondents, continued

Policy Implications

If a respondent asks to be reimbursed for the fees that he might have to pay for using his cell phone, the interviewer must inform him that **Statistics Canada doesn't compensate anyone who participates in its surveys.**

Statistics Canada's policies have recently been amended to reflect the potential use of cell phones in our collection environment.

The following guidelines have been developed to assist Interviewers when a respondent raises concerns about the use of their cell phones.

Guidelines

These guidelines are designed to address any concerns respondents may voice when reached by cell phone, and to provide the interviewers with alternatives to offer them. By providing alternatives the interviewer thus ensures increased likelihood of willing participation in the survey:

- Ask for an alternative phone number where the respondent can be reached and schedule an appropriate appointment.
 - Provide the respondent with a Statistics Canada (StatCan) toll free number and ask the respondent to phone back, from a land-line, to complete the interview at a later date.
 - Offer the respondent another method of collection IF such an option is available for the survey (such as EQ or paper questionnaires for business surveys and some agricultural surveys, CAPI for Labour Force Survey or CCHS, etc.)
 - If the timing of the call is not appropriate, for example, the respondent is driving, or is in a public place; make arrangements to call him back on his cell phone at a better time.
 - If the interview is conducted over a cell-phone, make a note in F-11, to that effect, also describing relevant circumstances.
-

Survey Length

If the respondent expresses concern about the length of the interview, provide an estimate of the duration that is as accurate as possible.

Sensitive Questions

If the respondent expresses concern about the survey topic, be forthcoming about whether the survey contains particularly sensitive questions.

Guidelines on the Use of Cell Phones by Respondents, continued

Refusals

A respondent might not be willing to answer the survey over a cell phone, and may also indicate that there is no land-line available for participating in the survey, or indeed any alternative.

In that unlikely situation the interview cannot be conducted, and the case is to be considered a refusal. The interviewer will indicate this in a permanent record in F11 and code the case in-progress 80, passing the information along to the Senior interviewer.

Section II

GUIDELINES ON THE USE OF CELL PHONES BY RESPONDENTS

FREQUENTLY ASKED QUESTIONS

1. Why did Statistics Canada decide to write a policy of conducting interviews with respondents using cell phones?

There are two reasons for including cell phones for our interviewers: coverage and collection. Statistics Canada needs to be able to include all dwellings in its samples, not just the ones with land-lines, if we are going to continue to produce quality data from our surveys.

Statistics Canada's interviewers also need to be able to contact respondents. This has become increasingly challenging. With the rapid growth of cell phone use there is an increased possibility that an SSO interviewer will make contact with respondents on their cell-phones. This has the potential for increasing respondent contact and improving coverage.

A greater amount of households had abandoned the landline telephone service in favor of a wireless service exclusively. In 2013, 21% of households were known to use a cell phone only, compared to 13% in 2010. This was particularly the case for households of young people.

2. Is there a risk to the respondent of using a cell phone to do a Statistics Canada survey?

While it is true that cell phones are less secure than land lines, they are far more secure than the cordless phones in frequent use in Canadian homes. The Statistics Canada interviewer has no way of knowing if the respondent is on a cell phone or a land-line. If a respondent is concerned about continuing an interview over the cell phone and informs the interviewer, the respondent will be provided with other options.

The respondent can decide to:

- make an appointment with the interviewer when a landline is available.
- use the toll-free number to contact the CATI centre in order to complete the interview at a later date.
- use another method of collection **if** such an option is available for the survey (such as paper questionnaire for business surveys and some agriculture surveys or CAPI for LFS and CCHS).

It is also true that, it is a criminal offence to intercept cell phone conversations.

Frequently Asked Questions, continued

3. What will happen if Statistics Canada phones a respondent on a cell phone and that person is in a place where the call could be overheard?

The Statistics Canada interviewer has no way of knowing if a respondent is in a location where he/she could be overheard. If a respondent is concerned about being overheard during an interview over a cell phone and informs the interviewer, the respondent will be provided with other options.

The respondent can decide to:

- make an appointment with the interviewer when a landline is available.
- use the toll-free number to contact the CATI centre in order to complete the interview at a later date.
- use another method of collection **if** such an option is available for the survey (such as paper questionnaire for business surveys and some agriculture surveys or CAPI for LFS and CCHS).

4. What happens if a respondent is driving a car when Statistics Canada reaches him/her on a cell phone?

The Statistics Canada interviewer has no way of knowing where the respondent is when he/she is reached for an interview. If the respondent has concerns about taking the call while driving and informs the interviewer, the respondent will be provided with other options.

The respondent can decide to:

- make an appointment with the interviewer when a landline is available.
 - use the toll-free number to contact the CATI centre in order to complete the interview at a later date.
 - use another method of collection **if** such an option is available for the survey (such as paper questionnaire for business surveys and some agriculture surveys or CAPI for LFS and CCHS).
-

Frequently Asked Questions, continued

5. Is Statistics Canada going to reimburse respondents for the cost of the cell phone call?

The Statistics Canada interviewer has no way of knowing if the respondent is on a cell phone when the call is answered. If the respondent has concerns about the cost of the call informs the interviewer, the respondent will be provided with other options.

The respondent can decide to:

- make an appointment with the interviewer when a landline is available.
- use the toll-free number to contact the CATI centre in order to complete the interview at a later date.
- use another method of collection **if** such an option is available for the survey (such as paper questionnaire for business surveys and some agriculture surveys or CAPI for LFS and CCHS).

If the respondent has provided a cell number for contact and does not indicate any concern about the cost, the interviewer will proceed with the interview.

6. Aren't cell phone numbers considered private information?

Statistics Canada fully understands that some Canadians may be concerned if contacted on their cell phone by parties that are not immediate friends or family members.

Statistics Canada treats all telephone and cellphone number information it acquires under the authority of the Statistics Act as confidential.

Information collected under the act is used only to support mandated statistical programs of Statistics Canada. The information is not used for any other purpose, nor distributed to other parties, even within the Government of Canada

REFUSAL CONVERSION POLICY

Collection and Regional Services Branch

Please adhere to the specific guidelines detailing the refusal conversion policy below. If you have any questions, contact your Senior Interviewer or Data Collection Manager (DCM).

Policy Outline

The number of refusal conversion contacts will be limited to a maximum of two, after the initial contact, for all **voluntary surveys: social, agricultural and business**. Thus, after the initial contact (where the initial contact would include refusal avoidance techniques by the interviewer), the respondent should be contacted at most two more times.

General Information

All of us are aware that obtaining survey responses from respondents on many of our voluntary surveys is becoming more difficult. Unfortunately, sometimes our efforts to persuade reluctant respondents to participate in our surveys are viewed as harassment, impacting our ability to attain high quality data and response rates.

For this reason, Statistics Canada has implemented this policy which limits the number of contacts to be made with a respondent or household that has indicated they do not wish to participate in a voluntary survey.

While this policy details the nature and number of contacts which will be made, it essentially reinforces the sound interviewing practices that have always accounted for our success:

- Interviewers must be well-informed on the purpose of the survey and each of the questions being asked, as well as how the collected data will be used, as the key to minimizing refusals is to deal with reluctance effectively and confidently during the initial contact;
 - All contacts with respondents must be made at a time of day and in such a way as to maximize the likelihood of co-operation;
 - Documentation in terms of case notes must be thorough and detailed when contact has not resulted in a completed interview so as to allow for the most effective means of follow-up possible;
 - Supervisors and managers routinely monitor non-response cases and case notes on an assignment basis to ensure maximum response is attained and to identify opportunities for improving our results – for example, additional training, the development of survey-specific respondent relations materials, or ensuring that local issues impacting on data collection are addressed.
-

Refusal Conversion Policy, continued

Definitions

*Clear Refusal

The respondent tells us he refuses to answer our survey. The refusal may be during an interview, a call to the RO or HO by the respondent, or a letter to the RO or HO by the respondent. A clear refusal will also include those cases where an adult child refuses on behalf of their elderly parent; but would not include most other cases where a household member refuses on the part of the selected household respondent.

The following situations **do not meet** the definition of “clear refusal”:

- respondent keeps putting us off, asks that we call back or makes appointments but doesn't keep them;
 - respondent who is hesitant and does **not** outright refuse to answer our survey;
 - respondent does not have time;
 - respondent does not seem interested;
 - respondent hangs up after discussion.
-

Procedures

1. Initial contact by interviewer:

- After one (1) clear refusal* on initial contact (where the initial contact would include refusal avoidance techniques by the interviewer):
 - code as Refusal and enter detailed case notes
 - the case will route to the refusal group to be dealt with other Interviewers or Senior Interviewer (SI) for first follow-up

2. First follow-up will be done by other Interviewer or SI:

- If the call results in a clear refusal*:
 - Refusal letter is sent
 - the case will be routed to an experienced Interviewer, SI or DCM for second follow-up

3. Second follow-up will be done by experienced Interviewer, SI or DCM:

- If the call results in a clear refusal*:
 - final code the case as a refusal.
-

Refusal Conversion Policy, continued

Exceptions

1. No conversion attempts will be made for data sharing questions. Certain surveys include a question asking for permission to share individual responses with another organization. No effort is to be made to convert a “no” answer to this question to a “yes”.
 2. In some circumstances a survey will be designated sensitive with no follow-up after a clear refusal. You will be notified in advance of collection if a survey falls into this category.
-

**GUIDELINE ON THE USE OF EMPLOYER FACILITIES
FOR UNION BUSINESS
Statistical Survey Operations (SSO)**

| | |
|---------------------------|---|
| Effective date | This guideline is effective on January 1, 2017. |
| Application | This guideline applies to Statistics Canada managers who are responsible for managing Statistical Survey Operations (SSO) employees engaged in the carrying out of survey activities primarily in Statistical Survey Operations Regional Offices (CATI). |
| Objective/Context | SSO is committed to creating and maintaining healthy working relationships with the Alliance and facilitate the use of their facilities. This guideline provides direction to managers to ensure the consistent and timely response to the Alliance's requests related to the Use of Employer Facilities for Union Business in accordance with the collective agreement and the <i>Public Service Labour Relations Act</i> . |
| Guiding Principles | <ul style="list-style-type: none">• The Union will post notices related to their business affairs, including the names of the representatives, as well as social and recreational events on the bulletin board designated by the Employer and the electronic bulletin board where available• Posting of other notices or materials shall require the prior approval of the Employer• Such approval shall not be unreasonably withheld• Postings or material must not be adverse to the Employer's interests or to the interest of any of its representatives• The Employer will continue its present practice of making available to the Union specific locations on its premises for the placement of reasonable quantities of literature of the Union• The Employer will grant access to a duly accredited representative of the Union to the Employer's premises to assist in the resolution of a complaint or grievance and to attend meetings called by management• The Union will provide the Employer with a list of such Union representatives and shall advise promptly of any change made to the list• Permission to enter the premises shall, in each case, be obtained from the Employer |

Guideline on the Use of Employer Facilities for Union Business, continued

Roles and Responsibilities**District Manager will:**

- Receive all Union Activity requests from the Union representatives and consider elements such as, but not limited to the:
 - impact on the Employer's interests, reputation or operations,
 - potential health and safety issues, as appropriate
 - availability of Employer premises
 - operational requirements, if appropriate
- consult with the Regional Assistant Director of Operations and Assistant Director, Human Resources for review and approval of all Union Activities
- Inform the Union representative of the decision
- Monitor bulletin board to ensure that the information posted has been approved
- Instruct the Union representative to remove postings that are either considered adverse or that have not received approval prior to posting

Regional Director, Operations and/or Regional Assistant Director, Operations will:

- Review requests submitted by District Manager and provide response in consultation with their Regional Human Resources Team Leader

Regional Human Resources Team Leader will:

- Provide advice and guidance to regional management on the Use of Employer Facilities
- Consult with the Assistant Director, Human Resources for all Union requests that could be considered inappropriate

References

- Collective Agreement
 - Code of Conduct and Ethics
 - *Public Service Labour Relations Act*
 - *Case Law*
-

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Your Health and Safety

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HEALTH AND SAFETY; WORKPLACE

For Statistical Survey Operations (SSO) Field Interviewers and Senior Interviewers Engaged in the Carrying out of Survey Activities

Canada Labour Code Part II

As an SSO employee, your health and safety in the work place is protected by the *Canada Labour Code* (CLC) Part II. It is designed to protect your health and safety by setting minimum standards for safe practices.

Part II of the Labour Code defines “workplace” as follows:

“work place” means any place where an employee is engaged in work for the employee’s employer.

Under the *Canada Labour Code*, managers, supervisors, and employees all share the responsibility for occupational safety and health in the workplace.

It is essential that as an SSO employee, you know and understand your role and responsibility in maintaining a safe and healthy work environment.

Employee Rights

Part II of the Code establishes three fundamental occupational health and safety rights:

- 1) the right to know
- 2) the right to participate; and
- 3) the right to refuse

In addition, it spells out the responsibility of the work place parties in achieving a healthier and safer workplace.

Your Responsibility

Health and safety in the workplace is the responsibility of all employees – including you!

You have the right to a safe workplace – but you also have a duty to keep it safe.

This is done by reporting workplace issues to your senior interviewer, data collection manager or program manager.

It’s important that you:

- know when to call an ambulance
 - understand the process for the completion of the Statistical Survey Operations *Incident Report* (SSOIR) – when and by whom
 - understand the process for the completion of the *Workplace Safety Insurance Board* (WSIB) forms – when and by whom.
-

Health and Safety; Workplace, continued

Scent in Respondent's Home or Places of business

Many scented products we use everyday can seriously affect our respondents, especially those who suffer from environmental sensitivities, allergies or asthma.

More and more people report having adverse reactions to common substances in their daily environment. Products like perfumes, air fresheners, hairsprays or aftershave lotions can trigger a reaction ranging from mild to serious in some people.

Reported common reactions to sensitivities may include: wheezing, shortness of breath, headaches, sore throat, eye irritation, nausea, sinus pain, dizziness, fatigue, poor concentration, anxiety, sweating, joint aches, and skin irritation.

You are encouraged to:

- Be aware of others' sensitivities.
- Avoid wearing perfume, aftershave, scented personal toiletries, hairspray or gel.
- Be aware that maintaining good personal hygiene is a requirement and responsibility of each employee and that failure to do this can also affect the sensitivities of others in the work place.
- Let others around you know of your health concerns, especially if you have allergies or scent-sensitivities.
- If you are aware of someone who is scent-sensitive, be considerate and avoid using substances which might trigger a negative reaction.

When to Call 911 (Fire, Ambulance, Police)

When is it appropriate to call 911 for someone who may have been hurt or is ill in the workplace?

Management's position is that in all cases of accident, injury or illness in the workplace the **first** course of action is to attend to the affected individual and provide appropriate first aid.

Once the situation is stable 911 is to be called. It is imperative that this step be taken. Neither you, as an SSO employee, nor a management representative may refuse or hesitate to take this action.

Having said that, it is very important that you are aware of the following:

- Only paramedics can determine whether an individual should be taken to a medical facility.
 - If the person refuses to go in the ambulance, the paramedics will require that person to sign a release form.
-

Health and Safety; Workplace, continued

When to Call 911 (Fire, Ambulance, Police) continued

- The release form becomes a very important document for the employer, and for you, as an employee, as it will prove due diligence on the part of the employer, and it fulfils the health and safety requirements under *Part II of the Canada Labour Code*.
 - Please note that the costs (i.e. ambulance, time, kilometres, etc.) associated with this initiative are the responsibility of the employer.
-

Statistical Survey Operations Incident Report (SSOIR)

The SSOIR was created to keep management informed of incidents in the workplace. The following provides examples of when this report is required.

- When:
- you are injured on the job
- you are being harassed by a respondent
- there is a threat of violence
- there is property damage
- there are unsafe working conditions
- there is time lost.

The SSOIR is to be initiated by you as the employee, and completed by your senior interviewer, data collection manager, or program manager.

Hazardous Occurrence Investigation Report (HOIR or LAB 1070)

The *Hazardous Occurrence Investigation Report* (HOIR or LAB 1070) form is mandated by *Employment and Social Development Canada* (ESDC). The form must be completed **each_time** there is a hazardous occurrence i.e. each time you are injured.

The HOIR form is to be initiated by you and completed by your senior interviewer, data collection manager, or program manager. The completed form is sent to ESDC.

Worker Safety Insurance Forms

Please note that each province and territory in Canada has its own legislation and process for providing safety insurance for workers in that province or territory. For the specifics on the appropriate forms and processes to follow in your own province, your human resources officer will provide you with the information and forms you will require.

Section I

HEALTH AND SAFETY; GENERAL INFORMATION

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Introduction

In the past, in both federal and provincial jurisdictions, many Canadian workers have died each year as a result of work place accidents or occupational diseases. Although the injury rate is declining, the annual cost for compensation to injured workers has been billions of dollars.

Work place health and safety is a serious matter. Part II of the *Canada Labour Code* relates to occupational health and safety and reflects the desire to reduce work place injuries and accidents in federal jurisdiction.

The objective of this overview is to offer a simplified version of the major responsibilities for occupational health and safety for both employers and employees subject to the *Canada Labour Code*. It is not a legal reference.

Anyone wishing to interpret the law should refer to the *Canada Labour Code* and to the corresponding *Canada Occupational Health and Safety Regulations*.

What is the purpose of the legislation?

Under subsection 122.1, the purpose of the *Canada Labour Code*, Part II is to prevent accidents and injury to health arising out of, linked with or occurring in the course of employment

Preventive measures should consist first of the elimination of the hazards, then the reduction of these and finally, where necessary, the provision of personal protective equipment.

Application

Occupational health and safety in the federal jurisdiction has been consolidated under Part II of the *Canada Labour Code*. The *Code* applies to the following interprovincial and international industries:

- banks;
 - railways, highway and air transport;
 - ferries, tunnels, bridges and canals;
 - telephone and telegraph systems;
 - pipelines;
 - radio and television broadcasting and cable systems;
 - shipping and shipping & receiving services;
 - employment in the operation of ships, trains and aircraft;
 - grain elevators licensed by the Canadian Grain Commission, and certain feed mills and feed warehouses, flour mills, and grain seed cleaning plants;
 - federal public service and persons employed by the public service and about 40 Crown corporations and agencies;
-

Health and Safety; General Information, continued

Application, continued

- indian reserves; and
- exploration and development of petroleum on lands subject to federal jurisdiction.

Note: Part II of the *Canada Labour Code* **does not apply** to certain undertakings regulated by the *Nuclear Safety and Control Act*.

Three Basic Rights

Part II of the *Canada Labour Code* provides an employee with three rights:

- Right to Know
- Right to Participate
- Right to Refuse Dangerous Work

The Right to Know

Through the provisions of the *Code*, employees have the right to be informed of known or foreseeable hazards in the work place and to be provided with the information, instruction, training and supervision necessary to protect their health and safety.

This right to know is strengthened by ensuring that the methods of communication are appropriate for all employees, including employees with special needs.

Through their health and safety committees or representatives, employees are given the right to have access to government or employer reports relating to the health and safety of employees, but do not have access to medical records of any person except with that person's consent.

The Right to Participate

As health and safety representatives or committee members, employees have the right and the responsibility to participate in identifying and correcting job-related health and safety concerns.

Employers who employ 300 or more employees are required to establish a policy health and safety committee. The purpose of the policy committee is to handle issues that are organization-wide in nature. Because these types of issues go beyond a single work place, there is a need for a more strategic or global approach for their resolution.

Part II of the *Canada Labour Code* further provides for employee participation through the use of an internal complaint resolution process.

Health and Safety; General Information, continued

Three Basic Rights, continued***The Right to Refuse Dangerous Work***

An employee, at work, has the right to refuse dangerous work if he or she has reasonable cause to believe that:

- a condition exists at work that presents a danger to himself or herself;
- the use or operation of a machine or thing presents a danger to the employee or a co-worker;
- the performance of an activity constitutes a danger to the employee or to another employee.

In order for an employee to be protected by the *Code* when exercising the right to refuse, the employee must follow the proper procedure.

Health and safety Representatives

In work places where there are 19 employees or less, or in work places exempted from the committee requirement, there must be at least a health and safety representative.

Work place health and safety committees must be established in work places where there are 20 or more employees. Half of the committee members must be employees who do not have managerial functions. These employee members are to be selected by the trade union representing the employees.

Policy health and safety committees must be established where an employer has 300 or more employees. The intent of this committee is to take a more strategic approach to health and safety in an organization by dealing with global issues.

Can work places be exempt from these requirements?

The only specific exemption to the work place committee requirement applies to employees working on a ship or aircraft.

The Minister of Labour may also exempt other organizations from the requirement to establish a work place health and safety committee where it is felt that the nature of the work performed is relatively free from risks to health and safety.

However, where such exemptions are granted, there must be a health and safety representative.

Health and Safety; General Information, continued

Can work places be exempt from these requirements?, continued

| Number of Employees | What is Required | Exemptions |
|---------------------|--|------------|
| 0 to 19 | Health and Safety Representative | no |
| 20 and up | Work Place Health and Safety Committee | possible |
| 300 and up | Policy Health and Safety Committee | no |

How are committee members or representatives selected?

The way committee members or representatives are selected depends on whether the work place is unionized or non-unionized.

The chart below explains the methods for choosing committee members and representatives.

| | Unionized Work Place | Non-unionized Work Place |
|---|----------------------|--------------------------|
| Health and Safety Representative | Selected by Union | Selected by Employees |
| Work Place Health and Safety Committee (Employee Members) | Selected by Union | Selected by Employees |
| Policy Health and Safety Committee (Employee Members) | Selected by Union | Selected by Employees |
| The employer chooses the employer (management) representatives for both the policy and work place committees | | |

Health and Safety; General Information, continued

Health and Safety Officer

In the context of the *Canada Labour Code*, a "health and safety officer" is a person appointed by the Minister of Labour.

The health and safety officer may, as part of his or her duties:

- enter any work place at any reasonable time;
- conduct, or have conducted, tests, examinations, inquiries, inspections or investigations;
- take or remove for analysis, samples of any material or substance;
- be accompanied or assisted by any person and bring any equipment the officer deems necessary;
- take or remove for testing, material or equipment;
- take photographs and make sketches of the work place; and
- meet with any person in private, or when requested by the person, in the presence of legal counsel or union representation.

The health and safety officer also has the power to direct...

- the employer, to ensure a certain area or thing is not disturbed pending the officer's investigation;
- any person, not to disturb a certain area or thing pending the officer's investigation;
- the employer, to produce documents and information relating to the health and safety of the employees or the work place and to allow the officer to make copies of those documents;
- the employer or an employee, to make or provide statements respecting working conditions, material, and equipment affecting the health and safety of employees in the work place; and
- the employer or an employee, to accompany the officer while the officer is in the work place.

A health and safety officer may issue directions whether or not the officer is in the work place. As a final step, a health and safety officer will recommend prosecution for non-compliance with his or her direction.

Health and Safety; General Information, continued

Offences and Punishment

The *Canada Labour Code* and its regulations can be enforced through fines according to the seriousness of the offence.

Criminal offences include those in the *Criminal Code*, such as criminal negligence causing death or bodily harm. To complement these, Part II of the Code defines as a criminal offence the willful breach of health and safety standards when the person in breach knows that serious injury or death is likely. This offence, unlike those in the *Criminal Code*, does not require that someone actually be hurt. Such offences can lead to imprisonment.

Maximum financial penalties for offences under Part II of the Code range from \$100,000 to \$1,000,000.

In the prosecution of a person for a contravention of any provision, except paragraph 125. (1)(c) and (z.10) and (z.11) it is a defense for the person to prove that the person exercised due care and diligence to avoid the contravention.

The Minister of Labour may seek an injunction where there is serious risk or where a fine would not be an effective way of achieving compliance with the *Code*.

Section II

HEALTH AND SAFETY; DUTIES EMPLOYER AND EMPLOYEE

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What are the employer's duties?

Employers have a general obligation or duty to ensure that the health and safety of every person employed by the employer is protected while they are working. This can be achieved by complying with the *Canada Labour Code*, Part II (the *Code*) and the standards set out in the *Canada Occupational Health and Safety Regulations*. Also, employers have specific duties in regards to each work place they control and every work activity under their authority that occurs in a work place that is beyond the employer's control.

The *Code* requires employers to ensure that the design, installation, operation, use or maintenance of the following meet the prescribed standards set out in the *Canada Occupational Health and Safety Regulations*:

- buildings and structures (permanent or temporary), guards, guard rails, barricades and fences;
- protective devices, machinery, equipment, tools, vehicles, and mobile equipment;
- boilers, pressure vessels, escalators, elevators, electrical generation equipment, electrical distribution systems;
- heat generating equipment and heating, ventilating and air conditioning systems.

Federal jurisdiction employers have a further obligation to ensure that levels of:

- temperature, humidity, ventilation, lighting, sound and vibration meet with prescribed standards, and that employees are not exposed to levels exceeding prescribed exposure limits of hazardous substances including controlled products and any other chemical, biological or physical agents that may be harmful resulting from their storage, handling or use in the work place.

The employer must also ensure that all hazardous substances including controlled products are labeled appropriately. Material safety data sheets are to be made available to employees for the hazardous substances and/or controlled products to which the employee may be exposed.

Health and Safety; Duties, continued

What are the employer's duties?,
continued

In accordance with the *Code*, employers are required to provide:

- safe entry to, exit from and occupancy of the work place;
- first-aid facilities and health services, sanitary and personal facilities, and safe drinking water;
- employees with the information, instruction, training and supervision necessary to ensure their health and safety at work;
- employees with access to a copy of the *Canada Occupational Health and Safety Regulations*, and where necessary, the training on how to access them;
- for the training of supervisors and managers in occupational health and safety and their responsibilities under the *Code*;
- for the training of members of the policy and work place committees and health and safety representatives in occupational health and safety and their responsibilities under the *Code*;
- a response to employees who have reported to the employer anything or circumstance likely to be hazardous to the health and safety of employees or other persons granted access to the work place;
- written responses to recommendations made by policy and work place committees and health and safety representatives within 30 days after receiving them;
- the resources necessary for the operation of the policy and work place committees;
- to the policy and work place committees and health and safety representative a copy of any report relating to hazards, including ergonomic related hazards, in the work place;
- within 30 days, the information requested by a policy committee, a work place committee or a health and safety representative;
- every person granted access to the work place, with the prescribed safety materials, equipment, devices and clothing and ensure that every person is familiar with, and uses them.

The *Code* requires that each employee, and each person granted access to the work place, be made aware of every known or foreseeable hazard in the area where the employee works or where the person is likely to be exposed.

Further obligations for employers under the *Code* include:

- posting the *Code*, the employer's general policy on the health and safety of employees, information on the work place health and safety committee and any other printed material as directed by a health and safety officer. Additionally where an appeals officer or health and safety officer issues a direction, employers are required to post a notice of the direction, as may be specified by the officer;
-

Health and Safety; Duties, continued

What are the employer's duties?,
continued

- investigating, recording and reporting all accidents, occupational diseases and other hazardous occurrences, including ergonomic related hazards, and keeping and maintaining accurate health and safety records;
- adopting and implementing prescribed safety codes, safety standards and standards relating to fire safety and emergency measures and taking the necessary steps to prevent and protect against violence in the work place;
- ensuring that the activities of every person granted access to the work place do not endanger the health and safety of employees;
- ensuring that the work place committee or health and safety representative conducts monthly inspections of all or part of the work place so that the entire work place is inspected at least once each year;
- complying with every oral or written direction given to the employer by a health and safety officer or an appeals officer;
- responding in writing, to a health and safety officer's direction or report when requested to do so by the health and safety officer.

What is the Internal Responsibility System?

Internal responsibility system is a phrase often used when referring to the work place and policy health and safety committees or health and safety representative. In reality it goes further, and is actually the collaborative approach taken by an employer **and** the employees to resolve health and safety concerns in the work place or when performing work activities.

A well functioning internal responsibility system is a valued asset for any organization or company. That is why there is a requirement to establish, for all federal work places, a work place committee or health and safety representative to assist in protecting the health and safety of employees.

For large employers (more than 300 employees) there is an additional requirement to establish a policy health and safety committee to deal with global issues through a more strategic approach.

It is the responsibility of the employer to ensure the proper selection of policy and work place committee members and the selection of a health and safety representative, in accordance with *Code* requirements. Where such selections have not taken place, it is the employer's responsibility to perform those duties and functions that would otherwise be performed by the policy committee, the work place committee or the health and safety representative, as the case may be.

Health and Safety; Duties, continued

How must the employer support the internal responsibility system?

The employer must consult the policy committee on the development, implementation and monitoring of a program for the prevention of work place hazards. This program must also provide for the education of employees in health and safety matters.

Consultation must also occur between the employer and the policy committee in the development, implementation and monitoring of a program for the provision of personal protective equipment, clothing and devices.

The employer is to consult the policy committee to plan the implementation of changes in the work place that may have an effect on the health and safety of employees. Similar consultation is to take place at the policy committee level in the development of other health and safety policies and programs.

Where a policy committee is not required, the consultations identified above must take place at the work place or health and safety representative level

Work place committees will be consulted in the development, implementation and monitoring of a workplace Hazard Prevention Program for the prevention of relevant work place hazards.

Work place committees will be consulted in the implementation of the work place changes planned at the policy committee level and the implementation and monitoring of any programs developed through consultation with the policy committee.

Employers are required to cooperate with policy committees, work place committees and health and safety representatives.

What are the employee's duties?

In order for the internal responsibility system to function properly, it requires the involvement and participation of all employees. That is why the *Canada Labour Code*, Part II places several obligations on employees, all of which have the goal of preventing occupational related injuries and illnesses.

Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or activities. Specifically, the *Code* requires employees to:

- use all safety materials, equipment, devices and clothing that are provided by the employer and are intended to protect the employees
-

Health and Safety; Duties, continued

What are the employee's duties, continued

- follow procedures that relate to the health and safety of employees;
- follow all instructions provided by the employer concerning the health and safety of employees;
- cooperate with any person carrying out a duty or function required by the *Code*;
- cooperate with policy and work place committees and health and safety representatives;
- report to the employer anything or circumstance that is likely to be hazardous to the employees or any other person in the work place;
- report to the employer, all work related accidents, occupational diseases or other hazardous occurrences that have caused injury to the employee or any other person;
- report to the employer, any situation the employee believes to be a contravention of the *Code*, Part II by the employer, another employee or any other person;
- comply with every oral direction or written direction given by a health and safety officer or an appeals officer;
- respond in writing to a health and safety officer's direction or report when requested to do so by the health and safety officer

Nobody knows a work place better than the people who work in it. Part II of the *Canada Labour Code* gives the work place parties a strong role in the identification and resolution of health and safety concerns.

The provisions of the *Canada Labour Code* are designed to strengthen employers' and employees' self-reliance to effectively deal with occupational health and safety issues and, in so doing, make work places safer.

How can I get more information?

Contact your local workplace health and safety committee employee representative. A complete listing of these individuals is available through your Senior Interviewer or Appendix 9 of this manual.

Section III
LABOUR CODE PART II
OCCUPATIONAL HEALTH AND SAFETY
INTERPRETATION

Definitions

122. (1) In this Part,

“appeals officer” means a person who is designated as an appeals officer under section 145.1;

“Board” means the Canada Industrial Relations Board established by section 9;

“collective agreement” has the same meaning as in section 166;

“danger” means any existing or potential hazard or condition or any current or future activity that could reasonably be expected to cause injury or illness to a person exposed to it before the hazard or condition can be corrected, or the activity altered, whether or not the injury or illness occurs immediately after the exposure to the hazard, condition or activity, and includes any exposure to a hazardous substance that is likely to result in a chronic illness, in disease or in damage to the reproductive system;

“employee” means a person employed by an employer;

“employer” means a person who employs one or more employees and includes an employers’ organization and any person who acts on behalf of an employer;

“hazardous substance” includes a controlled product and a chemical, biological or physical agent that, by reason of a property that the agent possesses, is hazardous to the safety or health of a person exposed to it;

“health and safety officer” means a person who is designated as a health and safety officer under section 140;

“health and safety representative” means a person who is appointed as a health and safety representative under section 136;

“policy committee” means a policy health and safety committee established under section 134.1;

“prescribe” means prescribe by regulation of the Governor in Council or determine in accordance with rules prescribed by regulation of the Governor in Council;

“regional health and safety officer” means a person who is designated as a regional health and safety officer under section 140;

“regional safety officer” [Repealed, 2000, c. 20, s. 2]

“safety” means protection from danger and hazards arising out of, linked with or occurring in the course of employment;

“safety and health committee” [Repealed, 2000, c. 20, s. 2]

“safety and health representative” [Repealed, 2000, c. 20, s. 2]

“safety officer” [Repealed, 2000, c. 20, s. 2]

“work place” means any place where an employee is engaged in work for the employee’s employer;

“work place committee” means a work place health and safety committee established under section 135.

Idem

(2) In this Part, the expressions “controlled product”, “hazard symbol”, “Ingredient Disclosure List”, “label” and “material safety data sheet” have the same meanings as in the *Hazardous Products Act*.

Idem

(3) Except where otherwise provided in this Part, all other words and expressions have the same meanings as in Part I.

R.S., 1985, c. L-2, s. 122; R.S., 1985, c. 9 (1st Supp.), s. 1, c. 24 (3rd Supp.), s. 3; 1993, c. 42, s. 3; 1998, c. 26, s. 55; 2000, c. 20, s. 2.

PURPOSE OF PART

Purpose of Part

122.1 The purpose of this Part is to prevent accidents and injury to health arising out of, linked with or occurring in the course of employment to which this Part applies.

R.S., 1985, c. 9 (1st Supp.), s. 1.

Preventive measures

122.2 Preventive measures should consist first of the elimination of hazards, then the reduction of hazards and finally, the provision of personal protective equipment, clothing, devices or materials, all with the goal of ensuring the health and safety of employees.

2000, c. 20, s. 3.

METHODS OF COMMUNICATION

Rights of employees

122.3 (1) An employee with a special need shall be given any direction, notice, information, instruction or training that is required to be given to employees under this Part by any method of communication that readily permits the employee to receive it, including braille, large print, audio tape, computer disk, sign language and verbal communication.

Meaning of “special need”

(2) For the purposes of this section, an employee has a special need if the employee is affected by a condition that impairs their ability to receive any direction, notice, information, instruction or training given by a method that would otherwise be sufficient under this Part. 2000, c. 20, s. 3.

APPLICATION

Application of Part

123. (1) Notwithstanding any other Act of Parliament or any regulations thereunder, this Part applies to and in respect of employment

(a) on or in connection with the operation of any federal work, undertaking or business other than a work, undertaking or business of a local or private nature in Yukon, the Northwest Territories or Nunavut;

(b) by a corporation established to perform any function or duty on behalf of the Government of Canada; and

(c) by a Canadian carrier, as defined in section 2 of the *Telecommunications Act*, that is an agent of Her Majesty in right of a province.

Application to federal public administration

(2) This Part applies to the federal public administration and to persons employed in the federal public administration to the extent provided for under Part 3 of the *Public Service Labour Relations Act*.

R.S., 1985, c. L-2, s. 123; R.S., 1985, c. 9 (1st Supp.), s. 2; 1993, c. 28, s. 78, c. 38, s. 89; 2000, c. 20, s. 4; 2002, c. 7, s. 97(E); 2003, c. 22, s. 110.

123.1 [Repealed, 1996, c. 12, s. 2]

DUTIES OF EMPLOYERS

General duty of employer

124. Every employer shall ensure that the health and safety at work of every person employed by the employer is protected.

R.S., 1985, c. L-2, s. 124; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 5.

Specific duties of employer

125. (1) Without restricting the generality of section 124, every employer shall, in respect of every work place controlled by the employer and, in respect of every work activity carried out by an employee in a work place that is not controlled by the employer, to the extent that the employer controls the activity,

(a) ensure that all permanent and temporary buildings and structures meet the prescribed standards;

(b) install guards, guard-rails, barricades and fences in accordance with prescribed standards;

(c) investigate, record and report in the manner and to the authorities as prescribed all accidents, occupational diseases and other hazardous occurrences known to the employer;

(d) post at a place accessible to every employee and at every place directed by a health and safety officer

(i) a copy of this Part,

(ii) a statement of the employer's general policy concerning the health and safety at work of employees, and

(iii) any other printed material related to health and safety that may be directed by a health and safety officer or that is prescribed;

(e) make readily available to employees for examination, in printed or electronic form, a copy of the regulations made under this Part that apply to the work place;

(f) if a copy of the regulations is made available in electronic form, provide appropriate training to employees to enable them to have access to the regulations and, on the request of an employee, make a printed copy of the regulations available;

(g) keep and maintain in prescribed form and manner prescribed health and safety records;

(h) provide prescribed first-aid facilities and health services;

(i) provide prescribed sanitary and personal facilities;

(j) provide, in accordance with prescribed standards, potable water;

(k) ensure that the vehicles and mobile equipment used by the employees in the course of their employment meet prescribed standards;

(l) provide every person granted access to the work place by the employer with prescribed safety materials, equipment, devices and clothing;

(m) ensure that the use, operation and maintenance of the following are in accordance with prescribed standards:

- (i) boilers and pressure vessels,
- (ii) escalators, elevators and other devices for moving persons or freight,
- (iii) all equipment for the generation, distribution or use of electricity,
- (iv) gas or oil burning equipment or other heat generating equipment, and
- (v) heating, ventilation and air-conditioning systems;

(n) ensure that the levels of ventilation, lighting, temperature, humidity, sound and vibration are in accordance with prescribed standards;

(o) comply with prescribed standards relating to fire safety and emergency measures;

(p) ensure, in the prescribed manner, that employees have safe entry to, exit from and occupancy of the work place;

(q) provide, in the prescribed manner, each employee with the information, instruction, training and supervision necessary to ensure their health and safety at work;

(r) maintain all installed guards, guard-rails, barricades and fences in accordance with prescribed standards;

(s) ensure that each employee is made aware of every known or foreseeable health or safety hazard in the area where the employee works;

(t) ensure that the machinery, equipment and tools used by the employees in the course of their employment meet prescribed health, safety and ergonomic standards and are safe under all conditions of their intended use;

(u) ensure that the work place, work spaces and procedures meet prescribed ergonomic standards;

(v) adopt and implement prescribed safety codes and safety standards;

(w) ensure that every person granted access to the work place by the employer is familiar with and uses in the prescribed circumstances and manner all prescribed safety materials, equipment, devices and clothing;

(x) comply with every oral or written direction given to the employer by an appeals officer or a health and safety officer concerning the health and safety of employees;

(y) ensure that the activities of every person granted access to the work place do not endanger the health and safety of employees;

(z) ensure that employees who have supervisory or managerial responsibilities are adequately trained in health and safety and are informed of the responsibilities they have under this Part where they act on behalf of their employer;

(z.01) ensure that members of policy and work place committees and health and safety representatives receive the prescribed training in health and safety and are informed of their responsibilities under this Part;

(z.02) respond as soon as possible to reports made by employees under paragraph 126(1)(g);

(z.03) develop, implement and monitor, in consultation with the policy committee or, if there is no policy committee, with the work place committee or the health and safety representative, a prescribed program for the prevention of hazards in the work place appropriate to its size and the nature of the hazards in it that also provides for the education of employees in health and safety matters;

(z.04) where the program referred to in paragraph (z.03) does not cover certain hazards unique to a work place, develop, implement and monitor, in consultation with the work place committee or the health and safety representative, a prescribed program for the prevention of those hazards that also provides for the education of employees in health and safety matters related to those hazards;

(z.05) consult the policy committee or, if there is no policy committee, the work place committee or the health and safety representative to plan the implementation of changes that might affect occupational health and safety, including work processes and procedures;

(z.06) consult the work place committee or the health and safety representative in the implementation of changes that might affect occupational health and safety, including work processes and procedures;

(z.07) ensure the availability in the work place of premises, equipment and personnel necessary for the operation of the policy and work place committees;

(z.08) cooperate with the policy and work place committees or the health and safety representative in the execution of their duties under this Part;

(z.09) develop health and safety policies and programs in consultation with the policy committee or, if there is no policy committee, with the work place committee or the health and safety representative;

(z.10) respond in writing to recommendations made by the policy and work place committees or the health and safety representative within thirty days after receiving them, indicating what, if any, action will be taken and when it will be taken;

(z.11) provide to the policy committee, if any, and to the work place committee or the health and safety representative, a copy of any report on hazards in the work place, including an assessment of those hazards;

(z.12) ensure that the work place committee or the health and safety representative inspects each month all or part of the work place, so that every part of the work place is inspected at least once each year;

(z.13) when necessary, develop, implement and monitor a program for the provision of personal protective equipment, clothing, devices or materials, in consultation, except in emergencies, with the policy committee or, if there is no policy committee, with the work place committee or the health and safety representative;

(z.14) take all reasonable care to ensure that all of the persons granted access to the work place, other than the employer's employees, are informed of every known or foreseeable health or safety hazard to which they are likely to be exposed in the work place;

(z.15) meet with the health and safety representative as necessary to address health and safety matters;

(z.16) take the prescribed steps to prevent and protect against violence in the work place;

(z.17) post and keep posted, in a conspicuous place or places where they are likely to come to the attention of employees, the names, work place telephone numbers and work locations of all of the members of work place committees or of the health and safety representative;

(z.18) provide, within thirty days after receiving a request, or as soon as possible after that, the information requested from the employer by a policy committee under subsection 134.1(5) or (6), by a work place committee under subsection 135(8) or (9) or by a health and safety representative under subsection 136(6) or (7); and

(z.19) consult with the work place committee or the health and safety representative on the implementation and monitoring of programs developed in consultation with the policy committee.

Exception

(2) Paragraph (1)(z.17) does not apply to an employer who controls

(a) a single work place at which fewer than twenty employees are normally employed, if all of those employees and the health and safety representative normally work at the same time and in the same location; or

(b) a single work place at which only one employee is normally employed.

R.S., 1985, c. L-2, s. 125; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 24 (3rd Supp.), s. 4; 1993, c. 42, s. 4(F); 2000, c. 20, s. 5.

Further specific duties of employer

125.1 Without restricting the generality of section 124 or limiting the duties of an employer under section 125 but subject to any exceptions that may be prescribed, every employer shall, in respect of every work place controlled by the employer and, in respect of every work activity carried out by an employee in a work place that is not controlled by the employer, to the extent that the employer controls the activity,

(a) ensure that concentrations of hazardous substances in the work place are controlled in accordance with prescribed standards;

(b) ensure that all hazardous substances in the work place are stored and handled in the manner prescribed;

(c) ensure that all hazardous substances in the work place, other than controlled products, are identified in the manner prescribed;

(d) subject to the *Hazardous Materials Information Review Act*, ensure that each controlled product in the work place or each container in the work place in which a controlled product is contained has applied to it a label that discloses prescribed information and has displayed on it, in the manner prescribed, all applicable prescribed hazard symbols;

(e) subject to the *Hazardous Materials Information Review Act*, make available to every employee, in the prescribed manner, a material safety data sheet that discloses the following information with respect to each controlled product to which the employee may be exposed, namely,

(i) if the controlled product is a pure substance, its chemical identity, and if it is not a pure substance, the chemical identity of any ingredient of it that is a controlled product and the concentration of that ingredient,

(ii) if the controlled product contains an ingredient that is included in the Ingredient Disclosure List and the ingredient is in a concentration that is equal to or greater than the concentration specified in the Ingredient Disclosure List for that ingredient, the chemical identity and concentration of that ingredient,

(iii) the chemical identity of any ingredient of the controlled product that the employer believes on reasonable grounds may be harmful to an employee and the concentration of that ingredient,

(iv) the chemical identity of any ingredient of the controlled product the toxicological properties of which are not known to the employer and the concentration of that ingredient, and

(v) any other information with respect to the controlled product that may be prescribed;

(f) where employees may be exposed to hazardous substances, investigate and assess the exposure in the manner prescribed, with the assistance of the work place committee or the health and safety representative; and

(g) ensure that all records of exposure to hazardous substances are kept and maintained in the prescribed manner and that personal records of exposure are made available to the affected employees.

R.S., 1985, c. 24 (3rd Supp.), s. 5; 1993, c. 42, s. 5(F); 2000, c. 20, s. 6.

Employer to provide information in emergency

125.2 (1) An employer shall, in respect of every work place controlled by the employer and, in respect of every work activity carried out by an employee in a work place that is not controlled by the employer, to the extent that the employer controls that activity, provide, in respect of any controlled product to which an employee may be exposed, as soon as is practicable in the circumstances, any information referred to in paragraph

125.1(e) that is in the employer's possession to any physician or other prescribed medical professional who requests that information for the purpose of making a medical diagnosis of, or rendering medical treatment to, an employee in an emergency.

Information to be kept confidential

(2) Any physician or other prescribed medical professional to whom information is provided by an employer pursuant to subsection (1) shall keep confidential any information specified by the employer as being confidential, except for the purpose for which it is provided.

R.S., 1985, c. 24 (3rd Supp.), s. 5; 2000, c. 20, s. 7.

Coal mines

125.3 (1) Every employer of employees employed in a coal mine shall

(a) comply with every condition imposed on the employer pursuant to paragraph 137.2(2)(b) or (3)(a);

(b) comply with every provision substituted for a provision of the regulations, in respect of the employer, pursuant to paragraph 137.2(3)(b);

(c) permit inspections and tests to be carried out on behalf of the employees, in any part of the mine and on any machinery or equipment therein, in the prescribed manner and at intervals not greater than the prescribed interval; and

(d) as a condition of carrying out any activity for which the submission of plans and procedures is prescribed, submit to the Coal Mining Safety Commission for approval, in the form and manner and at the time prescribed, plans and procedures relating to that activity and carry out the activity in conformity with plans and procedures as approved.

Methods, machinery and equipment

(2) No employer shall require or permit the use in a coal mine of any mining method, machinery or equipment in respect of which no prescribed safety standards are applicable unless the use thereof has been approved pursuant to paragraph 137.2(2)(a).

Searches

(3) Every employer of employees employed in a coal mine shall, at intervals not greater than the prescribed interval, for the purpose of preventing alcohol, articles for use in smoking and drugs, other than drugs exempted by the regulations, from being brought into the mine,

(a) require every person entering an underground portion of the mine who is not employed there to submit to a personal search conducted in the prescribed manner; and

(b) require a proportion, not less than the prescribed proportion, of employees employed in the underground portions of the mine to submit to personal searches conducted in the prescribed manner.

Definition of “coal mine”

(4) For the purposes of this section and section 137.2, “coal mine” includes any work place above ground that is used in the operation of the mine and is under the control of the employer of employees employed in the mine.

R.S., 1985, c. 26 (4th Supp.), s. 1.

DUTIES OF EMPLOYEES

Health and safety matters

126. (1) While at work, every employee shall

(a) use any safety materials, equipment, devices and clothing that are intended for the employee’s protection and furnished to the employee by the employer or that are prescribed;

(b) follow prescribed procedures with respect to the health and safety of employees;

(c) take all reasonable and necessary precautions to ensure the health and safety of the employee, the other employees and any person likely to be affected by the employee’s acts or omissions;

(d) comply with all instructions from the employer concerning the health and safety of employees;

(e) cooperate with any person carrying out a duty imposed under this Part;

(f) cooperate with the policy and work place committees or the health and safety representative;

(g) report to the employer any thing or circumstance in a work place that is likely to be hazardous to the health or safety of the employee, or that of the other employees or other persons granted access to the work place by the employer;

(h) report in the prescribed manner every accident or other occurrence arising in the course of or in connection with the employee’s work that has caused injury to the employee or to any other person;

(i) comply with every oral or written direction of a health and safety officer or an appeals officer concerning the health and safety of employees; and

(j) report to the employer any situation that the employee believes to be a contravention of this Part by the employer, another employee or any other person.

No relief of employer's duties

(2) Nothing in subsection (1) relieves an employer from any duty imposed on the employer under this Part.

Limitation of liability

(3) No employee is personally liable for anything done or omitted to be done in good faith by the employee when the employee is assisting the employer, as requested by the employer, in providing first-aid or in carrying out any other emergency measures.

R.S., 1985, c. L-2, s. 126; R.S., 1985, c. 9 (1st Supp.), s. 4; 1993, c. 42, s. 6(F); 2000, c. 20, s. 8.

EMPLOYMENT SAFETY**Interference at accident scene prohibited**

127. (1) Subject to subsection (2), if an employee is killed or seriously injured in a work place, no person shall, unless authorized to do so by a health and safety officer, remove or in any way interfere with or disturb any wreckage, article or thing related to the incident except to the extent necessary to

- (a) save a life, prevent injury or relieve human suffering in the vicinity;
- (b) maintain an essential public service; or
- (c) prevent unnecessary damage to or loss of property.

Exception

(2) No authorization referred to in subsection (1) is required where an employee is killed or seriously injured by an accident or incident involving

- (a) an aircraft, a vessel, rolling stock or a pipeline, if the accident or incident is being investigated under the *Aeronautics Act*, the *Canada Shipping Act, 2001* or the *Canadian Transportation Accident Investigation and Safety Board Act*; or
- (b) a motor vehicle on a public highway.

R.S., 1985, c. L-2, s. 127; R.S., 1985, c. 9 (1st Supp.), s. 4; 1989, c. 3, s. 45; 1996, c. 10, s. 235; 1998, c. 20, s. 29; 2000, c. 20, s. 9; 2001, c. 26, s. 305.

INTERNAL COMPLAINT RESOLUTION PROCESS

Complaint to supervisor

127.1 (1) An employee who believes on reasonable grounds that there has been a contravention of this Part or that there is likely to be an accident or injury to health arising out of, linked with or occurring in the course of employment shall, before exercising any other recourse available under this Part, except the rights conferred by sections 128, 129 and 132, make a complaint to the employee's supervisor.

Resolve complaint

(2) The employee and the supervisor shall try to resolve the complaint between themselves as soon as possible.

Investigation of complaint

(3) The employee or the supervisor may refer an unresolved complaint to a chairperson of the work place committee or to the health and safety representative to be investigated jointly

(a) by an employee member and an employer member of the work place committee; or

(b) by the health and safety representative and a person designated by the employer.

Notice

(4) The persons who investigate the complaint shall inform the employee and the employer in writing, in the form and manner prescribed if any is prescribed, of the results of the investigation.

Recommendations

(5) The persons who investigate a complaint may make recommendations to the employer with respect to the situation that gave rise to the complaint, whether or not they conclude that the complaint is justified.

Employer's duty

(6) If the persons who investigate the complaint conclude that the complaint is justified, the employer, on being informed of the results of the investigation, shall in writing and without delay inform the persons who investigated the complaint of how and when the employer will resolve the matter, and the employer shall resolve the matter accordingly.

Stoppage of activity

(7) If the persons who investigate the complaint conclude that a danger exists as described in subsection 128(1), the employer shall, on receipt of a written notice, ensure that no employee use or operate the machine or thing, work in the place or perform the activity that constituted the danger until the situation is rectified.

Referral to health and safety officer

(8) The employee or employer may refer a complaint that there has been a contravention of this Part to a health and safety officer in the following circumstances:

- (a) where the employer does not agree with the results of the investigation;
- (b) where the employer has failed to inform the persons who investigated the complaint of how and when the employer intends to resolve the matter or has failed to take action to resolve the matter; or
- (c) where the persons who investigated the complaint do not agree between themselves as to whether the complaint is justified.

Investigation by health and safety officer

(9) The health and safety officer shall investigate, or cause another health and safety officer to investigate, the complaint referred to the officer under subsection (8).

Duty and power of health and safety officer

- (10) On completion of the investigation, the health and safety officer
- (a) may issue directions to an employer or employee under subsection 145(1);
 - (b) may, if in the officer's opinion it is appropriate, recommend that the employee and employer resolve the matter between themselves; or
 - (c) shall, if the officer concludes that a danger exists as described in subsection 128(1), issue directions under subsection 145(2).

Interpretation

(11) For greater certainty, nothing in this section limits a health and safety officer's authority under section 145.

2000, c. 20, s. 10.

Refusal to work if danger

128. (1) Subject to this section, an employee may refuse to use or operate a machine or thing, to work in a place or to perform an activity, if the employee while at work has reasonable cause to believe that

- (a) the use or operation of the machine or thing constitutes a danger to the employee or to another employee;
- (b) a condition exists in the place that constitutes a danger to the employee; or
- (c) the performance of the activity constitutes a danger to the employee or to another employee.

No refusal permitted in certain dangerous circumstances

(2) An employee may not, under this section, refuse to use or operate a machine or thing, to work in a place or to perform an activity if

- (a) the refusal puts the life, health or safety of another person directly in danger; or
- (b) the danger referred to in subsection (1) is a normal condition of employment.

Employees on ships and aircraft

(3) If an employee on a ship or an aircraft that is in operation has reasonable cause to believe that

- (a) the use or operation of a machine or thing on the ship or aircraft constitutes a danger to the employee or to another employee,
- (b) a condition exists in a place on the ship or aircraft that constitutes a danger to the employee, or
- (c) the performance of an activity on the ship or aircraft by the employee constitutes a danger to the employee or to another employee,

the employee shall immediately notify the person in charge of the ship or aircraft of the circumstances of the danger and the person in charge shall, as soon as is practicable after having been so notified, having regard to the safe operation of the ship or aircraft, decide whether the employee may discontinue the use or operation of the machine or thing or cease working in that place or performing that activity and shall inform the employee accordingly.

No refusal permitted in certain cases

(4) An employee who, under subsection (3), is informed that the employee may not discontinue the use or operation of a machine or thing or cease to work in a place or perform an activity shall not, while the ship or aircraft on which the employee is employed is in operation, refuse under this section to use or operate the machine or thing, work in that place or perform that activity.

When ship or aircraft in operation

(5) For the purposes of subsections (3) and (4),

(a) a ship is in operation from the time it casts off from a wharf in a Canadian or foreign port until it is next secured alongside a wharf in Canada; and

(b) an aircraft is in operation from the time it first moves under its own power for the purpose of taking off from a Canadian or foreign place of departure until it comes to rest at the end of its flight to its first destination in Canada.

Report to employer

(6) An employee who refuses to use or operate a machine or thing, work in a place or perform an activity under subsection (1), or who is prevented from acting in accordance with that subsection by subsection (4), shall report the circumstances of the matter to the employer without delay.

Select a remedy

(7) Where an employee makes a report under subsection (6), the employee, if there is a collective agreement in place that provides for a redress mechanism in circumstances described in this section, shall inform the employer, in the prescribed manner and time if any is prescribed, whether the employee intends to exercise recourse under the agreement or this section. The selection of recourse is irrevocable unless the employer and employee agree otherwise.

Employer to take immediate action

(8) If the employer agrees that a danger exists, the employer shall take immediate action to protect employees from the danger. The employer shall inform the work place committee or the health and safety representative of the matter and the action taken to resolve it.

Continued refusal

(9) If the matter is not resolved under subsection (8), the employee may, if otherwise entitled to under this section, continue the refusal and the employee shall without delay report the circumstances of the matter to the employer and to the work place committee or the health and safety representative.

Investigation of report

(10) An employer shall, immediately after being informed of the continued refusal under subsection (9), investigate the matter in the presence of the employee who reported it and of

(a) at least one member of the work place committee who does not exercise managerial functions;

(b) the health and safety representative; or

(c) if no person is available under paragraph (a) or (b), at least one person from the work place who is selected by the employee.

If more than one report

(11) If more than one employee has made a report of a similar nature under subsection (9), those employees may designate one employee from among themselves to be present at the investigation.

Absence of employee

(12) An employer may proceed with an investigation in the absence of the employee who reported the matter if that employee or a person designated under subsection (11) chooses not to be present.

Continued refusal to work

(13) If an employer disputes a matter reported under subsection (9) or takes steps to protect employees from the danger, and the employee has reasonable cause to believe that the danger continues to exist, the employee may continue to refuse to use or operate the machine or thing, work in that place or perform that activity. On being informed of the continued refusal, the employer shall notify a health and safety officer.

Notification of steps to eliminate danger

(14) An employer shall inform the work place committee or the health and safety representative of any steps taken by the employer under subsection (13).

R.S., 1985, c. L-2, s. 128; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

Employees on shift during work stoppage

128.1 (1) Unless otherwise provided in a collective agreement or other agreement, employees who are affected by a stoppage of work arising from the application of section 127.1, 128 or 129 or subsection 145(2) are deemed, for the purpose of calculating wages and benefits, to be at work during the stoppage until work resumes or until the end of the scheduled work period or shift, whichever period is shorter.

Employees on next shift

(2) Unless otherwise provided in a collective agreement or other agreement, employees who are due to work on a scheduled work period or shift after a shift during which there has been a stoppage of work arising from the application of section 127.1, 128 or 129 or subsection 145(2) are deemed, for the purpose of calculating wages and benefits, to be at work during their work period or shift, unless they have been given at least one hour's notice not to attend work.

Alternative work

(3) An employer may assign reasonable alternative work to employees who are deemed under subsection (1) or (2) to be at work.

Repayment

(4) Unless otherwise provided in a collective agreement or other agreement, employees who are paid wages or benefits under subsection (1) or (2) may be required by the employer to repay those wages and benefits if it is determined, after all avenues of redress have been exhausted by the employee who exercised rights under section 128 or 129, that the employee exercised those rights knowing that no circumstances existed that would warrant it.

2000, c. 20, s. 10.

Investigation by health and safety officer

129. (1) On being notified that an employee continues to refuse to use or operate a machine or thing, work in a place or perform an activity under subsection 128(13), the health and safety officer shall without delay investigate or cause another officer to investigate the matter in the presence of the employer, the employee and one other person who is

(a) an employee member of the work place committee;

(b) the health and safety representative; or

(c) if a person mentioned in paragraph (a) or (b) is not available, another employee from the work place who is designated by the employee.

Employees' representative if more than one employee

(2) If the investigation involves more than one employee, those employees may designate one employee from among themselves to be present at the investigation.

Absence of any person

(3) A health and safety officer may proceed with an investigation in the absence of any person mentioned in subsection (1) or (2) if that person chooses not to be present.

Decision of health and safety officer

(4) A health and safety officer shall, on completion of an investigation made under subsection (1), decide whether the danger exists and shall immediately give written notification of the decision to the employer and the employee.

Continuation of work

(5) Before the investigation and decision of a health and safety officer under this section, the employer may require that the employee concerned remain at a safe location near the place in respect of which the investigation is being made or assign the employee reasonable alternative work, and shall not assign any other employee to use or operate the machine or thing, work in that place or perform the activity referred to in subsection (1) unless

- (a) the other employee is qualified for the work;
- (b) the other employee has been advised of the refusal of the employee concerned and of the reasons for the refusal; and
- (c) the employer is satisfied on reasonable grounds that the other employee will not be put in danger.

Decision of health and safety officer re danger

(6) If a health and safety officer decides that the danger exists, the officer shall issue the directions under subsection 145(2) that the officer considers appropriate, and an employee may continue to refuse to use or operate the machine or thing, work in that place or perform that activity until the directions are complied with or until they are varied or rescinded under this Part.

Appeal

(7) If a health and safety officer decides that the danger does not exist, the employee is not entitled under section 128 or this section to continue to refuse to use or operate the machine or thing, work in that place or perform that activity, but the employee, or a person designated by the employee for the purpose, may appeal the decision, in writing, to an appeals officer within ten days after receiving notice of the decision.

R.S., 1985, c. L-2, s. 129; R.S., 1985, c. 9 (1st Supp.), s. 4; 1993, c. 42, s. 7(F); 2000, c. 20, s. 10.

When collective agreement exists

130. The Minister may, on the joint application of the parties to a collective agreement, if the Minister is satisfied that the agreement contains provisions that are at least as effective as those under sections 128 and 129 in protecting the employees to whom the agreement relates from danger to their health or safety, exclude the employees from the application of those sections for the period during which the agreement remains in force.

R.S., 1985, c. L-2, s. 130; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

Compensation under other laws not precluded

131. The fact that an employer or employee has complied with or failed to comply with any of the provisions of this Part may not be construed as affecting any right of an employee to compensation under any statute relating to compensation for employment injury or illness, or as affecting any liability or obligation of any employer or employee under any such statute.

R.S., 1985, c. L-2, s. 131; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

PREGNANT AND NURSING EMPLOYEES

Cease to perform job

132. (1) In addition to the rights conferred by section 128 and subject to this section, an employee who is pregnant or nursing may cease to perform her job if she believes that, by reason of the pregnancy or nursing, continuing any of her current job functions may pose a risk to her health or to that of the foetus or child. On being informed of the cessation, the employer, with the consent of the employee, shall notify the work place committee or the health and safety representative.

Consult medical practitioner

(2) The employee must consult with a qualified medical practitioner, as defined in section 166, of her choice as soon as possible to establish whether continuing any of her current job functions poses a risk to her health or to that of the foetus or child.

Provision no longer applicable

(3) Without prejudice to any other right conferred by this Act, by a collective agreement or other agreement or by any terms and conditions of employment, once the medical practitioner has established whether there is a risk as described in subsection (1), the employee may no longer cease to perform her job under subsection (1).

Employer may reassign

(4) For the period during which the employee does not perform her job under subsection (1), the employer may, in consultation with the employee, reassign her to another job that would not pose a risk to her health or to that of the foetus or child.

Status of employee

(5) The employee, whether or not she has been reassigned to another job, is deemed to continue to hold the job that she held at the time she ceased to perform her job functions and shall continue to receive the wages and benefits that are attached to that job for the period during which she does not perform the job.

R.S., 1985, c. L-2, s. 132; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

COMPLAINTS WHEN ACTION AGAINST EMPLOYEES

Complaint to Board

133. (1) An employee, or a person designated by the employee for the purpose, who alleges that an employer has taken action against the employee in contravention of section 147 may, subject to subsection (3), make a complaint in writing to the Board of the alleged contravention.

Time for making complaint

(2) The complaint shall be made to the Board not later than ninety days after the date on which the complainant knew, or in the Board's opinion ought to have known, of the action or circumstances giving rise to the complaint.

Restriction

(3) A complaint in respect of the exercise of a right under section 128 or 129 may not be made under this section unless the employee has complied with subsection 128(6) or a health and safety officer has been notified under subsection 128(13), as the case may be, in relation to the matter that is the subject-matter of the complaint.

Exclusion of arbitration

(4) Notwithstanding any law or agreement to the contrary, a complaint made under this section may not be referred by an employee to arbitration or adjudication.

Duty and power of Board

(5) On receipt of a complaint made under this section, the Board may assist the parties to the complaint to settle the complaint and shall, if it decides not to so assist the parties or the complaint is not settled within a period considered by the Board to be reasonable in the circumstances, hear and determine the complaint.

Burden of proof

(6) A complaint made under this section in respect of the exercise of a right under section 128 or 129 is itself evidence that the contravention actually occurred and, if a party to the complaint proceedings alleges that the contravention did not occur, the burden of proof is on that party.

R.S., 1985, c. L-2, s. 133; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

Board orders

134. If, under subsection 133(5), the Board determines that an employer has contravened section 147, the Board may, by order, require the employer to cease contravening that section and may, if applicable, by order, require the employer to

- (a) permit any employee who has been affected by the contravention to return to the duties of their employment;
- (b) reinstate any former employee affected by the contravention;
- (c) pay to any employee or former employee affected by the contravention compensation not exceeding the sum that, in the Board's opinion, is equivalent to the remuneration that would, but for the contravention, have been paid by the employer to the employee or former employee; and
- (d) rescind any disciplinary action taken in respect of, and pay compensation to any employee affected by, the contravention, not exceeding the sum that, in the Board's opinion, is equivalent to any financial or other penalty imposed on the employee by the employer.

R.S., 1985, c. L-2, s. 134; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

POLICY HEALTH AND SAFETY COMMITTEES

Establishment mandatory

134.1 (1) For the purposes of addressing health and safety matters that apply to the work, undertaking or business of an employer, every employer who normally employs directly three hundred or more employees shall establish a policy health and safety committee and, subject to section 135.1, select and appoint its members.

Exception

(2) An employer who normally employs directly more than twenty but fewer than three hundred employees may also establish a policy committee.

More than one committee

(3) An employer may establish more than one policy committee with the agreement of

- (a) the trade union, if any, representing the employees; and
- (b) the employees, in the case of employees not represented by a trade union.

Duties of policy committee

- (4) A policy committee
- (a) shall participate in the development of health and safety policies and programs;
 - (b) shall consider and expeditiously dispose of matters concerning health and safety raised by members of the committee or referred to it by a work place committee or a health and safety representative;
 - (c) shall participate in the development and monitoring of a program for the prevention of hazards in the work place that also provides for the education of employees in health and safety matters;
 - (d) shall participate to the extent that it considers necessary in inquiries, investigations, studies and inspections pertaining to occupational health and safety;
 - (e) shall participate in the development and monitoring of a program for the provision of personal protective equipment, clothing, devices or materials;
 - (f) shall cooperate with health and safety officers;
 - (g) shall monitor data on work accidents, injuries and health hazards; and
 - (h) shall participate in the planning of the implementation and in the implementation of changes that might affect occupational health and safety, including work processes and procedures.

Information

(5) A policy committee may request from an employer any information that the committee considers necessary to identify existing or potential hazards with respect to materials, processes, equipment or activities in any of the employer's work places.

Access

(6) A policy committee shall have full access to all of the government and employer reports, studies and tests relating to the health and safety of employees in the work place, or to the parts of those reports, studies and tests that relate to the health and safety of employees, but shall not have access to the medical records of any person except with the person's consent.

Meetings of committee

(7) A policy committee shall meet during regular working hours at least quarterly and, if other meetings are required as a result of an emergency or other special circumstances, the committee shall meet as required during regular working hours or outside those hours. 2000, c. 20, s. 10.

WORK PLACE HEALTH AND SAFETY COMMITTEES

Establishment mandatory

135. (1) For the purposes of addressing health and safety matters that apply to individual work places, and subject to this section, every employer shall, for each work place controlled by the employer at which twenty or more employees are normally employed, establish a work place health and safety committee and, subject to section 135.1, select and appoint its members.

Exception

(2) An employer is not required to establish a committee under subsection (1) for a work place that is on board a ship in respect of employees whose base is the ship.

Exemption by Minister

(3) On receipt of a request from an employer that is submitted in the form and manner prescribed, if any is prescribed, and if the Minister is satisfied after considering the factors set out in subsection (4) that the nature of work being done by employees at the work place is relatively free from risks to health and safety, the Minister may, by order, on any terms and conditions that are specified in the order, exempt the employer from the requirement to establish a work place committee.

Factors to be considered

(4) The following factors are to be considered for the purposes of subsection (3):

- (a) the risk of occupational injury or illness from hazardous substances or other conditions known to be associated with the type of activity conducted in that type of work place;
- (b) whether the nature of the operation of, and the processes and equipment used in, the work place are relatively free from hazards to health and safety in comparison with similar operations, processes and equipment;
- (c) the physical and organizational structure of the work place, including the number of employees and the different types of work being performed; and
- (d) during the current calendar year and the two calendar years immediately before it,

- (i) the number of disabling injuries in relation to the number of hours worked in the work place,
- (ii) the occurrence of incidents in the work place having serious effects on health and safety, and
- (iii) any directions issued in respect of contraventions of paragraph 125(1)(c), (z.10) or (z.11), and any contraventions of this Part that had serious consequences in respect of the work place.

Posting of request

(5) A request for an exemption must be posted in a conspicuous place or places where it is likely to come to the attention of employees, and be kept posted until the employees are informed of the Minister's decision in respect of the request.

Exemption if collective agreement

(6) If, under a collective agreement or any other agreement between an employer and the employer's employees, a committee of persons has been appointed and the committee has, in the opinion of a health and safety officer, a responsibility for matters relating to health and safety in the work place to such an extent that a work place committee established under subsection (1) for that work place would not be necessary,

(a) the health and safety officer may, by order, exempt the employer from the requirements of subsection (1) in respect of that work place;

(b) the committee of persons that has been appointed for the work place has, in addition to any rights, functions, powers, privileges and obligations under the agreement, the same rights, functions, powers, privileges and obligations as a work place committee under this Part; and

(c) the committee of persons so appointed is, for the purposes of this Part, deemed to be a work place committee established under subsection (1) and all rights and obligations of employers and employees under this Part and the provisions of this Part respecting a work place committee apply, with any modifications that the circumstances require, to the committee of persons so appointed.

Duties of committee

(7) A work place committee, in respect of the work place for which it is established,

(a) shall consider and expeditiously dispose of complaints relating to the health and safety of employees;

(b) shall participate in the implementation and monitoring of the program referred to in paragraph 134.1(4)(c);

(c) where the program referred to in paragraph 134.1(4)(c) does not cover certain hazards unique to the work place, shall participate in the development, implementation and monitoring of a program for the prevention of those hazards that also provides for the education of employees in health and safety matters related to those hazards;

(d) where there is no policy committee, shall participate in the development, implementation and monitoring of a program for the prevention of hazards in the work place that also provides for the education of employees in health and safety matters related to those hazards;

- (e) shall participate in all of the inquiries, investigations, studies and inspections pertaining to the health and safety of employees, including any consultations that may be necessary with persons who are professionally or technically qualified to advise the committee on those matters;
- (f) shall participate in the implementation and monitoring of a program for the provision of personal protective equipment, clothing, devices or materials and, where there is no policy committee, shall participate in the development of the program;
- (g) shall ensure that adequate records are maintained on work accidents, injuries and health hazards relating to the health and safety of employees and regularly monitor data relating to those accidents, injuries and hazards;
- (h) shall cooperate with health and safety officers;
- (i) shall participate in the implementation of changes that might affect occupational health and safety, including work processes and procedures and, where there is no policy committee, shall participate in the planning of the implementation of those changes;
- (j) shall assist the employer in investigating and assessing the exposure of employees to hazardous substances;
- (k) shall inspect each month all or part of the work place, so that every part of the work place is inspected at least once each year; and
- (l) where there is no policy committee, shall participate in the development of health and safety policies and programs.

Information

(8) A work place committee, in respect of the work place for which it is established, may request from an employer any information that the committee considers necessary to identify existing or potential hazards with respect to materials, processes, equipment or activities.

Access

(9) A work place committee, in respect of the work place for which it is established, shall have full access to all of the government and employer reports, studies and tests relating to the health and safety of the employees, or to the parts of those reports, studies and tests that relate to the health and safety of employees, but shall not have access to the medical records of any person except with the person's consent.

Meetings of committee

(10) A work place committee shall meet during regular working hours at least nine times a year at regular intervals and, if other meetings are required as a result of an emergency or other special circumstances, the committee shall meet as required during regular working hours or outside those hours.

R.S., 1985, c. L-2, s. 135; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 26 (4th Supp.), s. 2; 1993, c. 42, s. 8(F); 2000, c. 20, s. 10.

PROVISIONS COMMON TO POLICY COMMITTEES AND WORK PLACE COMMITTEES

Appointment of members

135.1 (1) Subject to this section, a policy committee or a work place committee shall consist of at least two persons and at least half of the members shall be employees who

- (a) do not exercise managerial functions; and
- (b) subject to any regulations made under subsection 135.2(1), have been selected by
 - (i) the employees, if the employees are not represented by a trade union, or
 - (ii) the trade union representing employees, in consultation with any employees who are not so represented.

Exception — policy committee

(2) Despite subsection (1) and if provided in a collective agreement or other agreement, the members of a policy committee may include persons who are not employees.

Exception — work place committee

(3) If there is no policy committee, a work place committee may, when dealing with an issue that would have come within the responsibilities of a policy committee, select two additional members. Unless otherwise provided in a collective agreement or other agreement, one of the additional members shall be an employee who meets the criteria set out in paragraphs (1)(a) and (b).

Notification

(4) If a trade union fails to select a person under subparagraph (1)(b)(ii), a health and safety officer may notify in writing the local branch of the trade union, and shall send a copy of any such notification to the trade union's national or international headquarters and to the employer, indicating that the committee is not established until a person is selected in accordance with subparagraph (1)(b)(ii).

Failure to select

(5) If no person is selected under paragraph (1)(b), the employer shall perform the functions of the committee until a person is selected and the committee is established.

Alternate members

(6) The employer and employees may select alternate members to serve as replacements for members selected by them who are unable to perform their functions. Alternate members for employee members shall meet the criteria set out in paragraphs (1)(a) and (b).

Chairpersons

(7) A committee shall have two chairpersons selected from among the committee members. One of the chairpersons shall be selected by the employee members and the other shall be selected by the employer members.

Chairpersons to assign functions

(8) The chairpersons of a committee shall jointly designate members of the committee to perform the functions of the committee under this Part as follows:

- (a) if two or more members are designated, at least half of the members shall be employee members; or
- (b) if one member is designated, the member shall be an employee member.

Records

(9) A committee shall ensure that accurate records are kept of all of the matters that come before it and that minutes are kept of its meetings. The committee shall make the minutes and records available to a health and safety officer at the officer's request.

Time required for duties

(10) The members of a committee are entitled to take the time required, during their regular working hours,

- (a) to attend meetings or to perform any of their other functions; and
- (b) for the purposes of preparation and travel, as authorized by both chairpersons of the committee.

Payment of wages

(11) A committee member shall be compensated by the employer for the functions described in paragraphs (10)(a) and (b), whether performed during or outside the member's regular working hours, at the member's regular rate of pay or premium rate of pay, as specified in the collective agreement or, if there is no collective agreement, in accordance with the employer's policy.

Wages for alternate members

(12) Subsections (10) and (11) apply to alternate members only while they are actually performing the functions of the committee member they are replacing.

Limitation of liability

(13) No person serving as a member of a committee is personally liable for anything done or omitted to be done by the person in good faith under the authority or purported authority of this Part.

Committee may establish rules

(14) Subject to subsections 134.1(7) and 135(10) and any regulations made under subsection 135.2(1), a committee shall establish its own rules of procedure in respect of the terms of office, not exceeding two years, of its members and the time, place and frequency of regular meetings of the committee and may establish any rules of procedure for its operation that it considers advisable.

2000, c. 20, s. 10.

Regulations

135.2 (1) The Governor in Council may make regulations

- (a) specifying the qualifications and terms of office of members of a committee;
- (b) specifying the time and place of regular meetings of a committee;
- (c) specifying the method of selecting employee members of a committee if employees are not represented by a trade union;
- (d) specifying the method of selecting the chairpersons of a committee and their terms of office;
- (e) establishing any rules of procedure for the operation of a committee that the Governor in Council considers advisable;
- (f) requiring copies of minutes of committee meetings to be provided by and to any persons that the Governor in Council may prescribe;
- (g) requiring a committee to submit an annual report of its activities to a specified person in the prescribed form within the prescribed time; and
- (h) specifying the manner in which a committee may exercise its powers and perform its functions.

Regulation may be general or specific

(2) A regulation made under subsection (1) may be made applicable generally to all committees or particularly to one or more committees or classes of committees.

2000, c. 20, s. 10.

HEALTH AND SAFETY REPRESENTATIVES

Appointment of health and safety representative

136. (1) Every employer shall, for each work place controlled by the employer at which fewer than twenty employees are normally employed or for which an employer is not required to establish a work place committee, appoint the person selected in accordance with subsection (2) as the health and safety representative for that work place.

Selection of person to be appointed

(2) The health and safety representative for a work place shall be selected as follows:

- (a) the employees at the work place who do not exercise managerial functions shall select from among those employees the person to be appointed; or
- (b) if those employees are represented by a trade union, the trade union shall select the person to be appointed, in consultation with any employees who are not so represented, and subject to any regulations made under subsection (11).

The employees or the trade union shall advise the employer in writing of the name of the person so selected.

Notification

(3) If a trade union fails to select a person under subsection (2), a health and safety officer may so notify in writing the local branch of the trade union. The officer shall send a copy of the notification to the trade union's national or international headquarters and to the employer.

Failure to select a representative

(4) The employer shall perform the functions of the health and safety representative until a person is selected under subsection (2).

Duties of representative

(5) A health and safety representative, in respect of the work place for which the representative is appointed,

(a) shall consider and expeditiously dispose of complaints relating to the health and safety of employees;

(b) shall ensure that adequate records are maintained pertaining to work accidents, injuries, health hazards and the disposition of complaints related to the health and safety of employees and regularly monitor data relating to those accidents, injuries, hazards and complaints;

(c) shall meet with the employer as necessary to address health and safety matters;

(d) shall participate in the implementation and monitoring of the program referred to in paragraph 134.1(4)(c);

(e) where the program referred to in paragraph 134.1(4)(c) does not cover certain hazards unique to that work place, shall participate in the development, implementation and monitoring of a program for the prevention of those hazards that also provides for the education of employees in health and safety matters related to those hazards;

(f) where there is no policy committee, shall participate in the development, implementation and monitoring of a program for the prevention of hazards in the work place that also provides for the education of employees in health and safety matters;

(g) shall participate in all of the inquiries, investigations, studies and inspections pertaining to the health and safety of employees, including any consultations that may be necessary with persons who are professionally or technically qualified to advise the representative on those matters;

(h) shall cooperate with health and safety officers;

(i) shall participate in the implementation of changes that may affect occupational health and safety, including work processes and procedures and, where there is no policy committee, shall participate in the planning of the implementation of those changes;

(j) shall inspect each month all or part of the work place, so that every part of the work place is inspected at least once each year;

(k) shall participate in the development of health and safety policies and programs;

(l) shall assist the employer in investigating and assessing the exposure of employees to hazardous substances; and

(m) shall participate in the implementation and monitoring of a program for the provision of personal protective equipment, clothing, devices or materials and, where there is no policy committee, shall participate in the development of the program.

Information

(6) A health and safety representative, in respect of the work place for which the representative is appointed, may request from an employer any information that the representative considers necessary to identify existing or potential hazards with respect to materials, processes, equipment or activities.

Access

(7) A health and safety representative, in respect of the work place for which the representative is appointed, shall have full access to all of the government and employer reports, studies and tests relating to the health and safety of employees, or to the parts of those reports, studies and tests that relate to the health and safety of employees, but shall not have access to the medical records of any person except with the person's consent.

Time required for duties

(8) A health and safety representative is entitled to take the time required, during their regular working hours,

(a) to perform any of the representative's functions; and

(b) for the purposes of preparation and travel, as authorized by both chairpersons of the policy committee or, if there is no policy committee, as authorized by the employer.

Payment of wages

(9) A health and safety representative shall be compensated by the employer for the functions described in paragraphs (8)(a) and (b), whether performed during or outside the representative's regular working hours, at the representative's regular rate of pay or premium rate of pay, as specified in the collective agreement or, if there is no collective agreement, in accordance with the employer's policy.

Limitation of liability

(10) No health and safety representative is personally liable for anything done or omitted to be done by the representative in good faith under the authority or purported authority of this section.

Regulations

(11) The Governor in Council may make regulations specifying

(a) the qualifications and term of office of a health and safety representative;

(b) the method of selecting a health and safety representative if employees are not represented by a trade union; and

(c) the manner in which a health and safety representative may exercise their powers and perform their functions.

R.S., 1985, c. L-2, s. 136; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

Committees or representatives for certain work places

137. Notwithstanding sections 135 and 136, if an employer controls more than one work place referred to in section 135 or 136 or the size or nature of the operations of the employer or those of the work place precludes the effective functioning of a single work place committee or health and safety representative, as the case may be, for those work places, the employer shall, subject to the approval or in accordance with the direction of a health and safety officer, establish or appoint in accordance with section 135 or 136, as the case may require, a work place committee or health and safety representative for the work places that are specified in the approval or direction.

R.S., 1985, c. L-2, s. 137; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 10.

COAL MINING SAFETY COMMISSION

Establishment of Commission

137.1 (1) There is hereby established a Coal Mining Safety Commission, in this section referred to as the “Commission” consisting of, subject to subsection (2.1), not more than five members to be appointed by the Minister to hold office during pleasure.

Members of Commission

(2) One member of the Commission shall be designated chairperson of the Commission by the Minister and the others shall be equally representative of the non-supervisory employees employed in coal mines and of the employers of those employees.

Alternate chairperson

(2.1) The Minister may appoint, by order, and under the terms and conditions specified in the order, any person as an alternate chairperson to act in the absence or incapacity of the chairperson. An alternate chairperson, while acting as chairperson, has all of the powers, duties and immunity of the chairperson.

Selection and tenure

(3) The manner of selection of the members of the Commission, other than the chairperson and an alternate chairperson, and the term of office of the members of the Commission shall be such as may be prescribed.

Quorum

(4) A quorum of the Commission consists of the chairperson or alternate chairperson, one member representative of non-supervisory employees and one member representative of employers.

Health and safety officers ineligible

(5) No health and safety officer is eligible to be appointed to the Commission or as alternate chairperson under subsection (2.1), or to be designated for the purposes of subsection 137.2(1) or (2).

Remuneration

(6) The members of the Commission, including an alternate chairperson, shall be paid the remuneration that may be fixed by the Governor in Council and, subject to the approval of the Treasury Board, any reasonable travel and living expenses that are incurred by them while performing their functions away from their ordinary place of residence.

By-laws

(7) The Commission may, subject to the approval of the Minister, make by-laws for the conduct of its activities.

Staff and other assistance

(8) The Minister may, at the request of the Commission, make available to the Commission such staff and other assistance as are necessary for the proper conduct of its activities.

Annual report

(9) The Commission shall, within sixty days following the end of each calendar year, submit a report to the Minister of its activities during the year.

Immunity

(10) No member of the Commission and no person designated by the Commission pursuant to subsection 137.2(1) or (2) is personally liable for anything done or omitted to be done in good faith under section 137.2.

R.S., 1985, c. 26 (4th Supp.), s. 3; 1998, c. 26, s. 59(E); 2000, c. 20, s. 11.

Approval of plans, procedures

137.2 (1) The Commission or persons designated by the Commission for the purposes of this subsection may approve in writing, with or without modification, plans or procedures submitted in accordance with paragraph 125.3(1)(d).

Approval of methods, machinery, equipment

(2) On the application of an employer, the Commission or persons designated by the Commission for the purposes of this subsection may, if, in the opinion of the Commission or those persons, protection of the health and safety of employees would not thereby be diminished,

(a) approve in writing the use by the employer in coal mines of mining methods, machinery or equipment in respect of which no prescribed safety standards are applicable; or

(b) approve in writing, notwithstanding anything in this Part, the use by the employer in coal mines, for a specified time and subject to specified conditions, of any mining method, machinery or equipment that does not meet prescribed safety standards applicable in respect of it.

Exemptions and substitutions

(3) On the application of an employer, the Commission may, if in its opinion protection of the health and safety of employees would not thereby be diminished, by order,

- (a) exempt the employer from compliance with any provision of the regulations in the operation of coal mines controlled by the employer, subject to any conditions contained in the order; or
- (b) substitute for any provision of the regulations, so far as it applies to coal mines controlled by the employer, another provision having substantially the same purpose and effect.

Recommendations for amendments

(4) The Commission may make recommendations to the Minister for amending or revoking any provision of the regulations applicable to coal mines or for adding any provision thereto.

R.S., 1985, c. 26 (4th Supp.), s. 3; 2000, c. 20, s. 12.

ADMINISTRATION

Special committees

138. (1) The Minister may appoint committees of persons to assist or advise the Minister on any matter that the Minister considers advisable concerning occupational health and safety related to employment to which this Part applies.

Remuneration and expenses

(1.1) At the discretion of the Minister, persons appointed to those committees may be paid the remuneration that may be fixed by the Minister and, in accordance with any applicable Treasury Board directives, any reasonable travel and living expenses that are incurred by them while performing their functions away from their ordinary place of residence.

Inquiries

(2) The Minister may cause an inquiry to be made into and concerning occupational health and safety in any employment to which this Part applies and may appoint one or more persons to hold the inquiry.

Powers on an inquiry

(3) A person appointed pursuant to subsection (2) has all the powers of a person appointed as a commissioner under Part I of the *Inquiries Act*.

Research

(4) The Minister may undertake research into the cause of and the means of preventing employment injury and occupational illness and may, where the Minister deems it appropriate, undertake such research in cooperation with any department or agency of the Government of Canada or with any or all provinces or with any organization undertaking similar research.

Publication of information

(5) The Minister may publish the results of any research undertaken under subsection (4) and compile, prepare and disseminate data or information bearing on health or safety of employees obtained from that research or otherwise.

Occupational safety and health programs

(6) The Minister may undertake programs to reduce or prevent employment injury and occupational illness and may, where the Minister deems it appropriate, undertake those programs in cooperation with any department or agency of the Government of Canada or with any or all provinces or any organization undertaking similar programs.

R.S., 1985, c. L-2, s. 138; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 13.

Medical surveillance and examination programs

139. (1) The Minister may undertake medical surveillance and examination programs with respect to occupational health and safety and may, if the Minister considers it appropriate, undertake those programs in cooperation with any department or agency of the Government of Canada or with any or all of the provinces or any organization undertaking similar programs.

Appointment of medical officers

(2) The Minister may appoint any medical practitioner qualified in occupational medicine to undertake the medical surveillance and examination programs.

R.S., 1985, c. L-2, s. 139; R.S., 1985, c. 9 (1st Supp.), s. 4; 1998, c. 26, ss. 59(E), 60(E); 2000, c. 20, s. 14.

HEALTH AND SAFETY OFFICERS

Designation

140. (1) The Minister may designate as a regional health and safety officer or as a health and safety officer for the purposes of this Part any person who is qualified to perform the duties of such an officer.

Agreements re use of provincial employees as officers

(2) The Minister may, with the approval of the Governor in Council, enter into an agreement with any province or any provincial body specifying the terms and conditions under which a person employed by that province or provincial body may act as a health and safety officer for the purposes of this Part and, if such an agreement has been entered into, a person so employed and referred to in the agreement is deemed to be designated as a health and safety officer under subsection (1).

R.S., 1985, c. L-2, s. 140; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Powers of health and safety officers

141. (1) Subject to section 143.2, a health and safety officer may, in carrying out the officer's duties and at any reasonable time, enter any work place controlled by an employer and, in respect of any work place, may

- (a) conduct examinations, tests, inquiries, investigations and inspections or direct the employer to conduct them;
- (b) take or remove for analysis, samples of any material or substance or any biological, chemical or physical agent;
- (c) be accompanied or assisted by any person and bring any equipment that the officer deems necessary to carry out the officer's duties;
- (d) take or remove, for testing, material or equipment if there is no reasonable alternative to doing so;
- (e) take photographs and make sketches;
- (f) direct the employer to ensure that any place or thing specified by the officer not be disturbed for a reasonable period pending an examination, test, inquiry, investigation or inspection in relation to the place or thing;
- (g) direct any person not to disturb any place or thing specified by the officer for a reasonable period pending an examination, test, inquiry, investigation or inspection in relation to the place or thing;
- (h) direct the employer to produce documents and information relating to the health and safety of the employer's employees or the safety of the work place and to permit the officer to examine and make copies of or take extracts from those documents and that information;
- (i) direct the employer or an employee to make or provide statements, in the form and manner that the officer may specify, respecting working conditions and material and equipment that affect the health or safety of employees;
- (j) direct the employer or an employee or a person designated by either of them to accompany the officer while the officer is in the work place; and
- (k) meet with any person in private or, at the request of the person, in the presence of the person's legal counsel or union representative.

Officer not on premises

(2) A health and safety officer may issue a direction under subsection (1) whether or not the officer is in the work place at the time the direction is issued.

Return of material and equipment

(3) A health and safety officer who has, under paragraph (1)(d), taken or removed material or equipment for testing shall, if requested by the person from whom it was taken or removed, return the material or equipment to the person after testing is completed unless the material or equipment is required for the purposes of a prosecution under this Part.

Investigation of deaths

(4) A health and safety officer shall investigate every death of an employee that occurred in the work place or while the employee was working, or that was the result of an injury that occurred in the work place or while the employee was working.

Investigation of motor vehicle accidents

(5) If the death results from a motor vehicle accident on a public road, as part of the investigation the health and safety officer shall obtain a copy of any police report as soon as possible after the accident.

Report by officer

(6) Within ten days after completing a written report on the findings of an inquiry or investigation, the health and safety officer shall provide the employer and the work place committee or the health and safety representative with a copy of the report.

Certificate of authority

(7) The Minister shall provide every health and safety officer with a certificate of authority and, when carrying out duties under this Part, the officer shall show the certificate to any person who asks to see it.

Limitation of liability

(8) A health and safety officer is not personally liable for anything done or omitted to be done by the officer in good faith under the authority or purported authority of this Part.

Duty of Her Majesty

(9) Notwithstanding subsection (8), and for greater certainty, Her Majesty in right of Canada is not relieved of any civil liability to which Her Majesty in right of Canada may otherwise be subject.

R.S., 1985, c. L-2, s. 141; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Inspections

141.1 (1) A health and safety officer shall conduct an inspection of the work place in the presence of

- (a) an employee member and an employer member of the work place committee; or
- (b) the health and safety representative and a person designated by the employer.

Inspection not to be delayed

(2) A health and safety officer may proceed with an inspection in the absence of any person mentioned in subsection (1) if that person chooses not to be present.

2000, c. 20, s. 14.

GENERAL MATTERS

Duty to assist officer

142. The person in charge of a work place and every person employed at, or in connection with, a work place shall give every appeals officer and health and safety officer all reasonable assistance to enable them to carry out their duties under this Part.

R.S., 1985, c. L-2, s. 142; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Obstruction and false statements

143. No person shall obstruct or hinder, or make a false or misleading statement either orally or in writing to an appeals officer or a health and safety officer engaged in carrying out their duties under this Part.

R.S., 1985, c. L-2, s. 143; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Provision of information

143.1 No person shall prevent an employee from providing information to an appeals officer or a health and safety officer engaged in carrying out their duties under this Part.

2000, c. 20, s. 14.

Permission required for access to residence

143.2 No person who carries out a duty under this Part shall enter a work place that is situated in an employee's residence without the employee's permission.

2000, c. 20, s. 14.

Evidence in civil suits precluded

144. (1) No health and safety officer or person who has accompanied or assisted the officer in carrying out the officer's duties under this Part may be required to give testimony in a civil suit with regard to information obtained in the carrying out of those duties or in accompanying or assisting the officer, except with the written permission of the Minister.

Appeals officer

(2) No appeals officer or person who has accompanied or assisted the officer in carrying out the officer's duties and functions under this Part may be required to give testimony in any proceeding with regard to information obtained in the carrying out of those duties and functions or in accompanying or assisting the officer.

Non-disclosure of information

(3) Subject to subsection (4), no appeals officer or health and safety officer who is admitted to a work place under the powers conferred on an officer by section 141 and no person accompanying such an officer shall disclose to any person any information obtained in the work place by that officer or person with regard to any secret process or trade secret, except for the purposes of this Part or as required by law.

Privileged information

(4) All information that, under the *Hazardous Materials Information Review Act*, an employer is exempt from disclosing under paragraph 125.1(d) or (e) or under paragraph 13(a) or (b) or 14(a) or (b) of the *Hazardous Products Act* and that is obtained in a work place, by an appeals officer or a health and safety officer who is admitted to the work place, under section 141, or by a person accompanying that officer, is privileged and, notwithstanding the *Access to Information Act* or any other Act or law, shall not be disclosed to any other person except for the purposes of this Part.

Information not to be published

(5) No person shall, except for the purposes of this Part or for the purposes of a prosecution under this Part, publish or disclose the results of an analysis, examination, testing, inquiry, investigation or sampling made or taken by or at the request of an appeals officer or a health and safety officer under section 141.

Personal information

(5.1) If the results referred to in subsection (5) contain information within the meaning of Part 4 of the *Department of Human Resources and Skills Development Act*, the disclosure of that information is governed by Part 4 of that Act.

Confidential communication

(6) No person to whom information obtained under section 141 is communicated in confidence shall divulge the name of the informant to any person except for the purposes of this Part, and no such person is competent or compellable to divulge the name of the informant before any court or other tribunal.

R.S., 1985, c. L-2, s. 144; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 24 (3rd Supp.), s. 6; 2000, c. 20, s. 14; 2005, c. 34, s. 62.

SPECIAL SAFETY MEASURES

Direction to terminate contravention

145. (1) A health and safety officer who is of the opinion that a provision of this Part is being contravened or has recently been contravened may direct the employer or employee concerned, or both, to

- (a) terminate the contravention within the time that the officer may specify; and
- (b) take steps, as specified by the officer and within the time that the officer may specify, to ensure that the contravention does not continue or re-occur.

Confirmation in writing

(1.1) A health and safety officer who has issued a direction orally shall provide a written version of it

- (a) before the officer leaves the work place, if the officer was in the work place when the direction was issued; or
- (b) as soon as possible by mail, or by facsimile or other electronic means, in any other case.

Dangerous situations — direction to employer

(2) If a health and safety officer considers that the use or operation of a machine or thing, a condition in a place or the performance of an activity constitutes a danger to an employee while at work,

(a) the officer shall notify the employer of the danger and issue directions in writing to the employer directing the employer, immediately or within the period that the officer specifies, to take measures to

- (i) correct the hazard or condition or alter the activity that constitutes the danger, or
- (ii) protect any person from the danger; and

(b) the officer may, if the officer considers that the danger or the hazard, condition or activity that constitutes the danger cannot otherwise be corrected, altered or protected against immediately, issue a direction in writing to the employer directing that the place, machine, thing or activity in respect of which the direction is issued not be used, operated or performed, as the case may be, until the officer's directions are complied with, but nothing in this paragraph prevents the doing of anything necessary for the proper compliance with the direction.

Dangerous situations — direction to employee

(2.1) If a health and safety officer considers that the use or operation of a machine or thing by an employee, a condition in a place or the performance of an activity by an employee constitutes a danger to the employee or to another employee, the officer shall, in addition to the directions issued under paragraph (2)(a), issue a direction in writing to the employee to discontinue the use, operation or activity or cease to work in that place until the employer has complied with the directions issued under that paragraph.

Posting notice of danger

(3) If a health and safety officer issues a direction under paragraph (2)(a), the officer shall affix or cause to be affixed to or near the place, machine or thing in respect of which the direction is issued, or in the area in which the activity in respect of which the direction is issued is performed, a notice in the form and containing the information that the Minister may specify, and no person shall remove the notice unless authorized to do so by a health and safety officer.

Cessation of use

(4) If a health and safety officer issues a direction under paragraph (2)(b) in respect of a place, machine, thing or activity, the employer shall cause the use or operation of the place, machine or thing or the performance of the activity to be discontinued, and no person shall use or operate the place, machine or thing or perform the activity until the measures directed by the officer have been taken.

Copies of directions and reports

(5) If a health and safety officer issues a direction under subsection (1) or (2) or makes a report in writing to an employer on any matter under this Part, the employer shall without delay

(a) cause a copy or copies of the direction or report to be posted in the manner that the officer may specify; and

(b) give a copy of the direction or report to the policy committee and a copy to the work place committee or the health and safety representative.

Copy to person who made complaint

(6) If a health and safety officer issues a direction under subsection (1), (2) or (2.1) or makes a report referred to in subsection (5) in respect of an investigation made by the officer pursuant to a complaint, the officer shall immediately give a copy of the direction or report to each person, if any, whose complaint led to the investigation.

Copy to employer

(7) If a health and safety officer issues a direction to an employee under subsection (1) or (2.1), the officer shall immediately give a copy of the direction to the employee's employer.

Response to direction or report

(8) If a health and safety officer issues a direction under subsection (1), (2) or (2.1) or makes a report referred to in subsection (5), the officer may require the employer or the employee to whom the direction is issued or to whom the report relates to respond in writing to the direction or report, within the time that the officer may specify. The employer or employee shall provide a copy of the response to the policy committee and a copy to the work place committee or the health and safety representative.

R.S., 1985, c. L-2, s. 145; R.S., 1985, c. 9 (1st Supp.), s. 4; 1993, c. 42, s. 9(F); 2000, c. 20, s. 14.

APPEALS OF DECISIONS AND DIRECTIONS

Appointment

145.1 (1) The Minister may designate as an appeals officer for the purposes of this Part any person who is qualified to perform the duties of such an officer.

Status

(2) For the purposes of sections 146 to 146.5, an appeals officer has all of the powers, duties and immunity of a health and safety officer.

2000, c. 20, s. 14.

Appeal of direction

146. (1) An employer, employee or trade union that feels aggrieved by a direction issued by a health and safety officer under this Part may appeal the direction in writing to an appeals officer within thirty days after the date of the direction being issued or confirmed in writing.

Direction not stayed

(2) Unless otherwise ordered by an appeals officer on application by the employer, employee or trade union, an appeal of a direction does not operate as a stay of the direction.

R.S., 1985, c. L-2, s. 146; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Inquiry

146.1 (1) If an appeal is brought under subsection 129(7) or section 146, the appeals officer shall, in a summary way and without delay, inquire into the circumstances of the decision or direction, as the case may be, and the reasons for it and may

(a) vary, rescind or confirm the decision or direction; and

(b) issue any direction that the appeals officer considers appropriate under subsection 145(2) or (2.1).

Decision and reasons

(2) The appeals officer shall provide a written decision, with reasons, and a copy of any direction to the employer, employee or trade union concerned, and the employer shall, without delay, give a copy of it to the work place committee or health and safety representative.

Posting of notice

(3) If the appeals officer issues a direction under paragraph (1)(b), the employer shall, without delay, affix or cause to be affixed to or near the machine, thing or place in respect of which the direction is issued a notice of the direction, in the form and containing the information that the appeals officer may specify, and no person may remove the notice unless authorized to do so by the appeals officer.

Cessation of use

(4) If the appeals officer directs, under paragraph (1)(b), that a machine, thing or place not be used or an activity not be performed until the direction is complied with, no person may use the machine, thing or place or perform the activity until the direction is complied with, but nothing in this subsection prevents the doing of anything necessary for the proper compliance with the direction.

2000, c. 20, s. 14.

Powers

146.2 For the purposes of a proceeding under subsection 146.1(1), an appeals officer may

- (a) summon and enforce the attendance of witnesses and compel them to give oral or written evidence under oath and to produce any documents and things that the officer considers necessary to decide the matter;
- (b) administer oaths and solemn affirmations;
- (c) receive and accept any evidence and information on oath, affidavit or otherwise that the officer sees fit, whether or not admissible in a court of law;
- (d) examine records and make inquiries as the officer considers necessary;
- (e) adjourn or postpone the proceeding from time to time;
- (f) abridge or extend the time for instituting the proceeding or for doing any act, filing any document or presenting any evidence;
- (g) make a party to the proceeding, at any stage of the proceeding, any person who, or any group that, in the officer's opinion has substantially the same interest as one of the parties and could be affected by the decision;
- (h) determine the procedure to be followed, but the officer shall give an opportunity to the parties to present evidence and make submissions to the officer, and shall consider the information relating to the matter;
- (i) decide any matter without holding an oral hearing; and
- (j) order the use of a means of telecommunication that permits the parties and the officer to communicate with each other simultaneously.

2000, c. 20, s. 14.

Decision final

146.3 An appeals officer's decision is final and shall not be questioned or reviewed in any court.

2000, c. 20, s. 14.

No review by *certiorari*, etc.

146.4 No order may be made, process entered or proceeding taken in any court, whether by way of injunction, *certiorari*, prohibition, *quo warranto* or otherwise, to question, review, prohibit or restrain an appeals officer in any proceeding under this Part.

2000, c. 20, s. 14.

Wages

146.5 An employee who is a party to a proceeding under subsection 146.1(1) and who attends at the proceeding, or any employee who has been summoned by an appeals officer to attend at such a proceeding and who attends, is entitled to be paid by the employer at the employee's regular rate of wages for the time spent at the proceeding that would otherwise have been time at work.

2000, c. 20, s. 14.

DISCIPLINARY ACTION

General prohibition re employer

147. No employer shall dismiss, suspend, lay off or demote an employee, impose a financial or other penalty on an employee, or refuse to pay an employee remuneration in respect of any period that the employee would, but for the exercise of the employee's rights under this Part, have worked, or take any disciplinary action against or threaten to take any such action against an employee because the employee

(a) has testified or is about to testify in a proceeding taken or an inquiry held under this Part;

(b) has provided information to a person engaged in the performance of duties under this Part regarding the conditions of work affecting the health or safety of the employee or of any other employee of the employer; or

(c) has acted in accordance with this Part or has sought the enforcement of any of the provisions of this Part.

R.S., 1985, c. L-2, s. 147; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 14.

Abuse of rights

147.1 (1) An employer may, after all the investigations and appeals have been exhausted by the employee who has exercised rights under sections 128 and 129, take disciplinary action against the employee who the employer can demonstrate has wilfully abused those rights.

Written reasons

(2) The employer must provide the employee with written reasons for any disciplinary action within fifteen working days after receiving a request from the employee to do so.

2000, c. 20, s. 14.

OFFENCES AND PUNISHMENT

General offence

148. (1) Subject to this section, every person who contravenes a provision of this Part is guilty of an offence and liable

(a) on conviction on indictment, to a fine of not more than \$1,000,000 or to imprisonment for a term of not more than two years, or to both; or

(b) on summary conviction, to a fine of not more than \$100,000.

If death or injury

(2) Every person who contravenes a provision of this Part the direct result of which is the death of, serious illness of or serious injury to an employee is guilty of an offence and liable

(a) on conviction on indictment, to a fine of not more than \$1,000,000 or to imprisonment for a term of not more than two years, or to both; or

(b) on summary conviction, to a fine of not more than \$1,000,000.

Risk of death or injury

(3) Every person who wilfully contravenes a provision of this Part knowing that the contravention is likely to cause the death of, serious illness of or serious injury to an employee is guilty of an offence and liable

(a) on conviction on indictment, to a fine of not more than \$1,000,000 or to imprisonment for a term of not more than two years, or to both; or

(b) on summary conviction, to a fine of not more than \$1,000,000.

Defence

(4) On a prosecution of a person for a contravention of any provision of this Part, except paragraphs 125(1)(c), (z.10) and (z.11), it is a defence for the person to prove that the person exercised due care and diligence to avoid the contravention. However, no person is liable to imprisonment on conviction for an offence under any of paragraphs 125(1)(c), (z.10) and (z.11).

Presumption

(5) For the purposes of this section, if regulations are made under subsection 157(1.1) in relation to health or safety matters referred to in a paragraph of any of sections 125 to 126 by which a standard or other thing is to be prescribed, that standard or other thing is deemed to be prescribed within the meaning of that paragraph.

R.S., 1985, c. L-2, s. 148; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 24 (3rd Supp.), s. 7, c. 26 (4th Supp.), s. 4; 1993, c. 42, s. 10; 2000, c. 20, s. 14.

Minister's consent required

149. (1) No proceeding in respect of an offence under this Part may be instituted except with the consent of the Minister or a person designated by the Minister.

Officers and senior officials, etc.

(2) If a corporation or a department in, or other portion of, the federal public administration to which this Part applies commits an offence under this Part, any of the following persons who directed, authorized, assented to, acquiesced in or participated in the commission of the offence is a party to and guilty of the offence and liable on conviction to the punishment provided for the offence, whether or not the corporation or department in, or portion of, the federal public administration has been prosecuted or convicted:

(a) any officer, director, agent or mandatary of the corporation;

(b) any senior official in the department in, or portion of, the federal public administration; or

(c) any other person exercising managerial or supervisory functions in the corporation or department in, or portion of, the federal public administration.

Evidence of direction

(3) On any prosecution for an offence under this Part, a copy of a direction purporting to have been made under this Part and purporting to have been signed by the person authorized under this Part to make the direction is evidence of the direction without proof of the signature or authority of the person by whom it purports to be signed.

Limitation period

(4) Proceedings in respect of an offence under this Part may be instituted at any time within but not later than one year after the time when the subject-matter of the proceedings arose.

R.S., 1985, c. L-2, s. 149; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 15; 2003, c. 22, s. 111(E).

Venue

150. A complaint or information in respect of an offence under this Part may be heard, tried and determined by a provincial court judge or justice if the accused is resident or carrying on business within the territorial jurisdiction of the provincial court judge or justice, notwithstanding that the matter of the complaint or information did not arise in that territorial jurisdiction.

R.S., 1985, c. L-2, s. 150; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 27 (1st Supp.), s. 203.

Information

151. In any proceedings in respect of an offence under this Part, an information may include more than one offence committed by the same person and all those offences may be tried concurrently and one conviction for any or all such offences may be made.

R.S., 1985, c. L-2, s. 151; R.S., 1985, c. 9 (1st Supp.), s. 4.

Injunction proceedings

152. The Minister may apply or cause an application to be made to a judge of a superior court for an order enjoining any person from contravening a provision of this Part, whether or not a prosecution has been instituted for an offence under this Part, or enjoining any person from continuing any act or default for which the person was convicted of an offence under this Part.

R.S., 1985, c. L-2, s. 152; R.S., 1985, c. 9 (1st Supp.), s. 4; 2002, c. 8, s. 120.

Injunction

153. The judge of a court to whom an application under section 152 is made may, in the judge's discretion, make the order applied for under that section and the order may be entered and enforced in the same manner as any other order or judgment of that court.

R.S., 1985, c. L-2, s. 153; R.S., 1985, c. 9 (1st Supp.), s. 4; 2000, c. 20, s. 16(E).

Imprisonment precluded in certain cases

154. (1) If a person is convicted of an offence under this Part on proceedings by way of summary conviction, no imprisonment may be imposed in default of payment of any fine imposed as punishment.

Recovery of fines

(2) Where a person is convicted of an offence under this Part and the fine that is imposed is not paid when required, the prosecutor may, by filing the conviction, enter as a judgment the amount of the fine and costs, if any, in a superior court of the province in which the trial was held, and the judgment is enforceable against the person in the same manner as if it were a judgment rendered against the person in that court in civil proceedings.

R.S., 1985, c. L-2, s. 154; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 24 (3rd Supp.), s. 8; 2000, c. 20, s. 17.

PROVIDING OF INFORMATION

Notice to provide information

155. (1) Where a person is required to provide information for the purposes of this Part, the Minister may require the information to be provided by a notice to that effect served personally or sent by registered mail addressed to the latest known address of the person, and the person shall comply with the notice within such reasonable time as is specified therein.

Proof of failure to provide information

(2) A certificate purporting to be signed by the Minister or by a person authorized by the Minister,

(a) certifying that a notice was sent by registered mail to the person to whom it was addressed, accompanied by an identified post office certificate of the registration and a true copy of the notice, and

(b) certifying that the information has not been provided as requested in the notice sent by the Minister,

is evidence of the facts set out therein without proof of the signature or official character of the person by whom the certificate purports to be signed.

R.S., 1985, c. L-2, s. 155; R.S., 1985, c. 9 (1st Supp.), s. 4.

POWERS OF THE CANADA INDUSTRIAL RELATIONS BOARD

Complaint to Board

156. (1) Despite subsection 14(1), the Chairperson or a Vice-Chairperson of the Board, or a member of the Board appointed under paragraph 9(2)(e), may dispose of any complaint made to the Board under this Part and, in relation to any complaint so made, that person

(a) has all the powers, rights and privileges that are conferred on the Board by this Act other than the power to make regulations under section 15; and

(b) is subject to all the obligations and limitations that are imposed on the Board by this Act.

Application of Part I provisions

(2) The provisions of Part I respecting orders and decisions of and proceedings before the Board under that Part apply in respect of all orders and decisions of and proceedings before the Board or any member thereof under this Part.

R.S., 1985, c. L-2, s. 156; R.S., 1985, c. 9 (1st Supp.), s. 4; 1998, c. 26, s. 57; 2000, c. 20, s. 18.

FEES

Fees for services, etc.

156.1 (1) The Governor in Council may, on the recommendation of the Treasury Board, fix the fees to be paid for services, facilities and products provided by the Minister under this Part or within the purpose of this Part.

Amount not to exceed cost

(2) Fees fixed under subsection (1) may not exceed the costs to Her Majesty in right of Canada in respect of those items or matters.

2000, c. 20, s. 19.

REGULATIONS

Regulations

157. (1) Subject to this section, the Governor in Council may make regulations

- (a) prescribing anything that by this Part is to be prescribed;
- (a.1) restricting or prohibiting any activity or thing that any provision of this Part contemplates being the subject of regulations; and
- (b) respecting such other matters or things as are necessary to carry out the provisions of this Part.

Idem

(1.1) Where the Governor in Council is of the opinion that a regulation cannot appropriately be made by prescribing a standard or other thing that by a paragraph of sections 125 to 126 is to be prescribed, the Governor in Council may make regulations in relation to the safety and health matters referred to in that paragraph in such manner as the Governor in Council considers appropriate in the circumstances, whether or not the opinion of the Governor in Council is indicated at the time the regulations are made.

(2) and (2.1) [Repealed, 1993, c. 42, s. 11]

Ministerial recommendations

(3) Regulations of the Governor in Council under subsection (1) or (1.1) in respect of occupational safety and health of employees employed

- (a) on ships, trains or aircraft, while in operation, shall be made on the recommendation of the Minister and the Minister of Transport; or

(b) on or in connection with exploration or drilling for or the production, conservation, processing or transportation of oil or gas in frontier lands, as defined in the *Canada Petroleum Resources Act*, shall be made on the recommendation of

- (i) the Minister and the Minister of Indian Affairs and Northern Development, and
- (ii) the Minister of Natural Resources, taking into consideration any recommendations made by the National Energy Board in relation to the regulations.

Regulations general or specific

(4) Regulations made under this section may be made applicable to all employment to which this Part applies, to one or more classes of employment to which this Part applies or to such employment in one or more work places.

Incorporation of standards

(5) Regulations made under this section incorporating a standard by reference may incorporate the standard as enacted or adopted at a certain date, as amended to a certain date or as amended from time to time.

Compliance with standards

(6) Regulations made under this section that prescribe or incorporate a standard but that require the standard to be complied with only to the extent that compliance is practicable or reasonably practicable in circumstances governed by the standard may require the employer to report to a safety officer the reason that full compliance is not practicable or reasonably practicable in particular circumstances.

R.S., 1985, c. L-2, s. 157; R.S., 1985, c. 9 (1st Supp.), s. 4, c. 26 (4th Supp.), s. 5; 1992, c. 1, s. 93; 1993, c. 42, s. 11; 1994, c. 10, s. 29, c. 41, s. 37; 2000, c. 20, s. 20.

Provincial Crown corporations

158. The Governor in Council may, by regulation, direct that this Part applies in respect of any employment, or any class or classes of employment, on or in connection with a federal work, undertaking or business set out in the regulation that is, or is part of, a corporation that is an agent of Her Majesty in right of a province, including a corporation whose activities are regulated, in whole or in part, under the *Nuclear Safety and Control Act*.

R.S., 1985, c. L-2, s. 158; R.S., 1985, c. 9 (1st Supp.), s. 4; 1996, c. 12, s. 3; 1997, c. 9, s. 125; 2000, c. 20, ss. 21, 30.

Exclusion from application

159. (1) The Governor in Council may by regulation exclude, in whole or in part, from the application of any of the provisions of this Part any employment, or any class or classes of employment, on or in connection with a work or undertaking set out in the regulation whose activities are regulated, in whole or in part, pursuant to the *Nuclear Safety and Control Act*.

Regulations

(2) On the recommendation of the Minister after consultation with the Canadian Nuclear Safety Commission, the Governor in Council may make regulations relating to occupational safety and health in relation to employment that is subject to a regulation made pursuant to subsection (1).

R.S., 1985, c. L-2, s. 159; R.S., 1985, c. 9 (1st Supp.), s. 4; 1996, c. 12, s. 3; 1997, c. 9, s. 125.

Application of certain provisions

160. Subsections 121.2(3) to (8) apply, with such modifications as the circumstances require, in respect of a regulation made pursuant to subsection 159(2) except that the references to “subsection (2)” in subsections 121.2(3) to (6) shall be read as references to subsection 159(2).

R.S., 1985, c. L-2, s. 160; R.S., 1985, c. 9 (1st Supp.), s. 4; 1996, c. 12, s. 3.

161. to 165. [Repealed, R.S., 1985, c. 9 (1st Supp.), s. 4]

GUIDING PRINCIPLES FOR A THREAT OR ACT OF VIOLENCE

For Statistical Survey Operations (SSO) Office Interviewers
and Senior Interviewers Engaged in the Carrying out of Survey Activities

Introduction

Outline of Office Procedures for Potential Cases of Violence

Further to Statistics Canada's Policy on the *Prevention and Resolution of Violence in the Workplace*, these are the guiding principles to be followed. **Your safety and wellbeing are the most important part of your job.**

Reporting incidents and respecting the Statistics Act

It is essential for Statistics Canada to have a communications process in place that lets you report, document and follow up on any threats to your safety and well being. It is also essential for the agency that this process reflects our utmost commitment to the confidentiality of the information gathered by Statistics Canada, as required by law. Being aware of and following these directives will ensure that you are able to report and document incidents, while protecting any confidential information related to that incident.

STEP 1

Notify your senior interviewer immediately.

Please notify your senior interviewer before communicating with anyone else. In these situations respect the confidentiality and privacy of others. Your senior interviewer will provide guidance to you on what additional steps you should take.

The senior interviewer will contact the data collection manager or program manager. If the senior interviewer is not immediately available and the situation warrants it, contact the data collection manager or program manager directly.

Please refer to **Confidentiality** (see page 3) for specific instructions on what information you can and cannot provide to police.

STEP 2

The supervisor/data collection manager will collect the facts

surrounding your reported incident and will complete an *Incident Report*. He/she will contact the employee(s) and record the following information: the date, the time and the name of the person recording all of the information.

Guiding Principles for a Threat or Act of Violence, continued

| | |
|---------------------------------------|--|
| WHO was directly involved? and | Obtain the names and telephone numbers of everyone involved. This may become important later if additional information is required. |
| WHO witnessed the incident? | |
| WHAT exactly happened? | This includes all of the facts and may also include the supervisor/manager's assessment of those facts. Include a copy of the written documents, a description or summary of the incident (for ex: during a telephone interview), description of any injuries, what action was taken and what action and/or behaviour were exhibited and by whom. Provide facts only – no opinions. This last instruction is of the utmost importance. It is required to report incidents that were directly witnessed by the interviewer. It is not recommended to report incidents based on assumptions, interpretations, inferences or deductions. As well, do not report information that is told to you by another person unless you believe it to be true and you believe that the other person is physically incapable of reporting it himself/herself. |
| WHEN did the incident occur? | Include dates, times, full names and contact numbers of all individuals involved and time-frames of any previous events or actions leading to this incident. Record details of any smaller events directly observed that may have led to or initiated the main incident. |
| STEP 3 | Your supervisor or manager will inform the Regional Director who may convene a <i>Risk Assessment Team</i> . |
| Confidentiality | <p>In all your dealings with the police or other safety or security officers who may be involved in this matter, you must adhere to the confidentiality provisions of the <i>Statistics Act</i>.</p> <p><u>As a general guideline, you can provide the following factual information:</u></p> <ul style="list-style-type: none"> • the name, address and telephone number of the individual(s) involved • that you are an employee of Statistics Canada • that you were acting in the course of your employment and under the authority of the <i>Statistics Act</i> during the period in which the incident(s) occurred • all directly observed facts relating to the time and setting of the incident |

Guiding Principles for a Threat or Act of Violence, continued

Confidentiality, continued

- a description of what was said or done by yourself and the individual(s) involved, and
- a description of any previous similar incidents involving yourself and the individual(s)

As a general guideline, you **cannot** provide any of the following information:

- which specific survey you were conducting with the individual
- other confidential information about the individual, household or business that is known to you as a result of your employment with Statistics Canada (e.g. date of birth, occupations or any other identifiers), and
- an opinion on motive, a personal judgement or interpretation or any information not based on a directly observed occurrence

Roles and Responsibilities

Managers/Supervisors include senior interviewers, data collection managers, program managers, and the assistant director of operations.

Together, they are responsible for:

- being aware of issues and potential incidents
- promoting employee awareness of the threat of violence
- noticing early warning signs, and
- making a commitment to take appropriate and timely action when needed

Management is responsible for:

- providing and updating the *Regional Office Emergency Contact List*
 - gathering facts when an incident has been reported
 - contacting a member of the *Risk Assessment Team* to report and discuss concerns brought forward by an employee
 - contacting a supervisor immediately to report and discuss concerns brought forward by an employee; and
 - making decisions and ensuring implementation of those decisions, based on recommendations made by a *Risk Assessment Team*.
-

Guiding Principles for a Threat or Act of Violence, continued

Identification of Potential Risks and Recommended Actions

Office interviewers may receive written or telephone threats concerning themselves or others (could include political leaders, other well-known individuals as well as persons associated with Statistics Canada) through the course of their data collection duties.

At all times, office interviewers should be aware of sources of assistance.

TELEPHONE CONTACT:

| SITUATION | RECOMMENDED ACTION |
|---------------------------------------|--|
| Harassment over the phone | Advise your supervisor. |
| Repeated call backs from a respondent | Advise your supervisor. |
| Threats | Advise your supervisor. If warranted, contact the police, respecting the confidentiality provisions already discussed. |

WRITTEN THREATS:

| SITUATION | RECOMMENDED ACTION |
|------------------------------------|--|
| Harassment | Advise your supervisor. |
| Repeated letters from a respondent | Advise your supervisor. |
| Threats to self or others | Advise your supervisor. If warranted, contact the police, respecting the confidentiality provisions already discussed. |

Section I

DIRECTIVE ON INJURY ON DUTY For Statistical Survey Operations (SSO)

| | |
|-----------------------------------|--|
| Effective Date | This directive is effective January 1 st , 2020. |
| Application | This guideline applies to all Statistical Survey Operations (SSO) employees. |
| Objective | <p>When Statistical Survey Operations employees sustain a workplace accident, they are eligible for income replacement benefits pursuant to the <i>Government Employees Compensation Act</i> and leave taken in accordance with Injury on Duty Leave from the collective agreement (CATI – Article 32 and Article 29.01 (b); CAPI – Article 34 and Article 29.06).</p> <p>The federal government has ordered the provincial Worker’s Compensation Boards (WCB) to process workplace accident files. The following guide was produced to help process these files in a timely manner.</p> |
| Definition | <p>The <i>Government Employees Compensation Act (R.S.C., 1985, c. G-5)</i> (Network B) defines an accident as</p> <p>“Accident” includes a willful and an intentional act, not being the act of the employee, and a fortuitous event occasioned by a physical or natural cause.</p> <p>The Workplace Safety Insurance Board of Ontario defines an accident as</p> <ul style="list-style-type: none"> • a willful and intentional act, not being the act of the worker • a chance¹ event occasioned by a physical or natural cause, and • a disablement² arising out of and in the course of employment. |
| Roles and Responsibilities | <ul style="list-style-type: none"> • Employees <ul style="list-style-type: none"> ○ Reporting the injury-on-duty to their supervisor as soon as possible; ○ Seeking medical advice/treatment and ensuring that the treating physician is aware this incident happened while they were performing their work duties; ○ Completing the provincial employee’s report and submitting it to their supervisor to initiate a Workers’ Compensation claim; |

¹ A chance event is defined as an identifiable unintended event that causes an injury. An injury itself is not a chance event.

² The definition of disablement includes a condition that emerges gradually over time as an unexpected result of working duties.

Directive on Injury on Duty, continued

Roles and Responsibilities, continued

- Employees (continued):
 - Providing copies of any medical documentation to their supervisor
 - Providing additional information if required;
 - Entering leave in TMS in accordance with provisions outlined in the respective collective agreement while waiting for the WCB decision;
 - Cooperate in a timely manner with their supervisor/manager or any person implicated in the injury-on-duty process. An employee may, where applicable, request the involvement of a Union representative for advice or assistance regarding their requests for accommodation;
 - If the employee is unable to execute these responsibilities, they must name a representative (ex: spouse, family member or union representative) to help them through the process.

 - Supervisors/Managers:
 - Advising the Regional Management Officer/OHS Advisor that an employee has reported a workplace injury;
 - Completing the SSOIR/HOIR as applicable;
 - Reviewing the claim form sent by the employee and forwarding it on to the Generic Regional Email inbox.
 - Completing the relevant WCB employer's form and forwarding it on to the Generic Regional Email inbox. It is important to indicate on the form that the employer will be paying the employee while on Injury on duty leave if the claim is approved;
 - Consulting with HR when the employee is going to be absent from work following the accident;
 - Entering leave in TMS on behalf of the employee while waiting for the WCB decision if needed and in accordance with provisions outlined in the respective collective agreement;
 - Communicating the process surrounding injury on duty leave to employees at the onset;
 - Following up with the employee on a regular basis regarding their progress, their anticipated return to work date and their accommodation needs if applicable. The frequency of the follow-up will be determined on the length of the leave;
 - If the employee is unable to execute these responsibilities, the employer will submit the information regarding the injury on duty to start the process;
-

Directive on Injury on Duty, continued

Roles and Responsibilities, continued

- Supervisors/Managers (continued):
 - Establishing and implementing the employee's return to work and duty to accommodate process with the assistance of HR. If requested by the employee, collaborating with the union and the employee to determine the best accommodation solution possible.
 - Attending appeals before the WCB with the support of the Regional Management Officer /OHS advisor.
 - Regional Management Officer/OHS Advisor:
 - Managing the generic mailbox for Injury-on-duty in their region;
 - Reviewing the employee's and employer's WCB claim forms and following up with the manager/supervisor if required. Ensuring that it is indicated on the form that the employer will pay the employee while they are on Injury on duty leave;
 - Liaising with Compensation in ensuring the Earnings section is completed;
 - Consulting with the manager and HR to determine whether the WCB decision should be contested or not;
 - Once completed, sending the documentation by email to the Labour Programs (To obtain the email address of the WCB by province): <https://www.canada.ca/en/employment-social-development/services/labour-contact.html#offices>). A copy of the employer's form will be sent to the employee;
 - Create a file in a shared folder and share the link with the manager, HR and Compensation;
 - Informing the employee's manager, Compensation and HR whether the claim is approved or rejected;
 - Supporting the manager with the help of HR to attend appeals before the WCB board.
 - Regional Human Resources Team:
 - In collaboration with the manager/supervisor, following up on the cases that require leave from work, and subsequent return to work requirements;
 - Supporting the manager and the Regional Management Officer/OHS Advisor when they are required to attend appeals before the WCB;
 - Supporting the supervisors/managers in the employee's return to work and duty to accommodate process;
 - Collaborating with the union if requested by the employee;
 - Supporting the supervisors/managers in any other action required to ensure the employer is meeting its obligations as per the *Government Employees Compensation Act and the Workers Compensation Board*.
-

Directive on Injury on Duty, continued

Roles and Responsibilities, continued

- Compensation:
 - Completing the Earning section of the Employer’s form within 24 hours;
 - Entering injury-on-duty leave upon reception of the WCB approval letter;
 - Arranging, with the employee, a reasonable repayment plan for the overpayment created by the advance of leave if the claim is denied. If the employee is not back at work and is in the contestation process, it would occur only after all appeals and procedures have been exhausted with WCB.
-

Process

- 1) The employee must first send the following documents to their supervisor/manager. The documents must not be sent directly to the Labour Program:
 - a) The *Worker’s Claim* form ([Incident-reporting claims forms, by province](#)) must be completed by the employee or their representative.
 - ✓ Employee decide whether they want to submit a claim. The claim must be filed as soon as possible.
 - ✓ Employee must ensure they complete the form required by the relevant provincial Worker’s Compensation Board (province of work).
 - ✓ Employer assist the worker in writing their claim and provide the required information.
 - b) Medical report – Employee should indicate to their treating physician when they are injured on the job as there is a requirement for the treating physician to submit a form to the WCB.
 - c) Any other document or information relevant to the claim.
 - 2) The supervisor/manager must complete the Employer’s Report. The supervisor/manager must make sure to complete the form required by the Worker’s Compensation Board of the worker’s province of work. The supervisor/manager indicates that the Employer will pay the employee for the time lost.
 - 3) The supervisor/manager sends the completed and signed documentation to the generic Injury-on-duty email address of his region within 48 hours:
 - OHS-Eastern Region / SST - Région de l Est (STATCAN)
statcan.ohs-easternregion-sst-regiondelest.statcan@canada.ca
 - OHS-Central Region / SST-Région du Centre (STATCAN)
statcan.ohs-centralregion-sst-regionducentre.statcan@canada.ca
 - OHS-Western Region / SST-Region de l Ouest (STATCAN)
statcan.ohs-westernregion-sst-regiondelouest.statcan@canada.ca
 - 4) The Regional Management Officer regularly monitors the generic Injury-on-duty mailbox. A folder is created in a shared drive and all files are saved. He/she reviews the documentation to ensure no information is missing. If needed, he/she will follow up with the supervisor/manager.
-

Directive on Injury on Duty, continued

**Process,
continued**

- 5) The Regional Management Officer informs Compensation to complete the Earning portion of the form.
 - 6) Once completed, the Regional Management Officer sends the documents to Labour Program and follows up on the case.
 - 7) The Regional Management Officer sends the link of the shared folder file to HR in situations where the employee is going to be absent from work following the accident.
 - 8) Once the answer is received on the claim, the Regional Management Officer informs the supervisor/manager and Human Resources. If in disagreement with the decision, contests the WCB decision with the support of HR.
 - 9) The Regional Management Officer sends a copy of the WCB decision letter to Compensation in order to ensure that the appropriate action is taken. The authority of the change to the pay file would be the approved WCB letter as well as for the use of calculating any overpayments if the full period is not covered.
 - 10) The Manager/supervisor should continue to follow up regularly with the employee to ascertain their progress and eventual return to work date.
 - 11) Human Resources will support the manager for a return to work and duty to accommodate process where appropriate.
-

**Application of
leave****A) Computer Assisted Telephone Interviewers (CATI)**

- On the day of the injury, the employee is considered to be “on duty status” and therefore is paid the remaining hours of the scheduled shift against the project and PE code of the survey they are working on;
 - A paid sick leave request with the injury on duty box checked must be entered in TMS for the scheduled hours not worked on the days following the injury on duty.
 - If the employee does not have sufficient paid sick leave credits to cover the period, they should be given the option to either get advanced paid sick leave credits in accordance with article 31.05 (a) or to use sick leave without pay. The employee must understand the impact in the event that their claim is denied if paid sick leave credits were advanced;
 - If the injury on duty claim is approved by the Worker’s Compensation Board, Compensation will convert the sick leave (paid or unpaid) into injury on duty leave (660) and any sick leave used will be returned to their sick leave credit;
 - o During this leave period, no changes to the AWW will come into effect.
-

Directive on Injury on Duty, continued

Application of leave, continued**A) Computer Assisted Telephone Interviewers (CATI) (continued)**

- If the claim is denied, the sick leave credits used or advanced will not be reimbursed to the employee.

B) Computer Assisted Personal Interviewers (CAPI)

- On the day of the injury, the employee is considered to be “on duty status” and therefore is paid for hours worked and time needed to seek medical attention to a maximum of 1/5 of their AWW. This includes time already worked, and any additional time for the remainder of the hours to a maximum of 1/5 of their AWW for the day. If the employee has already worked more than 1/5 of their AWW, they will be paid for the hours actually worked; in this case seeking medical attention time will not be paid. For TMS purposes, the time will be claimed to the main project code of the survey on which they are working.
 - o To confirm the time entries for their specific situation, the employee should speak with their supervisor/manager.
 - A request for *Injury-on-duty leave – awaiting approval* from WCB (code 240) based on the employee’s AWW must be entered in TMS for the days following the injury on duty.
 - If the injury-on-duty claim is approved by the Worker’s Compensation Board, Compensation will convert *Injury-on-duty leave – awaiting approval* from WCB (code 240) into *injury on duty leave* (660).
 - o During this leave period, no changes to the AWW will come into effect.
 - If the claim is denied, Compensation will change the *Injury-on-duty leave – awaiting approval* from WCB (code 240) to *sick leave without pay* (code 230) and a reasonable repayment plan will be arranged for the overpayment created.
-

Medical appointments

If the employee is back at work, but still has medical appointments related to their **approved** injury on duty, they are entitled to Injury on duty leave for the duration of these appointments.

A) CATI

- A paid sick leave request with the injury on duty box checked must be entered in TMS for the time needed to attend the appointment.
 - If the employee does not have sufficient paid sick leave credits to cover the period, they should be given the option to either get advanced paid sick leave credits in accordance with article 31.05 (a) or to use sick leave without pay. The employee must understand the impact in the event that their claim is denied if paid sick leave credits were advanced.
-

Directive on Injury on Duty, continued

Medical appointments, continued

A) CATI (continued)

- The employee must provide a written confirmation from their attending medical professional of the date of the appointments taken due to the injury on duty as well as their duration (including travelling time). Upon receipt of the written confirmation, Compensation will convert the sick leave (paid or unpaid) into injury on duty leave (660) and any sick leave used will be returned to their sick leave credit.

B) CAPI

- An *Injury-on-duty leave – awaiting approval* from WCB (code 240) request with the injury on duty box checked must be entered in TMS for the time needed to attend the appointment.
 - The employee must provide a written confirmation from their attending medical professional of the date of the appointments taken due to the injury on duty as well as their duration (including travelling time). Upon receipt of the written confirmation, Compensation will convert the sick leave without pay into injury on duty leave (660).
-

Frequently asked questions about injuries on duty

1. Who qualifies to be covered under the *Government Employees Compensation Act*?

The [Government Employees' Compensation Act](#) (Network B) covers:

- all federal government employees, whether working in Canada or overseas
- most Crown agency staff
- employees of the Senate, House of Commons, Library of Parliament, Office of the Senate Ethics Officer and the Office of the Conflict of Interest and Ethics Commissioner.

2. Under which provincial Compensation Board am I covered?

The board or commission in the province in which you are usually employed will handle your compensation claim. For instance, the claim of anyone who works in Ottawa would be handled by the Workplace Safety and Insurance Board (Ontario) no matter where the accident occurred.

3. What are the benefits I may be entitled to?

If your claim is approved, you may be entitled to receive compensation for loss of earnings, medical care, return-to-work assistance and other benefits such as a lump sum payment or a pension if you are permanently disabled. Contact your Provincial Workers' Compensation Board for more details about your benefits entitlement.

Directive on Injury on Duty, continued

Frequently asked questions about injuries on duty, continued

4. Will this affect my income tax?

Workers' compensation benefits are compensation paid in respect of an injury, disability or death to a worker, under the law of Canada or a province or territory. These amounts will appear on a [T5007, Statement of Benefits](#) (Network B), as well as in box 77 of your T4 slip and you will need to report them in your income tax report.

You may be entitled to a tax deduction; please consult the [Canada Revenue Agency website](#) (Network B) to know more.

Resources

Collective Agreements (CATI and CAPI)
Provincial Workers' Compensation Boards

| Province | Workers' Compensation Board | Website |
|-----------------------------------|--|---|
| British Columbia | Work Safe BC | https://www.worksafebc.com/ |
| Alberta | Workers' Compensation Board Alberta | https://www.wcb.ab.ca/ |
| Saskatchewan | Workers' Compensation Board Saskatchewan | http://www.wcbask.com/ |
| Manitoba | Workers' Compensation Board Manitoba | https://www.wcb.mb.ca/ |
| Ontario | Workplace Safety and Insurance Board Ontario | http://www.wsib.on.ca/ |
| Quebec | Commission des normes, de l'équité, de la santé et de la sécurité du travail | http://www.csst.qc.c |
| New Brunswick | Work Safe NB | http://www.worksafenb.ca/ |
| Nova Scotia | Workers' Compensation Board Nova Scotia | http://www.wcb.ns.ca |
| Prince Edward Island | Workers' Compensation Board Prince Edward Island | http://www.wcb.pe.ca/ |
| Newfoundland and Labrador | Workplace NL | http://www.whscc.nf.ca/ |
| Yukon | Workers' Compensation Board Yukon | http://www.wcb.yk.ca |
| Northwest Territories and Nunavut | Workers' Compensation Board Northwest Territories and Nunavut | http://www.wcb.nt.ca/ |

Updated: 20/01/2020

Section II

GUIDELINES FOR REPORTING INCIDENTS **For Statistical Survey Operations (SSO) Office Interviewers** **and Senior Interviewers Engaged in the Carrying out of Survey Activities**

Introduction Maintaining your health, safety and well-being is important. The objective of this section on reporting incidents or accidents is to provide guidance to you as an SSO employee, in the event you are involved in an incident or accident while at work.

Reporting incidents and respecting the Statistics Act It is essential for Statistics Canada to have a communications process in place that lets you report, document and follow up on any threats to your safety and well being. It is also essential for the agency that this process reflects our utmost commitment to the confidentiality of the information gathered by Statistics Canada, as required by law. Being aware of and following these directives will ensure that you are able to report and document incidents, while protecting any confidential information related to that incident.

General These guidelines will provide you with updated instructions on how and when to report an incident using the *Statistical Survey Operations Incident Report (SSOIR)*. By reviewing the SSOIR form, you will better understand what information needs to be documented and reported when an incident occurs. You will have a more complete picture of what process is followed to deal with each reported incident.

What is an incident? An incident can be described as any accident or other situation arising in the course of, or in connection with, your work that:

- Is hazardous to your safety or health
- Is hazardous to the safety or health of another individual
- Results in damage or loss to Statistics Canada's equipment
- Results in loss of confidential information
- Results in damage or loss to your personal belongings
- In your opinion, is illegal or unlawful

Please refer to Section 1 of the SSOIR (*see Appendix: Statistical Survey Operation's Incident Report*) for other examples.

Guidelines for Reporting Incidents, continued

When should an Incident Report be completed and submitted An *Incident Report* should be completed to record **all** incidents as soon as they occur. Do not delay in reporting (submitting) incidents to your senior interviewer.

Who is responsible for reporting incidents? You are responsible for reporting incidents to your supervisor. The supervisor is responsible for recording and reporting all accidents, incidents and other hazardous occurrences to the regional office.

Refer to “***Who is responsible for completing the SSOIR?***” on the back of the *Incident Report* form.

How does the process of submitting an Incident Report work? The form is submitted through your senior interviewer to the data collection manager, who ensures that the appropriate forms and actions are initiated.

The forms are then submitted to the manager for review and forwarded to the Human Resources Officer (HRO). The HRO provides the *Health and Safety Committee* with a report of each incident and maintains a log of each incident. The report will remain confidential.

The HRO is also responsible for ensuring that a final copy of the SSOIR is placed on your personnel file and a copy is returned to you so that you can see the actions taken at each step of the process. Please review the “***Step by Step Reporting Procedures***” on the back of the SSOIR.

How is confidentiality maintained? Confidentiality is maintained throughout the process as follows:

The back of the SSOIR provides explicit instructions on what you can and cannot say to authorities outside of Statistics Canada employees.

In all your dealings with the police or other safety or security officers who may be involved in this matter, **you must adhere to the confidentiality provisions of the *Statistics Act*.**

If the situation does not involve the immediate threat to the safety of any individual, including yourself, you must inform your supervisor of the incident and receive guidance on how to deal with the situation, prior to communicating with police or other officers who investigate the incident.

If you believe that reporting to your supervisor will increase the immediate risk to the safety of any individual, including yourself, then call 9-1-1 immediately, or use any other means to alert emergency services for assistance. After, call your supervisor as soon as possible.

Guidelines for Reporting Incidents, continued

How is confidentiality maintained?, continued

As a general guideline, you **can** provide the following factual information:

- **the name, address and telephone number** of the individual(s) involved
- that you are an employee of Statistics Canada
- that you were acting in the course of your employment and under the authority of the Statistics Act during the period in which the incident(s) occurred
- all directly observed facts relating to the time and location of the incident
- a description of what was said or done by yourself and the individual(s) involved, with the exception of the specific information collected for the survey, and
- a description of any previous similar incidents involving yourself and the individual(s).

As a general guideline, you **cannot** provide any of the following information:

- which specific survey you were conducting with the individual
 - other confidential information about the individual, household or business that is known to you as a result of your employment with Statistics Canada (e.g. date of birth, occupations or any other identifiers); and
 - an opinion on motive, a personal judgement or interpretation or any information not based on a directly observed occurrence.
-

Interviewer Information

As an SSO interviewer, it is your obligation to report to your senior interviewer each and every incident that occurs in the course of your duties. Reporting incidents ensures your safety and the safety of your co-workers. Documenting incidents provides the employer with information that may assist in preventing or intervening in other potentially unsafe situations. You should be able to provide your senior interviewer with the following information.

WHO was involved directly? and WHO witnessed the incident?

Obtain the full names and telephone numbers of everyone involved. Also include information such as:

- Were the police involved?
 - Was medical attention required?
-

Guidelines for Reporting Incidents, continued

WHAT exactly happened?

Include a description of the incident, a description of any injuries (if applicable), what action was taken and what action and/or behaviour were exhibited and by whom. Identify which are facts and which are opinions about those facts.

WHEN did the incident occur?

Include dates, times, and full names and contact numbers of all individuals involved and time frames of any previous events or actions leading to this incident. Record details of any smaller events that may have lead up to or initiated the main incident.

WHERE did the incident happen

Include the exact civic or business address or rural description of the property. A sketch of the location may be useful. Describe the inside of the building or dwelling where the incident took place. It may be necessary to include a map or diagram.

Other forms may also be required. Your senior interviewer will advise you.

Reporting incidents allows your senior interviewer to seek other options to complete the interview such as:

- authorizing another interviewer to complete the interview
 - senior interviewer to complete the interview
 - authorizing coding the case with the appropriate non-response
 - calling the data collection manager for guidance.
-

Senior Interviewer Information

All incidents are to be taken seriously. If an interviewer is reporting an incident to you, it is very important to remain non-judgmental and not to minimize the situation.

It is also very important to report each and every incident to a data collection manager as soon as possible - not more than 48 hours after the incident took place.

Senior interviewers must keep the information reported to them on the SSOIR confidential. Although sharing the circumstances of the incident may be necessary, it is not necessary to link the incident to a particular individual.

When an interviewer invokes the right to refuse work, you must complete the SSOIR following the procedures on the back of the form. Do not question the interviewer about their right to do so. Notify your data collection manager immediately. It will likely be necessary to proceed with an investigation and your data collection manager (in consultation with the manager) will be responsible for initiating this action.

GUIDELINES ON BEDBUG PREVENTION IN THE WORKPLACE

for Statistical Survey Operations Employees

1. Effective date These guidelines take effect on October 30, 2017; revised February 2019

2. Context Many major cities in North America are experiencing a resurgence of bedbug infestations. Bedbugs can be seen with the naked eye and are similar to an apple seed in size and appearance. Infestations range in severity. Bedbugs are most likely to be found in seams, cracks and crevices around beds, sofas or chairs. If the infestation is advanced, they might also be found in other areas. Bedbugs feed on human blood and tend to bite more at night. They will bite all over the human body, especially around the face, neck, upper torso, arms and hands. See Annex A for more information.

Treatment of bedbug infestation can become costly, depending on the extent of the infestation. Employees who work in the field can be exposed to bedbugs in the course of their work and in some cases, bring them back home or to the office.

Statistics Canada (the agency) has issued these guidelines under the authority of the [Policy on Occupational Health and Safety](#) (OHS). These guidelines and this policy are part of the agency's Occupational Health and Safety Management System (OHSMS), a hierarchical suite of documents. In this hierarchy, the Policy on OHS is at the top level, various supporting directives are immediately below it, and these are followed by standards, then by guidelines and tools.

These guidelines are to be read in conjunction with the other documents forming the OHSMS. They are the product of a consultation process involving employee representatives, Statistics Canada divisions and regional offices, functional authorities, and the agency's Occupational Health and Safety Section.

3. Statement The purpose of these guidelines is to give employees information, including preventive measures, so they can

- recognize bedbugs
- report if they have been exposed, or suspect they have been exposed, to bedbugs in the course of their work
- take appropriate precautions to avoid exposure
- take appropriate precautions to prevent bedbugs from being carried home or to the office
- understand the types of support available from the employer if a bedbug infestation occurs within their home as a result of a documented workplace exposure.

Guidelines for bedbug prevention in the workplace, continued

- 4. Scope** These guidelines apply to all Statistics Canada [workplaces](#).
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- 5. Definitions** For definitions, see Statistics Canada's [Occupational Health and Safety Glossary](#).
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- 6. Roles and responsibilities**
- Management**
- **6.1. [Managers at all levels](#)** will
 - **6.1.1.** ensure their employees are aware of these guidelines
 - **6.1.2.** respond to confirmed cases of bedbugs like any other contagious ailment; any employee with a confirmed case of bedbugs is not to return to the workplace until they are clear of bedbug findings
 - **6.1.3.** if operationally feasible, try to find alternate work arrangements for the affected employee(s)
 - **6.1.4.** initiate awareness campaigns in workplaces under their control in co-operation with the Workplace Committees for OHS (WCOHS) and other stakeholders
 - **6.1.5.** provide support and resources and responding in a timely manner to issues/concerns brought forward by supervisors, the WCOHS or employees
 - **6.1.6** when deemed necessary, provide the union(s) with confidential status updates; so they can help ease concerns
 - **6.1.7.** respect the confidentiality of the employees/persons involved.
- OHS Committees**
- **6.2.** Statistics Canada's **Policy Committee for OHS (PCOHS)** will
 - **6.2.1.** participate in the development, establishment, promotion and monitoring of protection/safety measures and ensure they remain current
 - **6.2.2.** monitor the implementation and effectiveness of these guidelines.
 - **6.3.** Statistics Canada's **Workplace Committees for OHS (WCOHS)** and **Workplace Health and Safety Representatives** will
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Guidelines for bedbug prevention in the workplace, continued

6. Roles and responsibilities, continued

- **6.3.1.** participate in the development, establishment, promotion and monitoring of protection/safety measures and ensuring these measures remain current.

Departmental OHS Office

- **6.3.2.** ensures the relevant information is reported to the WCOHS
- **6.3.3.** ensures effective mitigation measures are implemented, monitored and tracked accordingly
- **6.3.4.** ensures the required reports are kept on file.
- **6.3.5.** provides support to all parties involved.

Employees

- **6.4. While on duty, employees will**
 - **6.4.1.** adhere to the requirements set out in these guidelines
 - **6.4.2.** pay attention to signs of bedbug infestation during workplace inspections
 - **6.4.3.** promptly report all bedbug findings (on-site and off-site workplace) to the National Service Call Centre (1-800-463-1850) and to the director or any other specifically designated manager in your workplace. The director or manager must report to the WCOHS and the OHS Section at headquarters using the form in Annex B.
 - **6.4.4.** promptly report all bedbug findings outside the workplace to the appropriate authorities, such as hotel management, property management, landlords, homeowners, or the city public health department.

7. Procedures

7.1. PREVENTION OF BEDBUGS IN THE WORKPLACE – Welcoming the public

Precautions should be taken in common areas where people are welcomed into the organization (e.g., meeting rooms and waiting rooms).

Basic precautions include the following:

- Employees, custodial staff, visitors, customers, vendors, clients and others should be encouraged to place belongings in designated areas and to avoid placing them on furniture and should instead place them in large bins, containers or on tables.
 - If a client/customer enters the workplace carrying a visible bedbug, staff should courteously inform them of this fact. They should then be referred to the appropriate individual or entities, e.g., pest control company, landlord, property manager or city public health department.
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Guidelines for bedbug prevention in the workplace, continued

7. Procedures, continued

- When purchasing furniture for parts of the office where the public may be received, avoid cloth seating and seek seating that is vinyl or plastic to reduce the opportunity for nesting. Double-sided tape should be placed on the floor around the perimeter of common areas such as meeting and waiting rooms. A visual check of this tape must be done once a month by an appointed staff member or a WCOHS member. Alternatively, bedbug traps can be placed in strategic areas.

7.2. PREVENTION OF BEDBUGS IN THE WORKPLACE – Avoiding them when travelling

Bedbugs can easily hide in luggage, clothing and other personal items. Therefore, while travelling, take a few precautions to keep them from coming home with you.

7.2.1. While travelling

- Don't bring your pillow. It gives bedbugs another place to hide and a chance to come home with you.
- Pack some large white sealable plastic garbage bags in case you need to separate any belongings while on the road.
- Before reserving a hotel, verify the hotel's history of bedbug problems on travel websites.

7.2.2. On the road or in the air

- Light-coloured plastic luggage is best because bedbugs are less attracted to plastic and the lighter colour makes them easier to spot. If you have dark-coloured or cloth luggage, consider enclosing it in a white plastic garbage bag and sealing it.

7.2.3. In the hotel room

- Do a complete inspection of the room before bringing luggage, pets or other items in.
- Do not put your luggage on the bed. Place your luggage on a tile floor (e.g. in the bathroom) away from any upholstered (soft) surfaces.
- Once you have checked the luggage stand (including where the straps are attached to the metal bars), keep your luggage on the stand instead of unpacking your belongings and placing them in the drawers.
- Inspect the sleeping area. Slowly lift up each corner of the mattress and examine the creases and tufts of the mattress and box spring; behind the headboard; the wall behind the bed; the pillows, bed coverings and bed skirt; and the bed frame and legs.
- Use a flashlight to inspect inside the closet, paying special attention to any cracks or crevices.
- During your stay, place your shoes in an open area. Do not store anything under the bed.

Guidelines for bedbug prevention in the workplace, continued

7. Procedures, continued

- If you find signs of bedbugs, notify the front desk and ask for another room, or stay somewhere else. If you change rooms in the same hotel, make sure your new room is not next to the possibly infested room.

7.2.4. At the laundromat

- Avoid bringing your laundry in a cloth bag unless you plan to wash and dry the bag. Use light-coloured plastic baskets that are easy to inspect when empty.
- Do not set your laundry basket on the floor or near seating areas or trash cans. Place your basket on top of the washer and check it thoroughly before putting clean laundry back into it.
- Check any chairs before you sit down.
- Check the table used for folding laundry before putting your clean laundry on it, or fold your clean laundry at home.

7.2.5. When you return from travelling

- Advise your immediate supervisor that you may have come in contact with bedbugs.
- Before bringing luggage into your home, place it on a hard surface away from any places bedbugs could crawl to and hide, and check it carefully.
- Unpack your clothing and check personal items such as your hairbrush and cosmetic case.
- Wash all clothing and fabric items in hot water whether you wore them or not.
- Dry non-washable items in the dryer on the highest heat for 30 minutes.
- Vacuum your luggage. Throw out the vacuum bag in a sealed garbage bag right away. Wash any vacuum cleaner brush or nozzle attachments you used in hot water with detergent. For a bagless vacuum cleaner, empty the dust collector into a garbage bag, throw out the bag immediately, and wash the dust collector in hot water with detergent.

7.3. RECOMMENDATIONS WHEN WORKING IN THE FIELD

- If possible, do not bring bags or personal belongings inside the room, and carry as little as possible with you.
 - Hang personal items such as bags, briefcases and coats from a door knob or hook to keep them off of the floor.
 - If you must bring belongings with you (purse, paperwork, jacket, etc.) they should be hung up in a safer area such as near or on the front door, or kept with you.
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Guidelines for bedbug prevention in the workplace, continued

7. Procedures, continued

7.3. RECOMMENDATIONS WHEN WORKING IN THE FIELD, continued

- Avoid contact with bedding material or furnishings in sleeping areas unless required, and don't sit on fabric furniture or lean on walls.
- All efforts should be made to leave as much as you can back at your office or in your vehicle.
- For home visits, be sure to stand in an open area or sit on a hard chair, not on plush furniture or beds. For example, a kitchen table and chair would be a good place to conduct interviews or visits.
- Before returning to your car or office, carefully shake out your clothes while standing outside.

7.3.1. When returning to the office:

- Bring a change of clothes and shoes for your next field assignment, and some office clothes to change into.
- Change out of your field clothes and shoes at work and keep them in a sealed bag/container for laundering.

7.3.2. Upon returning home:

- Immediately change clothes in a location such as the bathtub or garage and seal the old clothes in a plastic bag.
- Clothing should immediately be placed in a dryer and dried on high heat for 30 minutes.
- Immediately discard the used plastic bag outside the house.

7.4. IF A BEDBUG IS FOUND ON SOMEONE IN THE WORKPLACE

- Adhere to the requirements set out in these guidelines
 - All confirmed cases of bedbugs should be treated like any other contagious ailment; any employee with a confirmed case of bedbugs is not to return to the workplace until they are clear of bedbug finding
 - If operationally feasible, cooperate with management to try to find alternate work arrangements until clear of bed bug findings
 - Promptly report all bedbug findings (on-site and off-site workplace) [National Service Call Centre](https://www.1800mycpr.ca/) (1-800-463-1850) and to the director or any other specifically designated manager in your workplace. The director or manager must report to the WCOHS and the OHS Section at headquarters using the form in Annex B.
 - Request that OHS Advisor or Manager meet with the person privately, away from others, to discreetly discuss.
 - Put any bugs you find in a sealed container for inspection and identification.
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Guidelines for bedbug prevention in the workplace, continued

7. Procedures,
continued**7.5. IF YOU HAVE CONFIRMED THAT THERE ARE BEDBUGS IN YOUR WORKPLACE**

- When bedbugs are found in the workplace, evidences must be, as much as possible, kept in a sealed transparent bag (like Ziploc ®) or container for confirmation by a professional.
- You must seek treatment for a possible bedbug infestation when you find more than one type of evidence that your workplace has bedbugs. (e.g., seeing actual bugs, cast-off bedbug skins, droppings, or dried blood spot(s)).
- Discreetly examine the area where the bedbugs were found. (Search clothing, belongings, etc.)
- Thoroughly examine your workplace for any additional evidence of bedbugs and report all your findings to property management or a public health inspector to determine if treatment is required. The support of a pest control contractor can be helpful.
- Contact property management and request a licensed pest control contractor for treatment. A licensed pest control contractor will know about the products and techniques that get the best results in the situation.
- Do not use self-treatment methods. They could be harmful to your health.
- Many pest control contractors now use heat treatment instead of / combined with chemical treatment to kill bedbugs.
- Follow the licensed pest control contractor's advice and recommendations exactly and completely.
- Once the findings are confirmed by a competent person, notify employees that the presence of bedbugs has been confirmed.
- You must maintain confidentiality. You cannot share the names of any staff who may or may not have brought bedbugs into the workplace.
- Report all bedbug findings (on-site and off-site workplaces) to your director or any other specifically designated manager in your workplace. The manager must report to the WCOHS and the OHS Section at headquarters using the form in Annex B, making sure to redact any personal information.

7.6. IF YOU HAVE CONFIRMED THAT THERE ARE BEDBUGS IN YOUR PERSONAL RESIDENCE

- You must seek treatment for a possible bedbug infestation when you find more than one type of evidence that your home has bedbugs (e.g., seeing actual bugs, cast-off bedbug skins, droppings, or dried blood spot(s)).
-

Guidelines for bedbug prevention in the workplace, continued

7. Procedures, continued

7.6. IF YOU HAVE CONFIRMED THAT THERE ARE BEDBUGS IN YOUR PERSONAL RESIDENCE, continued

- Examine the area where the bedbugs were found. (Search clothing, belongings, etc.)
- Thoroughly examine your home for any additional evidence of bedbugs and report your findings to property management or a public health inspector to determine if treatment is required. The support of a pest control contractor can be helpful.
- Report all bedbug findings (on-site and off-site workplaces) to your director or any other specifically designated manager in your workplace. The director must report to the WCOHS and the OHS Section at headquarters using the form in Annex B, making sure to redact any personal information.

7.7. PESTICIDE APPLICATION WITHIN THE WORKPLACE

Pesticide application programs and subsequent re-entry shall be developed in consultation with subject matter experts and in accordance with any direction on the pesticide label. To the extent possible, all pesticide applications shall be carried out when employees are not present.

Up to five days before the application, employees within the affected area shall be informed on the intended pesticide application by signs and by a notice. Both shall include:

- (a) name of the product to be used;
- (b) PCP registration number;
- (c) reason for the application;
- (d) date of application;
- (e) telephone number to contact for information; and
- (f) safe re-entry time into the treated area.

Signs shall remain posted for 48 hours after application unless a longer safe re-entry time is specified. Following that period, the signs shall be removed.

7.8. COST OF TREATMENT

If employee contracts bedbugs while performing their regular duties and this communicable condition requires treatment or eradication for their personal property or medications for themselves or their immediate family, the employer shall, after considering the specific circumstances, reimburse the employee for all reasonable costs of such treatment upon production of receipts for expenses that are not covered under by the benefit plan pursuant to the collective agreement.

Guidelines for bedbug prevention in the workplace, continued

8. Compliance

It is strongly advised that the recommendations in these guidelines be followed, but if other preventive measures are more suited to a specific workplace, the senior employer representative, in co-operation with the WCOHS, may determine and implement them. It is recommended to share such alternate best practices with the WCOHS network by liaising with the OHS Section and reporting the results of the initiatives to the PCOHS.

9. Monitoring and reporting

- **9.1.** The Chief of Security, through the duties undertaken by the OHS Section, will periodically monitor the situation with regional offices. The Chief of Security will also report to the Director of the CSSD and PCOHS on the situation.
 - **9.2.** Regional managers responsible for OHS, with the support of the Chief of Security, will review and report the situation with regard to bedbugs on an ongoing basis, and will verify that employees have been provided with the required information, training and instructions. They will also report, on a regular basis, to the director responsible for OHS.
 - **9.3.** WCOHS and WHS Representatives will regularly monitor their workplaces to ensure that the bedbug situation is under control and that the necessary information, training and instructions are provided to employees. Issues that cannot be resolved at the workplace must immediately be reported to the regional manager responsible for OHS.
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10. Records

The Property Manager will maintain records for a period of 30 years after the pesticide application date. The records shall contain the following information as a minimum:

- (a) The pesticide applied (active ingredient);
 - (b) The PCP registration number;
 - (c) The application rate;
 - (d) The application site;
 - (e) The method of application;
 - (f) The names of the persons who applied the pesticide;
 - (g) The reason for the application;
 - (h) Any unusual circumstances that occurred during the application; and
 - (i) The reports from any health or safety investigations conducted, including all sampling data and other relevant information.
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Guidelines for bedbug prevention in the workplace, continued

11. References

Statistics Canada documents:

- [Policy on Occupational Health and Safety](#)
- [Directive on Occupational Health and Safety](#)
- [Standard for Workplace Committees on Occupational Health and Safety and for Health and Safety Representatives](#)
- Guidelines on Workplace Inspections
- Any other related documents to be developed after this directive is approved.

Information about bedbugs (Network B):

Health Canada, [Pest control tips](#). Health Canada will provide information about the effects of pesticide exposure and advice about appropriate training, including emergency first aid. [Canadian Centre for Occupational Health and Safety](#) (CCOHS) maintains databases on the SDS, Pest Management Research Information Systems and regulatory information on pesticide products.

City of Toronto, [Environmental Health](#)

Government of Manitoba, [What you should know about bedbugs](#) Canadian Union of Public Employees [bedbugs page](#)

12. Enquiries

Headquarters

Occupational Health and Safety Advisor
statcan.ohs-ergoergo-sst.statcan@canada.ca

Regional contact

Regional managers responsible for OHS

Annex A – Bedbugs: Generic Information

Figure 1 – Picture of bedbugs



About bedbugs

Bedbugs (*Cimex lectularius*) are small, oval-shaped, wingless insects, roughly the size of apple seeds. They typically feed once a week, their diet consisting solely of blood, but they can live for months without feeding. They usually come out at night to feed on the blood of people and animals, biting their victims as they sleep. Bedbugs are not known to spread diseases, and the bites do not usually require any medical treatment. However, some people can have an allergic reaction to bites, developing itchy welts. Scratching the bites can lead to infection.

The flattened bodies of bedbugs allow them to hide in very small places such as seams of mattresses, cracks, crevices, electrical outlets, box springs, bed frames, headboards, behind wallpaper, or in any other objects around a bed or on the floor. Bedbugs can't climb metal or polished surfaces, and aren't able to fly or jump.

Bedbugs can have negative physical, social, and mental health impacts for those who encounter infestations. Stigmatization, physiological distress, sleep disturbances, anxiety, depression and isolation can all occur due to a perception that people whose dwellings have been infested are unclean. This stigma may lead people to delay getting help when they discover an infestation in their own home; this can increase the likelihood of transmitting bedbugs to others.

Workers at risk of workplace exposure

Bedbugs can unknowingly be brought into the workplace by employees, custodial staff, visitors, customers, vendors, clients and others. People who work in or visit locations with bedbug infestations—especially workers who handle bedding, clothing or furniture where bedbugs could be hiding—are at higher risk of exposure.

If you pick up bedbugs while working, you could spread the infestation to other sites such as your central workplace, vehicle or home, and to your work equipment and personal belongings.

Source: Canadian Centre for Occupational Health and Safety (CCOHS).

Annex B — Bedbug Exposure Reporting Form

Bedbug Exposure Reporting Form

Report date: _____ Employee information
Name: _____
Report prepared by: _____ Supervisor: _____
Workstation: _____

Exposure information

Date and time: _____

Exact location:
 Statistics Canada workplace Hotel Employee’s residence Other

Address and details of location:

Circumstances of exposure:

Location of bedbugs:

Describe the conditions of the site where the exposure occurred:

Additional details:
(Attach pictures if available) _____

**Note, an ESDC LAB 1070 HOIR and Provincial Workers Compensation Board forms will also be required if exposure resulted in: lost time from work or the need for medical attention.
Please send this form to your director / regional director and the Departmental Occupational Health and Safety Office.**

Annex C – Hazard Assessment

Identify the task/event and hazard(s), then identify the plans to eliminate or control the hazard(s):

| TASK OR EVENT | HAZARD | CONTROL |
|--|--|--|
| Welcoming the public | Introducing bedbugs into the workplace | Section 7.1 |
| Travelling – general | Introducing bedbugs into the workplace | General rules Section 7.2 and Subsections 7.2.1 to 7.2.5 |
| Travelling – hotel stay | Bites Carrying them back to the workplace or home | Subsection 7.2.3 |
| Travelling – laundromat | Carrying them back to the workplace or home | Subsection 7.2.4 |
| Field work | Bites Carrying them back to the workplace or home | Subsection 7.3 |
| Bedbugs found in the workplace | Carrying them back home Spreading the infestation | Section 0 and 7.5 |
| Unintentional introduction into the workplace | Carrying them back home Spreading the infestation | Awareness campaign Managers to ensure employees are familiar with the guidelines. |
| Reporting | | Subsection 6.3.2 |
| Pesticide application | | Subsection 7.7 |
| Records | | Section 10 |

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Your Career at Statistical Survey Operations

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- 4.4 **Guidelines for Obtaining Long Service Awards**

GUIDELINE ON CONTINUOUS LEARNING

Effective date This guideline is effective on January 1, 2019 and replaces the Directive on Continuous Learning.

Application This guideline applies to all SSO employees.

Objective This document is intended to provide a framework and process that will facilitate learning within the unique employment conditions, working circumstances and geographies of SSO.

Guiding principles

- Continuous learning is recognized as an employee’s commitment to learning in a supportive environment and Statistical Survey Operations is committed to providing its employees with learning and development opportunities
- Learning is a blend of formal and informal activities that may include those related to the current requirements of the position, those tied to longer term needs of a region, or those representing personal career aspirations
- Providing additional information, tools and increased access to learning activities will assist employees in decisions regarding their personal growth and development and improve their opportunity for career advancement

General information There are different types of learning opportunities, such as formal and informal. The following are some examples:

Within SSO

- Where management has identified specific (mandatory) training that is required in order for the employee to meet the performance expectations of the position, then training will be provided during the employee’s scheduled work hours, where possible, and in the case of CAPI, the employee will self-schedule home study training so as not to interfere with the best times to contact respondents. Examples of training already provided include:
 - All SSO employees receive mandatory formal Basic Skills Training prior to receiving survey specific training at the very beginning of their term;
 - Formal survey specific training, as scheduled by the senior interviewer or manager;
 - The Quality Control Feedback System (QCFS) – also known as Monitoring – is used as a coaching and feedback tool to help interviewers maintain or improve their interviewing skills on an on-going basis, and can be considered a continuous, informal learning opportunity;
-

Guideline on Continuous Learning, continued

General information, continued

- SSO receives funding under the Continuity and Quality Maintenance Investment Plan (CQMIP) that provides for formal, non-survey specific learning opportunities to both CATI and CAPI employees in alternate years via the Interviewer Conferences.

Outside SSO

- Canada School of the Public Service provides access to self-paced online training, as well as in-class training in certain locations. Creating an account is voluntary. These sessions are available to employees on their own time for personal development, and should not interfere with their operational tasks.
- Note that neither travel nor time (except as approved leave, subject to operational requirements) will be provided for personal, non-mandatory training (whether in-class or online).
- Examples of topics covered include:
 - Workplace wellness and mental health;
 - Official languages;
 - Diversity and inclusion;
 - Leadership;
 - Careers and networking in the public service, etc.

Roles and Responsibilities

As an SSO employee:

- You are responsible for your own career planning, and for demonstrating a willingness to learn.
- You are encouraged to identify personal learning goals and to seek out information on programs, projects, and activities which would further continuous learning.
- You are expected to seek approval by your supervisor prior to taking any mandatory online training during work hours.
- You are expected to seek approval for leave prior to registering for non-mandatory training that occurs during a scheduled shift (CATI) or if work will be displaced (CAPI).

Supervisors and managers are responsible for:

- Supporting continuous learning by providing you with coherent and constructive feedback on performance and development.
 - Communicating mandatory training consistent with regional and national learning priorities.
 - Reviewing requests for training and approve, if it has been identified by management as mandatory training.
 - Scheduling mandatory training to meet operational requirements.
-

Guideline on Continuous Learning, continued

Roles and Responsibilities, continued

Director General and Regional Directors are responsible for:

- Creating and maintaining an environment of continuous learning and for the identification of structures and mechanisms to support this process.
 - Identifying and establishing any mandatory learning in order to meet the current and future needs of the organization.
-

Process for accessing the Canada School of the Public Service's online training

If you have a Canada.ca email address:

- You can register directly on the website at <http://www.cspc-efpc.gc.ca> using your Canada.ca email address

If you do not have a Canada.ca email address:

- Contact The School's call center at 1-866-703-9598 and provide them:
 - Personal Record Identifier (PRI)
 - Name
 - Personal email address
 - Job Title – i.e. Field Interviewer or Office Interviewer
 - Organization – Statistical Survey Operations
 - Classification – INT-01 (Interviewer) or INT-02 (Senior Interviewer)
- The School will send you a verification email with a user name and temporary password
- Go to <http://www.cspc-efpc.gc.ca> to change your password
 - Contact the call center for questions

Should you encounter any difficulties with the telephone registration, you may email the Registrar at cspc.registrar-registraire.efpc@canada.ca with the same information to request that an account be created for you. If that attempt is also unsuccessful, please contact a DCM.

Section I**DIRECTIVE ON TERMS OF EMPLOYMENT**
For Statistical Survey Operations (SSO)

| | |
|---------------------------|--|
| Effective date | This directive is effective on July 1, 2018. |
| Application | This directive applies to terms of employment in SSO (Interviewers and Senior Interviewers). |
| Scope | <p>The scope of this directive applies to, but not limited to:</p> <ul style="list-style-type: none">• The conditions of employment in SSO• Probationary periods• Oaths in the Public Service and SSO• Language of work• Availability to work• Conflict of Interest / Values and Ethics in the Public Service and SSO• Breach of Conditions of employment• Rates of Pay in SSO• Non-renewal of term employment |
| Objective | The purpose of this document is to clearly communicate the terms of employment for Interviewers and Senior Interviewers in SSO. |
| Guiding principles | <p>Employees of SSO are guided in their work by the <i>Values and Ethics Code for the Public Service</i>:</p> <ul style="list-style-type: none">• <i>Democratic Values</i>: helping Ministers, under law, to serve the public interest.• <i>Professional Values</i>: serving with competence, excellence, efficiency, objectivity and impartiality.• <i>Ethical Values</i>: acting in such a way at all times to uphold the public interest.• <i>People Values</i>: demonstrating respect, fairness and courtesy in their dealings with both citizens and co-workers. <p>The <i>Code</i> is a policy of the Government of Canada, and is the standard required of all Public Service employees.</p> |

Directive on Terms of Employment, continued

- Legal Authority** Terms and conditions in SSO are set out in the following:
- Collective Agreement between Statistical Survey Operations and the Public Service Alliance of Canada for Interviewers and Senior Interviewers carrying out survey activities inside Statistics Canada Regional Offices (Office).
 - Collective Agreement between Statistical Survey Operations and the Public Service Alliance of Canada for Interviewers and Senior Interviewers carrying out survey activities outside Statistics Canada Regional Offices (Field).
 - Terms and Conditions of Employment for Non-Represented SSO Employees (Office and Field).
-

**Terms and
Conditions of
Appointment*****Conditions of employment***

Candidates appointed to SSO positions must meet and maintain throughout their employment the following conditions of employment:

- Receive a valid reliability status security clearance
- Have reached the provincial age of majority
- Be eligible to work in Canada (Canadian Citizenship, Permanent Resident, or possess a valid work permit form Citizenship and Immigration Canada)
- Be available to work variable hours on days, evenings and weekends

In addition, those appointed to a CAPI position must also have and maintain:

- Possession of a valid driver's license and have unrestricted use of a vehicle
- Reliable telephone service at their home
- A private area in their home to make confidential phone calls and secure (lock up) confidential documents
- Be willing and able to travel

Based on the employee's workload, other conditions of employment may apply. The employee will be notified in the employment offer of any additional conditions.

Directive on Terms of Employment, continued

**Terms and
Conditions of
Appointment,
continued*****Probation***

An employee appointed to an SSO position is subject to a probationary period. Probationary periods do not include any period of leave of more than thirty (30) consecutive working days. This probationary period cannot be waived, reduced or extended for any reason.

- The initial probationary period for an external appointment is twelve (12) months. A new employee requiring job accommodation should request it prior to beginning work or as soon as possible in order for the employer to ensure suitable measures are implemented in a timely manner; the probationary period will begin on the day on which the necessary accommodation is made. When the employee is hired for a term less than twelve (12) months, the probationary period will be for the duration of the term.
- If the contract is renewed, the probationary period upon extension is the balance of the twelve (12) months duration.
- If the contract is not renewed but the employee is offered a subsequent contract at a later date, the probation period upon rehire is twelve (12) months.
- The probationary period for a transfer is six (6) months provided the initial twelve (12) months probationary period has been completed. The six (6) months probationary period may be waived or reduced by the Regional Director.
- The probationary period on promotion is twelve (12) months, unless the employee has previously been acting in the position; the probationary period would then be reduced by the length of the acting period.
- If efforts to assist the employee to achieve and maintain acceptable performance are unsuccessful, management may reject an individual at any time during the probationary period. This is subject to proper documentation and evidence of managing the employee's shortcomings through actions such as re-training, mentoring, coaching, and continual feedback on progress.
 - The delegated manager must notify the employee in writing of the decision, the reasons for the decision and the effective date.
 - 2 weeks' notice will be given to employees. Notice may be given up to the last day of the probationary period; however, employees will receive payment of their AWW in lieu of working.

Directive on Terms of Employment, continued

**Terms and
Conditions of
Appointment*****Oath of Office***

As required under the *Statistics Act*, all SSO employees must take the *Statistics Act Oath or affirmation of Secrecy*. An employee may not commence work until taking this Oath.

Language of work

The employee must meet the language requirements of the position.

Availability of work

Employees must certify, in writing, that they are available to work days, evenings and weekends.

The schedule of work for SSO employees is determined by management and is established to meet both mandatory and variable survey requirements.

Conflict of Interest / Values and Ethics

All SSO employees are required to observe the Government of Canada's policy on conflict of interest. This requires employees to disclose any business, commercial or financial interests they may have which can be perceived as being in a potential conflict with their official duties at SSO. A *Confidential Report Form* must be filled out and returned to management on an employee's first day of work, or prior to starting. By signing and accepting the letter of offer, an employee has agreed to comply with the provisions of the Conflict of Interest policy.

Breach of Conditions

Any SSO employee who fails to maintain any of the terms and conditions of employment will be subject to disciplinary action up to and including termination of employment.

Rates of Pay

SSO employees are paid on an hourly rate, work on a part-time basis and their assigned work week (AWW) is workload driven.

Directive on Terms of Employment, continued

Rates of Pay,
continued

On appointment to SSO, the rate of pay will be the minimum rate of the Interviewer or Senior Interviewer scale. At the discretion of the Director:

- An appointment may be above the minimum rate when an experienced SSO employee is rehired
- An employee's skills, availability and experience justifies the appointment be made at a higher level
- When the labour market in a particular area or region requires competitive rates of pay for successful recruitment and retention

An employee at the Interviewer level who is promoted to the Senior Interviewer level will move to minimum step in the Senior Interviewer rate of pay. However, if the Interviewer is at the maximum rate of pay, they will move to the second level in the Senior Interviewer rates of pay. On a transfer, the Interviewer/Senior Interviewer will be paid at the rate that is nearest to but not less than their former rate of pay.

On re-appointment following a break in service, the employee's rate of pay shall be based on the minimum scale, except where re-appointment occurs following termination of employment because of lack of work. In such a case, the Interviewer/Senior Interviewer will be paid at the rate of pay they received prior to termination. If re-appointment is at a lower classification, the employee shall be appointed to the maximum rate of pay of the lower level.

Non-renewal of term employment

The notice period required to advise a term employee that their term contract will not be renewed will be 2 weeks. The delegated manager must notify the employee in writing.

References

- Collective Agreement
 - Directive on Recruitment and Selection
 - Accommodation Policy and Procedures
 - Guideline on Managing Employees on Probation
 - Terms and Conditions of Employment for Non-Represented SSO Employees
 - Values and Ethics Code for the Public Service
-

Section II

DIRECTIVE ON RECRUITMENT AND SELECTION

For Statistical Survey Operations (SSO)

Effective date This directive is effective on July 1, 2018.

Application This directive applies to the recruitment and appointment of all SSO employees (Interviewers and Senior Interviewers).

Scope The scope of this directive applies to, but not limited to:

- Recruitment of external candidates,
- External staffing: selection process,
- Internal staffing: selection process,
- The appointment of Interviewers and Senior Interviewers to SSO.

Objective The purpose of this document is to clearly communicate SSO's approach to the recruitment and selection of Interviewers and Senior Interviewers.

Guiding principles Many staffing options are available in SSO, all of which must adhere to the legal, regulatory and policy requirements. The choice of any particular staffing action should be based on careful consideration of:

1. Meeting Organization Goals
2. Maintaining Staffing Integrity

Meeting Organizational Goals

- Recruiting and selecting qualified candidates – hiring and retaining the right people for the job.
- Ensuring effectiveness is gained – using strategic staffing options to reduce the duplication of work and get the most value for money.

Maintaining Staffing Integrity

- Appointments to and within SSO are based on merit.
-

Directive on Recruitment and Selection, continued

Guiding principles, continued***Maintaining Staffing Integrity*** (continued)

- Selection decisions shall represent a fair balance between efficiency, flexibility, equity, transparency, and affordability.
 - Selections must result in a workforce that is competent, representative and non-partisan.
-

Legal Authority

SSO appointments are in accordance with *The Statistics Act*. *The Statistics Act* of 1970-71-72 contains provisions to allow Statistics Canada to hire temporary workers for the purpose of collecting statistical information.

Roles and Responsibilities***Rights of Employees***

- To be fairly considered for appointment processes within a specified geographic area
- To be assessed fairly and consistently amongst all candidates
- To be assessed in their official language of choice
- To request accommodation measures when needed
- To be able to discuss with managers and receive feedback on their assessments
- Internal processes only: To file a grievance without fear of reprisal

Rights of Managers

- To ensure staffing processes are free from bias
- To have a staffing processes that meets organizational needs and a Statement of Qualifications that is reflective of the work to be completed
- To choose the best advertising and assessment methods for their needs within a specified geographic area

Responsibilities of Employees

- To be honest in terms of their qualifications when taking part in an appointment process
 - To be familiar with the directive
 - To communicate any changes or issues during the staffing process to their managers or HR
 - To inform managers of any accommodations measure they need
-

Directive on Recruitment and Selection, continued

Roles and Responsibilities, continued

Responsibilities of Managers

- Inform employee of the directive
 - Ensure staffing processes and assessments maintain the guiding principals
 - To consider all candidates and asses them fairly and consistently
 - Accommodate candidates up to the point of undue hardship
 - Assess candidates in their official language of choice
 - Obtain the necessary approval (please refer to the Instrument of Delegation of Human Resources Authorities in the Employee Handbook) in order to appoint the right person to the job
 - Provide feedback to employees on their performance
-

Recruitment in SSO

Recruitment in SSO is based on 4 core competencies:

1. Accountability and Dependability
2. Ethics, Integrity and Respect
3. Effective Interpersonal Interactions
4. Influencing Others

Essential and/or asset qualifications deemed valid by management can be considered in the assessment of candidates.

Selection Process Considerations

The type of selection process used in SSO needs to adhere to the guiding principles. Management is responsible for determining the selection process, the method of assessments that will be used and the justification to hire the right candidate for the job.

Internal Process

Internal processes in SSO can occur using the following but not limited to the following staffing actions (advertised, non-advertised, assignments or deployments). The following are some examples of internal appointment, but not limited to may occur when:

- An Interviewer is acting in a Senior Interviewer position
 - An Interviewer or Senior Interviewer is transferred or assigned from one SSO position to another
 - An Interviewer or Senior Interviewer is appointed to an indeterminate position
-

Directive on Recruitment and Selection, continued

Recruitment in SSO, continued***External Process***

An external process allows for appointments of Interviewers from outside SSO (advertised or non-advertised).

Anticipatory Process

Selection process advertised without a current vacancy. Management is responsible for initiating an anticipatory selection process when forecasting future vacancies and staffing needs. Anticipatory processes may be advertised internally or externally.

Inventory

An inventory is an external applicant pool created by location to recruit applicants on an ongoing basis.

An inventory allows for new and updated applications to be submitted on an ongoing basis.

Re-hire of a previous SSO employee

If a previous SSO employee displayed good performance and has received a positive evaluation from past SSO management, the employee may be hired through an external non-advertised process. Methods of assessment could include an interview, reference checks, and/or a narrative assessment. This is at the discretion of the Assistant Director of Operations or District Manager and does not guarantee that this option will be used, however, it is available should the manager wish to consider it. The employee will require an updated Reliability status security clearance.

Job Advertisement

The job advertisement will be made available to all employees, and to the public for external opportunities, with a specified geographic area and time/duration of advertisement as determined by management.

Directive on Recruitment and Selection, continued

Recruitment in SSO, continued**Job Advertisement** (continued)

The job advertisement will include the following:

- a) Position information
 - a. Title
 - b. Location
 - c. Language
 - d. Rate of pay
- b) Area of selection
- c) Deadline to apply¹
- d) Minimum qualifications
- e) Key duties of the job
- f) Key competencies against which applicants will be assessed
- g) Additional essential criteria
- h) Conditions of Employment

The following methods are considered for advertising job opportunities:

- Statistics Canada's website (www.statcan.gc.ca)
- The GC Jobs website (www.canada.ca/government-jobs)
- Employment and Social Development Canada job opportunities (www.jobbank.gc.ca)
- Social Media (Facebook, Twitter, other social media outlets)
- Community venues, newspapers, radio stations
- Email opportunities to internal candidates and notices of postings on internal systems (TMS)
- Inventory of unsolicited applications
- Other available resources

All job advertisements will be advertised for a minimum of 48 hours.

Assessments in SSO

Management has the flexibility to choose the type of assessment method(s) deemed optimal for their needs. All candidates will be evaluated against a Statement of Merit Qualifications. Candidates must meet each qualification in order to be considered for appointment.

The choice of assessment methods includes the following, amongst others:

- Initial screening of candidates
 - Written assessments
-

¹ Does not apply to inventory job advertisements.

Directive on Recruitment and Selection, continued

Recruitment in SSO, continued**Assessments in SSO** (continued)

The choice of assessment methods includes the following, amongst others (continued):

- Interviews
- Reference checks
- Track Records
- Employee Performance Assessments
- Narrative Assessments
- Second Language Evaluation (if applicable)

Candidates that fail to qualify at any stage of the recruitment process will be subject to a three month restriction period on all assessments in SSO.

Accommodations in SSO

The duty to accommodate refers to the legal obligation of the employer to take steps to eliminate disadvantage to employees and prospective employees that may have an adverse impact on individuals or groups protected under the *Canadian Human Rights Act*, or designated groups under the *Employment Equity Act*. In order to ensure equity in hiring and give applicants the opportunity to demonstrate their abilities for the job, Statistical Survey Operations considers accommodations an integral part of the selection process. Employers are obligated to provide accommodations up to the point of undue hardship, where the accommodation would not cause an unreasonable amount of difficulty.

Candidates may request special accommodations at any stage of the selection process. Accommodations require the collaboration of the candidate and employer in the search for appropriate measures. It is the responsibility of the person requiring accommodations to notify the employer. All necessary documentation must be current and provided to the employer to support and implement the accommodation request. The documentation should have information about any restrictions and limitations and clearly outline what accommodations are needed. All requests will be handled on a case by case basis through consultation with Human Resources.

Directive on Recruitment and Selection, continued

Recruitment in SSO, continued***Accommodations in SSO*** (continued)

Steps to determining and implementing assessment accommodations:

1. Candidate communicates to the employer the need for accommodations and provides information from a qualified professional about the restrictions and limitations. The qualified professional should also include a summary of what accommodations need to be implemented based on the specifics for the assessment material the candidate is requesting accommodations for.
2. Employer will determine all assessment accommodations up to the point of undue hardship, considering all information provided by the candidate.
3. Employer will inform the candidate of the proposed assessment accommodations.
4. Candidate to confirm if assessment accommodations are sufficient. The candidate is required to accept an offer of accommodation that meets their need, even if the accommodation is not the preferred or ideal option.
5. Employer will ensure that agreed upon accommodations are in place and will conduct the assessment session with the candidate.

Qualifying Lists in SSO

A qualifying list refers to a list of candidates found qualified as a result of a competitive process on the basis of merit. Managers may select candidates from the list based on any criteria included on the Statement of Merit Qualifications. A qualifying list is to be valid for 12 months, with the possibility of extension as determined by the manager.

A valid qualifying list should be used if the appointment is to the same position and geographic area for which the competition was held.

A list may be used if the appointment is to staff a position in the same geographic area requiring similar experience.

Retention of Staffing files in SSO

All staffing records in SSO will be retained for five (5) years after a staffing action has been completed or abandoned, according to the standards outlined by Library and Archives Canada.

Directive on Recruitment and Selection, continued

- References**
- Instrument of Delegation of Human Resources Authorities
 - Collective Agreement
-

GUIDELINE TO ACCESS PUBLIC SERVICE JOBS

For Statistical Survey Operations (SSO) Interviewers
and Senior Interviewers Engaged in the Carrying out of Survey Activities

| | |
|-------------------------------------|---|
| Effective date | This guideline is effective on July 1 st , 2017 |
| Application | This guideline applies to all SSO employees. |
| Objective | This guideline is intended to provide you with the information you need to access postings for job opportunities within the Federal Public Service. |
| Legal Distinctions | <p>As an employee of Statistical Survey Operations (a separate employer), you are hired under the <i>Statistics Act</i>.</p> <p>Some positions staffed under the <i>Public Service Employment Act</i> are open to persons employed by a separate employer.</p> |
| How to find the job postings | <p>Since April 1st, 2015, all Public Service job opportunities (external and internal, as well as the corresponding notifications), including the ones for Statistics Canada, are available on the Public Service Resourcing System (PSRS) website; at the following address: www.canada.ca/government-jobs (network B).</p> <p>This website is accessible from any computer that has Internet access (including home or public library). To gain access to the internal postings open to the employees of the public service, you will need to sign up for an account.</p> |
| Roles and responsibilities | <p>Employees will:</p> <p>1- create a user account</p> <p>Upon entering the site, you will see a link to “Create an Account” under the Services and information title; follow this link and complete the required information at each step. Some things to note:</p> <ul style="list-style-type: none"> • You will be required to enter an email address as your login username; this email address should be one that you use on a regular basis, and can be a personal email address. • In Step 2 of the online process, please ensure that you enter your Personal Record Identifier (PRI), which can be found on your pay stub. • As listed in Step 7 of the online process, ensure that you validate your account as per instructions sent to the email address you listed as your login username; note that there is a two (2) day period within which you must complete the validation. |

Guideline to Access Public Service Jobs, continued

Roles and responsibilities, continued

SSO employees who do not have access to a government computer can access job opportunities by creating an account as outlined above, and then complete the following steps:

- Complete the online form under the link “Contact Us” under the Services and information title.
- Within two to three (2-3) business days, you will receive a response indicating that you have temporary access to internal postings for ten (10) days
- Once you have received this response, please contact your Data Collection Manager and ask that they submit a request to grant you access to internal postings for up to one (1) year; you must also provide the following information:
 - Your full name
 - Your partial date of birth (y/mm/dd, as entered into the form) OR applicant number (can be found in your account information)
 - The email address used to log in to your account

*Please note that you will not be provided with paid time to complete these tasks. They must therefore be completed before or after your work hours, or during your breaks.

As access to internal postings is only granted for up to one (1) year at a time, you must renew your access by repeating the above steps at least once per year.

2- Register to the job alerts

You are able to sign up for alerts to be sent to your email from your PSRS account, which will include both external and internal postings (provided that you have completed the steps noted in the previous paragraph).

As such, it is recommended that you sign up for the email alerts from PSRS to ensure that you are receiving notice for any opportunities that you may be interested in. In order to do this, login to your account and select “Edit e-mail alerts.” You will then be able to choose job search parameters and options for receiving the email alerts.

Please note that notices will be posted on TMS to advise you of current jobs opportunities at Statistics Canada in the region where you work. Accordingly, we encourage you to verify frequently your TMS, even when you do not need to enter your hours of work.

Guideline to Access Public Service Jobs, continued

Roles and responsibilities, continued**Supervisors/managers will give approval to give access to the PSRS:**

Once employees have completed the above steps, you will receive an email from them with the required information. This then needs to be forwarded to the PSC at CFP.SRFP-PSRS.PSC@cfp-psc.gc.ca, with your approval that the employee requires access to internal postings for a period of one (1) year. The process will need to be repeated for each subsequent renewal.

The application process

Before submitting your application for a job opportunity, it is important to check the *Who can Apply* section on each advertised posting to ensure that you're eligible to apply.

As an employee of the Statistical Survey Operations, you are eligible to apply for positions when the area of selection mentioned in the *Who can Apply* section indicates one of the following:

- Employees of the Public Service across Canada
- Persons employed in the Public Service across Canada
- Employees of Statistical Survey Operations
- Persons employed by Statistical Survey Operations

Note: The “open to” clause on the job opportunity advertisement will also give the geographic and organizational criteria that you must meet to be eligible to apply. If you are uncertain as to your eligibility to apply, contact the person whose name appears in the *Contact Information* section at the bottom of the poster.

The www.canada.ca/government-jobs website suggests advises and information on the following subjects:

- how to apply on-line
 - tips and suggestions on applying
 - calendar for recruitment campaigns in your area
 - diploma equivalencies,
 - language requirements
 - accommodation measures
 - search for jobs and account creation
-

Employment Equity

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society.

As a result, it promotes employment equity and encourages those who are being assessed for a job posting to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability, or a member of a visible minority group.

Guideline to Access Public Service Jobs, continued

**General
Information**

For complete job information and applications, it is recommended that you go on-line at <http://emplois-jobs.gc.ca/index-eng.htm>

For general questions on how to apply online, you may call 1-888-780-4444.

GUIDELINES FOR OBTAINING LONG SERVICE AWARDS

| | |
|-----------------------------------|---|
| Objective | To ensure consistent processing of requests for Long Service Awards for Statistics Canada Regional employees including Statistical Survey Operations Interviewers and Senior Interviewers. |
| Application | This guide is intended to enable management to extend formal recognition to employees who have completed twenty-five and thirty-five years of service (Long Service Award). |
| Roles and Responsibilities | <p>The Regional HR Advisor is responsible for:</p> <ul style="list-style-type: none">• confirming eligibility and requesting awards and gifts for eligible employees in their region <p>The Collection and Regional Services Branch (CRSB) Awards Coordinator, Management Services is responsible for:</p> <ul style="list-style-type: none">• liaising with the Department Awards Coordinator; and• ordering and shipping awards and gifts to Regional HR Advisor |
| Process | <ul style="list-style-type: none">• Each year in September, the CRSB Awards Coordinator will send the list of eligible employees to the regional HR Advisors for review and update.• Once confirmation of eligible employees is received, the CRSB Awards Coordinator will obtain the long service awards packages and distribute to the Regional HR Advisors.• Regional HR Advisors will provide eligible Employees with the packages. Employees will complete appropriate forms and return to their Regional HR Advisors.• Regional HR Advisors will return completed forms to the CRSB Awards Coordinator, who will order the selected gifts and certificate.• CRSB Awards Coordinator will ship gifts and certificates to the Regional HR Advisors once received.• Presentation of awards will be done regionally, at the discretion of the Regional Management. |

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INTRODUCTION TO EMPLOYMENT EQUITY

For Statistical Survey Operations (SSO) Interviewers and Senior Interviewers Engaged in the Carrying out of Survey Activities

Self-Identification Survey Please take a moment to fill in your employment equity self-identification survey. Although your participation is voluntary, the accuracy of the data on the composition of our workforce depends on it. The information will be kept confidential and protected under the *Privacy Act* and the *Code of Confidentiality*. Only people working on employment equity at Statistics Canada will have access to it. It will not be shared with anyone else nor will it be stored in your personnel file.

Employment Equity Act As a separate employer, SSO is required to update its staff profile in order to comply with the *Employment Equity Act*. Employment Equity is a priority for SSO. SSO maintains a strong commitment to ensuring its hiring, promotion, training and development practices remain unbiased and support a diverse workforce that is representative of the Canadian population.

SSO promotes a work environment that is fair, equitable and encourages full participation by all: men, women, Aboriginal peoples, person with disability and members of visible minorities.

Goals of the Employment Equity Program The main goals of the Employment Equity Program are:

- the achievement of equality in the federal Public Service so that no person is denied employment opportunities or benefits for reasons **unrelated** to ability
- improved human resources management, contributing to the provision of a professional level of service to Canadians.

DIRECTIVE ON THE PREVENTION AND RESOLUTION OF HARASSMENT IN THE WORKPLACE STATISTICAL SURVEY OPERATIONS (SSO)

Effective date This directive is effective on July 1, 2016.

Application This directive applies to all SSO employees.

Scope The scope of this directive applies to situations in the workplace or at any location or any event related to work, including, but not limited to:

- On travel status,
- At a conference where the attendance is sponsored by the employer,
- At employer sponsored training activities/sessions, and
- At employer sponsored events, including social events.

Objective The prevention and resolution of harassment in the workplace is an essential component in the effective management of an organization. Statistical Survey Operations (SSO) is committed to providing a caring, respectful and healthy workplace where all employees are treated with respect and dignity. We believe in creating the right conditions to promote respect in all of our interactions and communication. This lies at the heart of increased morale, trust, retention and performance. We are committed to fair, credible and efficient resolution of matters arising in respect of this Directive. Harassment needs to be addressed with sensitivity, promptness and discretion. Open communication and early intervention are essential in preventing and resolving harassment.

SSO has no authority to correct the behavior of respondents. If employees feel harassed by a respondent, they should discuss the situation with their supervisor/manager to determine whether or not to complete an incident report in serious situations, where there is imminent danger. Employees are considered as being in imminent danger when they find themselves in a situation that could reasonably be expected to result in a serious threat to their life or health. When appropriate, the police may be contacted for assistance in addressing and resolving those cases. Perceived rudeness on the part of the respondent is not, in and of itself, considered an imminent danger but rather is an inherent risk of the job of SSO interviewers.

Directive on the prevention and resolution of harassment in the workplace, continued

Guiding Principles

- A respectful environment is critical in the creation and maintenance of an exemplary workplace
 - Creating and maintaining a healthy work environment is everyone's responsibility
 - Allegations of harassment must be taken seriously
 - The word "harassment" should be used responsibly (see definition in Annex A)
 - Employees and managers should try informal resolution options whenever possible
 - Allegations are confidential and should be disclosed to others on a need to know basis only
 - Procedural fairness must be followed when managing harassment complaints
 - Allegations of harassment must be made in good faith
-

Rights

Employees

- To be treated with respect
- To have prompt action taken
- To file a complaint or grievance without fear of reprisal

Managers

- To exercise authority in a respectful manner
 - To set objectives, assign work, evaluate performance
 - Enforce discipline, when warranted.
-

Responsibilities

Employees will:

- Contribute to a positive work environment through professional and respectful behaviour
 - Be constructive and act to prevent and resolve workplace conflict
 - Be familiar with the directive
 - Communicate their disapproval or unease directly to the person, where possible
 - Contact any of the available resources for assistance as soon as possible if you are unable to resolve the situation yourself.
-

Directive on the prevention and resolution of harassment in the workplace, continued

Responsibilities, continued

Managers will

- Inform employees of the directive
- Lead by example through professional and respectful behaviour
- Create and maintain a healthy environment through open and honest communication, constructive feedback and effective and expeditious resolution of issues
- Address all inappropriate behaviour immediately, whether or not a complaint has been made
- Contact the Harassment Prevention Coordinator for advice in dealing with allegations of harassment or Human Resources in dealing with inappropriate behaviour
- Refer employees to the Employee Assistance Program for support
- Restore harmony in the workplace, after the harassment complaint process is completed

Delegated Manager, Prevention and Resolution of Harassment (DMPRH)(Director General, Collections and Regional Services Branch)

- Resolves formal harassment complaints by making decisions based on the facts of each case

Harassment Prevention Coordinator (HPC) (Assistant Director, Human Resources)

- Manages the formal and informal harassment complaint processes and provides all relevant information to the Delegated Manager for review and decision
- Provides information to employees and advice to managers on the prevention and resolution of harassment
- Raises awareness by developing and delivering harassment prevention workshops to employees and managers and prepares reports, as required

Respectful Workplace Officers (RWO) (Regional Assistant Directors/District Managers)

- Provides information and options to employees and managers related to the processes and resources to prevent and resolve workplace issues, including harassment or discrimination

Informal Conflict Management Service (ICMS)

- Provides voluntary and confidential service that allows employees and managers to create, improve and restore professional working relationships. Each resolution process is varied and tailor-made to fit the given situation and may include facilitated conversation, mediation, conflict coaching, etc.
-

Directive on the prevention and resolution of harassment in the workplace, continued

Responsibilities, continued

Employee Assistance Program (EAP)

- Fosters and maintains the well-being and productivity of employees by providing confidential assistance or short-term counselling to those who are experiencing personal (grief, financial stress, mental health concerns, addictions, marital or family relations, etc.) or work-related (stress or burnout, interpersonal relations, etc.) issues.

Regional Human Resources

- Provides advice to managers in order to address and resolve all types of labour-related issues and assists in managing various recourse mechanisms such as grievances, complaints, adjudication, Federal Court of Appeal, etc. They also provide information to employees about resources and options or refer them to union representatives for advice and guidance.

Union Representatives

- Provides advice and guidance to employees in all types of situations in order to prevent and resolve conflict, harassment or discrimination.
-

Informal resolution processes

Refer to self-resolution approaches where the parties work together to resolve the situation. There is no blaming or fact-finding. Employees are entitled to use these options (e.g., mediation, etc.) at any phase of the complaint process. If an employee initiated a formal process (see below), it will be put in abeyance pending the results of the informal resolution process. If the informal process was not successful, the grievance or complaint will be reactivated and the process will continue until the decision is made and communicated to the parties.

- **Complainant communicates with the offending party** to let the other person know that what they did or said offended you and ask them not to repeat it
 - **Complainant speaks with their supervisor or manager** to get their assistance in trying to resolve the issue as soon as possible to prevent an escalation of the situation. If the situation is serious and could meet the definition of harassment, the manager will contact the Harassment Prevention Coordinator for advice and guidance in the resolution of your situation.
 - **Complainant contacts the Harassment Prevention Officer** to discuss situation, processes, resources and options to determine which option best meets your needs for resolution
 - **Complainant contacts the Informal Conflict Management System (ICMS)** to determine whether or not process is a confidential and voluntary collaborative problem-solving approach, conflict coaching, facilitated discussion or mediation with the assistance of an Alternative Dispute Resolution Practitioner or Mediator.
-

Directive on the prevention and resolution of harassment in the workplace, continued

Formal resolution processes

Refer to approaches to resolving issues that involve a third party assessing whether or not a person(s) has been harassed and determining the corrective and/or disciplinary measures required to resolve the issue. If an employee files a complaint and grievance on the same issue, he/she will be expected to choose one or the other (grievance or complaint).

- **Harassment complaint** is a written complaint to the Harassment Prevention Coordinator, alleging that you are feeling harassed in the workplace. You must provide all of the details, such as the name of the person(s) who is allegedly offending you, a description of the incident, location, date, time, and the name of witnesses, if any. The manager receiving your allegations will contact the Harassment Prevention Coordinator for advice and guidance on the resolution of the complaint. (Please see Annex B for more information regarding the process).
 - If a manager is aware of a potential harassment situation, he/she will contact the Harassment Prevention Coordinator to determine whether or not to invoke the Harassment Complaint Process or conduct a disciplinary hearing and follow procedural fairness prior to taking any disciplinary action to correct and prevent further incidents of harassment.
 - **Grievance procedure**: Employees are entitled to file a grievance in accordance with the [Public Service Labour Relations Act](#) and the *Collective Agreement* within prescribed timelines. For more information, employees should consult with their Union Representatives for advice and guidance.
-

Potential consequences

Corrective and/or disciplinary measures may be taken, up to and including termination of employment, against the following:

- Anyone who was found guilty of harassment, bullying or discrimination
 - Any manager who is aware of a harassment situation and who fails to take corrective action;
 - Anyone who interferes with the resolution of a complaint by threats, intimidation or retaliation; or
 - Anyone who files a complaint that is frivolous or vexatious (see Annex A - definitions).
-

Resources

Employee Assistance Program
1-800-268-7708

Informal Conflict Management Services (ICMS)
1-844-899-3609
info-sos@hc-sc.gc.ca

Annex A

Definitions and examples**Harassment**

Harassment is any improper conduct by an individual(s), that is directed at and offensive to other individual(s) in the workplace, and that the individual(s) knew or ought reasonably to have known would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the [Canadian Human Rights Act](#) (i.e.: based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction). Harassment is normally repeated inappropriate behaviours over a period of time but can also entail one severe incident that has a lasting impact on the employee.

Examples of what may constitute harassment

- Serious or repeated rude, degrading, or offensive remarks, such as teasing about a person's physical characteristics or appearance, put-downs or insults;
- Making comments on social media that could have a negative impact on employees or managers in the work environment;
- Intimidation or retaliation against an employee, including one who has expressed concerns about perceived unethical or illegal workplace behaviours;
- Exclusion from group activities or assignments without a valid reason.
- Making statements in public that is damaging to a person's reputation or career.
- Unwelcome sexual advances which may or may not be accompanied by promises or threats, explicit or implicit.
- Intimidation, verbal abuse, blackmail, yelling or shouting.
- Invasion of personal space (getting too close for no reason, brushing against or cornering someone).
- Systematically interfering with normal work conditions, sabotaging workstations or instruments of work.
- Abuse of authority or power to threaten a person's job or undermine his or her performance.
- Bullying (physical, verbal, social, cyber).
- Arbitrarily taking disciplinary action against an employee.

Definitions and examples, continued

Examples of inappropriate behaviour that is not harassment but still needs to be addressed

- Talking loudly in the workplace.
 - Always being in a bad mood.
 - Slamming doors.
 - Constantly interrupting colleagues in a meeting.
 - Barging in on colleagues who are having a conversation.
 - Complaining about trivial things.
-

Examples of what does not generally constitute harassment

- Carrying out managerial duties where the direction was carried out in a respectful and professional manner, such as:
 - Allocating work.
 - Following-up on work absences.
 - Requiring performance to job standards.
 - Taking corrective or disciplinary measures when justified.
 - Constructive criticism about the work mistake and not the person.
 - Counselling an employee on his performance appraisal when done in a non-discriminatory or respectful manner.
 - Supervisory mistakes
 - A single or isolated incident such as an inappropriate remark or having an abrupt manner.
 - Exclusion of individuals for a particular job based on specific occupational requirements necessary to accomplish the safe and efficient performance of the job.
 - A social relationship welcomed by both individuals.
 - Work-related stress.
 - Conditions of work.
 - Interpersonal conflicts or disagreements in the workplace
-

Definitions and examples, continued

Bullying

Bullying is defined as repeated, persistent, continuous behaviour—as opposed to a single negative act—and is generally associated with a power imbalance between the victim and perpetrator, where the victim feels inferior. Bullying may also be known as mobbing, abuse, workplace aggression, horizontal or lateral violence, victimization and social undermining.

According to the [Canadian Centre for Occupational Health and Safety](#), some forms of bullying include:

- Spreading malicious rumours, gossip or innuendo
- Excluding or isolating someone socially
- Intimidating a person or criticizing a person persistently or constantly
- Undermining or deliberately impeding a person's work
- Establishing deadlines that will be impossible to meet
- Withholding necessary information or purposefully giving the wrong information

Discrimination

Discrimination is an action or a decision that treats a person or a group negatively for reasons known as grounds of discrimination. There are 11 prohibited grounds for discrimination that are protected under the [Canadian Human Rights Act](#) (CHRA): race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, a conviction for which a pardon has been granted or a record suspended. Employers cannot discriminate against individuals for these reasons.

Some examples of discriminatory behaviour that could meet the definition of harassment:

- Displaying sexist, racist or other offensive pictures, posters
 - Racist and discriminatory comments or offensive jokes.
-

Definitions and examples, continued

**Frivolous
complaint**

A frivolous complaint can be defined, according to the Shorter Oxford English Dictionary, as one “of little or no weight or importance” ... characterized by lack of seriousness;” or “manifestly futile”. The frivolous complaint does not require an investigation to come to the evident conclusion that it is frivolous. The complaint should not proceed any further when, from a simple initial review, it is evident that it will not be possible to substantiate it because the complainant provided no specific allegations or information surrounding the allegations and, upon request, does not provide the necessary information to initiate a proper investigation of precise behaviours, acts, events or displays.

**Vexatious
complaint or one
made in bad faith**

A vexatious complaint, or one made in bad faith, is about intent and may only be determined through an investigation. This investigation would seek to determine if either the complaint was...

- made intentionally for the purpose of vexing and annoying or embarrassing a person or*
 - the complaint was not calculated to lead to any practical result; or*
 - there is evidence of bad faith on the part of the complainant indicating an intention to mislead or if there is the presence of ill-will.*
-

Annex B

Formal Harassment Complaint Process

Considering the seriousness of such allegations, all parties are reminded that their full cooperation is expected. All steps in the formal process should be completed without delay, normally within six months. To avoid unnecessary delays, the Harassment Prevention Coordinator (HPC) will monitor the timeliness of the process as all parties are expected to proceed with due diligence.

Step 1 – Filing the Complaint

- The employee must submit their complaint, in writing, to the HPC within twelve months of the most recent event of alleged harassment leading to the complaint unless there are extenuating circumstances.
- The allegations must include:
 - the name and relationship of the alleged harasser
 - the detailed description of the alleged incident(s)
 - the date(s) of the incident(s); and,
 - the names of witnesses, if applicable.

Step 2 – Acknowledging Receipt of the Complaint

The HPC will acknowledge receipt of the complaint in writing and notify and provide the allegations to the alleged harasser for information only at this stage.

Step 3 – Review and Screening of the Complaint

The HPC will:

- Review the allegations and determine whether the complaint should be screened into the process for further review. The allegations should:
 - provide sufficient details to demonstrate that the allegations meet the definition of harassment, (e.g., repeated inappropriate behaviours or a serious incident causing harm to the employee)
 - be submitted within one year of the latest incident of alleged harassment (unless there are extenuating circumstances)
 - fall within the scope of this directive
- Request clarification and/or additional information, if appropriate. However, the onus remains on the complainant to provide sufficient particulars as outlined in Step 1; failure to provide additional information/clarification may result in the complaint being removed from the process.
- Confirm that a complaint on the same issue has not been dealt with through the grievance process.

Formal Harassment Complaint Process, continued

Step 3 – Review and Screening of the Complaint, continued

- Screen the complaint out of the process if there is insufficient information or the information does not meet the criteria for harassment, inform the complainant in writing of the decision and propose another option for resolution if appropriate.
 - Screen the complaint in to the process if there is sufficient information that demonstrates that the allegations, if true, may meet the definition of harassment. The complainant is informed of this decision and offered mediation.
 - The alleged harasser is then notified that the complaint is screened in to the process and is offered mediation.
 - Depending on the seriousness of the allegations and the working relationship between the parties, the Delegated Manager, Prevention and Resolution Harassment (DMPRH), in consultation with the employees' manager(s), may separate the complainant and respondent, hierarchically, physically, or both, for the duration of the complaint process. Such hierarchical or physical separation is not a punitive or a disciplinary act against either party.
 - If the complaint has been screened into the process and one or both parties confirm that they are not interested in mediation, the DMPRH will proceed with a fact-finding/investigation.
-

Step 4 – Fact-finding/Investigation

The Delegated Manager, Prevention and Resolution of Harassment (DMRPH) will assign the fact-finding exercise to the Harassment Prevention Coordinator (HPC) or their delegate who is qualified, impartial and will apply the principles of procedural fairness. If the DMRPH does not have sufficient information or the specific circumstances surrounding the complaint warrants an external investigator, the DMPRH will ask the HPC to provide him with names of investigators who are qualified to conduct the investigation. The DMPRH will select the investigator and assign a mandate.

During the investigation process, participants have the following rights and obligations:

- Complainants, alleged harassers and witnesses are expected to cooperate in the complaint process if and when called upon to do so.
 - Complainants and alleged harassers may invite a person of their choice, including a union representative who is not a party to the process to meetings related to this process and;
-

Formal Harassment Complaint Process, continued

Step 4 – Fact-finding/Investigation, continued

- Complainants, alleged harasser and other involved individuals have the right to know what was said about them and by whom. All persons being interviewed during the course of the investigation must be informed that information they provide concerning another person may be disclosed to that person in accordance with the Privacy Act and the principles of procedural fairness outlined in this Directive. Given this, it is important that limitations on confidentiality be communicated.
- Complainants, alleged harassers and witnesses have a right to review and sign their own statement as recorded by the person conducting the fact-finding exercise to confirm its accuracy; and
- Complainants and alleged harassers have a right to review and comment on the Preliminary Summary of Facts prior to the completion of the Final Report.

The HPC will provide the DMRPH with the Final Report that includes their findings and conclusions as to whether the allegations of harassment were founded, partially founded or unfounded. The Final Report will also include all comments and feedback received from the parties on the Preliminary Summary of Facts. In situations where there is an external investigator, the investigator will provide the report to the DMRPH and the HPC.

Step 5 - Decision

The Delegated Manager, Prevention and Resolution of Harassment (DMRPH):

- Receives and reviews the Final Report, consults with HPC to determine corrective measures and informs the parties in writing of his or her decision as to whether harassment has been founded or not
 - Provides the employee's manager with a copy of the Final Report. Where disciplinary measures may be required, the manager will follow the Guideline on discipline to ensure procedural fairness.
 - Informs the complainant verbally of the nature of the corrective and/or disciplinary measures taken against the alleged harasser
 - Informs the alleged harasser of the nature of the corrective and/or disciplinary measures taken against the complainant if the complaint is determined to have been frivolous or vexatious
-

Formal Harassment Complaint Process, continued

Step 5 – Decision, continued **The Harassment Prevention Coordinator (HPC):**

- Follows-up to ensure that timely restorative, corrective and/or disciplinary measures are taken by the employee's manager, if warranted.
- Ensures that no documents relating to the harassment complaint are placed in the employee personnel record file of either party, other than a disciplinary letter in the file of the employee who is subject to a disciplinary measure. The harassment complaint file will be kept for two years following the most recent administrative activity in relation to an individual case. These documents will be stored in a secure location.

**Step 6 –
Restoring the
Work
Environment**

Following a complaint, the DMRPH will monitor the situation, consult with the parties involved and assist the manager responsible in restoring a healthy work environment, if required. This may be accomplished with the assistance of a specialist, such as Informal Conflict Management Services (ICMS), if needed, and with the support of the Union Representatives to re-establish trust and to improve communication.

GUIDELINE ON THE USE OF THE EMPLOYEE ASSISTANCE PROGRAM (EAP) AND LIFESPEAK

**For Statistical Survey Operations (SSO) Interviewers
and Senior Interviewers**

Effective date This guideline is effective on July 1, 2016.

Application This guideline applies to all SSO employees.

Objective This guideline will ensure fair, consistent, effective and confidential problem-solving services for all employees across Statistical Survey Operations. Providing employees with access to the Employee Assistance Program (EAP) and LifeSpeak is a demonstration of our commitment to employees that will foster a supportive and caring workplace. This guideline is intended to provide direction to managers, supervisors and employees regarding the application and administration of EAP services.

Guiding principles

- The well-being of our employees is essential to creating and maintaining a healthy and respectful work environment
- Sensitivity, promptness and discretion are key in managing delicate situations
- Helping employees find the right support to resolve issues will contribute to a healthy and productive workforce

GENERAL INFORMATION

Employee Assistance Program (EAP)

- EAP can be reached at the toll-free number 1-800-268-7708 (TTY: 1-800-567-5803), 24 hours a day, 7 days a week.
- EAP provides professional counsellors who work for Health Canada
- EAP offers confidential short-term counseling to employees and their immediate family and can refer them to other professionals who can offer more or extended care in particular areas
- EAP is a confidential service to help employees who have problems that may affect their personal well-being, work performance and/or behavior in the workplace, understand or overcome them

Guideline on the use of the Employee Assistance Program (EAP) and LifeSpeak, continued

General information, continued

Employee Assistance Program (EAP) (continued)

- In order to have access to these services these problems do not have to be caused by workplace issues
- Human Resources and Union Representatives are not normally involved in these services as EAP is confidential and the information should not be disclosed by the employee unless it is required, for example, filing an incident report
- EAP services are voluntary and available to employees on their own time to address personal issues. Examples include:
 - Stress/Personal issues
 - Relationship issues
 - Eldercare, childcare, parenting issues
 - Substance abuse
 - Separation and loss
 - Financial or legal issues
 - Family violence
- Where management has referred an employee to EAP, then services will be provided during the employee's work hours, where possible. Examples include:
 - Job stress
 - Harassment, discrimination or violence in the workplace
 - Disciplinary action (reprimand, suspension, termination)
 - Administrative measures, (action plan, non-renewal of term, etc.)

LifeSpeak

- LifeSpeak (offered by EAP) is a total digital wellbeing platform that provides around-the-clock access to North America's leading experts in mental and physical health, financial health, family relationships, and professional skills development.
 - The website is bilingual with videos available in English or French as each expert presents the material in their first language. The LifeSpeak library contains more than 260 videos which help provide support for employees and their families to deal with their personal challenges.
-

Guideline on the use of the Employee Assistance Program (EAP) and LifeSpeak, continued

General information, continued

LifeSpeak (continued)

- Topics covered include:
 - Physical Conditions and Diseases
 - Preventative Health
 - Mental Health
 - Stress Management and Resilience
 - Relationships
 - Financial Health
 - Disability and Absence Management
 - Professional Development
 - Leadership and Management Skills
 - Children’s Health
 - Parenting and Caregiving
 - This service is free to employees and their families, completely confidential, accessible anywhere, and available to use on their own time. From their own home, employees can watch videos, download action plans, and interact with world-class experts in real time.
 - How to access LifeSpeak:
 - Visit the LifeSpeak website at canada.lifespeak.com
 - In the “Corporate ID” field, enter: `canada`
 - In the “Department” field, enter: `Statistics Canada and Statistical Survey Operations`
 - When you enter the LifeSpeak site, you may choose your preferred language in the top-right corner.
-

Roles and responsibilities

Employee Assistance Program (EAP) will:

- respect their code of ethics to guarantee confidentiality.
- provide management with reports, as required. The reports will provide the number of employees using these services and the types of issues requiring attention. The names of the employees will not be disclosed in order to maintain confidentiality.
- not provide forms or medical certificates.

Employees will:

- behave professionally and respectfully and contribute to a healthy work environment
-

Guideline on the use of the Employee Assistance Program (EAP) and LifeSpeak, continued

Roles and responsibilities, continued

Employees will: (continued)

- strive to inform their supervisor/manager if they are experiencing difficulties that may impact their ability to perform their duties satisfactorily
- refrain from disclosing personal information to their supervisor/manager
- visit the LifeSpeak website to get support to deal with their personal challenges by watching videos from the library
- contact EAP directly for counseling services
- inform EAP that he/she works for SSO, for tracking purposes for EAP

Supervisors/managers will:

- act with sensitivity, promptness and discretion when dealing with employees who are experiencing personal or work-related problems
- attempt to address and resolve issues in the workplace with the employee as soon as possible and refer employees to EAP and LifeSpeak if they may be experiencing difficulties that may negatively impact their well-being and/or their ability to perform their duties satisfactorily.
- refrain from asking personal questions, as this information is confidential
- continue to exercise their authority in a respectful manner, provide direction and feedback to employees
- contact EAP to seek advice and guidance with respect to their employee's specific situations, e.g., potential suicide, etc., as required

Regional Directors will:

- monitor the implementation of this service to ensure that it is being applied fairly and consistently within their region.

Director General, Collections and Regional Services Branch will:

- review the reports and discuss any trends or concerns with Branch Management, as appropriate.
-

Guideline on the use of the Employee Assistance Program (EAP) and LifeSpeak, continued

Roles and responsibilities, continued**Human Resources will:**

- provide advice and guidance to supervisors and managers in the application of this service
- provide reports to the Director General, Collections and Regional Services Branch and Regional Directors, upon request.

Union Representatives will:

- encourage employees to use EAP services and LifeSpeak, when appropriate.
-

Reference

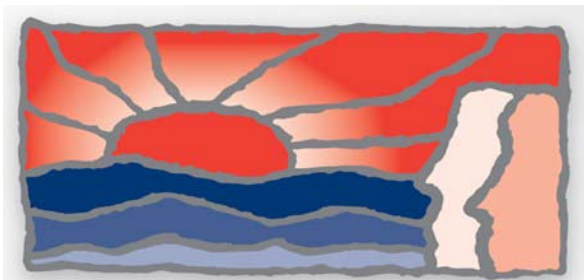
Employee Assistance Program (EAP)

1-800-268-7708

LifeSpeak

canada.lifespeak.com

EMPLOYEE ASSISTANCE PROGRAM (EAP)



EAP services are FREE to all Statistics Canada employees (indeterminate, determinate, casual and students), Statistical Survey Operations employees and their immediate family.

What is your Employee Assistance Program?

It is a voluntary and confidential service, to help employees at all levels and family members who have personal concerns that affect their personal well-being and/or work performance.

Is this therapy?

This is a short-term problem-solving service and very often only a few sessions are required. If long-term help or a more specialized service is needed, a referral can be made, with consent, to a specialist in your community.

What type of concerns?

- marital and family
- interpersonal relations
- personal and emotional
- stress and burn-out
- work-related (employees and managers)
- critical incident stress
- conflict at work or home
- grief

How to contact the Employee Assistance Program?

This is a voluntary program. Any individual wishing to talk to a counsellor or make an appointment can call the Employee Assistance Program, 24 hours a day, 365 days a year.

Who offers these services in Canada?

More than 900 highly trained and experienced counsellors including qualified psychologists, social workers and trained educators with a specialization in counselling - all with a minimum of a master's degree and five years of counselling experience.

What is the cost of the Employee Assistance Program?

The cost of the program is paid for by your employer. If you need specialized or longer term help, your counsellor will refer you to an appropriate professional resource. The cost of these specialized services will be the responsibility of the employee. However, some of these services are covered by your insurance plan.

Is the Employee Assistance Program confidential?

Yes, strictly confidential! The success of an Employee Assistance Program is based on its confidentiality. Professional counsellors are bound by their code of ethics to guarantee confidentiality. Your employer will not know that you have accessed the program.

HIGH LEVEL OF SATISFACTION - According to our most recent Voluntary Client Satisfaction Survey, 98% of service users will contact us again in the future should they need help and 95% are "totally" or "very satisfied" with the services received

For more information or for an appointment or e-counselling, call:

1-800-268-7708
1-800-567-5803

24 hours a day, 365 days a year.
www.healthcanada.gc.ca/eas



DIRECTIVE ON THE DUTY TO ACCOMMODATE

for

Statistical Survey Operations Employees

| | |
|--------------------------|--|
| Effective date | This directive is effective on July 1, 2019. It replaces the Accommodations and Procedure Policy for Statistical Survey Operations Employees dated March 31 st , 2014. |
| Application | This directive applies to all current employees of Statistical Survey Operations (SSO) and includes employees on approved leave, including short and long-term disability leave as well as job applicants. This directive applies to all aspects of employment including, but not limited to recruitment, selection, training, promotion, transfers, work arrangements, compensation and benefits and termination of employment. |
| Objective/Context | <p>The duty to accommodate is a legal obligation pursuant to the Canadian Human Rights Act (CHRA) that requires employers to identify and remove barriers that have an adverse impact on employees protected under the Act and to implement measures necessary to allow these employees to perform their duties to the best of their abilities. Generally, the obligations under duty to accommodate are as follows:</p> <ul style="list-style-type: none">• The employer is expected to identify and arrange, in a timely manner, for the most reasonable accommodation given the circumstances. Some of the possible burdens that are expected to be assumed include financial costs, inconvenience, disruption, reduced efficiencies or productivity, and/or possible reorganization of the workplace or work activity.• The union is obliged to cooperate with the employer in finding a reasonable accommodation for the employee.• The employee is expected to fully cooperate in the effort to find an appropriate and reasonable accommodation, while recognizing that the “perfect” accommodation may not be possible.• All accommodations are to protect the right for privacy and confidentiality while respecting the dignity, individuality and self-esteem of the employee. All work assigned must be meaningful, productive and have value to the department/agency and the employee. <p>SSO is committed to fostering an inclusive workplace where all employees are treated with respect and dignity. The purpose of this directive is to ensure that individuals who are otherwise able to work are not unfairly excluded from doing so when working conditions can be adjusted without causing undue hardship to the employer.</p> |

Directive on the Duty to Accommodate, continued

Objective/Context, SSO will provide reasonable workplace accommodation, short of undue hardship and act in a manner consistent with its obligations under the CHRA and the *Employment Equity Act (EEA)*. SSO will provide a workplace that ensures equal opportunity free from discrimination based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

- Guiding principles**
- Create and maintain an inclusive, barrier-free work environment that is accessible and free from discrimination
 - Identify and remove barriers to employment, career development and promotion of persons protected under the CHRA unless doing so would result in undue hardship
 - Design all employment systems, processes and facilities to be accessible by building accommodation into workplace standards, systems, processes and facilities
 - Accommodate individuals to the point of undue hardship taking into consideration issues of health, safety and cost when such barriers cannot be removed
 - Accommodate based on the circumstances of each case
 - Respect an employee's right to privacy and confidentiality
 - Deal effectively, quickly and fairly with situations involving claims of harassment or discrimination
 - Find solutions for managing the return to work where accommodations are required.
-

Roles and Responsibilities

Employees will:

- Inform their manager of their employment-related accommodation needs (or changes to those needs) as soon as possible, and allow a reasonable amount of time for the request to be reviewed and responded to
 - Provide additional information and/or documentation (e.g. medical certificate) to support their request
 - Respond to the employer's reasonable request to undergo an independent medical exam (Note: employees cannot be forced to submit to an independent medical examination, but failure to comply with a request may delay the accommodation process)
 - Collaborate with the manager in finding the most appropriate means to accommodate their employment-related accommodation needs or in establishing their return-to-work plan when necessary, including:
-

Directive on the Duty to Accommodate, continued

Roles and Responsibilities,
continued

- Participating in any discussions regarding possible accommodation solutions
- Cooperating with any experts who are asked to provide guidance on the situation
- Considering any reasonable accommodation options that are proposed
- Working with the manager and/or accommodation provider on an ongoing basis to manage the accommodation process
- Achieve the agreed-upon job performance standards once accommodation measures are implemented
- Notify the manager when other services, technical aids or equipment are no longer needed, and return the equipment

Managers and supervisors will:

- Abide by this directive
 - Ensure employees are aware of their right to accommodation and this directive
 - Implement a return-to-work plan in cooperation with the employee and supervisor following the Accommodation Process (Annex A), when accommodation is required as part of the plan
 - Consult employees with disabilities, including employees with learning disabilities, with respect to:
 - Any design, changes or upgrades to physical structures, new or existing systems or equipment so that the workplace is accessible to employees with disabilities
 - Provide training to employees with disabilities on the use of any new or upgraded equipment or systems
 - Ensure that employees with disabilities are provided with information in a timely fashion and a usable format
 - The planning and design of work-related events and conferences so that all events and opportunities are accessible to employees with disabilities
 - After general barriers have been removed (or if they cannot be removed) and general accommodation measures have been put in place, proceed with individual accommodation requests by:
 - Consulting with the employee to identify the nature of the limitations or restrictions, and taking an active role in exploring options to accommodate the employee
 - If necessary, consulting appropriate medical and rehabilitation advisors and others, with the employee's consent, to determine the limitations or restrictions
 - Discussing accommodation options with the employee, taking notes and keeping records of all discussions about accommodation
-

Directive on the Duty to Accommodate, continued

Roles and Responsibilities,
continued

- Granting accommodation requests in a timely, reasonable manner up to the point of undue hardship, or providing details to justify decisions where accommodation has been denied
- Being willing to review and modify the accommodation agreement if the circumstances change or the solution is no longer working
- Consult with HR and collaborate with bargaining agents or other employee representatives where accommodation affects other employees or where the employee being accommodated requests that the bargaining agents or other employee representatives be consulted
- Coordinate logistics to obtain employer-provided technical aids, equipment and services for employees with disabilities as well as repairs to such aids and equipment,
- Respect individuals' right to privacy and confidentiality
- Allow employees with disabilities to retain technical aids, equipment and support materials should they move to another position within the federal Public Service and accommodation is still required
- Notify HR of significant issues arising from the implementation of this directive
- Comply with the requirements of all applicable privacy legislation to protect personal information
- Keep all documentation in a secure location, separate from employees' personnel files. Only the individuals who need the information will have access.
- Advise employees about their right to appeal and their right to approach the CHRC

Human Resources will:

- Inform all managers of this directive,
 - Provide advice and guidance to managers on the implementation of this directive
 - Provide training to managers and information sessions to employees, as required
 - Examine all systems to identify any barriers to employees with disabilities, and make recommendations to management to remove those barriers
 - Evaluate the effectiveness and implementation of this directive
-

Directive on the Duty to Accommodate, continued

- Role of the Union**
- Union representatives often play a facilitator and advisory role in connection with employee accommodation. An employee may, where applicable, request the involvement of a Union representative for advice or assistance regarding their requests for accommodation. Union representatives have an obligation to cooperate in the search for reasonable accommodation solutions.
 - When the provisions in a collective agreement affect accommodation, with the employee's consent, a department/agency will work with the union and the employee to determine the best accommodation solution possible.
 - Upon being notified by an employee of a need for workplace accommodation, union representatives should inform the employee's immediate manager. They may also stay involved in the process, if requested by the employee.
-

References

- *Canada Labour Code, Part II*
 - *Canadian Charter of Rights and Freedoms*
 - *Canadian Human Rights Act*
 - *Employment Equity Act and Regulations*
 - *Financial Administration Act*
 - *Official Languages Act*
 - *Privacy Act*
 - *Federal Public Sector Labour Relations and Employment Act*
 - *Disability Management in the Federal Public Service (Treasury Board Secretariat)*
-

Accommodation Process

Step 1: Recognize the Need for Accommodation

During this step the need for accommodation may be identified by any or all of the following

- ✓ The duty to accommodate is not about employee preferences; it is about removing discriminatory barriers that are prohibited by the *Canadian Human Rights Act*.
- ✓ An employee or candidate has requested accommodation.
- ✓ Manager is aware that accommodation may be needed.
- ✓ A third party acting on behalf of the employee or candidate has requested accommodation.
- ✓ A request does not have to be in writing, and self-identification is not required to receive accommodation.
- ✓ Once a need has been identified management must act to gather the required information, and employees must cooperate with management in this endeavour as required.

Step 2: Gather Relevant Information and Assess Needs

During this step the employer must gather all of the relevant information to determine the accommodation need. The employee has a duty to work with the employer to provide the required information and supporting documentation.

- ✓ All accommodation documents must be kept confidential and separate from all human resources files.
- ✓ Ask the employee or candidate what type of accommodation is needed. If applicable, ask the individual to provide supporting documentation, e.g., from a doctor.
- ✓ Document your steps
- ✓ Consult with Human Resources if needed (your organizational contact, health professional or other functional specialists).
- ✓ For accommodation related to religious holidays and observances, gather relevant information and refer to relevant collective agreement.
- ✓ Assess the work environment of the employee to determine the best way to meet the request.
- ✓ Identify any implications or issues for the rest of your team. You may need to involve the employee representative.
- ✓ Management may decide depending on the case to temporarily accommodate the employee while waiting for the required medical information to be provided

Step 3: Make an Informed Decision

The employer must analyze the information gathered and determine a course of action.

- ✓ Each person has unique needs. Work in partnership with the individual to find a solution.
- ✓ Take the time to review the request, understand the needs and review supporting documentation to find the most effective, practical and cost-efficient solution.

- ✓ Work with all interested parties, including the employee, the employee representative, functional specialists and, if necessary, co-workers for successful accommodation.
- ✓ Document the accommodation agreement according to your organization's processes, and keep your organizational contact up to date on a timely basis.

Step 4: Implement the Decision

The employer must now implement the decision taken.

- ✓ Accommodation is about removing barriers to enable an employee to perform and contribute fully to the organization.
- ✓ Put in place the appropriate mechanisms to implement the agreed-upon approach.
- ✓ Advise the individual of the rationale behind your decision, particularly if the request is denied based on a bona fide occupational requirement and/or undue hardship for the employer.
- ✓ Ensure that the individual is aware of all available informal and formal recourse mechanisms (including the Informal Conflict Management System, grievance, complaint, the Canadian Human Rights Commission, etc.).
- ✓ Consult with the individual regarding the best approach to explaining the accommodation to anyone affected by the measures, if necessary.

Step 5: Follow Up and Keep Records

The employer is responsible to continue to accommodate moving forward and re-evaluate as necessary.

- ✓ You should respect the dignity and privacy of the person being accommodated. Communicate only what you need to those who need to know.
- ✓ Regularly follow up with the individual and modify the accommodation if necessary. Permanent accommodations should be reviewed on an annual basis; for temporary accommodations, the review period will be dependent on the length of the accommodation. At any time, should the employee's situation change they are encouraged to speak to a manager to review and revise the accommodation as required.
- ✓ Document any changes and provide pertinent information to your organizational contact on a timely basis, respecting privacy and confidentiality.
- ✓ Integrate accommodation needs into future human resources and business planning.
- ✓ Accommodation is made on a case-by-case basis, and the process should be as uncomplicated as possible. The process should respect the dignity and privacy of the person being accommodated and must be provided in a timely basis.
- ✓ Successful accommodation requires collaboration from all parties, including the employee, the employer, the employee representative, functional specialists and co-workers.
- ✓ There is no set formula for accommodation. Each person has unique needs, and all employees have the right to be accommodated up to the point of undue hardship for the employer, based on prohibited grounds.

Annex B

Definitions

Accommodation refers to the design and adaptation of the work environment to the needs of as many types of persons as possible and, according to the Supreme Court of Canada, refers to what is required in the circumstances of each case to avoid discrimination.

Barriers are physical barriers as well as formal or informal policies and practices that restrict or exclude persons in the designated groups from employment opportunities within Statistical Survey Operations.

Bona fide occupational requirements - according to the Supreme Court of Canada, are those requirements that:

- The employer has adopted for a purpose or goal that is rationally connected to the functions of the position,
- The employer has 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 in the sense that the employer cannot accommodate persons with the characteristics of a particular group without incurring undue hardship.

Canadian Human Rights Act requires that employers must accommodate individuals and groups of individuals to the point of undue hardship considering issues of health, safety and cost.

Candidates includes applicants from outside Statistical Survey Operations, as well as existing employees who are participating in a staffing process.

Employees includes indeterminate and determinate employees.

Employment Equity Act requires the reasonable accommodation of persons with disabilities and others within the federal workplace. The Act also requires employers to identify and remove barriers to the employment of persons in designated groups.

Employment and employment-related opportunities includes appointments, promotions, training and career development opportunities.

Facilities includes premises and equipment.

Persons with disabilities as defined by the Employment Equity Act, are persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who:

- Consider themselves disadvantaged in employment by reason of that impairment or
- Believe that an employer or potential employer likely would consider them disadvantaged in employment by reason of that impairment.

These would include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

For the purpose of this policy, persons with disabilities do not have to fall strictly within this definition. Examples of types of disabilities that may require accommodation are listed in this directive.

Staffing and selection processes include competition staffing actions that result in a permanent or temporary appointment. Staffing and selection processes encompass all related activities such as establishing qualifications, advertising, assessment, giving notice that an appointment or deployment has been made, recourse and disclosure, as well as any related communications with candidates.

Systems includes information systems and employment systems (such as policies, practices, directives and guidelines).

Undue Hardship refers to the limit of an employer's capacity to accommodate without experiencing an unreasonable amount of difficulty. The employer is not expected to provide accommodation if doing so would bring about unreasonable difficulties based on health, safety, and/or financial considerations. There is no precise legal definition of undue hardship, nor is there a standard formula for determining undue hardship. Employers are expected to exhaust all reasonable possibilities for accommodation before they can claim undue hardship. Each situation is unique and should be evaluated individually.

Work-related events includes meetings, training programs, conferences, retreats, seminars, social events and information sessions, whether conducted inside or outside the workplace.

Accommodation Considerations for Candidates in a Selection Process**Selection board members will:**

- ✓ Ensure that Standards for Selection and Assessment do not discriminate on any prohibited ground of discrimination, including disability, unless the requirement is a bona fide occupational requirement,
- ✓ Ensure that all employment opportunities are advertised in an accessible format,
- ✓ Ensure that assessment methods or tools used in the staffing process, including tests and interviews, accurately assess the qualifications required, do not constitute barriers and assess candidates fairly,
- ✓ Inform all candidates of this policy and the procedure for obtaining accommodation during the staffing process,
- ✓ Inform all candidates, in a timely fashion, of the type or nature of tests or other evaluation methods that will be used in the selection process to allow the candidates to make an informed request for appropriate accommodation,
- ✓ If necessary, consult appropriate health care professionals and others, with the candidate's consent, to determine the accommodation appropriate to that person,
- ✓ Respect candidates' right to privacy and confidentiality, and
- ✓ Accommodate individual candidates with disabilities up to the point of undue hardship.

Candidates in a selection process will:

- Inform the departmental staffing representative of any accommodation required in a timely fashion so that appropriate accommodation can be arranged
- Collaborate with departmental representatives in finding the most appropriate accommodation

For further details on the steps in determining and implementing assessment accommodations in SSO recruitment, please see the Directive on Recruitment and Selection (Chapter 5.02 II)

GUIDELINE ON THE USE OF INFORMAL CONFLICT MANAGEMENT SYSTEMS (ICMS) STATISTICAL SURVEY OPERATIONS (SSO)

| | |
|---------------------------|---|
| Effective Date | This guideline takes effect on April 1, 2016. |
| Application | This guideline applies to persons appointed to Statistical Survey Operations (SSO) and to Statistics Canada employees performing supervisory functions to SSO employees. |
| Context | This guideline will ensure the fair, credible and efficient resolution of matters arising in the workplace across Statistical Survey Operations. Providing Informal Conflict Management Systems (ICMS) will foster the type of workplace conditions required to attract and to retain talented employees, and generate the employee engagement needed to provide quality services to Canadians. This guideline is intended to provide direction to managers, supervisors and employees regarding the application and administration of ICMS services. |
| Guiding Principles | <ul style="list-style-type: none">• create a culture that encourages resolution of conflict at the lowest level through direct dialogue between the parties in conflict• make available conflict management coaching for managers and employees to foster individual responsibility to deal with conflict quickly• provide multiple access points, which allow employees to readily identify and access a knowledgeable person whom they trust for advice about the ICMS• offer informal recourse options for addressing conflict—self-resolution, coaching, facilitation, mediation, conflict assessments, group intervention• allow employees to move from formal processes (grievances/harassment complaints) to informal recourse options without infringing upon their rights to return to the formal processes if they wish to do so• help managers and employees interact better with each other and thrive together in a respectful and harmonious workplace |

Guideline on the Use of Informal Conflict Management Systems, continued

General Information

- ICMS services are voluntary, confidential and are available to employees on their own time to align with the Employee Assistance Program Services.
- Where management offer ICMS to the parties in harassment or discrimination complaints, the services will be provided during the employee's work hours, where possible.
- Human Resources and Union Representatives are not normally involved in these processes as ICMS services is intended to have the parties in conflict work together to resolve the situation with the assistance of an ICMS practitioner.

Roles and Responsibilities

Informal Conflict Management Practitioner will manage the informal resolution services, such as, facilitated discussion, mediation, conflict coaching, and group intervention. **They are not responsible for making decisions, providing advice or making recommendations to employees or managers.**

Employee will speak with his/her supervisor and/or manager to try to resolve the situation before the employee contacts Health Canada to explore ICMS services.

Supervisor/manager will attempt to address and resolve the issue with the employee as soon as possible. Managers will continue to exercise their authority in a respectful manner, provide direction and feedback to employees. These services will compliment management's responsibilities by facilitating the resolution of conflict between employees and managers when required.

Regional Director will monitor the implementation of these services in their regional offices to ensure that it is being applied fairly and consistently within their region.

Director General, Collections and Regional Services Branch will review an annual report to ensure that this service is being applied consistently and equitably across all regions.

Human Resources (HR) will provide advice and guidance to supervisors and managers in the application of this service. HR will prepare an annual report and will provide it to Director General, Collections and Regional Services Branch and Regional Directors for review.

Union Representatives will encourage employees to participate in ICMS when appropriate.



Canada

Informal Conflict Management Services (ICMS)



Resolving Conflict Constructively and Respectfully

EMPLOYEE ASSISTANCE SERVICES

HC.ICMS-SGIC.SC@canada.ca
1-844-899-3609

Promoting employee well-being, workplace health and team effectiveness.

Conflict is a common workplace issue. When it escalates and impacts employee well-being and productivity, professional and confidential help is available through your Informal Conflict Management Services (ICMS).

The ICM Services practitioner will work with you to achieve the following goals:

- Identify the conflict situation(s);
- Establish concrete and achievable goals, needs and interests;
- Assess the barriers that may prevent the achievement of your goals;
- Examine strategies to address your concerns;
- Apply an informal conflict management process, if necessary and applicable;
- Create another action plan, if necessary;
- Follow-up.

Informal Conflict Management Services provides:

✓ **Individual Consultation**
One hour over the phone with the practitioner

✓ **Conflict Coaching**
Up to 8 hours per client per issue

✓ **Facilitated Discussion**
Conversation assisted by a neutral third party where issues of either an interpersonal nature (communication, perceptions and interests) or those more procedural or administrative (hours of work, delegation of work, etc.) are discussed safely and productively

✓ **Mediation**
Voluntary process of collaborative problem-solving in which an impartial third party (the mediator) assists participants in working together to resolve or prevent a grievance or complaint and to arrive at a mutually satisfactory agreement/ settlement

✓ **Group Process**
Structured process whereby a facilitator guides a group to identify their issues and to establish an action plan that satisfies their needs in order to obtain their desired outcome

✓ **Preventative Workshops**
At the employer's discretion

ICMS

For a confidential consultation, please call your ICM Services at:

1-844-899-3609
HC.ICMS-SGIC.SC@canada.ca

Clearly identify the Department you are working for and that you are calling to obtain ICMS in order to ensure your eligibility.

If we are not your provider, it is still possible to access our services on a cost recovery basis by calling 1-844-899-3609.

Any advice, opinion or recommendation made during the delivery of the services by the ICM practitioner cannot be interpreted as a legal opinion. The practitioner is a neutral independent service provider who is not a representative of either party.

GUIDELINE ON DISCIPLINE STATISTICAL SURVEY OPERATIONS (SSO)

| | |
|-----------------------------------|--|
| Effective Date | This guideline is effective on July 1, 2016. |
| <hr/> | |
| Application | This guideline applies to all SSO employees. |
| <hr/> | |
| Objective | <p>This guideline is intended to set and maintain standards of conduct within Statistical Survey Operations (SSO) in order to ensure all employees are treated fairly and consistently across Canada.</p> <p>The Values and Ethics Code for the Public Sector and Code of Conduct and Ethics for employees of SSO set out many of the expected behaviors for employees. This guideline provides guidance for those situations dealing with either a single act of serious misconduct or a series of acts where the employee's conduct is not aligned with SSO's expectations despite informal efforts to correct the situation. It is intended to provide information regarding the process as well as the roles and responsibilities of managers and employees.</p> |
| <hr/> | |
| Guiding Principles | <ul style="list-style-type: none"> ➤ Disciplinary measures are corrective not punitive ➤ Rules are communicated and enforced equally ➤ Efforts are made informally to help the employee improve their conduct, when appropriate ➤ Issues are addressed in a timely manner ➤ Discipline is generally progressive, depending on the nature and seriousness of the alleged misconduct ➤ Dependent upon the seriousness of the misconduct, termination is normally the last resort after several efforts have been taken to correct the misconduct ➤ Off duty conduct may be addressed, when appropriate (i.e., social media, social work functions, etc.) |
| <hr/> | |
| Roles and Responsibilities | <p><u>Employees will:</u></p> <ul style="list-style-type: none"> ➤ behave in a professional and respectful manner ➤ perform their duties as per employer objectives and expectations ➤ participate in the process by fully disclosing all relevant facts related to the allegations ➤ maintain confidentiality ➤ take responsibility for his/her actions ➤ correct his/her behavior, when required ➤ abide by the Values and Ethics Code for the Public Sector and the Code of Conduct and Ethics for employees of SSO |

Guidelines on discipline, continued

Roles and Responsibilities, continued

Supervisors will:

- Lead by example in professional and respectful behavior
- Ensure all employees are treated fairly, equitably and objectively
- Communicate expectations and address issues as soon as possible
- Inform manager of concerns and assist in the resolution
- Maintain confidentiality

Managers will:

- Lead by example in professional and respectful behavior
- Ensure all employees are treated fairly, equitably and objectively
- Communicate expectations regarding work professional and respectful behavior to employees
- Manage employees performance **and behaviour** during the probationary period and afterwards
- Address inappropriate behavior as soon as possible
- Consult Human Resources and review collective agreements
- Ensure procedural fairness by gathering all of the facts prior to making a decision regarding the alleged misconduct
- Ensure that the process is followed in a timely manner
- Ensure confidentiality is applied on a need to know basis only
- Take corrective and/or disciplinary action when warranted, if delegated, or escalate if not delegated
- Inform the employee of the Employee Assistance Program (EAP)
- Monitor to ensure that situation is resolved

Human Resources will:

- provide advice and training to managers on the application of this guideline
- provide letters and tools and participate in the disciplinary process with managers
- inform the Union in cases of suspension or termination
- provide information sessions to managers and employees on harassment, discrimination, violence, wrongdoing and values and ethics

Union Representatives will:

- provide advice to employees regarding their rights and responsibilities
- participate in disciplinary hearings and meetings upon request by employee

Recourse

An employee who is disciplined is entitled to file a grievance in accordance with the Collective Agreement.

Definitions – Disciplinary measures

Oral reprimand

Verbal statement to the employee outlining the nature of the misconduct, the corrective action required, and the consequences should it not be corrected. While there is no record of this measure on the employee's personnel file, the manager should keep track of the date of the meeting and the discussion in order to monitor and follow-up as appropriate.

Written reprimand

A letter to the employee outlining the nature of the misconduct, the corrective action required, and the consequences should it not be corrected.

Suspension

The letter of suspension includes the decision to remove an employee from the workplace, or to remove some workload, temporarily due to misconduct, the nature of the misconduct, the corrective action required, the period of the suspension and the consequences should it not be corrected.

Financial Penalty

The letter of financial penalty outlines the decision to deduct an amount of money from the employee's salary due to misconduct, the nature of the misconduct, the corrective measure required, and the consequences should it not be corrected. The amount deducted will be a percentage of the employee's Average Work Week (AWW) depending on seriousness of misconduct. This is an alternative to a suspension, where a financial penalty is considered preferable for operational or economic reasons. Financial penalties are appropriate in situations involving mass unlawful withdrawal of services, continuous shift operations, or isolated posts where it may be difficult to schedule suspensions without the use of replacements and overtime. It may also be used to impose a definitive disciplinary measure for an act or acts of misconduct.

Demotion

A letter to appoint an employee to a position at a lower maximum rate of pay due to misconduct. Demotion is an alternative to a disciplinary termination and may be used when the manager is of the opinion that, despite the misconduct, the employee is still suitable for continued employment, albeit in a position at a lower maximum rate of pay.

Termination

A letter to terminate the employment of an employee for either a single act of serious misconduct or a series of acts of misconduct when a culminating incident has occurred. Termination is the most severe disciplinary measure, and the decision to proceed is taken only after it is determined that the employee is no longer suitable for continued employment by reason of misconduct.

Additional Information

Informal Fact-finding meeting

When issues are observed or brought to the manager's attention, the Manager meets with employee to ask questions and gather information in order to determine whether or not misconduct may have occurred. ***The Human Resources Advisor and Union Representative are not involved in this meeting.***

Disciplinary Hearing

If misconduct is suspected, the Manager conducts a disciplinary hearing. The purpose of the meeting is to give the employee an opportunity to provide the manager with information or explanation in relation to the alleged misconduct. The employee is provided with all of the allegations and any supporting documentation prior to the meeting so that he/she can come to the meeting prepared to provide his/her version of the events. The employee is informed of the potential consequences, e.g., discipline. ***In accordance with the Collective Agreements below, employees working in CAPI and CATI are entitled to have a Union Representative attend the meeting. While this does not apply to employees working in CATI, we will maintain our current practice of allowing a Union Representative at this meeting. (see articles below)***

Disciplinary Meeting

The purpose of the meeting is to render a disciplinary decision concerning the employee based on the information. ***In accordance with the Collective Agreements below, employees working in CAPI and CATI are entitled to have a Union Representative attend the meeting.***

CAPI Collective Agreement – Discipline - Article 21.03

« When an employee is required to attend a meeting, the purpose of which is to conduct a disciplinary hearing concerning him/her or to render a disciplinary decision concerning him/her, the employee is entitled to have, at his/her request, a representative of the Alliance attend the meeting. Where practicable, the employee shall receive a minimum of **one (1) day's two (2) days'** notice of such a meeting.”

CATI Collective Agreement – Discipline – Article 21.03

« When an employee is required to attend a meeting, the purpose of which is to **conduct a disciplinary hearing concerning him/her or to** render a disciplinary decision concerning him/her, the employee is entitled to have, at his/her request, a representative of the Alliance attend the meeting. Where practicable, the employee shall receive a minimum of **one (1) day's two (2) days'** notice of such a meeting.”

Documentation on Personnel file

Any document or written statement related to disciplinary action which may have been placed on the personnel file of an employee shall be destroyed after two (2) years have elapsed since

the disciplinary action was taken, provided that no further disciplinary action has been recorded during this period.

Annex B, continued

Additional Information, continued

Procedural fairness

The manager who exercises a decision-making power, must act fairly in making that decision. The manager should always be conscious of the fact that there is a duty to act fairly and comply with the principles of procedural fairness.

Basic elements of procedural fairness include:

- know what is reproached
- right to present own version of events
- right to know consequences of an unfavourable decision

Considerations prior to imposing discipline

Culpable behaviour

- the behaviour is under the employee's control
- deliberate and voluntary actions or inactions by the employee
- disciplinary actions can be taken to correct behaviour that is considered culpable

Non-Culpable behaviour

- Non-culpable = non-disciplinary
- The behaviour is attributable to factors outside of the employee's control (normally backed by medical certificate)
- Actions for which the employee is not considered at fault
- Disciplinary actions should not be taken to correct behaviour that is considered non-culpable
- Other means of redress is more suitable depending on the situation (e.g., training, counseling, etc.)

Off Duty Conduct

(Millhaven criteria)

The employer may administer discipline to employees for off duty conduct if such conduct:

1. detrimentally affects the reputation of the employer;
2. renders the employee unable to properly discharge his or her employment obligations;
3. causes other employees to refuse to or be reluctant to work with that employee;
4. inhibits the ability of the employer to effectively manage and direct its operations; or
5. erodes the employer's trust in the employee to the point that the employment relationship is irreparably damaged.

It is not necessary for the employer to show that all five criteria have been met; rather, any one of the consequences named may warrant discipline. These criteria do not only apply to criminal situations. Behaviour is not necessarily characterized as "off-duty misconduct" for the purpose of these criteria merely because the behavior occurred after hours and/or outside the workplace.

DIRECTIVE ON PERFORMANCE MANAGEMENT

Statistical Survey Operations (SSO)

Effective date This directive is effective on July 1, 2016.

Application This directive applies to all SSO employees.

Objective The purpose of this directive is to implement a consistent, equitable and thorough approach to performance management for employees working for SSO. It is intended to foster a commitment, shared by managers and employees, to sustaining a culture of high performance in SSO. A highly engaged, productive, and adaptable workforce is cultivated through integrity and respect, communication and recognition and results in improved productivity, superior performance and excellent service to Canadians.

This directive supports *the Values and Ethics Code for the Public Sector* and *Statistical Survey Operations Code of Conduct and Ethics* by setting out the responsibilities of supervisors, managers and employees.

Guiding principles

- Support SSO's mission of providing Statistics Canada with high quality statistical data in a timely fashion by providing excellent service to Canadians, and demonstrating the required knowledge, skills, behaviors, competencies and engagement to perform their duties
- Employees meet their individual targets and contribute to those established by the head office and/or region
- Records on employee performance are maintained
- Managers and Supervisors are adequately supported and demonstrate the skills required to manage challenging cases of employee performance; and
- Cases of unsatisfactory performance are addressed in a timely manner
- Performance review regime is fair, transparent and consistently applied across the regions

SSO Performance Management Program includes:

- A national approach with a single performance cycle from July 1st to June 30th. Managers and supervisors will complete the year-end Employee Performance Review forms between July 1st and August 31st
- Annual written performance objectives for all employees, including expected behaviors and action or development management plans, when appropriate
- Annual written performance assessments and ratings for all employees that are fair and transparent, taking into account the results achieved and how they were achieved

Directive on Performance Management, continued

SSO Performance Management Program includes, continued

- Bi-annual performance feedback for each employee in the form of performance feedback sheets and informal conversations to review accomplishments, solicit and provide feedback and adjust action or development plans if necessary
- A recognition system that recognizes good performance and that provides formal and informal professional development opportunities
- The timely identification of unsatisfactory performance cases that includes one or more of the following actions:
 - Development of an action plan to improve performance that includes regular progress review
 - Demotion or end of acting (if Senior Interviewer); and/or
 - Termination of employment, non-renewal of term, rejection on probation

Any of these actions may be taken at any time during the performance appraisal cycle if, in the Regional Director's opinion, they are warranted by the employee's unsatisfactory performance.

The time between the identification of unsatisfactory performance and termination of employment should not exceed 12 months unless, in the opinion of the Director General, SSO, the circumstances of the case justify a longer period. Such circumstances may include, but are not limited to, a duty to accommodate the employee, or the fact that the employee is on leave.

- Ensure maintenance of written records confirming each step taken to manage employees' performance, along with formal written notification to the employee advising of consequences and next steps.
 - Establish a national or regional review panel and a process to review performance assessments in order to:
 - Annually review the cases of employees who have surpassed expectations and ensure that:
 - A development management plan has been established for the employee, including opportunities for developmental assignments;
 - Consideration has been given for formal or informal recognition of the employee; and
 - The abilities and competencies of the employee are considered in the context of HR plans, including succession plans.
 - Bi-annual review, or on an as required basis, the cases of employees who have not met expectations and ensure that:
 - An action plan has been established for the employee, including milestones and concrete actions;
 - The employee's manager provides, as required, updates on the implementation of the action plan;
-

Directive on Performance Management, continued

SSO Performance Management Program includes, continued

- If the employee's performance has not improved within the milestones established in the action plan, then the manager provides plans for demotion, termination or the withholding of pay increments; and
 - That all follow-up actions with respect to the employee are recorded.
- Review, as necessary, cases where demotion, termination or the withholding of pay increments have been recommended by the employee's manager for unsatisfactory performance, to ensure that:
 - A consistent and fair approach is applied across the regions to cases of unsatisfactory performance; and
 - There are no other options available to deal with the employee.
 - Monitor compliance with the requirements of this directive and conduct a review within five to eight years of its effective date;
-

Roles and Responsibilities

Employees are responsible to:

- Strive for performance excellence;
- Understand the mission and goals of their organization and that performance management is a partnership and shared responsibility between them and their supervisors;
- Participate actively in the performance management program in accordance with their language-of-work rights;
- Demonstrate the knowledge, skills, competencies, behaviors (including reliability and respectful behavior expected in a professional workplace) and engagement necessary to perform their duties, and conduct themselves in accordance with the values and ethics code of the federal public sector and the Code of Conduct and Ethics for SSO; and
- Understand the consequences of unsatisfactory performance.

Supervisors and Managers are responsible to:

- Recognize performance excellence;
 - Provide support to employees to help them feel valued in carrying out the organization's mission;
 - Possess the competencies necessary, including coaching skills, to supervise a diverse workforce;
 - Receive assessment on their performance in supervising their employees in accordance with this directive;
 - Participate in any training, and seek out the support required to manage employee performance effectively. This training is to be made part of all generic objectives against which performance may be measured; and must be successfully completed by all supervisors who have responsibility for evaluating employee performance.
 - Clearly communicate, with all of their employees the annual performance objectives
-

Directive on Performance Management, continued

Roles and Responsibilities, continued

- Provide employees with the tools and training they need to meet the knowledge, skill, competency and engagement requirements to perform their duties; and
- Strengthen individual performance through ongoing communication and honest and respectful feedback, and coaching.

Regional Directors are responsible to:

- Monitor the implementation of the performance management program to ensure fairness, transparency and equity in the management of employees' performance

The Director General, Collections and Regional Services is responsible to:

- Establish an employee performance management program

Regional Review Panel (consisting of Regional Program Managers, District Managers, and Assistant Directors) **is responsible to:**

- Review performance feedback sheets to ensure consistency and consult with DCM's as necessary
- Escalate cases where necessary to National Review Panel of rejection on probation, demotion or termination

National Review Panel (consisting of Director General, SSO, Regional Directors) **is responsible to:**

- Review all cases of rejection on probation, demotion or termination to confirm that appropriate measures have been taken to help employees improve and ensure consistency across all regions
- Review the cases of employees who have surpassed expectations on an annual basis to determine potential career development opportunities

Human Resources are responsible to:

- Provide advice and guidance to assist the managers who are delegated and responsible to implement and apply this directive;
 - Provide effective performance management related administrative tools, guidelines and training

Retention Period

The retention period for the SSO Year End Performance Review is 5 years, even if the employee has left SSO.

Directive on Performance Management, continued

References

- Collective Agreement
 - Guideline on Managing Employees on Probation
 - Guideline on Managing Unsatisfactory Performance;
 - Guideline on Managing Incapacity or Other Situations
 - Values and Ethics Code for the Public Sector
 - Code of Conduct and Ethics for SSO
 - Directive on Duty to Accommodate
 - Guideline on Discipline
-

Appendix A**Definitions****Employee**

For the purposes of this directive, a person employed as an Interviewer or Senior Interviewer within Statistical Survey Operations.

Supervisor

For the purposes of this directive, a Senior Interviewer who has the responsibility for day-to-day supervision of other employees, e.g., assign work, set priorities, assess performance, and recommend approval of leave.

Manager

For the purposes of this directive, an employee of Statistics Canada who is accountable for exercising delegated authority over human resources (i.e., staffing and/or labour relations delegation).

Performance management

Helps employees understand their individual contribution to the business objectives of SSO. It is a comprehensive approach that includes setting commitments, performance objectives and expected behaviors, assessing results, and providing continuous feedback and coaching. An effective performance management program aligns individual work with an organization's operational goals by recognizing strong performance as well as addressing unsatisfactory performance promptly.

Section I Sample SSO Performance Management Form

Protected B when completed

Section A: Personal Information

| | | | |
|--|----------------------------------|---------------------------------------|--|
| Employee Name: | | Interviewer Number (optional): | |
| Indeterminate <input type="checkbox"/> | Start Date with SSO: | | |
| Term <input type="checkbox"/> | End Date of Current Term: | | |
| Employee Official Language of Choice: | | Review Period: | |
| English <input type="checkbox"/> | | Start: | |
| French <input type="checkbox"/> | | End: | |
| On Probation*: Yes <input type="checkbox"/> No <input type="checkbox"/> | | | |
| *Please note that for employees who require job accommodation at the time of hire, probation periods do not commence until the necessary accommodation is made; in addition, probation periods do not include periods of leave without pay beyond 30 consecutive days. | | | |
| Probation End Date: | | | |
| Action plan (if required; can be indicated as required at any point during the performance management cycle) | | | |
| The employee has an existing action plan (imported from a previous cycle): Yes <input type="checkbox"/> No <input type="checkbox"/> | | | |
| The employee requires an action plan: Yes <input type="checkbox"/> No <input type="checkbox"/> | | | |

Section B: Work Objectives

| Work Objective Title |
|---|
| Performance indicators: <ul style="list-style-type: none"> • See Section III of this Chapter |
| Mid-Year Review: On track to meet expectations <input type="checkbox"/> Performance results to date indicate need for improvement <input type="checkbox"/> Comments: |
| Year-End Assessment: |

Year-End: Work Objectives Rating Descriptions and Assignment of Rating

For definitions and example descriptors of each of the ratings, please see Section III of this Chapter

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Unable to assess | Did not meet | Succeeded – | Succeeded | Succeeded + | Surpassed |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Section C: Core Competencies

| Core Competency Title |
|---|
| Performance indicators: <ul style="list-style-type: none"> • See Section III of this Chapter |
| Mid-Year Review: On track to meet expectations <input type="checkbox"/> Performance results to date indicate need for improvement <input type="checkbox"/> Comments: |
| Year-End Assessment: |

Year-End: Core Competencies Rating Descriptions and Assignment of Rating

For definitions and example descriptors of each of the ratings, please see Section III of this Chapter

| Unable to assess | Did not meet | Succeeded – | Succeeded | Succeeded + | Surpassed |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Section D: Signatures, assessment and attestation

| Beginning of the Assessment Period | |
|--|--|
| Employee: My manager/supervisor and I have discussed the content of this performance agreement, including the commitments regarding the work objectives and the competencies. Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Note: This statement indicates that the process has taken place; it does not indicate agreement on the content.)</i> | |
| Employee: I have read the <i>Values and Ethics Code for the Public Sector</i> and the <i>Code of Conduct and Ethics for Employees of Statistical Survey Operations</i> and understand that I am required to comply with these terms and conditions of employment. Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Manager/supervisor: The employee and I have discussed the content of this performance agreement, including the commitments regarding the work objectives and the competencies. Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Comments (attach a separate page if more space is required) | |
| Manager/supervisor: | |
| Employee: | |
| Signatures | |
| Manager/supervisor name: Signature: Date: | Employee name: Signature: Date: |

| Mid-Year Review | |
|--|---|
| <p>Employee: My manager/supervisor and I have discussed my progress against the work objectives and the competencies, and have made updates to reflect any changes where applicable.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>(Note: This statement indicates that the process has taken place; it does not indicate agreement on the content.)</i></p> <p>Manager/supervisor: The employee and I have discussed the employee’s progress against the work objectives and the competencies, and have made updates to reflect any changes where applicable.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | |
| <p>Comments (attach a separate page if more space is required)</p> | |
| <p>Employee:</p> | |
| <p>Signatures</p> | |
| <p>Manager/supervisor name:</p> <p>Signature:</p> <p>Date:</p> | <p>Employee name:</p> <p>Signature:</p> <p>Date:</p> |

| Year-End Assessment | |
|---|---|
| <p>Employee: My manager/supervisor and I have discussed the content of this performance agreement, including the assessment against the work objectives and the competencies.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>(Note: This statement indicates that the process has taken place; it does not indicate agreement on the content.)</i></p> <p>Employee: This assessment, including all related discussions, was completed in my preferred official language in accordance with my language of work rights.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Manager/supervisor: The employee and I have discussed the content of this performance agreement, including the assessment against the work objectives and the competencies.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> | |
| <p>Comments (attach a separate page if more space is required)</p> | |
| <p>Employee:</p> | |
| <p>Signatures</p> | |
| <p>Manager/supervisor name:</p> <p>Signature:</p> <p>Date:</p> | <p>Employee name:</p> <p>Signature:</p> <p>Date:</p> |

Year-end: Overall performance rating

| Unable to assess <input type="checkbox"/> | Did not meet <input type="checkbox"/> | Succeeded - <input type="checkbox"/> | Succeeded <input type="checkbox"/> | Succeeded + <input type="checkbox"/> | Surpassed <input type="checkbox"/> |
|---|---------------------------------------|--------------------------------------|------------------------------------|--------------------------------------|------------------------------------|
| | | | | | |

| Second reviewer, if required (overall rating of “Did not meet”, “Succeeded –” or “Surpassed”) |
|--|
| <p>Comments:</p> <p>Second reviewer’s name:</p> <p>Signature:</p> <p>Date:</p> |

Section E: Action Plan

| | |
|--|--|
| Performance issues identified: | |
| Performance targets identified: | |
| Improvement plan: | |
| Accommodation measures required: | |
| Dates of meetings held to discuss similar issues: | |
| Consequences if situation not corrected: | |
| Comments from employee during the discussion with the supervisor/manager: | |
| Supervisor: Signature: Date: <input type="checkbox"/> Employee declined to sign and was provided with a copy | Employee: Signature: Date: <input type="checkbox"/> Attaching comments to this Action Plan |
| Reviewed by Manager: Signature: Date: | |

Section II

SSO Performance Management Form – Overview and Instructions

Chapter 5-8 Section I is the SSO Performance Management form; below is an overview and instructions for completing the form:

- The form is to be completed for Interviewers and Senior Interviewers for the review period of July 1 to June 30 each year.
- The discussions with employees are to take place as follows (possibility of extension for extenuating circumstances):
 - Beginning of the year: presented in July/August (may be done with previous year's year-end), or upon starting for new hires, or upon return from extended leave.
 - Mid-year: employee must have worked at least 3 months between July and December; presented in January.
 - Year-end: employee must have worked at least 6 months between July and June to receive ratings, or at least 3 months between July and June to receive comments only (no ratings); presented in July/August.
- If an employee is on leave during a presentation period but is entitled to a review, the form should still be completed and presented to the employee when they return to work
- When employees leave SSO (for example, end of term/project, resignation or retirement), this form is to be completed and presented prior to the employee's departure if the employee worked more than 3 months during the review period. If it is not possible to meet, a copy of the completed form must be sent to the employee (by email or by mail) with instructions on how to contact the manager/supervisor to discuss the contents, or how to submit comments to be included on file with the form (should the employee wish to do either).
- Further information on definitions and examples can be found in Section III of this chapter. Action plans and/or informal recognition measures that were delivered within the review period will contribute in determining the Year-End rating for each work objective and core competency, as well as the Overall rating.
- Senior Interviewers will complete the form for Interviewers and submit to the Data Collection Manager (DCM) for review prior to having the discussion with the employee.
- DCMs will complete the form for Senior Interviewers and submit to the Regional Program Manager (RPM) for review prior to having the discussion with the employee.
- All forms that have an Overall rating of Did Not Meet, Succeeded – (minus) or Surpassed must be submitted to the Regional Review Panel (RPM, District Manager and Assistant Director, Operations) prior to the discussion with the employee.
- Once completed and fully signed at each stage, an electronic copy of the SSO Performance Management form will be kept by the management in a secure, confidential electronic folder; the original of the document will be given to the employee.
- The retention period for the SSO Performance Management form is 5 years, even if the employee has left SSO.

Section III Performance expectations

Work objectives – Interviewer level

Interviewing techniques

- Understands and follows survey-specific training and instructions.
- Demonstrates familiarity with and understanding of specific information required to perform all aspects of job.
- Maintains strong respondent relations and image of Statistics Canada when conducting interviews by using sound judgement, having a professional voice and conduct, and appropriate speech.
- Professionally and tactfully solicits respondent co-operation. Minimizes and converts refusals using refusal conversion and avoidance techniques.
- Understands the subject matter, concepts and definitions of surveys and is able to convey this information to respondents. Informs the respondents of Statistics Canada's policies and program activities.
- Follows all appropriate procedures for data collection
- Is adept with all systems and equipment for conducting interviews. Identifies technical problems and follows procedures to resolve them.
- Keeps supervisor informed in a timely manner regarding issues that could affect collection, or respondent's feedback of a survey or interview.

Data quality

- Verifies their own work for completeness and accuracy to ensure that information is properly entered, that answers are consistent with those provided by the respondent and that there are no omissions.
- Participates in survey debriefing as requested.
- Follows the script.
- Probes by asking neutral, clarifying questions and paraphrases correctly. Does not anticipate responses or lead respondents.
- Has accurate and appropriate data entry, including notes, comments and outcome codes.
- CAPI only:
 - Ensures paper documents are completed, reviewed and transmitted based on established procedures.
 - Submitting accurate and clear reports on their work to the supervisor.

Productivity

- Reviews procedures/ instructions pertinent to the survey being conducted.
- Stays focused on interviewing tasks.
- Gathers institutional, economic/social surveys information.
- Organizes and controls own work to ensure it is completed and submitted in a timely manner, as required.
- CAPI only:
 - Reviews material to ensure sufficient material is available to conduct interview.
 - Schedules survey interviews in accordance with procedures.
 - Plans work assignment efficiently and effectively in consultation with the Senior Interviewer in order to achieve the specified daily/weekly targets.

- Liaises with and makes personal visits at business establishments, households, or work assignment areas to obtain and/or record information (proxy and non-proxy).
- Becomes familiar with own geographical work areas by referring to maps, discussing assignments with the Senior Interviewer, etc.
- Lists and/or counts dwellings within a sample area.
- Keeps Senior Interviewer informed regarding collection challenges, issues and successes in the assignment area.
- CATI only:
 - Clarifies information on submitted reports, etc.
 - Meets established productivity targets for regular enumeration, refusals, non-responses, tracing, etc.
 - Informs supervisor of any concerns or issues that may affect their ability to meet targets.
 - Performs duties effectively and efficiently in order to achieve collection targets.

Dependability

- Is punctual, reliable and has good attendance.
- Works days, evenings and weekends as required.
- Attends meetings and training sessions in person, via conference call, or other mechanisms as required.
- Reads and responds to all communication in a timely manner.
- Enters hours worked on each day worked and submits pay claims at the end of each work day. Ensures appropriate project and activity codes are used, and adds comments when submitting expenses, leave or unusual claims.
- Follow the procedures for leave administration established in the Employee Handbook. Provides supporting documentation as required within established timelines.
- Follows all security procedures.
- Follows procedures related to handling confidential material.

Work objectives – Senior Interviewer level

Supervision

- Provides Interviewers with the required training and tools required to do their job.
- Assesses that interviewers have the required knowledge and clear understanding of survey and collection procedures and provides training as needed.
- Informs interviewers of performance indicators in relation to work objectives and competencies that they will be measured against.
- Informs Interviewers of production expectations and targets.
- Monitors Interviewers according to monitoring guidelines and provides interviewers with coaching, training, and feedback to improve their interviewing techniques and data quality.
- Provides feedback on Interviewer performance and progress in relation to established expectations on an ongoing basis, differentiating between high and low performance. Recognizes hard work and superior results. Addresses performance issues promptly, documents thoroughly, informs management as needed and follows up appropriately.
- Completes and delivers performance reviews within the prescribed timelines.
- Discusses and resolves, with the Interviewer, work and collection challenges and issues.
- Reviews all Interviewer pay and leave entries daily for accuracy before recommending to the DCM.
- Responds to requests or inquiries from Interviewers, respondents or management in a timely and professional manner.
- CAPI only:
 - Analyzing cost and response reports in order to identify any anomalies and determine direction to support improved performance.
 - Performs observations and validations as required.
 - Complete forms for training and travel/expense claims for Interviewers in a timely manner.

Data collection activities

- As required, completes interviews using appropriate interviewing techniques and adhering to data quality standards.
- Answers respondents' questions on surveys, the organization's procedures, the Interviewer's identification, etc.
- Monitors and analyzes reports and takes appropriate action to ensure efficient progress toward targets.
- Assists with determining and reviewing workloads/work assignments, schedules/availability, etc., to ensure that data collection activities are conducted effectively and cost efficiently.
- Provides feedback and recommendations to the DCM to help move forward with collection activities.
- Participates in survey debriefing as requested.
- Keeps the DCM informed in a timely manner regarding respondent issues and collection challenges.

Training

- Prepares for training sessions by confirming logistics, ensuring own ability to deliver material, and creating training aids as required.
- Administers and assists in training sessions and self-study exercises as assigned.
- Provides on-the-job training in demonstrating interviewing skills and techniques, sample maintenance and operating procedures.

- Facilitates ad hoc survey training sessions, staff meetings/conference calls and other formal classroom training sessions as prescribed.
- Provides individual coaching as required and asks for DCM guidance when appropriate.

Dependability

- Is punctual, reliable and has good attendance.
- Works days, evenings and weekends as required.
- Performs duties effectively and efficiently in order to achieve collection targets.
- Attends meetings and training sessions in person, via conference call, or other mechanisms as required.
- Reads and responds to all communication in a timely manner.
- Enters hours worked on each day worked and submits pay claims at the end of each work day. Ensures appropriate project and activity codes are used, and adds comments when submitting expenses, leave or unusual claims.
- Follow the procedures for leave administration established in the Employee Handbook. Provides supporting documentation as required within established timelines.
- Follows all security procedures.
- Follows procedures related to handling confidential material.
- Completes administrative tasks completely, accurately and in a timely manner.

Recruitment (if applicable)

- Screens and interviews potential candidates, assesses their suitability for the interviewer position and makes recommendations to hire.
- Administers SSO second language test (if certified to do so).
- Ensures all required hiring documentation is completed and submitted for processing in a timely manner.
- CAPI only:
 - Identifying and providing justification for Interviewer staffing requirements.
 - Developing and maintaining possible sources of candidates.

Core competencies – both Interviewer and Senior Interviewer levels**Demonstrating integrity and respect**

- Behaves consistently with the *Values and Ethics Code for the Public Sector* and the *SSO Code of Conduct and Ethics* through personal and professional behaviours.
- Represents Statistics Canada in a professional manner.
- Respects and maintains confidentiality.
- Elicits trust, particularly by following through on commitments.
- Discusses ethical concerns with their supervisor or manager and, when necessary, seeks out and uses appropriate disclosure procedures.
- Works in a professional manner that reflects a commitment to service excellence.
- Actively contributes to workplace well-being and a safe, healthy and respectful workplace.
- Supports and values diversity and bilingualism.
- Acts with transparency and fairness.
- Demonstrates respect for government assets and resources, and uses them responsibly, including by understanding and applying relevant policies.

Working effectively with others

- Strives to understand people and their views before making decisions and taking action.
- Works through difficult or awkward interpersonal situations in a professional and positive manner. Seeks to find common ground and preserve relationships.
- Broaches sensitive issues in ways that allows rational and open discussion.
- Receives constructive feedback in a professional manner and focuses on work objectives.
- Avoids conflict whenever possible but thoughtfully intervenes when appropriate to improve communication, diffuse tension, and resolve problems.
- Displays a positive attitude about the work to be done, co-workers, respondents, management, and employer policies/procedures.
- Addresses issues in an open, constructive, professional manner, and persuades others to approach issues in the same manner.
- Stays calm and maintains focus in difficult situations. Makes rational decisions and continues to perform effectively.

Thinking things through

- Completes all aspects of assigned tasks on time and takes into consideration all relevant factors.
- Identifies risks and potential impacts; proposes potential solutions while keeping the supervisor informed.
- Is detailed in documenting information and ensures that all information is adequately substantiated.
- Consults with others or refers an issue/situation for resolution when criteria are not clear.
- Informs and involves the right people in the decision making process

Showing initiative and being action-oriented

- Staying up to date on team goals, work processes and performance objectives.
- Translating direction into concrete work activities, making the most of available time and resources.
- Maintaining a constructive attitude in the face of change, setbacks or stressful situations, and remaining open to new solutions or approaches.

- Communicating ideas, views and concerns effectively and respectfully, and actively participating in exchanges of ideas with others.
- Identifying early warning signs of potential problems, and alerting the manager/supervisor and others, as needed.
- Embracing change and actively looking for opportunities to learn and develop professionally and personally.
- Contributing to and participating in process improvements and new approaches.
- Pursuing operational efficiencies, demonstrating an appreciation of the importance of value for money, including by willingly adopting new and more efficient ways of working.
- Works independently. (i.e.: Completes assignments without or with minimal supervision.)
- Offers ideas to address current situations or issues.
- Seeks clarification when faced with ambiguity or uncertainty.
- Raises issues to the attention of appropriate personnel as needed.

Rating guide – work objectives

Did not meet

Definition:

- Performance did not meet expectations.
- Performance results were well below expected performance indicators or standards defined for the work objectives and/or hampered the achievement of organizational goals and objectives. Timely and significant improvement is required.
- (Note: When performance is at this level for work objectives or core competencies, an action plan is required.)

Example rating descriptors:

- No significant external barriers or problems arose, yet the work objective was still not accomplished. Work fell well short of indicators or was unacceptable.
- Although the employee received extra guidance, the objective was not met.
- There were no circumstances beyond the employee's control that prevented him or her from achieving the work objectives.
- Work is not completed on time and contains critical inaccuracies.
- There was a significantly negative impact on team deliverables.

Succeeded – (minus)

Definition:

- Performance meets some but not all expectations.
- The employee demonstrates the potential and motivation to achieve work objectives; however, occasional lapses have been observed during the performance management cycle.
- Performance results indicate a need for improvement or development in some areas.
- (Note: When performance is at this level for work objectives or core competencies, an action plan is required.)

Example rating descriptors:

- The employee's work fell short of the indicators or often required revisions or correction.
- The employee required additional guidance to meet work objectives, beyond what would normally be expected for his or her level.
- The result was not as good as it could have been, given available resources, and therefore held back the goals of the work unit, organization or department.

Succeeded

Definition:

- Performance fully meets all expectations.
- The employee has effectively achieved all of his or her work objectives.
- The employee makes a positive contribution toward the achievement of organizational goals and objectives.

Example rating descriptors:

- The employee's work met the standards and indicators, or required only minimal revisions.
- The result had a clear, positive impact on organizational goals.
- The work objectives were accomplished in the designated time frame.
- We received positive feedback about the product, service or work.

Succeeded + (plus)

Definition:

- Performance exceeds expectations and consistently generates strong results above those required of the position.
- The employee makes a significant contribution toward the achievement of organizational goals and objectives.

Example rating descriptors:

- The employee's work exceeded the indicators and standards, or required very few minor revisions or changes (fewer than expected).
- The work objectives were exceeded with less guidance and support than would ordinarily be expected for the employee's level and complexity of the task.
- The result had a direct and significant positive effect on the achievement of the goals of the work unit, organization or department.
- Work objectives were met, above the indicators in at least one key objective, and no work objectives within the employees control were unmet. The employee made an important or significant contribution in one key area.

Surpassed

Definition:

- Performance is outstanding.
- The employee makes an exceptional contribution to strategic organizational goals and objectives and consistently surpasses position requirements.
- The employee consistently delivers results that provide exceptional value to the team and the department.

Example rating descriptors:

- The employee far surpassed indicators and standards. His or her work was thorough, error-free, and served as a model for others.
- The work objectives were greatly exceeded with far less guidance and support than would ordinarily be expected for the employee's level and complexity of the task.
- The result had a highly significant impact and played a vital role in achieving critical goals for the work unit, organization or department.
- All work objectives were met, the employee strongly exceeded or surpassed the indicators in all or most key objectives, and no objectives within the employees control were unmet.

Rating Guide – core competencies

Did not meet

Definition: The employee rarely or never demonstrated effective behaviours. (Note: When performance is at this level for work objectives or core competencies, an action plan is required.)

Example rating descriptors:

- The employee regularly has difficulty demonstrating effective behaviours.
- Lapses have a significant negative impact on the team's work, morale, work environment, and/or quality of work.

Succeeded – (minus)

Definition: The employee has shown inconsistencies in the demonstration of effective behaviours in typical day-to-day situations. (Note: When performance is at this level for work objectives or core competencies, an action plan is required.)

Example rating descriptors:

- The employee on occasion has some difficulty in demonstrating effective behaviours.
- Lapses may have a negative impact on the team's work, morale, work environment, and/or quality of work.

Succeeded

Definition: The employee consistently demonstrated effective behaviours in typical day-to-day situations.

Example rating descriptors:

- The employee is a solid contributor who has a positive impact on the team, morale, work environment etc. on a regular basis.
- The employee consistently demonstrates effective behaviours in typical situations, thus contributing to the successes of the team.
- Infrequent lapses, if they occurred, had a minimal impact on the team's work, morale, work environment, and/or quality of work.

Succeeded + (plus)

Definition: The employee consistently demonstrated effective behaviours in a variety of situations including some situations which were new and/or challenging.

Example rating descriptors:

- The employee is a solid contributor who has a significant positive impact on the team, morale, work environment, etc. in a variety of situations including some new or challenging situations.
- The employee's demonstration of effective behaviours contributes to the team's/organization's successes.
- Very infrequent lapses, if they occurred, had a very minimal impact on the team's work, morale, work environment, and/or quality of work.

Surpassed

Definition: The employee consistently demonstrated effective behaviours in a broad range of situations including in those which were new and/or very challenging.

Example rating descriptors:

- An outstanding contributor who exemplifies effective behaviours in a broad range of daily actions, in decision-making, as well as in very challenging situations.
- Numerous concrete examples of effective behaviours are evident.
- Daily actions may influence others to emulate the employee's behaviour. The employee is a role model for others.

Grid for year-end overall rating

| | | Core Competencies Rating | | | | |
|-------------------------------|---------------------|---------------------------------|--------------------|------------------|--------------------|------------------|
| | | Did not meet | Succeeded - | Succeeded | Succeeded + | Surpassed |
| Work Objectives Rating | Surpassed | Succeeded - | Succeeded | Succeeded + | Succeeded + | Surpassed |
| | Succeeded + | Succeeded - | Succeeded | Succeeded | Succeeded + | Succeeded + |
| | Succeeded | Succeeded - | Succeeded - | Succeeded | Succeeded | Succeeded + |
| | Succeeded - | Did not meet | Succeeded - | Succeeded - | Succeeded | Succeeded |
| | Did not meet | Did not meet | Did not meet | Succeeded - | Succeeded - | Succeeded - |

GUIDELINE ON MANAGING UNSATISFACTORY PERFORMANCE

Statistical Survey Operations (SSO)

| | |
|---------------------------|---|
| Effective date | This guideline is effective on July 1, 2016 |
| Application | This guideline applies to all SSO employees. In accordance with Paragraph 12(2)(d) of the <i>Financial Administration Act (FAA)</i> authorizes delegated manager's the authority to terminate employment or demote an employee whose performance is, in the opinion of the deputy head, is unsatisfactory. |
| Objectives | This guideline provides information and action when the employee's performance is unsatisfactory and action to demote the employee or terminate his or her employment is being considered. It supports the principles set out in the SSO Directive on Performance Management that will foster sound people management practices across SSO. |
| Guiding principles | <ul style="list-style-type: none">➤ The required level of job performance is determined➤ The level of performance required is communicated to the employee➤ Reasonable levels of supervision and instruction are provided to the employee➤ The employee is allowed a reasonable period of time to meet the required level of job performance➤ The employee is provided with reasonable warnings about the consequences of his or her continued failure to meet the required level of job performance |
| Process overview | <ul style="list-style-type: none">➤ The Manager follows the performance management process and consults with Human Resources when employee performance expectations are not being met➤ Human Resources provides advice and guidance to assist the manager in ensuring that appropriate action has been taken and documented➤ Delegated manager notifies the employee in writing when a decision is made to demote him or her or to terminate his or her employment.➤ The notification is to state the reasons for the decision and the effective date, and is to inform the employee that he or she has the right to grieve the decision.➤ Remind the employee of services offered through the Employee Assistance Program➤ The Alliance is notified in writing of the termination or demotion in accordance with the Collective Agreement |

Guideline on Managing Unsatisfactory Performance, continued

Roles and Responsibilities**Employees are responsible to:**

- Strive for performance excellence recognizing that performance management is a partnership and shared responsibility between them and their supervisors;
- Support SSO's mission of providing Statistics Canada with high quality statistical data in a timely fashion;
- Demonstrate the knowledge, skills, competencies, behaviors (including reliability and respectful behavior expected in a professional workplace) and engagement necessary to perform their duties, and conduct themselves in accordance with the Values and Ethics Code of the Federal Public Sector and the Code of Conduct and Ethics for SSO; and
- Discuss with the manager any issues that may have an impact on their ability to perform their duties satisfactorily
- Make efforts to try to improve their performance
- Understand the consequences of unsatisfactory performance.

Supervisors and Managers are responsible to:

- Provide employees with the support, tools and training they need to meet the knowledge, skill, competency and engagement requirements to perform their duties
- Recognize and address issues that are affecting employee performance as soon as possible;
- Contact Human Resources for advice and guidance
- Complete the Performance Feedback Sheet and complete the "Action Plan" portion along with the consequences section, to ensure that the employee understands clearly the expectations and the consequences of not meeting them
- Ask the employee questions to try to understand why he/she is not meeting the requirements of the position
- Refer the employee to the Employee Assistance Program, for counseling
- Monitor and strive to help improve the employee's performance through ongoing communication and honest and respectful feedback, and coaching
- Document all discussions by using the Performance Feedback Sheet
- Brief your managers on potential termination

Regional Directors are responsible to:

- Review the documentation prior to terminating an employee to ensure fairness, transparency and equity in the management of employees' performance
-

Guideline on Managing Unsatisfactory Performance, continued

Roles and Responsibilities,
continued**Regional Review Panel (consisting of Regional Program Managers, District Managers, and Assistant Directors) is responsible to:**

- Review performance feedback sheets to ensure consistency and consult with DCM's as necessary
- Escalate cases where necessary to National Review Panel of rejection on probation, demotion or termination

National Review Panel (consisting of Director General, SSO, Regional Directors) is responsible to:

- Review all cases of rejection on probation, demotion or termination to confirm that appropriate measures have been taken to help employees improve and ensure consistency across all regions

Human Resources are responsible to:

- Provide advice and guidance to assist the managers who are delegated and responsible to implement and apply this directive;
- Provide effective performance management related administrative tools, guidelines and training
- Provide management with reports.

References

- Collective Agreement
 - Directive on Performance Management
 - Guideline on Managing Employees on Probation
 - Guideline for Managing Incapacity and Other Situations
 - Values and Ethics Code for the Public Sector
 - Code of Conduct and Ethics for SSO
 - Directive on Duty to Accommodate
 - Guideline on Discipline
-

Annex A**Definitions****Demotion**

An action taken by the employer to appoint an employee to a position at a lower maximum rate of pay (Senior Interviewer to Interviewer).

Individual grievance

A complaint in writing, presented by an employee on his or her own behalf, in compliance with section 208 of the Public Service Labour Relations Act or Article 22 the Collective Agreements.

Termination

The separation from Statistical Survey Operations of an employee for cause.

Unsatisfactory performance

A non-culpable deficiency in job performance. It is the inability to perform the duties of one's position to a reasonable standard.

Redress

An employee who is demoted or whose employment is terminated for unsatisfactory performance may grieve the decision by filing an individual grievance at the final level of the grievance procedure. Individual grievances in these cases are also subject to third-party adjudication.

GUIDELINE ON MANAGING EMPLOYEES ON PROBATION

Statistical Survey Operations (SSO)

| | |
|----------------------------|---|
| Effective date | This guideline is effective on July 1, 2016. |
| Application | This guideline applies to persons appointed to Statistical Survey Operations who are on probation and have not exhausted their probationary period. Employees will be notified in their letter of offer the period of their probationary period as well as the consequence of not meeting the performance expectations. |
| Objective | This guideline supports the Directive on Performance Management and provides direction to managers and supervisors on the effective management of employees on probation. It contains information regarding the process and roles and responsibilities to ensure that expectations and consequences are communicated and understood. |
| Guiding Principles | <ul style="list-style-type: none"> ➤ Strong performance management regime is essential contributing to a high-performing organization ➤ Effective communication and constructive feedback is key to ensuring that expectations are understood and met ➤ Reasonable timeframe has been established to determine whether the employee is qualified for the position ➤ Adequate work tools, training or coaching is in place in order to succeed ➤ Factors that could have an impact on the employee's ability to perform his/her duties satisfactorily are addressed and resolved in a timely manner |
| General Information | <p>The probationary period provides the supervisor or manager a reasonable timeframe and opportunity to assess whether there is a good fit between an employee and the job. At the same time, it allows employees to demonstrate their competencies and suitability for the job.</p> <p>The duration of the probationary period upon initial hire will be 12 months. A new employee requiring job accommodation should request it prior to beginning work or as soon as possible in order for the employer to ensure suitable measures are implemented in a timely manner; the probationary period will begin on the day on which the necessary accommodation is made. When the employee is hired for a term of less than one year, the probationary period will be for the duration of the term. If the employee's term is extended, the employee will remain on probation until he/she reaches one year. This probationary period cannot be waived, reduced or extended for any reason. Probationary periods may be implemented in cases of transfer (up to 6 months) and promotion (up to 12 months).</p> <p>Probationary periods do not include any period of leave of more than 30 consecutive working days.</p> |

Guideline on Managing Employees on Probation, continued

Roles and Responsibilities**Employees are responsible to:**

- Strive for performance excellence recognizing that performance management is a partnership and shared responsibility between them and their supervisors;
- Support SSO's mission of providing Statistics Canada with high quality statistical data in a timely fashion;
- Participate actively in the performance management program in accordance with their language-of-work rights;
- Demonstrate the knowledge, skills, competencies, behaviors (including reliability and respectful behavior expected in a professional workplace) and engagement necessary to perform their duties, and conduct themselves in accordance with the Values and Ethics Code of the Federal Public Sector and the Code of Conduct and Ethics for SSO; and
- Understand the consequences of unsatisfactory performance.

Supervisors/Managers are responsible to:

- Ensure that an employee on probation:
 - Knows the specific job duties and requirements of the position
 - Is aware of the required standard(s) of performance and appropriate conduct
 - Receives feedback when performance or conduct require improvement
 - Receives the appropriate training for the position.
 - Use the probationary period to assess the suitability of the employee for the position for which he/she has been hired. This assessment should include:
 - An evaluation of the employee's reliability including attendance at work
 - An evaluation of the employee's compatibility with colleagues or clients
 - An evaluation of the employee's ability to meet work requirements, including those associated with the workload
 - An evaluation of the employee's ability to adhere to established policies, procedures, practices, and codes of conduct.
 - Act in good faith to manage employees performance and provide constructive feedback at a minimum **every six months** to help the employee improve
 - Address any issues or concerns with the employee as quickly as possible in order to resolve the situation
 - Consult with Human Resources in all cases of unsatisfactory performance (including attendance, behavior issues)
 - Advise the employee in writing of the expectations as well as the consequences of not meeting the requirements of the position by completing the Performance Feedback Sheet as required
 - Create and maintain documentation and submit to Human Resources as soon as you determine that the employee may not be able to meet the requirements
-

Guideline on Managing Employees on Probation, continued

Roles and Responsibilities,
continued

Regional Directors are responsible to:

- Monitor the implementation of the performance management program to ensure fairness, transparency and equity in the management of employees' performance

The Director General, Collections and Regional Services is responsible to:

- Establish an employee performance management program

Regional Review Panel (consisting of Regional Program Managers, District Managers, and Assistant Directors) **is responsible to:**

- Review performance feedback sheets to ensure consistency and consult with DCM's as necessary
- Escalate cases where necessary to National Review Panel of rejection on probation, demotion or termination

National Review Panel (consisting of Director General, SSO, Regional Directors) **is responsible to:**

- Review all cases of rejection on probation, demotion or termination to confirm that appropriate measures have been taken to help employees improve and ensure consistency across all regions

Human Resources are responsible to:

- Provide advice and guidance to assist the managers who are delegated and responsible to implement and apply this guideline;
 - Provide effective performance management related administrative tools, guidelines and training.
 - Prepare letter of offer with information on probationary period, as required
 - Prepare rejection on probation letter for delegated manager, as required
-

Rejection on Probation

- Rejection on probation is only considered after reasonable efforts have been made to assist the employee to achieve and maintain acceptable performance.
 - Management have documented evidence to confirm that they addressed repeated performance and/or behavioral issues and there was insufficient progress despite the training, mentoring, coaching and continual feedback.
 - The decision to proceed with a rejection on probation should be based on objective and demonstrable grounds and must not be made arbitrarily, in a discriminatory fashion or in bad faith.
-

Guideline on Managing Employees on Probation, continued

Rejection on Probation, cont'd

- The manager should be satisfied that the employee is not suitable for the position.
 - The manager should be able to demonstrate that he/she has acted in good faith, based on the employee's unsuitability for the position.
 - The employment-related grounds for such a decision could include unsatisfactory performance or misconduct.
-

Notification of rejection on probation

- Delegated Manager must notify the employee in writing of the decision, the reasons for the decision and the effective date.
 - 2 weeks' notice will be given to employees. Notice may be given up to the last day of the probationary period. However, employees will receive payment for AWW in lieu of working.
-

Redress Procedure

A person who is rejected on probation may grieve the decision by filing an individual grievance in accordance with the Collective Agreement.

References

- Collective Agreement
 - Directive on Performance Management
 - Guideline on Managing Unsatisfactory Performance;
 - Guideline on Managing Incapacity or Other Situations
 - Values and Ethics Code for the Public Sector
 - Code of Conduct and Ethics
 - Accommodation Policy and Procedures
 - Guideline on Discipline
 - Directive on Terms of Employment
-

GUIDELINE ON MANAGING INCAPACITY OR OTHER SITUATIONS

Statistical Survey Operations (SSO)

| | |
|---------------------------|---|
| Effective date | This guideline is effective on July 1, 2016. |
| Application | This guideline applies to all SSO employees. In accordance with Paragraph 12(2)(d) of the <i>Financial Administration Act (FAA)</i> authorizes delegate manager's the authority to terminate employment of or demote an employee for reasons other than breaches of discipline or misconduct. Such actions must be for cause in compliance with subsection 12(3) of the FAA. |
| Objective | This guideline provides information to consider when making a decision to demote an employee or terminate employment for other reasons, such as medical incapacity. It supports the principles set out in the Duty to Accommodate Directive that will strive to foster sound people management practices across SSO. Demotion or termination for other reasons can also include failure to meet the basic requirements of the position (e.g., a valid driver's license), abandonment of position, and failure to meet the security requirements of the position. |
| Guiding Principles | <ul style="list-style-type: none"> ➤ The employee has been unable to work due to illness or disability for an extended period, has exhausted his or her sick leave credits, and may have been granted leave without pay; ➤ The employee will not be able to return to duty within the foreseeable future. This determination should be based on an assessment of the employee's health, either by physicians of Health Canada, other medical practitioners deemed qualified by the employer, or both; ➤ Efforts have been made to accommodate the employee's condition to the point of undue hardship, taking into consideration issues of health, safety and cost, where the employee is determined to be "fit for work with limitations" after having been examined by physicians of Health Canada, other medical practitioners deemed qualified by the employer, or both; ➤ The employee has been made aware of services offered through the Employee Assistance Program; and ➤ Other options, such as resignation or retirement on medical grounds, have been presented to the employee for consideration. |
| Process overview | <ul style="list-style-type: none"> ➤ Manager follows the duty to accommodate process and consults with Human Resources when employee performance expectations are not being met ➤ Human Resources provides advice and guidance to assist the manager in ensuring that appropriate action has been undertaken and documented ➤ Delegated manager notifies the employee in writing when a decision is made to demote him or her or to terminate his or her employment. |

Guideline on Managing Incapacity or Other Situations, continued

Process overview, continued

- The notification is to state the reasons for the decision and the effective date, and is to inform the employee that he or she has the right to grieve the decision.
 - Remind employee of services offered through the Employee Assistance Program
 - Alliance is notified in writing of the termination or demotion in accordance with the Collective Agreement
-

Roles and Responsibilities

Employees are responsible to:

- Understand the mission and goals of their organization and that performance management is a partnership and shared responsibility between them and their supervisors;
- Demonstrate the knowledge, skills, competencies, behaviors (including reliability and respectful behavior expected in a professional workplace) and engagement necessary to perform their duties, and conduct themselves in accordance with the values and ethics code of the federal public sector and the Code of Conduct and Ethics for SSO;
- Discuss with the manager any issues that may have an impact on their ability to perform their duties satisfactorily;
- Cooperate in the accommodation process, as required;
- Make efforts to try to improve their performance;
- Understand the consequences of unsatisfactory performance.

Supervisors and Managers are responsible to:

- Provide employees with the support, tools and training they need to meet the knowledge, skill, competency and engagement requirements to perform their duties;
 - Possess the competencies necessary, including coaching skills, to supervise a diverse workforce;
 - Recognize and address issues that are affecting employee performance as soon as possible;
 - Accommodate the employee up to undue hardship
 - Contact Human Resources for advice and guidance
 - Complete the Performance Feedback Sheet and complete the “Action Plan” portion along with the consequences section, to ensure that the employee understands clearly the expectations and the consequences of not meeting them
 - Ask the employee questions to try to understand why he/she is not meeting the requirements of the position
 - Refer the employee to the Employee Assistance Program, for counseling
 - Monitor and strive to help improve the employee’s performance through ongoing communication and honest and respectful feedback, and coaching
 - Document all discussions by using the Performance Feedback Sheet
 - Brief your managers on potential termination
-

Guideline on Managing Incapacity or Other Situations, continued

Roles and Responsibilities,
continued**Regional Directors are responsible to:**

- Review the documentation prior to terminating an employee to ensure fairness, transparency and equity in the management of employees' performance

Regional Review Panel (consisting of Data Collection Managers and District Manager) is responsible to:

- Review performance feedback sheets to ensure consistency
- Escalate cases to National Review Panel when considering rejection on probation, demotion or termination

National Review Panel (consisting of Director General, SSO, Regional Directors) is responsible to:

- Review all cases of potential rejection on probation, demotion or termination to confirm that all measures have been taken to help the employee improve prior to taking steps to terminating employment

Human Resources are responsible to:

- Provide advice and guidance to assist the managers who are delegated and responsible to implement and apply this directive
- Provide effective performance management related administrative tools, guidelines and training
- Provide management with Labour Relations reports in order to help them identify trends or systemic issues.

References

- Collective Agreement
 - Directive on Performance Management
 - Guideline on Managing Employees on Probation
 - Guideline on Managing Unsatisfactory Performance
 - Values and Ethics Code for the Public Sector
 - Code of Conduct and Ethics for SSO
 - Directive on Duty to Accommodate
 - Guideline on Discipline
-

Annex A**Definitions****Demotion**

An action taken by the employer to appoint an employee to a position at a lower maximum rate of pay (Senior Interviewer to Interviewer).

Individual grievance

A complaint in writing, presented by an employee on his or her own behalf, in compliance with section 208 of the *Public Service Labour Relations Act*, or the applicable provisions of the relevant Collective Agreement.

Medical incapacity

A continuing, non-culpable absence from duty due to illness or disability that prevents the employee from fulfilling his or her employment obligations.

Medical retirement

Retirement on grounds of disability where physicians of Health Canada certify that there is an impairment that prevents the employee from engaging in any employment for which he or she would be reasonably suited.

Termination

The separation from Statistical Survey Operations of an employee for cause.

Undue hardship

There is no precise legal definition of undue hardship, nor is there a standard formula for determining undue hardship. Each situation is unique and should be evaluated individually. Undue hardship usually occurs when an employer cannot sustain the economic or efficiency costs of the accommodation.

Generally, some hardship can be expected in meeting the duty to accommodate. Employers are required to carefully review all options before they decide that accommodation would cause undue hardship. It is not enough to claim undue hardship based on an assumption or an opinion. To prove undue hardship, employers have to provide evidence.

Unsatisfactory performance

A non-culpable deficiency in job performance. It is the inability to perform the duties of one's position to a reasonable standard.

Redress

An employee who is demoted or whose employment is terminated for unsatisfactory performance may grieve the decision by filing an individual grievance at the final level of the grievance procedure. Individual grievances in these cases are also subject to third-party adjudication.

GUIDELINE ON ATTENDANCE

Statistical Survey Operations (SSO)

| | |
|---------------------------|--|
| Effective date | This guideline is effective on January 1, 2017. |
| Application | This guideline applies to Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily in Statistics Canada Regional Offices (CATI). The Employer reserves the right to use its discretion in applying this guideline under special or unique circumstances. |
| Objective/Context | The purpose of this guideline is to establish the requirements for reporting absences, to provide the process for the handling of lateness, early departures and unscheduled absences, and to outline employees' need to adhere to established work schedules. Our goal is to ensure that SSO employees understand what is expected of them regarding their attendance and that they understand that supervisors will work with them to address issues as soon as they are identified. Employees also need to understand that absenteeism and lateness negatively impact our ability to conduct survey operations in an effective and efficient manner. For this reason, it is important for all employees to have reliable attendance. This guideline is consistent with the collective agreement, Code of Conduct and Ethics as well as the guideline on discipline. |
| Guiding Principles | <ul style="list-style-type: none">• Dependability is a requirement of all SSO positions and will be evaluated on a quarterly basis or sooner, if needed• SSO uses attendance records to measure an employee's dependability.• Dependability is a factor used by management in the consideration of an employee for continued employment at level, promotions and appointments resulting from indeterminate processes.• All employees are expected to report to work and to remain at work, as scheduled, unless there is an approved reason for not doing so• Attendance will be verified, monitored and managed in an equitable, consistent and timely manner• Excessive lateness may constitute misconduct and may result in discipline up to and including termination of employment• The taking of additional rest periods and/or extending rest and/or meal periods may also constitute misconduct with the same consequences• Accommodation measures will be implemented, where required (refer to Annex A - Duty to Accommodate)• Good attendance minimizes management's need to hire more employees to meet operational requirements |

Guideline on Attendance, continued

Roles and Responsibilities**Employees will:**

- be aware of and adhere to their work schedule, including start and end times as well as meal and rest periods, in accordance with the Collective Agreement
- be at their allotted work station, on time, fully ready and able to work at the start of their shift
- contact the supervisor/manager as soon as possible, prior to the start of the shift, if he/she is unable to report to work as scheduled regardless of the reasons for absence or lateness. Such notice must be provided each time the employee is absent or late
- provide the reason for their lateness or absence and any supporting documentation, as required
- inform their manager of their medical or family accommodation needs and provide documentation to support it, as required
- update Time Management System (TMS) by entering the appropriate leave
- abide by the Code of Conduct and Ethics

Supervisors (Senior Interviewers) will:

- communicate clear expectations regarding reporting to work as scheduled
- request explanation and documentation, as required
- determine if the duty to accommodate process needs to be initiated
- monitor and address issues as soon as possible by speaking directly with the employee and completing a Performance Feedback Sheet for repeated lateness, when appropriate
- ensure that employee updates TMS and enters appropriate code for their situation
- document instances of lateness or absence
- inform manager in cases where employees are not reporting to work as scheduled

Managers (Data Collection Managers) will:

- provide all employees with their work schedule in accordance with the Collective Agreement
- where appropriate, recommend leave, where appropriate based on information and/or documentation provided by the employee
- schedule employees based on operational requirements
- use good judgment in managing attendance of employees
- consider waiving the advance call-in requirement when there are extreme circumstances beyond the employee's control, which results in the failure to make a call as required above
- consult with Human Resources and Regional Senior Management to determine appropriate options in cases where there are concerns regarding lateness or absence

Guideline on Attendance, continued

Roles and Responsibilities, continued**Regional Directors, Regional Assistant Directors, District Managers and/or Regional Program Managers will:**

- monitor the implementation of this guideline to ensure that it is being applied fairly and consistently within their region
- take corrective measures with employees who have excessive occurrences related to absences and lateness, when warranted

Human Resources will:

- provide advice and guidance to supervisors and managers in the application of this guideline
-

Consequences

Any absence from work, other than those that fall under the Approved Scheduled and Approved Unscheduled Absences defined in this guideline, will be considered “occurrences”. Excessive occurrences, as determined by management, may result in disciplinary measures up to and including termination. Some examples include:

- Improper notification of absences, lateness, or early departure
 - Unjustified reason for absence, lateness, or early departure
 - Excessive absences or patterns of absence without justification
 - Excessive lateness or early departures
 - The taking of additional rest periods and/or extending rest and/or meal periods.
-

Annex A**Definitions****Approved Scheduled Absence**

A scheduled absence occurs when an employee requests and is approved to take time off in accordance with the collective agreement. Some examples include: approved vacation, personal or volunteer leave, etc.

Approved Unscheduled Absence

In rare instances, an employee may be granted an exception when requested and approved by the manager, on a case-by-case basis, to allow for an absence from work without disciplinary action. These are rare instances in which the “Unscheduled Absence” is considered non-culpable. Some examples includes: Certified medical condition, sick leave or family care that was not foreseeable, etc.

Culpable behavior

A volunteer action or inaction of an employee that contravenes the established code of conduct, policies, guidelines, etc. (within the employee’s control)

Duty to accommodate

Employees who require accommodation may be asked to provide documentation from a qualified health care professional to clarify the limitations caused by the medical condition and/or the type of accommodation that would be most effective. Any medical records provided should be kept strictly confidential and shared on a need-to-know basis only.

Excessive Attendance Issues

Excessive is any combination of absences and/or lateness including frequency, pattern and degree (for example a lateness of 2 minutes vs 2 hour) during a 3-month period (quarter) that has a negative impact on the employee’s dependability.

No-call-No-show

Any unscheduled absence without proper notification to the employee's supervisor or manager. One incident may be sufficient to result in disciplinary measures. Employees who are absent from work for three consecutive shifts without giving proper notice to the Manager may be considered to have abandoned their position and will be informed accordingly. District Managers/Program Managers will consider extenuating circumstances, such as, absence related to a certified medical condition, etc.

Non-culpable behavior

Non-culpable is any action or inaction for which the employee is not considered to be at fault. (outside of the employee’s control)

Lateness

Failure to report to an employee's allotted work station and be prepared to start work at his or her scheduled start time, including returning from breaks and meal period.

Occurrences

Any unscheduled absence or lateness that the District Manager/Program Manager deems as unauthorized due to the explanation and/or lack of appropriate documentation. The situation is considered culpable (within the employee's control). Repeated occurrences may be considered misconduct and may lead to disciplinary action up to and including termination.

Pattern Absences

Occur when a clear pattern emerges in an employee's absences. Examples include unscheduled absences: the day before or after a scheduled holiday, vacation, or personal day; on a desirable day off, a specific day of the week, or a weekend; a specific or unique work day; or as sick leave or other paid time off is accrued.

Performance management

Is a tool for improving the work performance and productivity of individuals, teams and organizations. Its proper implementation can help build and maintain trust between employer and employee, and create conditions to allow all employees to maximize their contributions and provide excellent service to SSO and Statistics Canada.

Unscheduled Absences

Failure to report to work on a scheduled shift or working less than the scheduled shift due to lateness or leaving early without prior approval. Some examples include: absences due to illness, extreme weather conditions, car trouble/accident, caring for a family member who is ill, etc. Employees will be expected to provide the reason and may be required to submit appropriate documentation to the manager to be considered for paid leave in accordance with the collective agreement.

Unscheduled absences may result in either approved absence by the Data Collection Manager or as an attendance occurrence, as determined by the District Manager/Program Manager.

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APPENDIX – 1

OATH OR AFFIRMATION OF OFFICE AND SECRECY

Information Management Division

Division de la gestion de l'information

***Oath or Affirmation of
Office and Secrecy******Serment ou affirmation
d'office et de discrétion***Print nameNom en lettres moulées

I, _____
do solemnly swear (or affirm) that I will faithfully and honestly fulfil my duties as an employee of Statistics Canada in conformity with the requirements of the Statistics Act, and of all the rules and instructions thereunder and that I will not without due authority in that behalf disclose or make known any matter or thing that comes to my knowledge by reason of my employment.

Je, _____
jure (ou affirme) solennellement que j'exercerai fidèlement et honnêtement mes fonctions d'employé de Statistique Canada en conformité avec les prescriptions de la Loi sur la statistique, ainsi que toutes règles et instructions établies sous son régime, et que je ne révélerai ni ne ferai connaître, sans y avoir été dûment autorisé(e), rien de ce qui parviendra à ma connaissance du fait de mon emploi.

Signature: _____

Sworn (affirmed) before me at this

_____ day of _____ 20_____

Serment (ou affirmation) reçu(e) par moi à ce

_____ jour de _____ 20_____

**Authorized to administer oaths, and
affirmations pursuant to the Statistics
Act.**

**Autorisé à recevoir les serments et
les affirmations en vertu de la Loi sur
la statistique.**

Signature: _____

➤ When completed:

Send the original signed oath to the staffing assistant, Human Resources Operations Division, responsible for your division.

➤ Lorsque complété :

Envoyer l'original du serment signé à l'adjoint de dotation de la Division des opérations des ressources humaines responsable de votre division.

3-3000-1-Formatta: 2012-09-25

APPENDIX – 2



Statistical Survey Operations

Opérations des enquêtes statistiques

Acknowledgement Related to the *Values and Ethics Code for the Public Sector* and the *Code of Conduct and Ethics for Employees of Statistical Survey Operations*

The ***Values and Ethics Code for the Public Sector*** contains the values that form the foundation for the Public Service. It should guide persons employed in the public service in all activities related to their professional duties. The ***Values and Ethics Code for the Public Sector*** was introduced in 2012 to now include separate employers, such as Statistical Survey Operations. Statistical Survey Operations expects its employees to live by these Public Service values, which describe our responsibilities as persons employed in the public service and is a Condition of Employment for your position.

The ***Statistical Survey Operations Code of Conduct and Ethics*** aligns with the values and expectations as set out in the ***Values and Ethics Code for the Public Sector***. It has been designed to help you understand the conduct that is expected of you as an official representative of Statistical Survey Operations and is a Condition of Employment for your position.

Statistical Survey Operations management is responsible for ensuring that employees are aware of the requirements with respect to Conflict of Interest. Employees are expected to arrange their personal and professional business in a manner that will avoid real, apparent and potential conflicts of interest.

Conflict of interest is a situation in which the employee has private interests that could improperly influence the performance of his or her official duties and responsibilities or in which the public servant uses his or her office for personal gain. A *real* conflict of interest exists at the present time, an *apparent* conflict of interest could be perceived by a reasonable observer to exist, whether or not it is the case, and a *potential* conflict of interest could reasonably be foreseen to exist in the future. All employees who may be in a similar situation as described above or in another situation that could be considered a conflict of interest should complete a Confidential Report.

I acknowledge that:

- I have read, and understand that I am required to abide by, the requirements contained in the *Values and Ethics Code for the Public Sector*.
- I have read, and understand that I am required to abide by, the requirements contained in the *Code of Conduct and Ethics for Employees of Statistical Survey Operations*.

I further declare that:

- I have no conflicts of interest to declare, or
- I may have a conflict and will complete the Confidential Report as required.

| Name (Please print) | Signature | Date | Location |
|---------------------|-----------|------|----------|
| | | | |



Attestation concernant le *Code de valeurs et d'éthique du secteur public* et le *Code de conduite et d'éthique des employés des Opérations des enquêtes statistiques*

Le *Code de valeurs et d'éthique du secteur public* renferme les valeurs qui constituent le fondement de la fonction publique. Il sert à guider les personnes employées dans la fonction publique dans toutes les activités liées à l'exercice de leurs fonctions professionnelles. Le *Code de valeurs et d'éthique du secteur public* a été adopté en 2012 et s'applique maintenant aux employeurs distincts, comme les Opérations des enquêtes statistiques. Les Opérations des enquêtes statistiques s'attendent à ce que leurs employés adhèrent aux valeurs de la fonction publique, qui définissent nos responsabilités en tant que personnes employées dans la fonction publique et qui font partie des conditions d'emploi de votre poste.

Le *Code de conduite et d'éthique des employés des Opérations des enquêtes statistiques* cadre avec les valeurs et les attentes définies dans le *Code de valeurs et d'éthique du secteur public*. Il a été mis au point pour vous aider à comprendre la conduite à laquelle nous nous attendons de votre part, en tant que représentant officiel de l'organisme et il fait partie des conditions d'emploi de votre poste.

La gestion des *Opérations des enquêtes statistiques* est responsable de s'assurer que les employés soient informés des exigences en lien avec le conflit d'intérêt. Les employés sont tenus d'organiser leurs affaires personnelles et professionnelles de façon à éviter les conflits d'intérêt réels, apparents ou potentiels. Un conflit d'intérêt est une situation dans laquelle le fonctionnaire a des intérêts personnels qui pourraient influencer indûment sur l'exécution de ses fonctions et de ses responsabilités officielles ou dans laquelle le fonctionnaire utilise son bureau pour obtenir des gains personnels. Un conflit d'intérêts réel est un conflit qui existe en ce moment, un conflit d'intérêts apparent est un conflit où un observateur peut percevoir raisonnablement l'existence d'un conflit d'intérêts, que ce soit ou non le cas, et un conflit d'intérêts potentiel qui pourrait raisonnablement se produire dans le futur. Tous les employés qui pourraient se trouver dans une situation semblable à celles décrites ci-dessus, ou dans une autre situation qui pourrait être considérée comme étant un conflit d'intérêt, doivent compléter un rapport confidentiel.

J'atteste que :

j'ai lu le Code de valeurs et d'éthique du secteur public et je comprends que j'ai l'obligation de respecter les exigences qui y sont énoncées.

j'ai lu le Code de conduite et d'éthique des employés des Opérations des enquêtes statistiques et je comprends que j'ai l'obligation de respecter les exigences qui y sont énoncées.

Je déclare en outre que :




je n'ai pas de conflits d'intérêts à déclarer

je suis susceptible d'avoir un conflit et je remplirai le Rapport confidentiel tel que requis.

| Nom (en caractères d'imprimerie) | Signature | Date | Lieu |
|----------------------------------|-----------|------|------|
| | | | |

APPENDIX – 3

CONFIDENTIAL REPORT

| | | |
|--|---|---|
|  Statistical survey operations | | Protected when completed |
| Confidential Report Report Activities in Accordance with the Statistical Survey Operations Directive on Conflict of Interest | | |
| Name: <i>(please print)</i> <input style="width: 90%;" type="text"/> | Position: <input type="radio"/> Interviewer <input type="radio"/> Senior Interviewer | Division: <input type="radio"/> CATI <input type="radio"/> CAPI |
| Region and location of work: | | Coordonnées : |
| <input type="radio"/> Eastern <input type="radio"/> Central <input type="radio"/> Western City, Province : <input style="width: 80%;" type="text"/> | | • Telephone number : <input style="width: 100%;" type="text"/> • Email address: <input style="width: 90%;" type="text"/> • Other address: <input style="width: 90%;" type="text"/> |
| Duties: <i>(please list the surveys that you are working on)</i> <input style="width: 100%; height: 40px;" type="text"/> | | |
| Requirements: Employees of Statistical Survey Operations must report, within 60 days of their first appointment, transfer, all outside activities, assets, and direct and contingent liabilities that might give rise to a conflict of interest with respect to their official duties. To this end, a Confidential Report must be filed with their Regional Human Resources Team Leader. Every time a major change occurs in the personal affairs or official duties of employees of Statistical Survey Operations, they must review their obligations and file a new Confidential Report, if a real, apparent or potential conflict of interest exists. | | |
| Privacy Statement: The Values and Ethics Code for the Public Sector and SSO Code of Conduct and Ethics forms part of the conditions of employment. The information you provide in this confidential report is collected under the provisions of these coded in accordance with the <i>Financial Administration Act</i> for the purposes of ensuring compliance and maintaining information about potential and actual conflict of interest situation for employees of a government institution. It will be stored in personal information bank number PSE-915. Personal information that you provide is protected under the provisions of the <i>Privacy Act</i> . | | |
| Disclosure: In compliance with the Values and Ethics Code for the Public Sector, SSO's Code of Conduct and Ethics and SSO's Directive on Conflict of Interest, I hereby disclose the following activities, which I fully understand may have to be divested, curtailed or modified if it is determined that such assets, liabilities or activities give rise to a real, apparent or potential conflict of interest in respect of the duties and responsibilities of the position offered to or occupied by me. | | |
| Types of activities: | | |
| <input type="radio"/> Assets and Liabilities <input type="radio"/> Outside employment and/or activities <input type="radio"/> Gifts, Hospitality and other benefits | | <input type="radio"/> Solicitation <input type="radio"/> Political Activities <input type="radio"/> Preferential treatment and relationships |
| Description of the activity: <i>(please include another page, if necessary)</i> <input style="width: 100%; height: 40px;" type="text"/> | | |
| Employee's signature: <input style="width: 90%;" type="text"/> | | Date : YYYY MM DD <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> |
| 7-5050-524.1: 2017-03-23  Statistics Canada Statistique Canada | | |
| | |  |

Assets and Liabilities requiring a Confidential Report

The following is a non-exhaustive list of non-exempt assets and liabilities that shall be disclosed in a Conflict of Interest report if they do, or could be perceived to constitute a conflict of interest:

- Publicly traded securities of corporations and foreign governments, and self-administered Registered Retirement Savings Plan (RRSPs) and self-administered or self-directed Registered Education Savings Plan (RESPs) that are composed of these securities where these securities are held directly and not through units in mutual funds;
- Interests in partnerships, proprietorships, joint ventures, private companies and family businesses, in particular, those that own or control shares of public companies or that do business with government;
- Commercially operated farm businesses;
- Real property that is not for the private use of the employee or their family members;
- Commodities, future and foreign currencies held or traded for speculative purposes;
- Assets placed in trust or resulting from an estate of which an employee is a beneficiary;
- Secured or unsecured loans granted to persons other than to members of the employee's immediate family;
- Any other assets or liabilities that could give rise to a real, apparent or potential conflict of interest due to the particular nature of the employee's official duties and responsibilities; and,
- Direct and contingent liabilities in respect of any of the assets described in this section.

Assets and Liabilities that do not have to be reported

Assets and interests intended for the private use of employees and their families and assets that are not of a commercial character are not subject to the compliance measures. Such as:

- Residences, recreational property and farms used or intended for use by employees or their families;
- Household goods and personal effects;
- Works of art, antiques and collectibles;
- Automobiles and other personal means of transportation;
- Cash and deposits other than foreign currencies held for speculative purposes;
- Canada Savings Bonds and other similar investments in securities of fixed value issued or guaranteed by any level of government in Canada or agencies of those governments;
- Investments in limited partnerships that are not traded publicly and whose assets are exempt assets;
- Public sector debt financing not guaranteed by a level of government, such as university and hospital debt financing;
- Registered retirement savings plans and Registered Education Saving Plans that are not self-administered or self-directed;
- Investments in open-ended mutual funds;
- Guaranteed investment certificates and similar financial instruments;
- Annuities and life insurance policies;
- Pension rights;
- Money owed by a previous employer, client or partnership; and
- Personal loans receivable from members of employee's immediate families and small personal loans receivable from other persons where the employees have loaned the moneys receivable.

Outside Employment or Activities

Employees of Statistical Survey Operations may engage in employment outside the Public Service and take part in outside activities unless the employment or activities are likely to give rise to a conflict of interest or in any way undermine the neutrality of the Public Service. When outside employment or activities might subject employees of Statistical Survey Operations to demands incompatible with their official duties, or cast doubt on their ability to perform their duties in a completely objective manner, they shall submit a Confidential Report to their Regional Human Resources Team Leader. HR may gather additional information and will consult with the Regional Director. In potential conflict of interest situations, the Conflict of Interest Officer may require that the outside activities be curtailed, modified, or terminated if it is determined that a real, apparent or potential conflict of interest exists.

Formulaire de documentation pour un employé

Confidentiel une fois rempli



Loi sur la protection des renseignements personnels

Les renseignements que vous fournissez sur ce document sont protégés en vertu de la *Loi sur la protection des renseignements personnels* et conservés dans le Fichier de renseignements personnels STC/PSE 901. Vous pouvez avoir accès aux renseignements qui vous concernent et avez le droit de vérifier et de faire corriger l'information ou d'y ajouter des annotations.

Partie 1 - Renseignements de base (Complétée par l'employé)

| | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|--|-------|--|--|--|--|--|--|--|--|------|--|-------|--|--|--|--|--|----------|
| <input type="checkbox"/> M. <input type="checkbox"/> Mme. <input type="checkbox"/> Mlle | Nom : | | | | | | | | | | | | | | | | | | | | |
| Date de naissance : <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td>Jour</td><td> </td><td>Mois</td><td> </td><td>Année</td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | Jour | | Mois | | Année | | | | | | Prénom : |
| | | | | | | | | | | | | | | | | | | | | | |
| Jour | | Mois | | Année | | | | | | | | | | | | | | | | | |
| Sexe : | État matrimonial : | | | | | | | | | | | | | | | | | | | | |
| Adresse au domicile : | Adresse postale : (si différent de l'adresse à la maison) | | | | | | | | | | | | | | | | | | | | |
| Ville : | Ville : | | | | | | | | | | | | | | | | | | | | |
| Province : | Province : | | | | | | | | | | | | | | | | | | | | |
| Code postal : | Code postal : | | | | | | | | | | | | | | | | | | | | |
| Téléphone à domicile : | | | | | | | | | | | | | | | | | | | | | |
| 1^{ère} personne à appeler en cas d'urgence (1) | 2^{ème} personne à appeler en cas d'urgence (2) | | | | | | | | | | | | | | | | | | | | |
| Nom : | Nom : | | | | | | | | | | | | | | | | | | | | |
| Lien de parenté : | Lien de parenté : | | | | | | | | | | | | | | | | | | | | |
| Téléphone à domicile : () <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | Téléphone à domicile : () <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| Téléphone au travail : () <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | Téléphone au travail : () <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | |
| Adresse : | Adresse : | | | | | | | | | | | | | | | | | | | | |
| Ville : | Ville : | | | | | | | | | | | | | | | | | | | | |
| Province : | Province : | | | | | | | | | | | | | | | | | | | | |
| Code postal : | Code postal : | | | | | | | | | | | | | | | | | | | | |
| Préférence de la langue : | | | | | | | | | | | | | | | | | | | | | |
| DÉFINITION : La première langue officielle est celle à laquelle vous vous identifiez le mieux et dans laquelle vous êtes généralement plus compétent(e). | | | | | | | | | | | | | | | | | | | | | |
| Première langue officielle : <input type="checkbox"/> Français <input type="checkbox"/> Anglais | Dans quelle langue désirez-vous recevoir la correspondance ? <input type="checkbox"/> Français <input type="checkbox"/> Anglais | | | | | | | | | | | | | | | | | | | | |


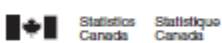

Partie 2 - Renseignements sur l'emploi (Complétée par l'employé)

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------------------|---|--|-------|--|--|--|--|--|--|------|--|------|--|-------|--|--|--|--|--|---|--|--|--|--|--|--|--|--|--|--|--|------|--|------|--|-------|--|--|--|--|--|
| Avez-vous déjà travaillé pour le service fédéral public ? (Si oui, veuillez remplir l'information suivante) | | <input type="checkbox"/> Oui <input type="checkbox"/> Non | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nom du ministère : | Nom du département : | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date de début : <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td>Jour</td><td> </td><td>Mois</td><td> </td><td>Année</td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | Jour | | Mois | | Année | | | | | | Date de fin : <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td>Jour</td><td> </td><td>Mois</td><td> </td><td>Année</td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> | | | | | | | | | | | | Jour | | Mois | | Année | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jour | | Mois | | Année | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jour | | Mois | | Année | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| a) Êtes-vous présentement un employé avec un autre département du gouvernement fédéral ? | <input type="checkbox"/> Oui | <input type="checkbox"/> Non | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| b) Êtes-vous présentement un employé en congés non payé du gouvernement ? | <input type="checkbox"/> Oui | <input type="checkbox"/> Non | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| c) Est-ce que vous recevez présentement une pension d'employé du gouvernement fédéral ? | <input type="checkbox"/> Oui | <input type="checkbox"/> Non | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| d) Avez-vous déjà reçu une indemnité de départ du gouvernement fédéral ? | <input type="checkbox"/> Oui | <input type="checkbox"/> Non | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

7-5513-526: 2015-06-08

APPENDIX – 5

STATISTICAL SURVEY OPERATION'S INCIDENT REPORT






| Statistical Survey Operations Incident Report | | Confidential when completed  | |
|--|------------------------|--|--|
| Employee's Name (print) | | Telephone No. Area Code | Interviewer No. |
| Municipality (field) | | RO (in-house) | |
| Date and time of incident Day Month Year Hour(s) Minute(s) | | Date and time reported to SI/AS-03 Day Month Year Hour(s) Minute(s) | |
| Part 1 (to be completed by Senior Interviewer or Data Collection Manager) | | | |
| Description of Incident or Injury (Who, What, Where, Why, When, How) – See back of form for Confidentiality Procedures. | | | |
| TYPE OF REPORT <input type="checkbox"/> Personal Injury <input type="checkbox"/> Breach of Confidentiality <input type="checkbox"/> Harassment <input type="checkbox"/> Theft of Equipment <input type="checkbox"/> Threat of Violence <input type="checkbox"/> Dog Bite <input type="checkbox"/> Property Damage <input type="checkbox"/> Car accident <input type="checkbox"/> Unsafe Working Conditions <input type="checkbox"/> Other (Specify) _____ | | INJURY TO (if any) <input type="checkbox"/> Chest _____ <input type="checkbox"/> Eyes _____ <input type="checkbox"/> Feet _____ <input type="checkbox"/> Legs _____ <input type="checkbox"/> Internal _____ <input type="checkbox"/> Arms _____ <input type="checkbox"/> Head _____ <input type="checkbox"/> Neck _____ <input type="checkbox"/> Back _____ <input type="checkbox"/> Other _____ <input type="checkbox"/> Hands _____ | |
| Part 2 (to be completed by Senior Interviewer or Data Collection Manager) | | | |
| Actions/Comments Taken by Senior Interviewer – Send this form to your respective Data Collection Manager within 48 hours of the incident | | | |
| REMINDEES <input type="checkbox"/> Advise interviewer to seek medical attention? <input type="checkbox"/> Was incident reported to the police? <input type="checkbox"/> Remind the interviewer of the available EAP services 1-800-268-7708 or 1-800-567-5803 (TTY) <input type="checkbox"/> Explain the procedures. (see reverse) <input type="checkbox"/> Advise interviewer to send a description of the incident (and a copy of the police report-if available) to the HRO within 3 days of the incident. | | ACTIONS <input type="checkbox"/> interviewer invokes the right to refuse to work <input type="checkbox"/> The Data Collection Manager should contact the interviewer <input type="checkbox"/> Called Data Collection Manager <input type="checkbox"/> FORM SENT TO DATA COLLECTION MANAGER <input type="checkbox"/> Update sent to Registry of unsafe areas | |
| Name of Senior Interviewer/Data Collection Manager | Date Day Month Year | Telephone No. | Date sent to Data Collection Manager Day Month Year |
| Signature _____ | | | |
| Part 3 (to be completed by the Data Collection Manager) | | | |
| Actions/Comments Taken by Data Collection Manager – Follow-up must be done within 7 days of the incident. Forward this form to the Program Manager. | | | |
| REMINDEES <input type="checkbox"/> Was the interviewer called? If so date: _____ <input type="checkbox"/> Ambulance required <input type="checkbox"/> Contacted Emergency Contacts <input type="checkbox"/> HOIR form <input type="checkbox"/> Date provincial forms (i.e. WSIB) were completed & sent for int's signature. _____ <input type="checkbox"/> EC-05 Initiates payment Ex Gratia | | ACTIONS <input type="checkbox"/> Confirmed receipt of forms with SI <input type="checkbox"/> Requires Further Action <input type="checkbox"/> HOIR attached <input type="checkbox"/> FORM FORWARDED TO HRO | |
| Name of Data Collection Manager | Date Day Month Year | Telephone No. | Date sent to the HRO Day Month Year/EC |
| EC-05's Initials _____ | | | |
| Continued on reverse | | | |
| 7-0813-522.1: 2015-05-27 | | | |
|  | |  | |

| Part 4 (to be completed by Human Resource Officer) | | | |
|--|------------------------------|---|--|
| Actions/Comments Taken by the Human Resource Officer | | | |
| <p>ACTIONS</p> <input type="checkbox"/> Date signed provincial forms were received: Day Month Year <input type="checkbox"/> INCIDENT ENTERED IN LOG <input type="checkbox"/> Date employee description received and attached: Day Month Year <input type="checkbox"/> COPY OF SSOIR SENT TO INT <input type="checkbox"/> Police report attached <input type="checkbox"/> ORIGINAL SENT TO INT PERSONEL FILE <input type="checkbox"/> Confidential Summary of Incident reported to OHSC | | | |
| Name of Human Resource Officer | Date Day Month Year | Telephone No. | Date reviewed by the HRO Day Month Year |
| Signature | | | |
| <p>WHAT IS A STATISTICAL SURVEY OPERATIONS INCIDENT REPORT (SSOIR)?</p> <p>The SSOIR was created to keep Management Informed of incidents in the workplace. The following are a few examples where this report is required: you or a member of your staff are injured on the job, are being harassed by a respondent, had their equipment stolen, or had a car accident with no injuries.</p> <p>WHEN DO YOU COMPLETE A SSOIR?</p> <p>Complete a SSOIR in detail as soon as the incident occurs. Senior Interviewers must report all incidents to their Data Collection Manager within 48 hours of the incident.</p> <p>WHO IS RESPONSIBLE FOR COMPLETING THE SSOIR?</p> <p>Employees are responsible for reporting to the supervisor any thing or circumstance in the work place that is likely to be hazardous to their safety or health. The employee must report every accident or other occurrences arising in the course of or in connection with the employee's work that could have or has caused injury to the employee or to any other person.</p> <p>The Data Collection Manager is responsible for recording and reporting all accidents, incidences and other hazardous occurrences known to him/her. It is also their responsibility to ensure that each employee is made aware of every known or foreseeable safety or health hazard in the area where that employee works.</p> <p>CONFIDENTIALITY</p> <p>In all your dealings with the Police, other safety or security officers that may be involved in this matter, or when sending the SSOIR, <u>you must adhere to the confidentiality provisions of the Statistics Act.</u></p> <p><u>You may provide</u> the following factual information:</p> <ul style="list-style-type: none"> The name, address and telephone number of the individual(s) involved That you are an employee of Statistics Canada That you were acting in the course of your employment and under the authority of the Statistics Act during the period in which the incident(s) occurred All facts relating to the time and setting of the incident A description of what was said or done by yourself and the individual(s) involved A description of any previous similar incidents involving yourself and the individual(s) <p><u>You may not provide</u> any of the following information:</p> <ul style="list-style-type: none"> What specific survey you were conducting with the individual Other confidential information about the individual, household or business that is known to you as a result of your employment with Statistics Canada (e.g. Date of birth) An opinion or motive <p>Reminder – Transmittal of Confidential Information Procedures apply when sending the documentation.</p> | | <p>BELOW ARE THE STEP BY STEP REPORTING PROCEDURES FOR FILLING OUT THE SSOIR.</p> <p>STEP 1 All Interviewers shall, without delay, inform their Senior Interviewer of an accident or incident which has arisen in the course of or in connection with their work. See section 1 of SSOIR for a non-exhaustive list of examples.</p> <p>STEP 2 The Senior Interviewer must complete Section 1 and 2 of the SSOIR within 48 hours of the incident. They must keep in mind the confidentiality provisions of the Statistics Act which are outlined below. In case of injury, the third column of Section 1 must be filled out. They will sign the form and send it to their Data Collection Manager as a record of the incident.</p> <p>STEP 3 The Senior Interviewer must remind the Interviewer to send a description of the incident to the Data Collection Manager within 3 days of the incident.</p> <p>STEP 4 The Data Collection Manager will complete Section 3 of the SSOIR.</p> <p>STEP 5 For an injury on duty which is reported to a doctor or has resulted in lost time, the Data Collection Manager shall complete the necessary Provincial forms (i.e. WSIB – Workplace Safety & Insurance Board) and a Hazardous Occurrence Investigation Report (HOIR). The Provincial forms (i.e. WSIB) will be shipped out to the interviewer for their signature. The interviewer will sign and return the forms immediately to the Regional Office.</p> <p>STEP 6 The SSOIR along with all attached documents will be reviewed and initialed by the Program Manager and forwarded to the Human Resource Officer (HRO).</p> <p>STEP 7 Section 4 will be completed by the HRO. Upon completion, a copy of the SSOIR will be sent to the interviewer.</p> | |

7-5513-523.1

APPENDIX – 6

DIRECT DEPOSIT ENROLMENT REQUEST

| | | | | |
|---|--|--|--|---|
|  Direct deposit |  Dépôt direct |  Government of Canada |  Gouvernement du Canada |  |
| Direct Deposit Enrolment Request Demande d'inscription au dépôt direct | | | | |
| Last Name - Nom | | | | |
| First Name - Prénom | | | | Initial(s) Initiale(s) |
| Street Address, Apt. No., R.R., or P.O. Box - Rue, N° d'app., R.R. ou Case postale | | | | |
| City/Town - Ville | | | Province | Postal Code - Code postal |
| E-mail Address (work) - Adresse de courrier électronique (bureau) | | | | |
| Telephone (work) - Téléphone (travail) | | | Telephone (home) - Téléphone (maison) | |
| TYPE OF PAYMENT AND IDENTIFICATION NUMBER - TYPE DE PAIEMENT ET NUMÉRO D'IDENTIFICATION | | | | |
| Attach a blank cheque with the banking information encoded on it and write "VOID" across the front, or complete the banking information area below (see the example on the next page). | | | Joignez un chèque en blanc encodé portant la mention « NUL » ou fournissez les renseignements bancaires demandés ci-dessous (voir l'exemple à la page suivante). | |
| <input type="checkbox"/> Public Service Pay Paye de la fonction publique | | | | |
| Pay Office Bureau de paye | Department - Ministère | Paylist - Liste de paye | Personal Record Identifier (PRI) Code d'identification de dossier personnel (CIDP) | |
| Regular Régulière 1 | <input type="checkbox"/> New Nouveau <input type="checkbox"/> Change Changement | Branch No N° de la succursale | Account No. - N° de compte | Institution No N° de l'institution |
| Supplementary Supplémentaire 2 | <input type="checkbox"/> New Nouveau <input type="checkbox"/> Change Changement | Branch No N° de la succursale | Account No. - N° de compte | Institution No N° de l'institution |
| <input type="checkbox"/> Check this box to have the supplementary payments deposited in the same bank account as your regular pay. Cochez ici pour demander le dépôt direct des paiements supplémentaires dans le même compte bancaire que votre paye régulière. | | | | |
| <input type="checkbox"/> RCMP Pay Paye de la GRC | | | | |
| Letter prefix of collator code Préfixe alphabétique du code d'interclassement | CST or NCO - No entry Gend. ou s - off - aucune inscription | S/Cst / G.S. - "S" C/M / M.C. - "C" Officer / Officier - "O" | Regimental No. - N° de matricule | |
| Regular Régulière 3 | <input type="checkbox"/> New Nouveau <input type="checkbox"/> Change Changement | Branch No N° de la succursale | Account No. - N° de compte | Institution No N° de l'institution |
| AUTHORIZATION - AUTORISATION | | | | |
| I, as the person entitled to receive the payment(s) indicated above, authorize the Receiver General for Canada to deposit the payment(s) directly into my accounts until further notice. | | | En tant que prestataire du (des) paiement(s) indiqué(s) ci-dessus, j'autorise le receveur général du Canada à déposer ce (ces) paiement(s) directement dans mon (mes) compte(s), jusqu'à nouvel ordre. | |
| Signature of Applicant - Signature du (de la) requérant(e) | | | Date Y-A M D-J | |
| PWGSC-TPSGC 8437 (06/2009) | | | | |

Return the completed form to your compensation (pay and benefits) advisor. Do not forget to attach your voided cheque. Until your completed form has been processed, you will continue to be paid by cheque.

This form can only be used for payments deposited in Canada.

If you wish to start direct deposit, you must check "New".

If you wish to:

- change your financial institution,
- change the branch of your financial institution, or
- change your account number,

you must check "Change".

When you request one of these changes, DO NOT close your present direct deposit account until you receive your payment in accordance with that change.

Example

Enter the branch number, institution number, and your complete bank account number (see the example below). You can find these numbers in your passbook, on your bank statement, encoded deposit slip, or cheque, or by contacting your financial institution.

Retourner le formulaire rempli à votre conseiller en rémunération (paye et avantages sociaux). N'oubliez pas de joindre votre chèque portant la mention « NUL ». Vous continuerez d'être payé par chèque jusqu'à ce que votre formulaire rempli ait été traité.

Ce formulaire ne doit être utilisé que pour les paiements déposés au Canada.

Si vous désirez commencer le dépôt direct, vous devez cocher « Nouveau ».

Si vous désirez :

- changer votre institution financière,
- changer la succursale, ou
- changer votre numéro de compte,

vous devez cocher « Changement ».

Lorsque vous demandez un de ces changements, NE FERMEZ PAS le compte servant présentement au dépôt direct avant d'avoir reçu le paiement modifié selon votre demande.

Exemple

Inscrivez le numéro de la succursale, le numéro de l'institution et le numéro de compte bancaire complet (voir l'exemple ci-dessous). Pour obtenir ces numéros, consultez soit votre livret de banque, votre relevé bancaire, votre feuillet de dépôt encodé ou votre chèque, ou communiquez avec votre institution financière.

⑈ 9999 ⑈ 1 99999999 9999 ⑈ 9999 9999 99 ⑈

1

2

3

4

↑

↑

↑

↑

→ This is the cheque number (do not enter this number).
Ceci est le numéro du chèque (n'inscrivez pas ce numéro).

→ This is the branch number (5-digit number).
Ceci est le numéro de la succursale (5 chiffres).

→ This is the institution number (3-digit number).
Ceci est le numéro de l'institution financière (3 chiffres).



→ This is the bank account number used for direct deposit.
Ceci est le numéro de compte bancaire utilisé aux fins du dépôt direct.

The information provided is protected under the *Privacy Act*. The information may be accessed through your program department using the Personal Information Bank number PWGSC PPU 040 listed in the Info Source publication.

Les renseignements fournis sont protégés conformément aux dispositions de la *Loi sur la protection des renseignements personnels*. On peut y avoir accès en utilisant le numéro de fichier de renseignements personnels TPSGC PPU 040 inscrit dans la publication Info Source.

APPENDIX – 7

HAZARDOUS OCCURANCE INVESTIGATION REPORT

| | | | | | | | |
|--|--|--|---|---|---|---|--|
|  Human Resources / Développement des Development Canada / ressources humaines Canada | | SCHEDULE 1 / ANNEXE 1 (section 15.8 / article 15.8) | | 1. TYPE OF OCCURRENCE / GENRE DE SITUATION <input type="checkbox"/> Explosion <input type="checkbox"/> Loss of Consciousness / Évanouissement <input type="checkbox"/> Disabling Injury / Blessure invalidante <input type="checkbox"/> Emergency Procedure / Mesures d'urgence <input type="checkbox"/> Other / Autre _____ Specify / Préciser | | 2. Department file no. / N° de dossier du ministère Regional or District Office / Bureau régional ou de district Employer ID No. / Numéro d'identification de l'employeur | |
| HAZARDOUS OCCURRENCE INVESTIGATION REPORT RAPPORT D'ENQUÊTE DE SITUATION COMPORTANT DES RISQUES | | 3. Employer's name and mailing address / Nom et adresse postale de l'employeur | | Postal code / Code postal Telephone number / Numéro de téléphone () - | | | |
| Site of hazardous occurrence / Lieu de la situation comportant des risques | | Date and time of hazardous occurrence / Date et heure de la situation comportant des risques | | Weather / Conditions météorologiques | | | |
| Witnesses / Témoins | | Supervisor's name / Nom du surveillant | | | | | |
| 4. Description of what happened / Description des circonstances Brief description and estimated cost of property damage / Description sommaire et coût estimatif des dommages matériels | | | | | | | |
| 5. Injured employee's name (if applicable) / Nom de l'employé blessé (s'il y a lieu) | | Age / Âge | Occupation / Profession | | Years of experience in occupation / Nombre d'années d'expérience dans la profession | | |
| Description of Injury / Description de la blessure | | Sex / Sexe | Direct cause of injury / Cause directe de la blessure | | | | |
| Was training in accident prevention given to injured employee in relation to duties performed at the time of the hazardous occurrence? L'employé blessé a-t-il reçu une formation en prévention des accidents relativement aux fonctions qu'il exerçait au moment de la situation comportant des risques? <input type="checkbox"/> Yes / Oui <input type="checkbox"/> No / Non Specify / Préciser | | | | | | | |
| 6. Direct causes of hazardous occurrence / Causes directes de la situation comportant des risques | | | | | | | |
| 7. Corrective measures and date employer will implement / Mesures correctives qui seront appliquées par l'employeur et date de leur mise en oeuvre | | | | | | | |
| Reasons for not taking corrective measures / Raisons pour lesquelles aucune mesure corrective n'a été prise | | | | | | | |
| Supplementary preventive measures / Autres mesures de prévention | | | | | | | |
| 8. Name of person investigating / Nom de la personne faisant l'enquête | | Signature | | Date | | | |
| Title / Titre | | Telephone Number / Numéro de téléphone () - | | | | | |
| 9. Work place committee's or health and safety representative's comments / Observations du comité local ou du représentant | | | | | | | |
| Work place committee member's or health and safety representative's name / Nom du membre du comité local ou du représentant | | Signature | | Date | | | |
| Title / Titre | | Telephone Number / Numéro de téléphone () - | | | | | |
| 10. COPIES 1 and 2 to Health and Safety Officer, COPY 3 to the Work Place Committee or Health and Safety Representative 4 to the Employer COPIES 1 et 2 pour l'agent de santé et de sécurité 3 pour le comité local ou pour le représentant, COPIE 4 pour l'employeur | | | | | | | |
| LAB 1070 (02-01) B | | See reverse for INSTRUCTIONS au verso | |  | | | |

| INSTRUCTIONS TO EMPLOYER ON THE COMPLETION OF THE HAZARDOUS OCCURRENCE INVESTIGATION REPORT | INSTRUCTIONS À L'EMPLOYEUR SUR LE RAPPORT D'ENQUÊTE DE SITUATION COMPORTANT DES RISQUES |
|--|---|
| <p>1. Type of Occurrence</p> | <p>1. Genre de situation</p> |
| <p>Part II of the Canada Labour Code stipulates in subsection 125(c) that every employer has to investigate all hazardous occurrences. Part XV of the Canada Occupational Safety and Health Regulations (COHSR) defines which hazardous occurrences they must report by telephone or telex (s. 15.5) or written report (s. 15.8).</p> | <p>La Partie II du Code canadien du travail stipule au paragraphe 125 (c) que l'employeur doit faire enquête sur toutes les situations comportant des risques. La Partie XV du Règlement du Canada sur l'hygiène et la sécurité au travail (RCSST) définit dans quelles situations l'employeur doit présenter un rapport par téléphone ou télex (art. 15.5) et par écrit (art. 15.8).</p> |
| <p>2. Administrative Data</p> | <p>2. Données administratives</p> |
| <p>These boxes are reserved for Labour Program use only.</p> | <p>Ces cases sont réservées à l'usage exclusif du Programme du travail.</p> |
| <p>3. Basic Information</p> | <p>3. Renseignements de base</p> |
| <p>Give all information required, including weather if appropriate.</p> | <p>Consigner tous les renseignements demandés, y compris, s'il y a lieu, les conditions météorologiques.</p> |
| <p>4. Description of What Happened</p> | <p>4. Description des circonstances</p> |
| <p>The description should be as precise as possible. It should answer the basic questions "who?, what?, when?, where? and why?" and give an accurate picture of the events leading up to the hazardous occurrence. It should attempt to objectively determine, without trying to blame anyone, each of the factors involved in the hazardous occurrence.</p> | <p>Cette description sera la plus exacte possible. Elle permettra de répondre aux questions de base «qui?, quoi?, quand?, où? et comment?» et donnera un portrait fidèle des événements qui ont conduit à la situation. Enfin, elle visera à identifier objectivement, sans chercher à trouver un «coupable», chacun des facteurs qui ont joué un rôle dans le déroulement de la situation comportant des risques.</p> |
| <p>5. Information About the Injured Employee</p> | <p>5. Renseignements sur l'employé blessé</p> |
| <p>This section provides information about the injured employee and the nature of the injury.</p> | <p>Ces données renseignent sur l'employé blessé et la nature de la blessure.</p> |
| <p>The investigation should pinpoint the distinction between the direct cause of the injury and the direct causes of the hazardous occurrence (covered by the following section). Take, for example, the case of an eye injury caused by a flying piece of metal: The injury happened because the piece of metal flew into the employee's eye. However, the occurrence as such, that is, the fact that a piece of metal flew out, came about as a result of various other factors which together produced the hazardous occurrence. The direct cause of the injury and the direct causes of the hazardous occurrence are not necessarily the same.</p> | <p>L'enquête doit faire ressortir la distinction entre la cause directe de la blessure et les causes directes de la situation comportant des risques (demandées à la section suivante). Prenons, par exemple, le cas d'une blessure à un oeil provoquée par la projection d'un éclat de métal : la blessure est causée par l'éclat de métal qui est projeté dans l'oeil. Cependant, la situation elle-même, c'est-à-dire le fait qu'un éclat de métal soit projeté, découle d'un ensemble d'autres facteurs qui, s'ils sont réunis, vont quand même donner lieu à une situation comportant des risques. La cause directe de la blessure et les causes directes de la situation comportant des risques ne sont donc pas nécessairement les mêmes. Enfin, il est important de savoir si l'employé blessé avait reçu une formation sur l'exécution sécuritaire de ses fonctions ou, sinon, pourquoi?</p> |
| <p>Finally, it is important to determine whether the injured employee had received any training on performing his duties safely, and if not, why not?</p> | <p>Enfin, il est important de savoir si l'employé blessé avait reçu une formation sur l'exécution sécuritaire de ses fonctions ou, sinon, pourquoi?</p> |
| <p>6. Direct Causes of Hazardous Occurrence</p> | <p>6. Causes directes de la situation comportant des risques</p> |
| <p>This section should indicate all factors identified in the investigation as being direct causes of the hazardous occurrence. A thorough investigation will demonstrate that:</p> | <p>On retrouvera ici tous les facteurs que l'enquête a identifiés comme des causes directes de la situation comportant des risques. Une bonne enquête fera ressortir que :</p> |
| <p>1) Hazardous occurrences never occur as a result of one factor only, but of several; 2) These factors are closely linked; and 3) These factors generally originate outside the employee himself, and stem instead mainly from the work environment, the equipment, the organization or the task.</p> | <p>1) les situations comportant des risques ne découlent jamais d'un seul facteur, mais de plusieurs, 2) ces facteurs sont étroitement liés, et 3) ces facteurs sont en grande partie extérieurs à l'employé lui-même et tiennent plutôt au milieu de travail, à l'équipement, à l'organisation ou à la tâche.</p> |
| <p>7. Corrective Measures and Date Employer Will Implement</p> | <p>7. Mesures correctives et date de leur mise en oeuvre</p> |
| <p>Corrective measures will be effective if they prevent a hazardous occurrence from recurring, that is, if they eliminate each of its direct causes. This demonstrates the importance of conducting a conclusive investigation that will obtain an accurate description of the hazardous occurrence and reveal a precise knowledge of its causes. Furthermore, it is essential to know the date the corrective measures will become effective and equally important to know why the employer has decided not to take any corrective measures, contrary to the requirements of Part II of the Code and paragraph 15.4(1)(c) of the COHSR. Finally, the employer can also take additional measures as part of a more general accident prevention program.</p> | <p>Les mesures correctives seront efficaces si elles permettent d'éviter qu'une situation comportant des risques ne se reproduise, c'est-à-dire d'en éliminer toutes les causes directes. D'où l'importance de procéder à l'enquête de sorte à obtenir une description fidèle de la situation et une connaissance exacte des causes directes de cette situation. Par ailleurs, il est essentiel, d'une part, de connaître la date d'entrée en vigueur des mesures correctives et, d'autre part, de savoir pourquoi aucune mesure n'est prise, contrairement aux exigences de la Partie II et de l'alinéa 15.4(1)c) du RCSST.</p> |
| <p>8. Information About the Investigation</p> | <p>Enfin, l'employeur peut aussi adopter des mesures supplémentaires s'inscrivant dans un programme plus général de prévention des accidents.</p> |
| <p>The person making the investigation prints his name and title, then signs the form. He must also give the date of the investigation to show whether it was carried out (and the report sent) by the fourteen days' deadline indicated in subsection 15.8(2) of the COHSR.</p> | <p>8. Renseignements sur l'enquête</p> <p>La personne qui a procédé à l'enquête inscrit son nom et son titre en lettres moulées, puis elle signe le formulaire. Elle doit également inscrire la date de l'enquête, ce qui permettra au Ministère de savoir si elle a mené l'enquête (et envoyé le rapport) dans le délai de quatorze jours prescrit par le paragraphe 15.8(2) du RCSST.</p> |
| <p>9. Safety and Health Committee's or Representative's Comments</p> | <p>9. Observations du comité de sécurité et de santé ou du représentant</p> |
| <p>The work place committee or health and safety representative, who participates in the investigation by virtue of the authority vested in him under paragraph(s) 135(7)(e) or, 136(5)(g) of Part II, records his comments on the hazardous occurrence, investigation, corrective measures or other related facts if appropriate. He then signs and dates the report.</p> | <p>Le comité local ou le représentant, qui participe à l'enquête en vertu des pouvoirs que lui confère le paragraphe 135(7)e) ou, 136(5)g) de la Partie II, consigne s'il y a lieu ses observations sur la situation, l'enquête, les mesures correctives ou d'autres faits connexes. Puis, il signe et date le rapport.</p> |
| <p>10. Circulation of the Report</p> | <p>10. Diffusion du rapport</p> |
| <p>The employer sends copies 1 and 2 of the report to the health and safety officer of the district in which the work place is located within fourteen days of the hazardous occurrence, sends copy 3 to the work place committee or health and safety representative, and keeps copy 4.</p> | <p>L'employeur envoie, dans les quatorze jours suivant la situation comportant des risques, les copies 1 et 2 du rapport à un agent de santé et de sécurité du district où se trouve le lieu de travail, il remet la copie 3 au comité local ou au représentant du lieu de travail et il garde la copie 4.</p> |
| LAB 1070 (02-01) B | |

APPENDIX – 8

ACCESS CARD LOSS OR DAMAGE



Statistics Canada

ACCESS CARD LOSS/DAMAGE

Under the provisions of the Financial Administration Act:

- a. Where an employee of Statistics Canada is required to have an Access card, and in the opinion of the Chief Statistician, the employee has, after having been issued an Access card, willfully or negligently lost, damaged, destroyed or failed to return upon termination of my employment, the Access card; the Chief Statistician may order the employee pay to the Receiver General of Canada, an amount which in the opinion of the Chief Statistician is equal to the value of the Access card that was so lost, damaged or destroyed.
- b. Where the Chief Statistician has made an order pursuant to the section (a) above and the employee fails to pay the appropriate amount to the Receiver General of Canada within a period of **five** days immediately following the date when the order was made, the appropriate amount may be deducted from the salary of the employee.

I, the undersigned, certify that I have read the above provisions, and I understand that I may be liable to reimburse the Crown in the event I lose, damage, destroy or fail to return upon my termination of employment, my Access card; in an amount equivalent to replacement cost of the Access card that was, lost, damaged, destroyed or not returned upon my termination of employment.

Date_____
Signature_____
Print Name

APPENDIX 9 – Section I

EASTERN REGION

OPERATIONAL CONTACTS AND COMMITTEES

| Operational Contacts | Title | Area | Contacts | Phone Number |
|--|--|--|--|--|
| Operational Contacts | Regional Assistant Director – Operations District Manager (Sherbrooke) District Manager (Halifax) | | Michel Forest Christina Philbrick Marc Melanson | (514) 283-3137 (819) 564-5676 (902) 426-6178 |
| | Program Managers | CAPI – Halifax CATI - Halifax CAPI – Montréal CATI - Sherbrooke | Alaine Crowell-Hemming Barbara Stewart Julie Charette Jean Boulanger | (902) 426-0731 (902) 426-2023 (514) 496-8801 (819) 564-4847 |
| Human Resources Contacts | Regional Human Resources Manager Regional Human Resources Advisor Compensation Supervisor | | Robert Alexis Denise Macedo Quintal-Rodrigues David | (514) 773-6675 (438) 340-6498 (438) 340-6568 |
| Grievance Officers | Regional Assistant Director – Operations or District Managers Director Director General Assistant Chief Statistician | Level 1 Level 2 Level 3 Level 4 | Michel Forest Marc Melanson Christina Philbrick Martine Lamontagne Rock Lemay Stéphane Dufour | (514) 283-3137 (902) 426-6178 (819) 564-5676 (514) 283-4053 (613) 951-6534 (613) 951-9866 |
| Harassment Prevention - List of Resources | Delegated Manager | Director General | Rock Lemay | (613) 951-6534 |
| | Harassment Prevention Coordinator | Human Resources Strategic partner, RO services | Mélissa Boivin | (514) 283-1015 |
| | Respectful Workplace Officers (RWO) | Assistant Director, Operations | Michel Forest | (514) 283-3137 |
| | | Assistant Director, Statistical Information Service (SIS) | Louise Gosselin | (514) 283-4218 |
| Regional Human Resources (HR) | Regional HR Manager | Robert Alexis | (514) 773-6675 | |

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|--|--|-----------------------------|-----------------------|----------------|
| Employee Assistance Program | Regional Human Resources Manager 1-800-268-7708 or 1-800-567-5803(ATS) | | Robert Alexis | (514) 773-6675 |
| Union Executive Members | President | CAPI – Quebec | Lise Giroux | (418)-558-7088 |
| | President | CAPI –NFLD & Labrador | Marlene Martin (NFLD) | (709)-466-3409 |
| | President | CAPI – Prince Edward Island | Anne Petley | (902) 313-0112 |
| | President | CAPI – Nova Scotia | Monica Kennedy | (902) 533-3168 |
| | President | CAPI – New Brunswick | Carole Bouchard | (506) 759 7555 |
| | President | CATI – Sherbrooke | Alice Vallée | (819) 564-5500 |
| | President | CATI – Halifax | Neville David | (902) 426-8100 |
| Regional Union Management Consultation Committee (RUMCC) | Management Representatives – Quebec and Atlantic | Sherbrooke | Michel Forest | (514) 283-3137 |
| | | | Christina Philbrick | (819) 564-5676 |
| | | | Robert Alexis | (514) 773-6675 |
| | | Quebec | Martine Lamontagne | (514) 283-4053 |
| | | | Michel Forest | (514) 283-3137 |
| | | | Louise Gosselin | (514) 283-4218 |
| | | | Robert Alexis | (514) 773-6675 |
| | | | Christina Philbrick | (819) 564-5676 |
| | | Atlantic | Martine Lamontagne | (514) 283-4053 |
| Michel Forest | (514) 283-3137 | | | |
| Louise Gosselin | (514) 283-4218 | | | |
| Robert Alexis | (514) 773-6675 | | | |
| Marc Melanson | (902) 426-6178 | | | |

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|---|----------------------------|---|---|--|
| Regional Union Management Consultation Committee (RUMCC), <i>(continued)</i> | Employee Representatives | CATI - Sherbrooke | Alice Vallée Diane Labrecque Jacques Inkel Nicolas Roy Roberto Bonfiglio | (819) 564-5500 (819) 564-5500 (819) 564-5500 (819) 564-5500 (819) 564-5500 |
| | | Regional – Quebec Local 10040 Local 10021 Local 70040 Local 10240 | Lise Giroux Alice Vallée Evelyn Beckert Claude-André Leduc | (418)-558-7088 (819) 564-5500 (613) 294-2157 (514) 254-9774 |
| | | CATI – Halifax | Neville David | (902) 426-8100 |
| | | CAPI – Halifax | Marlene Martin (NLFD) Anne Petley (PEI) Monica Kennedy (NS) Carole Bouchard (NB) | (709)-466-3409 (902) 313-0112 (902) 533-3168 (506) 759 7555 |
| | | Management Co-Chair Regional Director, Central Region Regional Director, Eastern Region Regional Director, Western Region Manager, SSO Secretariat Director, Pay, Ethics and Workforce Management Division Recording Secretary | Rock Lemay Nancy Guarino Martine Lamontagne Lise Rivais TBD Supriya Edwards TBD | (613) 951-6534 (416) 973-5584 (514) 283-4053 (604) 666-6078 (613) 951-1190 |
| National Union Management Consultation Committee (NUMCC) | Management Representatives | Union Co-Chair Office Representative, Central Field Representative, Central Office Representative, Eastern Field Representative, Eastern Office Representative, Western Field Representative, Western Union Labour Relations Officer | Kevin King Vacant Vacant Alice Vallée Claude-André Leduc Vacant Linda Woods Frank Grimes | (819) 564-5500 (514) 254-9774 (250) 807-2484 |
| | Employee Representatives | | | |

| | | | | |
|--------------------------------------|--|---------------------------|---|--|
| Regional Health and Safety Committee | Management Co-Chair Employee Representative Co-Chair Management Representative Employee Representative Employee Representative | CATI - Sherbrooke | Stéphane Lafortune Robert Bonfiglio Christina Philbrick Alice Vallée Claire Goyette | (514) 249-7967 (819) 564-5500 (819) 564-5676 (819) 564-5500 (819) 564-5666 |
| | Management Co-Chair Employee Representative Co-Chair Management Representative Management Representative Employee Representative Employee Representative Employee Representative | CATI – Halifax | Stéphane Lafortune Rosemary Kuehn Barbara Stewart Marc Melanson Craig Cameron Ari Silver Colleen Prentice | (514) 249-7967 (902) 426-8100 (902) 426-2023 (902) 426-6178 (902) 426-4590 (902) 426-4001 (902) 426-8100 |
| | Management Co-Chair Employee Representative Co-Chair Management Representative Employee Representative Employee Representative | CAPI – Québec | Stéphane Lafortune Louise Chouinard Julie Charette Chantal Proulx Diane Hamelin | (514) 249-7967 (418) 931-7589 (514) 496-8801 (450) 512-3687 (819) 639-5328 |
| | Management Co-Chair Employee Representative Co-Chair Management Representative Management Representative Employee Representative Employee Representative Employee Representative | CAPI – Atlantic Provinces | Stéphane Lafortune Stacey Yerxa Russell (N.B.) Alaine Crowell-Hemming Marc Melanson Karla Smith (N.S.) Jacinta Stewart (PEI) Audrey Wilson (NFDL) | (514) 249-7967 (506) 478-1679 (902) 426-0731 (902) 426-6178 (902) 690-7354 (902) 314-2546 (709) 725-8247 |

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|---|-----------------------------|--------------------------------|-------------------|----------------|
| National Occupational Health and Safety Policy Committee (NOHSPC) | Employee Representatives | Employees Co-Chair | Alice Vallée | (819) 564-5500 |
| | | Office Representative, Eastern | Alice Vallée | (819) 564-5500 |
| | | Field Representative, Eastern | Vacant | |
| | | Office Representative, Western | Vacant | |
| | | Field Representative, Western | Linda Woods | (250) 807-2484 |
| | | Office Representative, Central | Imane Meddah | (705) 753-4888 |
| | Management Representatives | Field Representative, Central | Vacant | |
| | | Management Co-Chair | TBD | |
| | | Assistant Director, Central | Robert Stephenson | (416) 770-2653 |
| | | Assistant Director, Western | Suneela Chopra | (604) 666-1381 |
| | Assistant Director, Eastern | Michel Forest | (514) 283-3137 | |
| | Regional Manager, Central | Monika Ochnik | (647) 203-9902 | |

APPENDIX 9 – Section II

CENTRAL REGION

OPERATIONAL CONTACTS AND COMMITTEES

| Operational Contacts | Title | Area | Contacts | Phone Number |
|---|--|---|-------------------|---------------------|
| Operational Contacts | Regional Director | Central Region | Nancy Guarino | (416) 756-1253 |
| | Assistant Director, Operations | Central Region | Robert Stephenson | (416) 770-2653 |
| | District Manager | Central Region | Rose-Anne Danis | (705) 492-4318 |
| | Regional Program Manager | CAPI - Toronto | Tamara Dhue | (416) 475-8744 |
| | Regional Management Officer | Central Region | Monika Ochnik | (647) 203-9902 |
| Human Resources Contacts | Regional Human Resources Manager | Central Region | Nicole Dixon | (647) 326-1906 |
| | Compensation Supervisor | Central Region | Kathy Simpson | (416) 756-1037 |
| Grievance Officers | Assistant Director, Operations or District Manager | Level 1 | Robert Stephenson | (416) 770-2653 |
| | Director | Level 2 | Rose-Anne Danis | (705) 492-4318 |
| | Director General | Level 3 | Nancy Guarino | (416) 756-1253 |
| | Assistant Chief Statistician | Level 4 | Rock Lemay | (613) 951-6534 |
| Harassment Prevention – List of Resources | Delegated Manager | Director General | Rock Lemay | (613) 951-6534 |
| | Harassment Prevention Coordinator | Assistant Director Human Resources, RO services | Mélissa Boivin | (514) 283-1015 |
| | Respectful Workplace Officers (RWO) | Assistant Director, Operations | Robert Stephenson | (416) 770-2653 |
| | | Assistant Director, Statistical Information Service (SIS) | Carmen DaRosa | (416) 523-1767 |
| Regional Human Resources (HR) | Regional HR Manager | Nicole Dixon | (647) 326-1906 | |
| Employee Assistance Program | Regional Human Resources Manager 1-800-268-7708 or 1-800-567- 5803 (ATS) | | Nicole Dixon | (647) 326-1906 |

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|--|---|---|--|--|
| Regional Union Management Consultation Committee (RUMCC) | Director Assistant Director, Operations Assistant Director, SIS Regional Human Resources Manager | Management Co-Chair | Nancy Guarino Robert Stephenson Carmen DaRosa Nicole Dixon | (416) 756-1253 (416) 770-2563 (416) 523-1767 (647) 326-1906 |
| Union Executive Members | Union of National Employees - Assistant Regional Vice-President – Ontario | Union Co-Chair Union local 00034 Union local 70040 Union local 00058 Union local 00268 | Phyllis Allen Joanne Bekker Evelyn Beckert Harold Kim Shelly Daudlin Sheila Dhinell | (289) 407-1378 (647) 406-0633 (613) 219-4627 (416) 434-8198 (226) 280-1802 |
| National Union Management Consultation Committee (NUMCC) | Management Representatives | Management Co-Chair Regional Director, Central Region Regional Director, Eastern Region Regional director, Western Region Manager, SSO Secretariat Director, Pay, Ethics and Workforce Management Division Recording Secretary | Rock Lemay Nancy Guarino Martine Lamontagne Lise Rivais TBD Supriya Edwards TBD | (613) 951-6534 (416) 756-1253 (514) 283-4053 (604) 666-6078 (613) 951-1190 |
| | Employee Representatives | Union Co-Chair Office Representative, Central Field Representative, Central | Kevin King Vacant Vacant | |

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|---|--|--|--|--|
| National Union Management Consultation Committee (NUMCC) (continued) | Employee Representatives (continued) | Office Representative, Eastern Field Representative, Eastern Office Representative, Western Field Representative, Western Union Labour Relations Officer | Alice Vallée Claude-André Leduc Vacant Linda Woods Frank Grimes | (819) 564-5500 (514) 254-9774 (250) 807-2484 |
| Central Region – Field Interviewer Regional Health & Safety Committee | Management Co-Chair Management Representative Management Representative Employee Representative Co-Chair Employee Representative Employee Representative Employee Representative Employee Representative Employee Representative | Assistant Director, Operations CAPI - Toronto Regional Management Officer Central Region Local 00383 Local 00034 Local 00155 Local 00034 Local 70040 | Robert Stephenson Tamara Dhue Monika Ochnik Phyllis Allen Tammy Stewart Joanne Bekker Shelley Laramie Jeanette Nelson Santina Camposarcone | (416) 770-2653 (416) 475-8744 (647) 203-9902 (289) 407-1378 (807) 355-5417 (647) 406-0633 (519) 566-3722 (289) 927-2347 (613) 302-8047 |
| Central Region – Toronto Regional Health and Safety Committee | Management Co-Chair Management Representative Management Representative Employee Representative Co-Chair Employee Representative Employee Representative | Assistant Director, SIS Regional Management Officer CAPE | Carmen DaRosa Wade Costain Monika Ochnik Gerald Morin Lisa Waywell Sam Padayachee | (416) 523-1767 (416) 801-0675 (647) 203-9902 (416) 938-9640 (416) 540-9994 (416) 998-9130 |
| Central Region – Sturgeon Falls Regional Health and Safety Committee | Management Co-Chair Management Representative Management Representative Employee Representative Co-Chair Employee Representative Employee Representative | Assistant Director, Operations Management Services Officer | Robert Stephenson Monika Ochnik Rose-Anne Danis Imane Meddah Diane Baronette Robert Kienapple | (416) 770-2653 (647) 203-9902 (705) 492-4318 705-492-4085 |

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|---|---|---|---|--|
| National Occupational Health and Safety Policy Committee (NOHSPC) | Employee Representatives | Employees Co-Chair Office Representative, Eastern Field Representative, Eastern Office Representative, Western Field Representative, Western Office Representative, Central Field Representative, Central | Alice Vallée Alice Vallée Vacant Vacant Linda Woods Imane Meddah Vacant | (819) 564-5500 (819) 564-5500 (250) 807-2484 |
| | Management Representatives | Management Co-Chair Assistant Director, Central Assistant Director, Western Assistant Director, Eastern Regional Manager, Central | TBD Robert Stephenson Suneela Chopra Michel Forest Monika Ochnik | (416) 770-2653 (604) 666-1381 (514) 283-3137 (647) 203-9902 |
| Employment Equity Committee Members | Management Chair Human Resources Representative Employee Representative | | Robert Stephenson Nicole Dixon Syed Hussain | (416) 770-2653 (647) 326-1906 (289) 927-0455 |

APPENDIX 9 – Section III

WESTERN REGION

OPERATIONAL CONTACTS AND COMMITTEES

| Operational Contacts | Title | Area | Contacts | Phone Number |
|---|--|---|---|--|
| Operational Contacts | Assistant Director Operations | Western Region | Suneela Chopra | (604) 666-1381 |
| | District Manager | Western Region/Winnipeg CATI | Dennis Galante | (204) 983-1984 |
| | Regional Program Manager | CATI - Edmonton | Maekele Estifanos | (780) 495-4659 |
| | Regional Program Manager | CATI - Winnipeg | Richard Landry | (204) 983-8650 |
| | Regional Program Managers | CAPI | Lauren Cornish | (604) 351-1288 |
| | | | Rudy Mehra | (587) 341-0089 |
| Human Resources Contacts | Regional Human Resources Manager Human Resources Advisor Compensation Supervisor | | Laura Johnston Mei Ludwig Joanne Thorlakson | (780) 495-8242 (780) 495-6567 (587) 337-6453 |
| Grievance Officers | Assistant Director, Operations or District Manager | Level 1 | Suneela Chopra/ Dennis Galante | (604) 666-1831 (204) 983-1984 |
| | Director | Level 2 | Lise Rivais | (604) 666-6078 |
| | Director General | Level 3 | Rock Lemay | (613) 951-6534 |
| | Assistant Chief Statistician | Level 4 | Stéphane Dufour | (613) 951-9866 |
| Harassment Prevention – List of Resources | Delegated Manager | Director General | Rock Lemay | (613) 951-6534 |
| | Harassment Prevention Coordinator | Assistant Director Human Resources, RO services | Mélissa Boivin | (514) 283-1015 |
| | Respectful Workplace Officers (RWO) | Manager, SSO Secretariat Intercensal Manager | TBD Kwong Wong | (604) 666-3694 |
| | Regional Human Resources (HR) | Regional HR Manager | Laura Johnston | (780) 495-8242 |
| Employee Assistance Program | Regional Human Resources Manager 1-800-268-7708 or 1-800-567-5803(ATS) | | Laura Johnston | (780) 495-8242 |

| | | | | |
|---|----------------------------------|---|---|--|
| Regional Union Management Consultation Committee (RUMCC) | Director | | Lise Rivais | (604) 666-6078 |
| | Assistant Director, Operations | | Suneela Chopra | (604) 666-1381 |
| | District Manager | | Dennis Galante | (204) 983-1984 |
| | Regional Human Resources Manager | | Laura Johnston | (780) 495-8242 |
| Union Executive Members | President | CAPI - Manitoba | Florence Tokar | (204) 230-3543 |
| | President | CAPI - Saskatchewan | Mary Jo Tyson | (306) 477-5070 |
| | President | CAPI - Alberta | Tabassom Javadi-Doudarani | (403) 863-2002 |
| | President | CAPI - British Columbia | Linda Woods | (250) 807-2484 |
| | President | CATI - Edmonton | Yun-Csang Ghimn | (780) 455-5896 |
| | President | CATI - Winnipeg | Rita Gordon | miss.ritagordon@gmail.com |
| Local Labour Management Consultation Committees | Director | | Lise Rivais | (604) 666-6078 |
| | Assistant Director Operations | Management representatives for each meeting will be three of these four individuals | Suneela Chopra | (604) 666-1381 |
| | Regional Human Resources Manager | | Laura Johnston | (780) 495-8242 |
| | District Manager | | Dennis Galante | (204) 983-1984 |
| - CATI Edmonton - CATI Winnipeg - CAPI Manitoba - CAPI Saskatchewan - CAPI Alberta - CAPI British Columbia | Employee Representatives | | <i>Three per committee Based on elected Union Executive in each Committee. CAPI LUMCC conducted as one joint meeting for all four locals.</i> | |
| National Union Management Consultation Committee (NUMCC) | Management Representatives | Management Co-Chair | Rock Lemay | (613) 951-6534 |
| | | Regional Director, Central Region | Nancy Guarino | (416) 756-1253 |
| | | Regional Director, Eastern Region | Martine Lamontagne | (514) 283-4053 |
| | | Regional director, Western Region | Lise Rivais | (604) 666-6078 |
| | | Manager, SSO Secretariat | TBD | |
| | | Director, Pay, Ethics and Workforce Management Division | Supriya Edwards | (613) 951-1190 |
| | Recording Secretary | TBD | | |

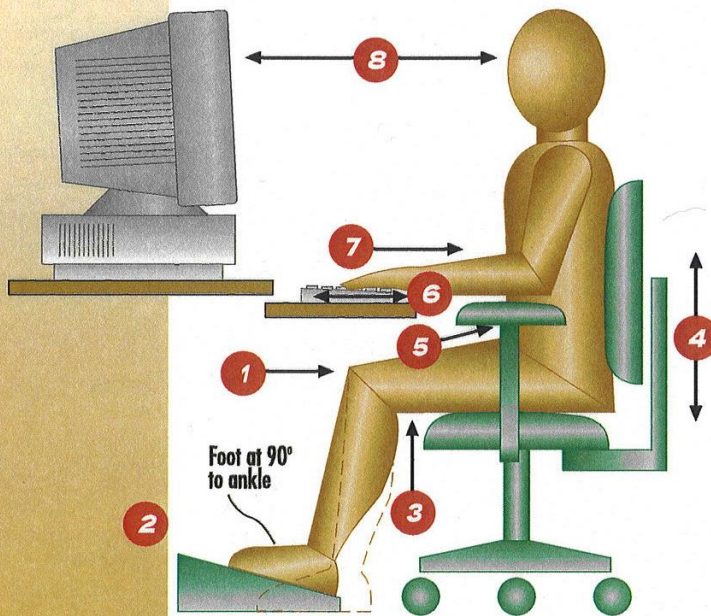
| | | | | |
|--|---|---|---|--|
| National Union Management Consultative Committee (NUMCC), <i>(continued)</i> | Employee Representatives | Union Co-Chair Office Representative, Central Field Representative, Central Office Representative, Eastern Field Representative, Eastern Office Representative, Western Field Representative, Western Union Labour Relations Officer | Kevin King Vacant Vacant Alice Vallée Claude-André Leduc Vacant Linda Woods Frank Grimes | (819) 564-5500 (514) 254-9774 (250) 807-2484 |
| Regional Health and Safety Committee | CATI Winnipeg Committee Employee Co-Chair Employee Representative Employee Representative Management Representative | CATI Winnipeg Committee | Richard Landry Ernest Cholakis Laszlo Temesvary Donna Fidelak (Alt) David Kudlovich | (204) 983-8650 (204) 984-3696 (780) 566-0946 |
| | Management Co-Chair Management Representative Employee Co-Chair Employee Representative Employee Representative Employee Representative Employee Representative | CATI Edmonton Committee | Maekele Estifanos David Kudlovich Rifat Jahan Jesse Leong Michael Yeung Paula Campbell Salwa Abdallah | (780) 495-4659 (780) 566-0946 (780) 655-8675 (587) 930-3180 |
| | Management Co-Chair Management Co-Chair Management Representative | CAPI Committee | Rudy Mehra Lauren Cornish (Alt) David Kudlovich | (780) 495-5026 (604) 351-1288 (780) 566-0946 |
| | Employee Representative – MB/NU Employee Representative – SK Employee Representative – AB/NT Employee Representative – BC/YT | Employee co-chair rotates on a monthly basis | Mariola Jaskiewicz Logan Gamble Colleen Leinweber Ryan Sharp | (204) 475-9782 (306) 530-2351 (780) 718-7451 (604) 396-1695 |
| | Management Co-Chair Management Representative | Vancouver RO | Lauren Cornish David Kudlovich | (604) 351-1288 (780) 566-0946 |

| | | | | |
|---|---|---|---|--|
| Regional Health and Safety Committee <i>(continued)</i> | Employee Representative Employee Representative Employee Representative | Vancouver RO (con't) | Derek Adams Desiree Ng Clear House | (604) 666-1679 (604) 666-4996 (604) 666-1851 |
| | Management Co-Chair Management Representative Employee Representative Employee Representative Employee Representative | Edmonton – ATB Place | Joanne Thorlakson David Kudlovich Carter Thompson Paula Reid Daryle Beissel | (587) 337-6453 (780) 566-0946 (587) 335-8717 (587) 337-3167 (780) 442-7383 |
| National Occupational Health and Safety Policy Committee (NOHSPC) | Employee Representatives | Employees Co-Chair Office Representative, Eastern Field Representative, Eastern Office Representative, Western Field Representative, Western Office Representative, Central Field Representative, Central | Alice Vallée Alice Vallée Vacant Vacant Linda Woods Imane Meddah Vacant | (819) 564-5500 (819) 564-5500 (250) 807-2484 |
| | Management Representatives | Management Co-Chair Assistant Director, Central Assistant Director, Western Assistant Director, Eastern Regional Manager, Central | TBD Robert Stephenson Suneela Chopra Michel Forest Monika Ochnik | (416) 770-2653 (604) 666-1381 (514) 283-3137 (647) 203-9902 |
| Employment Equity Committee Members | Management Chair HR Representative Employee Representative Employee Representative Employee Representative | Regional Committee | Suneela Chopra Mei Ludwig TBD TBD TBD | (604) 666-1381 (780) 495-6567 |

ADJUSTING AND ADAPTING YOUR COMPUTER WORKSTATION

CHECKLIST

A COMFORTABLE POSTURE...



EVERYTHING WITHIN REACH...

- Place the mouse next to the keyboard and at the same height. (See over, Note 7)
- Document(s) should be on a document-holder that is placed either between the keyboard and the screen or next to and at approximately the same height as the monitor screen.
- A task light improves lighting on the document(s) you are reading. (See over, Note 8)

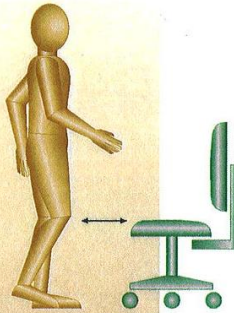
A properly adjusted workstation allows you to adopt a natural and comfortable posture. To benefit from these adjustments, your work should be properly organized. (See over, Note 9)

- 1 YOUR THIGHS SHOULD BE PARALLEL TO THE FLOOR**
 - Adjust the height and/or angle of the chair seat.
- 2 YOUR FEET SHOULD LAY FLAT ON THE FLOOR OR ON A FOOTREST**
 - Adjust the height of the chair seat. (See over, Note 1)
- 3 BACK OF THE KNEES SHOULD BE CLEAR OF THE FRONT EDGE OF THE SEAT**
 - Adjust the depth of the chair seat so that you can easily place your fist behind your knee.
 - Be sure to specify the appropriate seat depth length when ordering a new chair.
- 4 YOUR BACK: LOWER AND MID-BACK SHOULD BE WELL SUPPORTED**
 - Adjust the height, tension, and angle of the backrest, to ensure the lumbar support is positioned at your waist.
- 5 YOUR FOREARMS SHOULD BE SUPPORTED AND YOUR SHOULDERS RELAXED AT ALL TIMES**
 - The height of and distance between your armrests should allow freedom of movement for your forearms when performing tasks, yet provide support for them during rest periods or when using your mouse.
 - Avoid hunching your shoulders and ensure that the elbows/upper arms remain close to your torso. (If armrests do not adjust, see over, Note 2)
- 6 YOUR ELBOWS SHOULD BE AT APPROXIMATELY THE SAME HEIGHT AS THE KEYBOARD**
 - Adjust the height of your keyboard tray or work surface so the keyboard is at the height of your elbows. (If this is not possible, see over, Notes 3 and 4)
- 7 YOUR WRISTS SHOULD BE STRAIGHT AT ALL TIMES AND YOUR HANDS IN LINE WITH YOUR FOREARMS**
 - Adjust the angle and height of the keyboard tray or work surface to ensure straight wrists.
 - If your keyboard tray or work surface is not adjustable, adjust your seat to ensure straight wrists. You will need to use a footrest if you have raised the seat and your feet are not flat and well supported on the floor. (See over, Notes 4 and 5)
- 8 THE MONITOR SHOULD BE AT A COMFORTABLE READING DISTANCE AND HEIGHT**
 - The viewing distance should be within 16" to 29" (40cm-74cm). About one arm's length.
 - The monitor height should allow the neck to be in a neutral position when looking at the top row of text on the screen. (See over, Note 6)

MORE INFORMATION

ADJUSTING AND ADAPTING

YOUR COMPUTER WORKSTATION



NOTE 1 ADJUSTING THE HEIGHT OF YOUR CHAIR SEAT

- Adjust the height of your chair seat so that it is below or at knee height.

NOTE 2 ARMRESTS

- Your forearms can be supported by armrests. If your armrests are not adjustable, replace with adjustable armrests if possible.

NOTE 3 WORK SURFACE

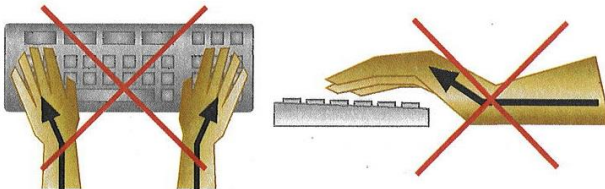
- If your work surface is not adjustable, adjust the height of your chair seat so that your elbows are at the same height as the keyboard.
- The height of the chair should be adjusted considering the height of the work surface and the work being done.

NOTE 4 FOOTREST

- A footrest may be necessary when the chair is raised for a worker to reach a work surface and when feet are unsupported.
- If a worker moves his or her chair frequently between different work surfaces, more than one footrest may be required.

NOTE 5 HAND POSITION

- The purpose of a hand/wrist support is to prevent your wrists from resting on hard surfaces during rest periods between keyboard tasks.
- Good habits include avoiding extreme wrist postures, such as those illustrated below.



NOTE 6 POSITION OF COMPUTER MONITOR

- If you wear bifocals and view the screen with the lower portion of the lenses, it may help to position the monitor lower or tilt it back slightly. (Watch out for glare!)

NOTE 7 SIZE AND POSITION OF THE MOUSE

- Your mouse should be the proper size to fit your hand and be positioned directly beside your keyboard.
- If you have a keyboard tray that is not wide enough to accommodate the mouse, consider the use of adjustable shelves that may be attached to the work surface or those that may extend the keyboard tray.
- Another option is to eliminate your keyboard tray by placing your keyboard and mouse on the work surface. Note that if you choose this option, remember to apply the necessary adjustments to the chair and monitor height as required.
- Ensure your arms are close to your body while using the mouse.



NOTE 8 LIGHTING AND GLARE

To avoid glare and increase monitor screen visibility, you can:

- Reduce, eliminate or diffuse any overhead lighting that is reflected on your screen;
- Position your monitor so that your line of vision is parallel to the window;
- Ensure that the monitor screen has a light background colour and dark characters;
- An antiglare screen should be avoided unless other measures are not applicable.

Please note: glare control measures should ensure that a comfortable posture can be maintained.

NOTE 9 WORK ORGANIZATION

Even the most comfortable posture should be changed periodically.

- Tilt your chair seat and backrest to vary posture;
- Take short breaks frequently to avoid prolonged static postures;
- Alternate work at the computer with non-computer tasks;
- Adopt a work pace that is regular and reasonable for you;
- Periodically look away from the screen to a farther distance;
- Stretch regularly and perform relaxation exercises;
- Swivel your chair to face your next task instead of twisting your body.

Conception
Direction de la santé publique
de Montréal-Centre
– Santé au travail

 Health Canada Santé Canada
 Workplace Health and Public Safety Programme
 Programme de santé au travail et de sécurité du public

 RÉGIE RÉGIONALE
DE LA SANTÉ ET DES
SERVICES SOCIAUX
DE MONTRÉAL-CENTRE

 LA PRÉVENTION
i'y travaille!

Québec 

APPENDIX – 11

CONTACT INFORMATION WHEN THERE IS A REGIONAL OFFICE EMERGENCY SITUATION

For Statistical Survey Operations (SSO)

**Staying informed
in times of
emergency**

In the event of unexpected disruptions to the normal workday, such as a building closure, it is important that all employees are provided with regular status reports. As part of the agency's emergency response procedures, we are committed to making sure that employees are kept informed as quickly and accurately as possible.

It can be expected that **local radio stations** may pass along any news updates in the event of a building closure or other disruptions at work. We also have **toll-free Emergency Information lines** available to all employees:

- 1-855-312-0100 (headquarters)
- 1-855-850-4643 (Eastern Region)
- 1-855-445-3175 (Western Region and Northern Territories)
- 1-866-626-3577 (Central Region)

Messages providing direction to headquarters' employees will be updated on this line as required. We encourage employees to keep this number handy in their personal telephone directories, and to keep these instructions at home if required

APPENDIX – 12


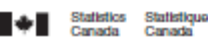

| | | | | | | | | | | | | |
|--|--|--|--|--|--|--|----------------------------------|------------------------------|--|---|------------------|--|
|  | Statistical survey operations Employment Equity Self-Identification Form | Confidential when completed Français au verso | | | | | | | | | | |
| <ul style="list-style-type: none"> Completion of Section A and E is required. Response to sections B to D is optional. You may identify yourself in more than one designated group. Please return the questionnaire in the pre-addressed envelope provided. To update your information, you must fill out a new form. Your self-identification information is confidential. It is protected by the <i>Privacy Act</i>. The information is used to generate statistics for analyzing and monitoring the employment situation and progress of designated groups. Only a small number of Statistics Canada employees working on the EE Program and at the Office of the Chief Human Resources Officer at Treasury Board who manage the Employment Equity Data Bank will have access to the information. To obtain an alternative format, please contact your Regional Human Resources Officer. | | | | | | | | | | | | |
| A | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">First name</td></tr> <tr><td style="padding: 2px;">Family name</td></tr> <tr><td style="padding: 2px;">Address</td></tr> <tr><td style="padding: 2px;">Telephone number</td></tr> </table> | First name | Family name | Address | Telephone number | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Personal Record Identifier (PRI)</td></tr> <tr><td style="padding: 2px;">Interviewer's level & number</td></tr> <tr> <td style="padding: 2px;"> <input type="radio"/> Senior interviewer Number </td> </tr> <tr> <td style="padding: 2px;"> <input type="radio"/> Interviewer <input style="width: 40px;" type="text"/> </td> </tr> <tr><td style="padding: 2px;">Location of Work</td></tr> <tr> <td style="padding: 2px;"> <input type="radio"/> Office <input type="radio"/> Field </td> </tr> </table> | Personal Record Identifier (PRI) | Interviewer's level & number | <input type="radio"/> Senior interviewer Number | <input type="radio"/> Interviewer <input style="width: 40px;" type="text"/> | Location of Work | <input type="radio"/> Office <input type="radio"/> Field |
| First name | | | | | | | | | | | | |
| Family name | | | | | | | | | | | | |
| Address | | | | | | | | | | | | |
| Telephone number | | | | | | | | | | | | |
| Personal Record Identifier (PRI) | | | | | | | | | | | | |
| Interviewer's level & number | | | | | | | | | | | | |
| <input type="radio"/> Senior interviewer Number | | | | | | | | | | | | |
| <input type="radio"/> Interviewer <input style="width: 40px;" type="text"/> | | | | | | | | | | | | |
| Location of Work | | | | | | | | | | | | |
| <input type="radio"/> Office <input type="radio"/> Field | | | | | | | | | | | | |
| B <p>A person with a disability has a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and:</p> <p>a) considers himself or herself to be disadvantaged in employment by reason of that impairment,</p> <p>b) believes that an employer or potential employer is likely to consider him/her to be disadvantaged in employment by reason of that impairment.</p> <p>This definition includes persons whose functional limitations from their impairment have been accommodated in their current job or workplace.</p> <p>Are you a person with a disability?</p> <p><input type="radio"/> Yes, this section applies to me – check all that apply</p> <p><input type="radio"/> No, this section does not apply to me</p> <p>Provision of sub-group information is voluntary</p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><input type="checkbox"/> Co-ordination or dexterity (difficulty using hands or arms; for example, grasping or handling a stapler or using a keyboard)</p> <p><input type="checkbox"/> Mobility (difficulty moving around; for example, from one office to another or up and down stairs)</p> <p><input type="checkbox"/> Blindness or visual impairment (unable to see or difficulty seeing)</p> </td> <td style="width: 50%; vertical-align: top;"> <p><input type="checkbox"/> Deafness or hearing impairment (unable to hear or difficulty hearing)</p> <p><input type="checkbox"/> Speech impairment (unable to speak or difficulty speaking and being understood)</p> <p><input type="checkbox"/> Other disability (Includes learning, developmental and all other types of disabilities) (Please specify)</p> </td> </tr> </table> | | | <p><input type="checkbox"/> Co-ordination or dexterity (difficulty using hands or arms; for example, grasping or handling a stapler or using a keyboard)</p> <p><input type="checkbox"/> Mobility (difficulty moving around; for example, from one office to another or up and down stairs)</p> <p><input type="checkbox"/> Blindness or visual impairment (unable to see or difficulty seeing)</p> | <p><input type="checkbox"/> Deafness or hearing impairment (unable to hear or difficulty hearing)</p> <p><input type="checkbox"/> Speech impairment (unable to speak or difficulty speaking and being understood)</p> <p><input type="checkbox"/> Other disability (Includes learning, developmental and all other types of disabilities) (Please specify)</p> | | | | | | | | |
| <p><input type="checkbox"/> Co-ordination or dexterity (difficulty using hands or arms; for example, grasping or handling a stapler or using a keyboard)</p> <p><input type="checkbox"/> Mobility (difficulty moving around; for example, from one office to another or up and down stairs)</p> <p><input type="checkbox"/> Blindness or visual impairment (unable to see or difficulty seeing)</p> | <p><input type="checkbox"/> Deafness or hearing impairment (unable to hear or difficulty hearing)</p> <p><input type="checkbox"/> Speech impairment (unable to speak or difficulty speaking and being understood)</p> <p><input type="checkbox"/> Other disability (Includes learning, developmental and all other types of disabilities) (Please specify)</p> | | | | | | | | | | | |
| C <p>An Aboriginal person is a North American Indian or a member of a First Nation, a Métis or Inuit. North American Indians or members of a First Nation include Status, Treaty or Registered Indians, as well as Non-status and Non-registered Indians.</p> <p>Are you an Aboriginal person?</p> <p><input type="radio"/> Yes, this section applies to me – check all that apply</p> <p><input type="radio"/> No, this section does not apply to me</p> <p>Provision of sub-group information is voluntary</p> <table style="width: 100%;"> <tr> <td style="width: 25%;"><input type="checkbox"/> ⁰¹ North American Indian/First Nation</td> <td style="width: 25%;"><input type="checkbox"/> ⁰² Métis</td> <td style="width: 25%;"><input type="checkbox"/> ⁰³ Inuit</td> <td style="width: 25%;"><input type="checkbox"/> ⁰⁴ Other</td> </tr> </table> | | | <input type="checkbox"/> ⁰¹ North American Indian/First Nation | <input type="checkbox"/> ⁰² Métis | <input type="checkbox"/> ⁰³ Inuit | <input type="checkbox"/> ⁰⁴ Other | | | | | | |
| <input type="checkbox"/> ⁰¹ North American Indian/First Nation | <input type="checkbox"/> ⁰² Métis | <input type="checkbox"/> ⁰³ Inuit | <input type="checkbox"/> ⁰⁴ Other | | | | | | | | | |
| D <p>A person in a visible minority group in Canada is someone (other than an Aboriginal person) who is non-white in colour, regardless of place of birth.</p> <p>Are you a person in a visible minority group?</p> <p><input type="radio"/> Yes, this section applies to me – check all that apply</p> <p><input type="radio"/> No, this section does not apply to me</p> <p>Provision of sub-group information is voluntary</p> <table style="width: 100%;"> <tr> <td style="width: 33%; vertical-align: top;"> <p><input type="checkbox"/> ⁴¹ Black</p> <p><input type="checkbox"/> ⁴² Chinese</p> <p><input type="checkbox"/> ⁴³ Filipino</p> <p><input type="checkbox"/> ⁴⁴ Japanese</p> <p><input type="checkbox"/> ⁴⁵ Korean</p> </td> <td style="width: 33%; vertical-align: top;"> <p><input type="checkbox"/> ⁴⁶ South Asian/East Indian (including Indian from India; Bangladesh; Pakistani; East Indian from Guyana, Trinidad, East Africa; etc.)</p> <p><input type="checkbox"/> ⁴⁷ Southeast Asian (including Burmese; Cambodian; Laotian; Thai; Vietnamese; etc.)</p> <p><input type="checkbox"/> ⁴⁸ Non-White West Asian, North African or Arab (including Egyptian; Libyan; Lebanese; Iranian; etc.)</p> </td> <td style="width: 33%; vertical-align: top;"> <p><input type="checkbox"/> ⁴⁹ Latin American (including Indigenous persons from Central and South America, etc.)</p> <p><input type="checkbox"/> ⁵⁰ Person with Mixed Origin (with one parent in one of the visible minority groups listed above)</p> <p><input type="checkbox"/> ⁵¹ Other Visible Minority Group (Please specify)</p> </td> </tr> </table> | | | <p><input type="checkbox"/> ⁴¹ Black</p> <p><input type="checkbox"/> ⁴² Chinese</p> <p><input type="checkbox"/> ⁴³ Filipino</p> <p><input type="checkbox"/> ⁴⁴ Japanese</p> <p><input type="checkbox"/> ⁴⁵ Korean</p> | <p><input type="checkbox"/> ⁴⁶ South Asian/East Indian (including Indian from India; Bangladesh; Pakistani; East Indian from Guyana, Trinidad, East Africa; etc.)</p> <p><input type="checkbox"/> ⁴⁷ Southeast Asian (including Burmese; Cambodian; Laotian; Thai; Vietnamese; etc.)</p> <p><input type="checkbox"/> ⁴⁸ Non-White West Asian, North African or Arab (including Egyptian; Libyan; Lebanese; Iranian; etc.)</p> | <p><input type="checkbox"/> ⁴⁹ Latin American (including Indigenous persons from Central and South America, etc.)</p> <p><input type="checkbox"/> ⁵⁰ Person with Mixed Origin (with one parent in one of the visible minority groups listed above)</p> <p><input type="checkbox"/> ⁵¹ Other Visible Minority Group (Please specify)</p> | | | | | | | |
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| E <table style="width: 100%;"> <tr> <td style="width: 60%;"><input style="width: 95%;" type="text"/></td> <td style="width: 40%; text-align: right;">(YYYYMMDD)</td> </tr> <tr> <td>Signature</td> <td>Date <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/></td> </tr> </table> | | | <input style="width: 95%;" type="text"/> | (YYYYMMDD) | Signature | Date <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> | | | | | | |
| <input style="width: 95%;" type="text"/> | (YYYYMMDD) | | | | | | | | | | | |
| Signature | Date <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> | | | | | | | | | | | |
| 7-5050-B6.1: 2018-06-14 | | | | | | | | | | | | |
|  | |  | | | | | | | | | | |

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INSERTS

- Insert – 1 **Terms And Conditions of Employment for Non-Represented Employees in the Office**
- OR
- The Collective Agreement for Statistical Survey Operations Interviewers and Senior Interviewers engaged in the carrying out of survey activities primarily inside Statistics Canada Regional Offices**
- Insert – 2 **Links to the National Joint Council Directives for CATI**

STATISTICAL SURVEY OPERATIONS

**TERMS AND CONDITIONS
OF EMPLOYMENT**

FOR

UNREPRESENTED EMPLOYEES

IN THE OFFICE

October 24, 2006
(Modified: October 1, 2016; July 1, 2018)

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APPLICATION

These are the terms and conditions of employment for Statistical Survey Operations (SSO) interviewers and senior interviewers working in the field, hired under the authority of Section 5 (1) of *The Statistics Act*, who are employed for less than 3 months or who have an assigned work week (AWW) of 12.5 hours or less per week.

1. HOURS OF WORK

The work is of a “part-time” nature and the assignment of the work is the responsibility of the Employer. Nothing in the terms and conditions of employment shall be construed as guaranteeing minimum or maximum hours of work. Employees may be required to register their attendance in a form or in forms to be determined by the employer.

Assigned workweek

This means the weekly average of the hours of work projected for a three-month calendar period as specified below and revised from time to time to reflect operational requirements. The employee is notified of changes to his/her assigned workweek in writing or electronically where available, at the beginning of each quarter.

The assigned workweek is used to determine eligibility for Superannuation (pension), Disability Insurance (DI), Supplementary Death Benefit (SDB) and the Dental Care Plan. It is also used to calculate the premiums and benefits for Superannuation, DI and SDB. The assigned workweek will be used when calculating hours for periods of leave without pay for the administration of severance pay.

The three-month calendar periods shall be as follows for all employees, irrespective of date of hiring:

January 1 – March 31
April 1 – June 30
July 1 – September 30
October 1 – December 31

Rates of pay - Please refer to Annex “A”.

Pay Increments

- a) The pay increment period for all employees shall be fifty-two (52) weeks.
- b) Subject to the Employer’s pay increment policy, employees shall be eligible to move to the next step in the rates of pay after they have been at their current step for a total of fifty-two (52) weeks. The pay increment date shall be the first (1st) Monday following the fifty-two (52) week pay increment period.

2. SECOND LANGUAGE PREMIUM

Where the Employer determines that a position within the scope of these Terms and Conditions of Employment must be occupied by an employee who is fluent in a second language, such employee shall be paid a premium of forty-one cents (\$.41) per hour for all hours worked at the straight-time rate.

3. OVERTIME

Overtime compensation, for employees subject to the Terms and Conditions of Employment for Unrepresented Employees, is administered in accordance with the Collective Agreement for interviewers and senior interviewers engaged in the carrying out of survey activities primarily inside Statistics Canada Regional Offices.

All overtime must be pre-approved by the Employer.

The following provisions must be applied in conjunction with the Collective Agreement.

There are two circumstances in which overtime applies:

1. Work in excess of the maximum workday or the maximum workweek:

a) Work in excess of the maximum workday:

An employee who is required to work in excess of the maximum workday (7 ½ hours) is entitled to compensation at time and one half (1½) for all hours worked in excess.

b) Work in excess of the maximum workweek:

An employee who is required to work in excess of the maximum workweek (37.5 hours) is entitled to compensation at time and one half (1 ½) for all hours worked in excess.

2. Work on a day of rest:

a) Work five days and thirty-seven and one-half hours:

The day of rest apply only in a week when an employee has worked five (5) days and thirty-seven and one-half (37.5) hours in that week. The week is specified from Monday to Sunday.

b) Work after 6 (six) consecutive days

This applies when an employee is required by the Employer to work more than 6 consecutive days, at the straight time rate of pay, irrespective of the number of hours worked in that week. The work week is specified from Monday to Sunday.

c) **Compensation for work on a day of rest:**

First day of rest: The rate of overtime pay on the first day of rest is time and a half (1½) for the first 7½ hours and double (2) thereafter.

Second day of rest: The rate of overtime pay on the second day of rest is double (2) time. The second day of rest means the second in an unbroken series of two (2) consecutive and contiguous days of rest.

An employee is entitled to overtime compensation for each completed period of fifteen (15) minutes of overtime worked:

- a) when the overtime work is authorized in advance by the Employer or is in accordance with standard operating instructions,
- AND**
- b) when the employee does not control the duration of the overtime work.

Employees shall record starting and finishing times of overtime work in a form determined by the Employer.

Overtime shall be compensated in cash. The Employer shall endeavour to pay overtime compensation by the eighth (8th) week after which it is earned.

For the purpose of avoiding the pyramiding of overtime, there shall be no duplication of overtime payments for the same hours worked.

4. WORK ON A DESIGNATED PAID HOLIDAY

This applies when an employee is required by the Employer to work on a designated paid holiday. The rate of overtime pay is time and a half (1.5) for the first 7.5 hours and double (2.0) thereafter.

The Following days shall be designated paid holidays for employees:

1. New Year's Day
2. Good Friday
3. Easter Monday
4. The day fixed by proclamation of the Governor in Council for celebration of the Sovereign's Birthday
5. Canada Day
6. Labour Day
7. The day fixed by proclamation of the Governor in Council as a general day of Thanksgiving
8. Remembrance Day
9. Christmas Day
10. Boxing Day

11. One additional day in each year that, in the opinion of the Employer, is recognized to be a provincial or civic holiday in the area in which the employee is employed or, in any area where, in the opinion of the Employer, no such additional day is recognized as a provincial or civic holiday, the first Monday in August
12. One additional day when proclaimed by an Act of Parliament as a national holiday

5. EVENING AND WEEKEND PREMIUM

- a) An employee whose hours of work are scheduled to extend beyond 5:00 p.m. will receive a premium of two dollars (\$2.00) per hour for all hours worked, including overtime hours, after 5 p.m. between Monday and Friday.
- b) An employee whose hours of work are scheduled on a weekend will receive a premium of two dollars (\$2.00) per hour for all hours worked, including overtime hours, on Saturday and /or Sunday.

6. TRAVELLING TIME

When an employee is required to travel outside his/her headquarters area on government business, as these expressions are defined by the Employer, the time of departure and the means of such travel shall be determined by the Employer and the employee will be compensated for travel time as outlined below. Traveling time shall include time necessarily spent at each stop-over en route provided such stop-over is not longer than three (3) hours.

The traveling time for which an employee shall be compensated is as follows:

- a) For travel by public transportation, the time between the scheduled time of departure and the time of arrival at a destination, including the normal travel time to the point of departure, as determined by the Employer.
- b) For travel by private means of transportation, the normal time as determined by the Employer, to proceed from the employee's place of residence or work place, as applicable, direct to the employee's destination and, upon the employee's return, direct back to the employee's residence or work place.
- c) In the event that an alternate time of departure and/or means of travel is requested by the employee, the Employer may authorize such alternate arrangements, in which case compensation for traveling time shall not exceed that which would have been payable under the Employer's original determination.

If an employee is required to travel as defined in the above :

- a) On a normal working day on which the employee travels but does not work, the employee shall receive his/her regular pay for the day
- b) On a normal working day on which the employee travels and works, the employee shall be paid:
 - (i) his/her regular pay for the day for a combined period of travel and work not exceeding his/her regular scheduled working hours,
 - AND**
 - (ii) at the applicable overtime rate for additional travel time in excess of his/her regularly scheduled hours of work and travel, with a maximum payment for such additional travel time not to exceed eight (8) hours' pay at the straight-time rate of pay.
- c) On a day of rest or on a designated paid holiday, the employee shall be paid at the applicable overtime rate for hours traveled to a maximum of eight (8) hours' pay at the straight-time rate of pay.

This Article does not apply when the employee travels by any type of transport in which the employee is required to perform work, and/or which also serves as his/her living quarters during a tour of duty. In such circumstances, the employee shall receive the greater of:

- (a) on a normal working day, his/her regular pay for the day,

OR

- (b) pay for actual hours worked in accordance with Articles covering Designated Paid Holidays and overtime provisions, as outlined above in Article 3

Compensation under this Article shall not be paid for travel time to courses, training sessions, conferences and seminars, unless the employee is required to attend by the Employer.

7. ACTING PAY

When an interviewer is required by the Employer to substantially perform the duties of a senior interviewer in an acting capacity and performs those duties for at least three (3) consecutive working days, the employee shall be paid acting pay calculated from the date on which he/she commenced to act as if he/she had been appointed to that higher classification level for the period in which he/she acts.

8. VACATION PAY

Interviewers and senior interviewers receive vacation pay at the rate of 6% of all straight time hours worked. This amount is added to each pay claim as it is processed for payment by the Pay and Benefits Section.

9. PREMIUM IN LIEU OF PAY FOR THE DESIGNATED PAID HOLIDAYS

In lieu of pay for the designated paid holidays described in the section on Overtime, on page 5 of this document, employees shall instead be paid four and one-quarter percent (4¼ %) for all straight-time hours worked.

10. SEVERANCE PAY

An employee shall receive severance benefits in the following circumstances:

a) Lay-off

- (i) On the first lay-off, for the first complete year of continuous employment, two (2) weeks' pay, or three (3) weeks' pay for employees with ten (10) or more but less than twenty (20) years of continuous employment, or four (4) weeks' pay for employees with twenty or more years of continuous employment, plus one (1) week's pay for each additional complete year of continuous employment and, in the case of a partial year of continuous employment, one (1) week's pay multiplied by the number of days of continuous employment divided by three hundred and sixty-five (365).
- (ii) On second or subsequent lay-off one (1) week's pay for each complete year of continuous employment and, in the case of a partial year of continuous employment, one (1) week's pay multiplied by the number of days of continuous employment divided by 365, less any period in respect of which the employee was granted severance pay.

b) Rejection on Probation

On rejection on probation, when an employee has completed more than one (1) year of continuous employment and ceases to be employed by reason of rejection during a probationary period, one (1) week's pay for each complete year of continuous employment with a maximum benefit of twenty-seven (27) weeks' pay.

c) Death

If an employee dies, there shall be paid to the employee's estate a severance payment in respect of the employee's complete period of continuous employment, comprised of one (1) week's pay for each complete year of continuous employment

and, in the case of a partial year of continuous employment, one (1) week's pay multiplied by the number of days of continuous employment divided by 365, to a maximum of thirty (30) weeks' pay, regardless of any other benefit payable.

d) Termination for Cause for Reasons of Incapacity

When an employee has completed more than one (1) year of continuous employment and ceases to be employed by reason of termination for cause for reasons of incapacity pursuant to Section 12(2)(d) of the *Financial Administration Act*, one week's pay for each complete year of continuous employment with a maximum benefit of twenty-eight (28) weeks.

The weekly rate of pay referred to in the above clauses shall be the weekly rate of pay to which the employee is entitled on the date of the termination of his/her employment.

Severance benefits payable to an employee under this Article shall be reduced by any period of continuous employment in respect of which the employee was already granted any type of termination benefit. Under no circumstances shall the maximum severance pay be pyramided.

The amount of the severance benefit to be paid shall be calculated as follows: to determine the number of complete years of continuous employment in respect of which the severance benefit is to be paid, the period of continuous employment eligible for severance pay shall be established and the total of all straight-time hours worked in that period shall be divided by nineteen hundred and fifty (1950). The number of complete years of employment so established shall be multiplied by the appropriate weekly rate of pay to produce the severance benefit.

11. LEAVE – GENERAL

Leave with or without pay must be requested using the Leave Application and Absence Report form. The leave may be granted provided that the leave requested is substantiated and is required during a time when the employee would normally be scheduled to perform assigned work duties and authorization is received.

When leave is granted, it will be granted on an hourly basis and the number of hours debited for each day of leave will be equal to the number of hours of work scheduled for the employee for the day in question.

Unless otherwise specified, employees shall be entitled to the benefits provided under these Terms and Conditions of Employment in the same proportion as their weekly hours of work compare with thirty-seven and one-half (37 ½) hours.

There shall be no pro-rating of a “day” with respect to Bereavement Leave with Pay.

An employee shall not be granted two (2) different types of leave with pay or monetary remuneration in lieu of leave in respect to the same period of time. An employee is not entitled to leave with pay during periods he/she is on leave without pay or under suspension.

Leave will only be provided during those periods in which employees are scheduled to perform their duties.

Except as otherwise specified in these Terms and Conditions of Employment:

- a) where leave without pay for a period in excess of three (3) months is granted to an employee for reasons other than illness, the total period of leave granted shall be deducted from “continuous employment” for the purpose of calculating severance pay;
- b) time spent on such leave which is for a period of more than three (3) months shall not be counted for pay increment purposes.

12. LEAVE WITH PAY

The provision governing leave with pay is as follows and is in accordance with the provisions of article 11 above:

Bereavement Leave

For the purpose of this Article, immediate family is defined as father, mother (or alternatively stepfather, stepmother, or foster parent), brother, sister, spouse (including common-law spouse resident with the employee), child (including child of common-law spouse), stepchild or ward of the employee, grandchild, grandparent, father-in-law, mother-in-law, and any relative permanently residing in the employee’s household or with whom the employee permanently resides.

When a member of the employee’s immediate family dies, an employee shall be entitled to a bereavement period of seven (7) consecutive calendar days which must begin within two (2) days of the death. In addition, the employee may be granted up to three (3) days’ leave with pay for the purpose of travel related to the death.

An employee is entitled to one (1) day’s bereavement leave with pay for the purpose related to the death of his/her son-in-law, daughter-in-law, brother-in-law or sister-in-law.

The Employer recognizes that the circumstances which call for leave in respect of bereavement are based on individual circumstances. On request, the Employer may, after considering the particular circumstances involved, grant leave with pay for a period greater than and/or in a manner different than described above.

13. LEAVE WITHOUT PAY

The provision governing leave without pay is as follows and is in accordance with the provisions of article 11 above

Sick Leave Without Pay

- a) An employee shall be granted sick leave without pay when he/she is unable to perform his/her duties because of illness or injury provided that he/she satisfies the Employer of this condition in such manner and at such time as may be determined by the Employer.
- b) Unless otherwise informed by the Employer, a statement signed by the employee stating that because of illness or injury, he/she was unable to perform his/her duties, shall, when delivered to the Employer, be considered as meeting the requirements of (a).
- c) When an employee is granted sick leave without pay and an injury-on-duty claim is subsequently approved by a Worker's Compensation authority for the same period, it shall be considered for the purpose of record keeping, that the employee was not granted sick leave.

14. MATERNITY-RELATED JOB MODIFICATION OR LEAVE

An employee who is pregnant or nursing may, during the period from the beginning of pregnancy to the end of the twenty-fourth (24th) week following the birth, request the Employer to modify her job functions if, by reason of the pregnancy or nursing, continuing any of her current functions may pose a risk to her health or that of the foetus or child.

An employee's request must be accompanied or followed as soon as possible by a medical certificate indicating the expected duration of the potential risk and the activities or conditions to avoid in order to eliminate the risk. Dependent upon the particular circumstances of the request, the Employer may obtain an independent medical opinion.

An employee who has made a request as above, is entitled to continue in her current job while the Employer examines her request, but, if the risk posed by continuing any of her job functions so requires, she is entitled to be immediately assigned alternative duties until such time as the Employer:

- a) modifies her job functions,

OR

- b) informs her in writing that it is not reasonably practicable to modify her job functions.

Where reasonably practicable, the Employer shall modify the employee's job functions.

Where the Employer concludes that a modification of job functions that would avoid the activities or conditions indicated in the medical certificate is not reasonably practicable, the Employer shall so inform the employee in writing and shall grant leave of absence without pay to the employee for the duration of the risk as indicated in the medical certificate. However, such leave shall end no later than twenty-four (24) weeks after the birth. An employee whose job functions have been modified or who is on leave of absence shall give at least two (2) weeks' notice in writing to the Employer of any change in duration of the risk or the inability as indicated in the medical certificate, unless there is a valid reason why that notice cannot be given. Such notice must be accompanied by a new medical certificate.

15. MATERNITY LEAVE WITHOUT PAY

a) An employee who becomes pregnant shall, upon request, be granted maternity leave without pay for a period beginning before, on or after the termination date of pregnancy and ending not later than **eighteen (18)** weeks after the termination date of pregnancy.

b) Notwithstanding paragraph (a):

(i) where the employee has not yet proceeded on maternity leave without pay and her newborn child is hospitalized,

OR

(ii) where the employee has proceeded on maternity leave without pay and then returns to work for all or part of the period during which her newborn child is hospitalized,

the period of maternity leave without pay defined in paragraph (a) may be extended beyond the date falling **eighteen (18)** weeks after the date of termination of pregnancy by a period equal to that portion of the period of the child's hospitalization during which the employee was not on maternity leave, to a maximum of **eighteen (18)** weeks.

c) The extension described in paragraph (b) shall end not later than fifty-two (52) weeks after the termination date of pregnancy.

d) The Employer may require an employee to submit a medical certificate certifying pregnancy.

e) An employee shall inform the Employer in writing of her plans for taking leave without pay to cover her absence from work due to the pregnancy at least four (4) weeks in advance of the initial date of continuous leave of absence during which termination of pregnancy is expected to occur unless there is a valid reason why the notice cannot be given.

f) Leave granted under this clause shall be counted for the calculation of "continuous employment" for the purpose of calculating severance pay and "service" for the

purpose of calculating the percentage payable in lieu of vacation leave credits. Time spent on such leave shall be counted for pay increment purposes.

16. PARENTAL LEAVE WITHOUT PAY

- a)** Where an employee has or will have the actual care and custody of a new-born child (including the new-born child of a common-law spouse), the employee shall, upon request, be granted parental leave without pay for a single period of up to thirty-seven (37) consecutive weeks in the fifty-two (52) week period beginning on the day on which the child is born or the day on which the child comes into the employee's care.
 - b)** Where an employee commences legal proceedings under the laws of a province to adopt a child or obtains an order under the laws of a province for the adoption of a child, the employee shall, upon request, be granted parental leave without pay for a single period of up to thirty-seven (37) consecutive weeks in the fifty-two (52) week period beginning on the day on which the child comes into the employee's care.
 - c)** Notwithstanding paragraphs (a) and (b):
 - (i) where the employee's child is hospitalized within the period defined in the above paragraphs, and the employee has not yet proceeded on parental leave without pay,
- OR**
- (ii) where the employee has proceeded on parental leave without pay and then returns to work for all or part of the period during which his/her child is hospitalized, the period of parental leave without pay specified in the original leave request may be extended by a period equal to that portion of the period of the child's hospitalization during which the employee was not on parental leave. However, the extension shall end not later than fifty-two (52) weeks after the day on which the child comes into the employee's care.
- (d)** An employee who intends to request parental leave without pay shall notify the Employer at least four (4) weeks in advance of the expected date of the birth of the employee's child (including the child of a common-law spouse), or the date the child is expected to come into the employee's care pursuant to paragraphs (a) and (b).
 - (e)** The Employer may:
 - (i) defer the commencement of parental leave without pay at the request of the employee;
 - (ii) grant the employee parental leave without pay with less than four (4) weeks' notice;

- (iii) require an employee to submit a birth certificate or proof of adoption of the child.

- (f) Leave granted under this clause shall count for the calculation of “continuous employment” for the purpose of calculating severance pay and “service” for the purpose of calculating vacation leave. Time spent on such leave shall count for pay increment purposes.

17. LEAVE WITH OR WITHOUT PAY FOR OTHER REASONS

At its discretion, the Employer may grant leave without pay for purposes other than those specified in these Terms and Conditions of Employment.

****ANNEX “A”****INTERVIEWERS AND SENIOR INTERVIEWERS****REGIONAL OFFICE****HOURLY RATES OF PAY**

- A - Effective December 1, 2011 (1.75% increase)
- B - Effective December 1, 2012 (1.5% increase)
- X - Effective December 1, 2013 (retention adjustment)
- C - Effective December 1, 2013 (2.0% increase)

Interviewer

| | | | | | | |
|------------------------|-------|-------|-------|-------|-------|-------|
| <u>From:</u> \$ | 14.72 | 15.48 | 16.13 | 16.81 | 17.48 | 18.18 |
| <u>To:</u> A | 14.98 | 15.75 | 16.41 | 17.10 | 17.79 | 18.50 |
| B | 15.20 | 15.99 | 16.66 | 17.36 | 18.06 | 18.78 |
| X | | 15.99 | 16.87 | 17.75 | 18.63 | 19.53 |
| C | | 16.31 | 17.21 | 18.11 | 19.00 | 19.92 |

Senior Interviewer

| | | | | | | |
|------------------------|-------|-------|-------|-------|-------|-------|
| <u>From:</u> \$ | 18.04 | 18.90 | 19.68 | 20.46 | 21.30 | 22.13 |
| <u>To:</u> A | 18.36 | 19.23 | 20.02 | 20.82 | 21.67 | 22.52 |
| B | 18.64 | 19.52 | 20.32 | 21.13 | 22.00 | 22.86 |
| X | | 19.52 | 20.58 | 21.65 | 22.71 | 23.77 |
| C | | 19.91 | 20.99 | 22.08 | 23.16 | 24.25 |

ANNEX “A”*PAY NOTES****Promotions**

- (a) An employee at the interviewer level who is promoted to the senior interviewer level will move to the minimum step in the senior interviewer level rates of pay.
- (b) Notwithstanding the above, an employee at the fourth level or at the maximum rate of pay of the interviewer level who is promoted to the senior interviewer level, will move to the second step in the senior interviewer level rates of pay.

National Joint Council (NJC) Directives or Policies deemed part of your collective agreement.

The National Joint Council of the Public Service of Canada is the Forum of Choice for co-development, consultation and information sharing between the government as employer and public service bargaining agents.

Through the National Joint Council (NJC), the parties work together to resolve problems and establish terms of employment that apply across the public service. NJC subjects include government travel, relocation, commuting assistance, isolated posts and government housing, foreign service directives, work force adjustment, safety and health, the bilingual bonus and public service health plans.

For more information on the National Joint Council, visit their web site at <http://www.njc-cnm.gc.ca>.

Links

For your convenience, we are listing the links of the Directives mentioned in your collective agreement.

Note: You will require Internet capability to access these sites.

Policy/Directive

Occupational Health and Safety Directive - <http://www.njc-cnm.gc.ca/directive/oshd-dsst/index-eng.php>

Public Service Health Care Plan Directive - <http://www.njc-cnm.gc.ca/directive/pshcp-rssf/index-eng.php>

Travel Directive - <http://www.njc-cnm.gc.ca/directive/travel-voyage/index-eng.php>

NJC Relocation Directive - <http://www.njc-cnm.gc.ca/directive/nrd-drc/index-eng.php>

Pesticides Directive - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=13628>

Canada Occupational Health and Safety Regulations (SOR/86-304) <http://laws-lois.justice.gc.ca/en/regulations/SOR-86-304>

Part XIX (Hazard Prevention Program) and Part XX (Violence in the Work Place) of the Canada Occupational Health and safety regulations are of great importance.

