



# G.R.E.A.T. Client Handbook

Revised

**APRIL 2019**

## WELCOME

Welcome to Grand River Employment and Training (GREAT). If this is your first time coming to GREAT or if we have assisted you in the past, we want to remind you that this is your journey and we are here to guide you and offer as much support as needed.

Our offices are located at:

The GREAT Opportunity Business Centre  16 Sunrise Court Ohsweken, ON N0A 1M0  Tel: (519) 445 - 2222	The Brantford Aboriginal Employment & Training Centre 120 Colborne Street Suite 101 Brantford, ON N3T 2G6  Tel: (519) 758 - 9210
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## GENERAL INFORMATION

You may have questions about what to expect as you begin your journey with GREAT. The information in this Client Handbook will help answer those questions and it will also explain how GREAT can be of assistance to you. You are encouraged to bring it with you to each of your appointments to make notes on what was promised to you and what you promised to do. There is room at the back for your notes.

GREAT is a non-profit organization, governed by a Board of Directors, and funded primarily by Employment and Social Development Canada. The Board's end statement is, "...to increase the number of employed Onkwehon:we regardless of residence...". In addition to its building in Ohsweken, Ontario, GREAT has sites in Brantford, Hamilton, and Fort Erie.

Once it is determined that you are eligible for services, a Employment and Training Coach, or a ETC, will be assigned to you. If you have any questions during your time with GREAT, please feel free to contact your ETC. They are committed to getting back to you in two days or less. The name and telephone number and email for your ETC is:

ETC Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

You may find the answer to your question on GREAT's website. [www.greatsn.com](http://www.greatsn.com). If your situation is an emergency or if your ETC fails to contact you within two days, you can call the ETC Team Leader at 519-445- 2222.

Our hours for client appointments are from 9:00 am to 3:00 pm. If you are unable to come in during those hours, please call and we will attempt to accommodate your schedule.

## SERVICES OFFERED

GREAT offers a wide range of programs or services to help you find a job. You can find more details on our website [www.greatsn.com](http://www.greatsn.com). The list below is an overview of how we can be of assistance:

- Career Counselling
- Employment Counselling
- Job Opportunities
- Employer Information Sessions
- Work Readiness Training Courses
- Registering as an Apprenticeship
- Job Placements
- Referral to an Employer
- Conflict Resolution
- Resume and Interview Skills Development
- Use of Equipment for training and/or employment purposes – photocopier, computers, fax machine, telephone
- Financial Assistance - training courses and employment opportunities
- Transportation to and from Training (in some cases)
- Service Coordination

## CUSTOMER SERVICES CHARTER

GREAT is committed to meeting our clients' training and employment needs. Clients are treated with fairness, dignity and respect. We aim to provide each client with a quality experience to facilitate individual learning and employment goals. Our Customer Service Charter sets out how we propose to meet these commitments and fulfill our legal and self-regulatory obligations. The following are the basic commitments we make to our customers:

### Contacting GREAT

We are committed to:

- Enabling clients to contact us in the way they prefer – by telephone, facsimile, e-mail, in writing or in person;
- Posting our regular hours of operation and providing services flexible enough to meet our clients' personal schedules, including evenings;
- Enabling customers who speak a language other than English to communicate with us by using community interpretation services;
- Responding to your letters and e-mails within a maximum of two business days;
- Continuously monitoring client satisfaction with our programs and services and encouraging clients to contact our Programs and Services Manager to discuss concerns and resolve service delivery issues;
- Ensuring all clients receive immediate service during regular business hours to secure an initial intake appointment (within 5 business days); and,
- Scheduling initial employment counseling appointments within a maximum of five business days of initial contact.

### Choosing your Services

We are committed to:

- Providing information about our program and services in easy to understand language to enable you to make an informed decision that best suits your training and employment needs;
- Providing clients with the services of an experienced employment counselor;
- Ensuring client services agreements are explained in full, are clear and understood;
- Providing mobile service where a need has been identified; and
- Providing clients with reasonable access to the Internet, telephone and other office equipment for training and employment purposes as required.

### Your Privacy

We are committed to:

- Protecting your personal information from misuse and loss;
- Providing you with access to your personal information that we have on record and taking reasonable steps to keep your details accurate and up-to-date;
- Having our performance in relation to privacy audited annually.

## Your Safety and Security

We are committed to:

- Providing services that recognize the individual needs of clients and staff including fully accessible facilities for all our programs and services, and adhering to GREAT's Health and Safety policies to ensure a safe learning and working environment for all; and
- Notifying appropriate authorities if we have reason to believe a client is a potential harm to him/herself or others.

## Your concerns, compliments and complaints

We are committed to:

- Actively encouraging feedback (concerns, compliments or complaints) from our clients;
- Dealing with your concerns or complaints promptly, fairly, completely and courteously;
- Informing you of how we propose to act, how long it should take and what the results are within 5 business days of receiving a complaint;
- A review of your complaint by our CEO of Employment and Training, at your request, if you feel that the issue has not been resolved to your satisfaction; and
- Reporting to our funding partner on customer service including a measure of client satisfaction and employment service performance measures.

# Privacy and Protection of Client Files

## Policy

Client's personal information will be protected in accordance with the *Personal Information Protection and Electronic Documents Act* and applicable provincial legislation.

## Purpose

The purpose of this policy is to explain how we collect, use, disclose and protect our clients' personal information, and the choices individuals have with respect to the collection, use and disclosure of their personal information.

## Summary

- **We may collect the following personal information:**
  - name
  - address
  - social insurance number
  - contact information
  - date of birth
- **We may use the personal information we collect for the following purposes:**
  - to assess the eligibility of the individual completing a Basic Client Intake form for funded or non-funded assistance;
  - to apply for Employment Ontario funding;
  - contacting client in cases of appointment rescheduling or follow up
- **We may share the personal information we collect with the following parties:**
  - our employees, agents, contractors, consultants, funders, and service providers;
  - banks, former employers, lawyers/court, and training institutions, in the process of accessing the eligibility of an individual or client;
  - personnel from Employment Ontario/Service Canada offices with respect to the personal information entered into the Employment Ontario/Service Canada database;
- **Individuals have the following choices with respect to the collection, use or disclosure of their personal information:**
  - **Access to and correction of personal information:** You may contact us to access, correct or delete any personal information we have about you, subject to legal or contractual restrictions;
  - **Withdrawal of consent to the collection, use or disclosure of personal information:** You may withdraw your consent to our collection, use or disclosure of your personal information at any time. However, if we do not have sufficient information about you, we may not be able to provide you with some or all of our services. The withdrawal of consent is not retroactive.
- **In case of a privacy or security breach, we will:**
  - determine whether the breach creates a real risk of significant harm to the individual, including physical, financial or reputational harm;
  - notify the affected individual, the Office of the Privacy Commissioner of Canada and any provincial Information and Privacy Commissioners, as appropriate, and any other organization or government institution that can reduce the risk or mitigate the harm from the breach;

- keep a record of the breach in accordance with our legal obligations.
- **How to contact us:**
  - If you would like further information about your privacy rights, opting-out of the collection or use of your information, accessing or correcting your information, or to register a complaint, please contact our Programs and Services Manager/Privacy Officer at [laurie@greatsn.com](mailto:laurie@greatsn.com)

The full Privacy Policy appears below.

### Principles

The ten principles that GREAT will adhere to are as follows:

1. *Accountability:* GREAT is accountable for the personal information it collects, uses, retains and discloses in the course of their activities, including but not limited to the appointment of a Programs and Services Manager.
2. *Identify Purposes:* GREAT will explain the purposes, to its clients, for which the information is being used, at the time of collection. The information will be used for only those purposes. When GREAT identifies any new purpose for the information, GREAT shall obtain the individual's consent before using it for that purpose.
3. *Consent:* GREAT will obtain an individual's expressed or implied consent, when they collect, uses or discloses the individual's personal information.
4. *Limited Collection:* The collection of personal information shall be limited to only the amount and type that is reasonably necessary for the identified purposes.
5. *Limited Use, Disclosure and Retention:* Personal information must be used for only the identified purposes for which it was collected and must not be disclosed to third parties, unless the individual consents to the alternative use or disclosure is given.
6. *Accuracy:* GREAT will minimize the possibility of using incorrect information when making a decision by keeping accurate, complete and up to date personal information.
7. *Safeguards:* GREAT will use its physical organizational and technical safeguards to protect personal information from loss or theft or unauthorized access, disclosure, copying or modification. GREAT will protect personal information, regardless of the format in which it is held.
8. *Openness:* GREAT will inform their clients and train their employees about their privacy policies and procedures. The policies will be user friendly and easily available.
9. *Individual Access:* GREAT's clients have a right to access their personal information and to challenge its accuracy if necessary.
10. *Provide Recourse:* GREAT will inform clients and employees of how to bring a request for access or complaint to the Programs and Services Manager and shall respond promptly to a request or complaint by the individual.

### Who Does This Policy Apply To

This Privacy Policy applies to the collection, use and disclosure of clients' personal information by GREAT's employees, officers, agents, contractors or volunteers. As well, GREAT shall ensure that all third party service providers sign confidentiality and data protection agreements prior to any transfer of an individual's personal information in the course of providing the service.

### Definitions

*Application* – means the application form or related forms, completed by the individual to request a funded or non-funded service.

*Consent* - Voluntary agreement with what is being done or proposed. Consent can be either expressed or implied. Express consent is given explicitly, either orally or in writing. Express consent is unequivocal and does not require any inference on the part of the organization seeking consent. Implied consent arises where consent may reasonably be inferred from the action or inaction of the individual.

*Disclosure* - Making personal information available to others outside the organization.

*Express Consent* – means the individual signs the application or other forms containing personal information, authorizing GREAT to collect, use and disclose the individual’s personal information for the purposes set out in the application and or forms.

*File* – is the container or folder for storing personal information collected electronically and hand written in the course of processing an application, as well as information collected/updated to maintain the service.

*Implied Consent* – means the organization may assume that the individual consents to the personal information being used for the purposes for which it was collected; personal information will be retained and disclosed for the purposes for which it was originally collected, unless notified by the individual.

*Individual* – means the client or business or organization who requests a funded or non-funded service.

*Personal Information* – means any information about an identifiable individual. It includes without limitation, information relating to identity (name), race, ethnic origin, religion, age, gender, address, telephone number, e-mail address and messages, IP – internet protocol address, social insurance number, date of birth, marital status, education, employment, health history, assets, liabilities, payment records, credit records, loan records, income and information relating to financial transactions as well as certain personal opinions or views of an individual.

*Third Party* – means a person or company that provides services to GREAT, in support of the programs and services offered by GREAT, such as training institutions, employers and consultants but does not include any government office or department to whom GREAT reports to.

*Use* - Refers to the treatment and handling of personal information within an organization.

### What Personal Information Do We Collect?

We may collect the following types of Personal Information from you:

- name
- address
- social insurance number
- contact information
- date of birth

### Purposes of Collecting Personal Information

Personal information is collected in order to assess the eligibility of the individual completing a Basic Client Intake form for funded or non-funded assistance. The individual is the main source of information but GREAT will also seek to obtain information directly from a third source, such as Service Canada where the individual does not have the required information.

Individuals will be verbally advised before or at the time of collection, of the reasons for collecting personal information and how it will be used. The reasons for collecting personal information and how it will be used will be documented.

### Consent

An individual's express, written consent will be obtained before or at the time of collecting personal information. The purposes for the collection, use or disclosure of the personal information will be provided to the individual at the time of seeking his or her consent.. Express consent will also be obtained if or when a new use is identified.

By signing GREAT's applications and/or other forms, implied consent is granted by the individual to obtain and/or verify information from third parties, such as banks, former employers and training institutions, in the process of accessing the eligibility of an individual or client. Implied consent is also granted by the individual, to permit GREAT to report or otherwise disclose information to regulatory auditors. GREAT clients shall sign a new consent form, on an annual basis, at the beginning of each fiscal year.

An individual can choose not to provide some or all of the personal information at any time but if GREAT is unable to collect sufficient information to validate the request for services, the individual's application for services may be denied.

An individual can withdraw consent to GREAT's use of personal information, at any time, prior to the application being approved, by making such request in writing. Once a client has been approved for service, the client cannot withdraw consent, authorizing GREAT to use and disclose the personal information for the purposes set out in this Privacy Policy. The only way that a client can withdraw consent, after they have been approved for service, is by withdrawing their request for service. The client shall be advised of this when signing the consent form. Express consent will be obtained from the individual, prior to disclosing the individual's personal information to other organizations.

This policy does not cover statistical data from which the identity of individuals cannot be determined. GREAT retains the right to use and disclose statistical data, as it determines appropriate.

### Limiting Collection

Personal information collected will be limited to the purposes set out in this Privacy Policy and GREAT's applications and/or other forms. GREAT shall not deceive or mislead individuals about the reasons for collecting personal information. Appropriate staff shall be trained to explain why the information is needed.

### Limiting Use, Disclosure and Retention

#### *Use of Personal Information*

Personal information will be used for only those purposes to which the individual has consented, with the following exceptions.

### *Permitted or Required Use of Personal Information Without Consent*

GREAT will use personal information without the individual's consent, where:

- An emergency exists that threatens an individual's life, health or security.
- The information is for statistical study or research.
- The information is publicly available.
- The use is clearly in the individual's interest and consent is not available in a timely way.
- Knowledge and consent would compromise the availability or accuracy of the information.
- Collection is required to investigate a breach of an agreement.

### *Disclosure of Personal Information*

GREAT will not release or disclose personal information about a client to any individual or organization, without the signed consent from the client, with the exception of our service providers for the purposes of processing and storage of the personal information. Personal information will be disclosed to those GREAT employees, agents or contractors who need to know the information for the purposes of their work or making an assessment, as to the individual's eligibility for services. Personal information will be disclosed to third parties with the individual's knowledge and consent. Not all of a client's personal information collected may be transferred to the third parties. GREAT may disclose personal information to third parties, without an individual's knowledge and consent, in certain limited circumstances, as follows:

- with our consultants or advisers, for example a lawyer representing GREAT;
- to comply with a subpoena, a warrant or an order made by a court, administrative agency or government tribunal, or other body with appropriate jurisdiction;
- where GREAT believes, upon reasonable grounds, that it is necessary to protect the rights, privacy, safety or property of an identifiable person or group;
- where it is reasonable for the purposes of investigating a breach of an agreement, or actual or suspected illegal activity;
- a law enforcement agency, in the process of a civil or criminal investigation;
- a government agency or department requesting the information, as permitted by law;
- where the information is public, as permitted by law;
- as required by law.

Where obliged or permitted to disclose information without consent, GREAT will not disclose more information than is required.

### *Service Providers*

GREAT permits the transfer of personal information to a third party service provider for processing purposes and the third party only uses the information for the purposes for which it was transferred. GREAT will ensure, by contractual means, that the third party protects the information and uses it for only the purposes for which it was transferred, strictly in accordance with GREAT's instructions.

### *Cross-border Transfer of Information [if applicable]*

GREAT may transfer personal information to a service provider which is located outside of Canada where privacy laws may offer different levels of protection from those in Canada. In such a case, personal information may be subject to access by and disclosure to law enforcement agencies under the applicable foreign legislation.

*Employment Ontario database*

A client must be advised, prior to agreeing to access Employment Ontario funding, that aspects of their personal information, which is entered on Employment Ontario's database, may be accessed by personnel from other Employment Ontario offices in Ontario. The client's personal information is stored in the EO database for an indeterminate amount of time. Employment Ontario's privacy policy is found here: <https://www.ontario.ca/page/privacy-statement>.

*Retention and Destruction of Personal Information*

File retention and destruction will be conducted, annually by the Administrative Clerk. Personal information will be retained in client files, as long as the file is active and for such periods of time as may be prescribed by funding agencies, applicable laws and regulations. A file will be deemed inactive if the individual becomes deceased, is involuntarily or voluntarily terminated from services or is no longer eligible for services. Information contained in an inactive file will be retained for a period of seven (7) years, after the file is deemed to be inactive, except in the case where an application for service is denied. Where an application has been denied, the file and all personal information contained in the file will be retained for a period of two (2) years.

An example of annual records retention is as follows:

<b>Current Fiscal Year</b>	<b>Year Of Inactive Client File Slated For Destruction</b>
2019	2012
2020	2013
2021	2014
2022	2015

Accuracy

GREAT shall minimize the possibility of using incorrect information when making a decision about an individual by endeavouring to ensure that personal information provided by the individual that is in his or her active file(s) is accurate, current and complete, as is necessary, to fulfill the purposes for which the information has been collected, used, retained and disclosed. Individuals may contact GREAT and request that we revise outdated or incorrect information. Individuals are requested to notify GREAT of any change in personal or business information.

## Safeguards

GREAT will use physical, organizational and technical measures to protect personal information. Personal information will be accessible to only those GREAT employees or third parties who need to know this information for the purposes set out in this Privacy Policy.

**Organizational Safeguards:** Access to personal information will be limited to GREAT staff who need access, in order to perform the functions of their jobs. All employees are required to sign a confidentiality agreement, binding them to maintain the confidentiality of all personal information to which they have access. New employees shall be trained on GREAT's Privacy Policy and Procedures, by the Programs and Services Manager and the Human Resources Manager. When an employee leaves employment with GREAT, their keys will be collected and passwords they have been issued will be changed, within one hour of their departure. Formal and informal client case conferencing will occur only in a place where the conversation cannot be overheard by the public.

**Physical Safeguards:** Active files are stored in locked filing cabinets when not in use.

- Keys to the active files are kept in a secure location, only accessible by selected employees (SAA, Sr. ETCA, ETCA). GREAT staff are to make a request of the Admin. Staff to obtain a client file. The client file cabinets are securely locked, at the end of the work day.
- Access to work areas where active files may be in use is restricted to GREAT employees and authorized third parties. Active files shall be placed in a desk drawer, when temporarily not in use. When personal information is being disposed of, it will be destroyed, in such a way as to render it difficult to recover. This means that papers will be shredded.
- A client's personal information will not be left in open view for others to see, when being photocopied.

**Technical Safeguards:** Personal information contained in GREAT's computers and electronic databases are password protected. GREAT's Internet server is firewall protected, at a level sufficient to protect personal and confidential information against virus and hacker attacks.

### *Breach of Security Safeguards*

A "breach of security safeguards" is defined as the loss of, unauthorized access to or unauthorized disclosure of personal information resulting from a breach of an organization's security safeguards or from a failure to establish those safeguards.

In case of a breach of security safeguards involving personal information under our control, we will notify the affected individual and the Office of the Privacy Commissioner of Canada, as well as any provincial Information and Privacy Commissioner, as appropriate, if it is reasonable in the circumstances to believe that the breach creates a real risk of significant harm to the individual, including physical, financial or reputational harm. We will also notify any other organization or government institution that can reduce the risk or mitigate the harm from the breach. We will keep a record of any breach of security safeguards in accordance with our obligations under the applicable privacy legislation.

## Openness

GREAT will make this policy known and easily accessible to its employees and clients. Service delivery staff shall be trained on the policy and procedures, for the purpose of responding to individual inquiries.

### Individual Access

An individual who wishes to review or verify their personal information held by GREAT or to whom the information has been disclosed (as permitted by the Act), may make the request for access, in writing, to GREAT's Programs and Services Manager. Upon verification of the individual's identity, the Programs and Services Manager will respond, within 30 days.

If the individual finds that the information held by GREAT is inaccurate or incomplete, upon the individual providing documentary evidence to verify the correct information, GREAT will make the required changes to the individual's active file(s), promptly.

### Complaints/Recourse

If an individual has a concern about GREAT's personal information handling practices, a complaint, in writing, may be directed to GREAT's Programs and Services Manager.

Upon verification of the individual's identity, GREAT's Programs and Services Manager will act, promptly, to investigate the complaint and provide a written report of the investigation's findings, to the individual.

Where GREAT's Programs and Services Manager makes a determination that the individual's complaint is valid, the Programs and Services Manager will take the necessary steps to correct the offending information handling practices and or revise GREAT's Privacy Policies and Procedures.

Where GREAT's Programs and Services Manager determines that the individual's complaint is not valid, the individual will be notified in writing. If the individual is dissatisfied with the finding and corresponding action taken by GREAT's Programs and Services Manager, the individual may bring a complaint to the Federal Privacy Commissioner at the address below:

The Privacy Commissioner of Canada

E-mail Address: [www.privcom.gc.ca](http://www.privcom.gc.ca)

121 Kent Street

Ottawa, Ontario

Tel: 1-800-282-1376

### How to Contact Us

Any questions regarding this or any other privacy policy of GREAT may be directed to the Programs and Services Manager at [laurie@greatsn.com](mailto:laurie@greatsn.com). Requests for access to information or to make a complaint are to be made in writing and sent to the Programs and Services Manager at the address below:

Programs and Services Manager

16 Sunrise Court, P.O. Box 69

Ohsweken, Ontario

N0A 1M0

### Changes to this Privacy Policy

This privacy policy may be changed from time to time, as it represents GREAT's current practices. If any significant changes to the policy are implemented, we will notify our clients.

## GRETI BOARD POLICY on CLIENT TREATMENT

(Number 3.55 – 3.59 of Board Policy)

With respect to interactions with clients or those applying to be clients, the CEO, Employment and Training, shall not cause or allow conditions, procedures, or decisions which are unsafe, untimely, disrespectful or unnecessarily intrusive.

The CEO, Employment and Training will not:

- 3.55 Elicit information for which there is no clear necessity.
- 3.56 Use methods of collecting, reviewing, transmitting, or storing client information that fail to protect against improper access to the material.
- 3.57 Operate facilities without appropriate accessibility and privacy.
- 3.58 Allow clients to be unaware of what may be expected and what may not be expected from the service offered.
- 3.59 Allow clients to be unaware of this policy or a way to be heard for persons who believe that they have not been accorded a reasonable interpretation of their rights under this policy

## CLIENT RIGHTS AND RESPONSIBILITIES

### Client Rights

1. To receive services in a welcoming, safe, secure and trusting environment.
2. To be treated with respect regardless of race, disability, gender, age, religion, social status or sexual orientation.
3. To have access to information regarding all aspects of services to make an informed decision.
4. To be notified in advance of any changes to GREAT's procedures.
5. To identify your own needs and be involved in decisions regarding your services.
6. To have your information kept confidential.
7. To read the contents of your file upon request.
8. To have services delivered in a professional manner and through clear communication.
9. To have your expectations clearly explained to you.
10. To make a complaint or appeal a decision if you feel you were dealt with unfairly. Clients who make a complaint or an appeal will not be disadvantaged from continuing services.
11. GREAT's assistance in reaching your employment goals including regular contact.
12. The right to refuse to participate in educational or research programs.

### Client Responsibilities

1. Treat GREAT's staff, equipment, and resources with respect and consideration.
2. Provide complete and accurate information and documents and disclose additional information that may affect the delivery of services. Documents include: identification, resume, transcripts, diplomas or degrees, and other documents as requested by your ETC.
3. Inform GREAT about any problems you have that may affect your employment plan.
4. Notify your ETC if you do not plan to continue receiving services with GREAT in a timely manner.
5. Keep appointments or cancel in a timely manner.
6. Advise your ETC of changes to your phone number, address, and any information that may impact your eligibility for funding.
7. Follow up on your assignments to achieve your employment goals.
8. Follow safety and emergency directives from staff and emergency personnel.
9. Maintain confidentiality about other clients or participants in group settings.
10. Abide by GREAT's Violence and Harassment Policies and refrain from the following behaviours:
  - o Violence or threat of violence
  - o Verbal abuse and bullying
  - o Sexual harassment or inappropriate sexual behaviour
  - o Use of alcohol or illegal drugs while on the premises
  - o Intoxication
  - o Smoking on the premise

### SIGNATURE

By signing this form, you verify that your rights and responsibilities were explained to you by a Employment and Training Coach and that you agree to carry out your responsibilities in a diligent manner.

\_\_\_\_\_  
Client Name (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# GREAT'S WORKPLACE VIOLENCE POLICY AND WORK PLACE HARASSMENT POLICIES

## **Workplace Violence Policy**

GRETI is committed to the prevention of workplace violence and promotes a violence free workplace in which all parties work together to achieve mutual health and safety goals. Any act of violence committed by or against any member of the workplace, including employees, contractors, students, clients, or the public will not be tolerated.

The purpose of the policy is to ensure that all individuals are aware of and understand that acts of workplace violence are considered a serious offence for which appropriate action will be taken. Those who are subjected to acts of workplace violence are encouraged to report incidents so that complaints can be thoroughly investigated.

GRETI is committed to investigating reported incidents of workplace violence in a timely manner, taking the necessary action to respond to those events and providing support for complainants. Reported incidents will be held in strict confidentiality to properly investigate the incident and to offer adequate support to those involved.

For the purpose of this policy “workplace violence” means:

- The exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker, or
- A verbal or written statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of workplace violence include but are not limited to:

- Being sworn at or shouted at.
- Bullying and intimidation.
- Pranks and arguments.
- Hitting and pushing.
- Insults, thefts.

No employee, student, client, and or contractor shall subject any person or persons to workplace violence or allow conditions that support workplace violence.

This policy applies to all employees, students, clients, and or contractors within this organization, as such; any employee, student, client, or contractor that subjects anyone to workplace violence may be subject to disciplinary action, up to and including dismissal.

Managers and supervisors have a responsibility to act respectfully towards others and promote an environment that minimizes the risk of workplace violence and to explain this policy to all workers that

they supervise or manage. Managers and supervisors must ensure that workers understand who they are to contact regarding concerns about the policy or reporting an incident.

Employees, students, clients and or contractors have a responsibility to act respectfully towards others and to ensure their own personal safety in the event of workplace violence. Informal and formal Incidents must be reported to the worker's supervisor or manager and everyone has a responsibility to co-operate with any efforts to investigate and resolve matters pertaining to this policy.

It is in the best interest of all parties to treat people fairly. Commitment to a violence free workplace is an integral part of this organization, from the Executive Director to all employees, students, clients, and contractors.

### **Workplace Harassment Policy**

GRETI is committed to the prevention of workplace harassment and promotes a harassment free workplace in which all parties work together to achieve mutual health and safety goals. Any act of harassment committed by or against any member of the workplace, including employees, contractors, students, clients, and the public will not be tolerated.

The purpose of the policy is to ensure that all individuals are aware of and understand that acts of workplace harassment are considered a serious offence for which appropriate action will be taken. Those who are subjected to acts of workplace harassment are encouraged to report incidents so that complaints can be thoroughly investigated.

GRETI is committed to investigating reported incidents of workplace harassment in a timely manner, taking the necessary action to respond to those events and providing support for complainants. Reported incidents will be held in strict confidentiality to properly investigate the incident and to offer adequate support to those involved.

For the purpose of this policy "workplace harassment" means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Examples of workplace harassment include:

- Open or subtle expressions of hostility
- Verbal or written assault, behavior or comments in poor taste or with poor judgment
- Unwelcome jokes, subtle innuendoes or taunting
- Displaying pornographic, racist or other offensive or derogatory pictures, posters or cartoons

No employee, student, client, and or contractor shall subject any person or persons to workplace harassment or allow conditions that support workplace harassment.

This policy applies to all employees, students, clients, and or contractors within this organization, as such; any employee, student, client, and or contractor that subjects anyone to workplace harassment may be subject to disciplinary action, up to and including dismissal.

Managers and supervisors have a responsibility to act respectfully towards others and promote an environment that minimizes the risk of workplace harassment and to explain this policy to all workers that they supervise or manage. Managers and supervisors must ensure that employees understand who they are to contact regarding concerns about the policy or reporting an incident.

Employees, students, clients, and or contractors have a responsibility to act respectfully towards others and to ensure their own personal safety in the event of workplace harassment. Informal and formal incidents must be reported to the worker's supervisor or manager and everyone have a responsibility to co-operate with any efforts to investigate and resolve matters pertaining to this policy.

It is in the best interest of all parties to treat people fairly. Commitment to a harassment free workplace is an integral part of this organization, from the CEO, Employment and Training, to all employees, students, clients, and contractors.

## ATTENDANCE POLICY FOR TRAINING PROGRAMS

Clients are eligible to utilize 10% of training days for leave with pay, **TRAINING ALLOWANCE ONLY** (no travel or dependent care). PSO will notify client of number of days based on the course length.

Example;

Program: Employment Readiness

Length: 12 weeks in class – 60 training days

Eligible paid leave: 60 days x .10 = 6 days

If clients who are absent for anything over 10% you will be required to contact your PSO and instructor.

Clients will not be entitled to any leave payment after the 10%.

A meeting with Clients PSO and instructor will occur to determine eligibility to continue in the program.

Please be aware that classroom behaviors, grades and attendance are weighted into the decision for eligibility to continue in the course.

\*Please be advised that dismissal of programming may affect any future funding from GREAT as per policy. (Withdrawal policy)

**Clients will be recorded as half a day absent when arriving or leaving early in excess of 15 minutes.**

## WITHDRAWAL POLICY

It is the client's responsibility to follow the withdrawal process as set out by the training institution.

GREAT will adhere to the withdrawal policy of the training institution.

The client is required to let their ETC know they are withdrawing from a program.

Failure to notify your ETC of withdrawal may affect future funding through GREAT.

The ETC will follow up with the client prior to the withdrawal date to ensure client is remaining in the program.

Approved by: GREAT Management Team - August 24, 2010

Amendment Date: April 18, 2019



