



APPLICATION

- 5.1 This policy applies to all NPF employees, except those covered by a collective agreement.

APPROVAL AUTHORITY

Chief Executive Officer (CEO) or delegate

OPI

Chief Human Resources Officer (CHRO)

ENQUIRIES

- 5.2 All enquiries on the interpretation and application of this policy are to be directed to the HRM or RMHR and when required, forwarded to the OPI.

POLICY OBJECTIVE

- 5.3 The objective of this policy is to provide a framework to regulate the hours of work of employees consistently and equitably.

GENERAL POLICY

- 5.4 It is the policy of the Employer to ensure that hours of work of employees meet operational requirements.
- 5.5 Managers are responsible for establishing work schedules, recording hours worked, authorizing absences and periods of leave and reporting hours approved for pay.
- 5.6 An employee shall report to work on time and complete all scheduled hours. Any absences from scheduled hours of work or modifications to an employee's work schedule require the prior approval of the manager. Managers may refer to the Leave Policy for further details pertaining to the management of leave.
- 5.7 Disciplinary measures may be imposed when an employee has been found to have engaged in misconduct related to hours of work. Types of misconduct related to hours of work may include but are not limited to:
- Culpable absenteeism;
 - Unauthorized absence;
 - Failure to register attendance;
 - Lateness;
 - Failure to accurately register hours of work;
 - Tardiness.

- 5.8 Managers may refer to the Discipline Policy for further details pertaining to disciplinary measures.
- 5.9 An employee who is absent from work without proper authorization for five consecutive (5) working days may be considered to have abandoned their position and voluntarily terminated their employment with the organization. Managers may refer to the Termination of Employment Policy for further details pertaining to the abandonment of position.

STANDARD HOURS OF WORK

- 5.10 The work week within the organization is from Monday to Sunday. Employees are not guaranteed a minimum or maximum number of hours of work and individual work schedules will be determined by the supervisor/manager and will vary based upon operational requirements.
 - a. Category I employees – Except in cases of non-standard work schedules (for e.g. compressed work weeks, flexible work schedules, etc.), normal hours of work will not exceed a maximum of eight (8) hours in a day or forty (40) hours in a week, exclusive of meal periods; and
 - b. Category II employees – The remuneration of hours is outlined in the Compensation Policy

NON STANDARD HOURS OF WORK

CALL BACK

- 5.11 Call Back occurs when an employee is called back to the workplace after leaving the workplace for the day and such recall has not been scheduled prior to leaving work.
- 5.12 When a Category I employee is called back to work and does return to work the employee will receive a minimum of three (3) hours of pay at their regular rate.

CALL IN

- 5.13 Call In occurs when an employee who is not scheduled to work that day, is requested to work by their supervisor/manager.
- 5.14 When a Category I employee is called in to work and reports to work, the employee will receive a minimum of three (3) hours of pay at their regular rate.

STAND-BY DUTY

- 5.15 Where the employer requires for a CAT II permanent or temporary full time or part time employee to be readily available on stand-by duty outside of normal scheduled hours, the employee shall be compensated at the rate of one (1) hour of regular pay per day (based on 7.5-hour day) they have been designated as being on stand-by duty.
- 5.16 While on stand-by duty, if the employee is required to:
 - a. Work more than fifteen (15) minutes up to one (1) hour, the employee will accumulate one (1) hour of regular pay;
 - b. If the employee is required to work more than one (1) hour, the employee is required to have the approval of the manager with the delegated authority prior to working the hours.

- 5.17 The employee can choose to be paid or bank the time for a maximum of up to seventy-five (75) hours. All accumulated hours must be taken within the calendar year in which they have been accumulated.
- 5.18 All stand-by on duty hours must be entered into Workforce.

NON STANDARD WORK SCHEDULE

- 5.19 Where the nature of the job or work unit necessitates an irregular distribution of hours (i.e. working sixteen (16) hours one day and none the next day due to weather or a tournament) or in cases where an employee works a Non Standard Work Schedule as a result of a compressed work schedule or a flexible work schedule, normal hours of work will be determined by averaging over a period not exceeding thirteen (13) consecutive weeks.

SPLIT SHIFT

- 5.20 Split Shift means the division of daily working hours into two (2) working periods to meet operational requirements. The total time period in which the split shift is to be worked shall not exceed sixteen (16) hours (e.g. 08:00-24:00). The period separating shifts shall not be less than two (2) hours in length.
- 5.21 The following are examples of split shifts:
 - a. The hours of a work unit are extended for a special activity or event (i.e. the schedule for a cleaner would be 07:00-10:00 and 18:00-20:00); and/or
 - b. A small work unit employing one person provides service during the early morning and late afternoon (i.e. the schedule for an attendant would be 06:00-09:00 and 15:00-18:00).

TEMPORARY INCREASE IN HOURS

- 5.22 In unusual circumstances, an employee may work in excess of the maximum hours set by their employment type (i.e. a part-time employee working twenty-seven (27) hours or more) without experiencing a change in their employment type. Managers may refer to the NPF HRPOL Introduction for further details pertaining to the employment types.
- 5.23 A Temporary Increase in Hours requires the advance mutual written consent of the manager with the delegated HR Authority and the employee and should only be for rare emergency situations (for e.g. unexpected staff shortages caused by illness). When an employee agrees to a Temporary Increase in Hours, his/her average hours of work over any thirteen (13) week period shall nonetheless not exceed the maximum hours threshold for his/her employment type.

MEAL BREAK AND REST PERIOD

MEAL BREAK

- 5.24 An employee shall be granted an unpaid meal break during each period that the employee works five (5) complete hours. Meal breaks shall normally not be less than thirty (30) or longer than ninety (90) minutes. Meal breaks shall not be counted as hours worked.
- 5.25 Meal breaks cannot be scheduled at the beginning or end of an employee's shift and shall be scheduled in a manner that ensures the operational requirements of the work unit.

REST PERIOD

- 5.26 An employee shall be granted a paid rest period of fifteen (15) minutes during each period that the employee works four (4) hours. Rest periods shall be counted as hours worked.
- 5.27 Rest periods cannot be scheduled at the beginning or end of an employee's shift and shall be scheduled in a manner that ensures the operational requirements of the work unit.

ATTENDANCE MANAGEMENT POLICY

- 5.28 Overtime occurs when a Category I employee is required by the Employer to work in excess of the normal hours of work stipulated in this policy.
- 5.29 When a Category I employee works overtime, the employee will be compensated at a rate of one and one half (1.5) times of their regular rate of pay for all overtime hours worked.
- 5.30 Overtime shall normally be compensated in money, unless the manager and employee mutually agree in advance that it will be compensated in equivalent time off as compensatory leave (i.e. one (1) hour of overtime at time and a half (1.5) is equivalent to one and a half (1.5) hours of compensatory leave)..

MULTIPLE EMPLOYMENT

- 5.31 Multiple employment refers to an employee who works in more than one position at any given time.
- 5.32 The purpose of this is to allow employees the ability to work additional hours for the Employer in another position (herein referred to as the "secondary position") without affecting their status, benefits or entitlements of the primary position.
- 5.33 An employee's secondary position can only be casual and must respect the threshold of hours worked and the provisions set out in Appendix A of the Multiple Employment Contract.
- 5.34 When an employee is engaged in multiple employment, the terms and conditions relating to their multiple employment are:
 - a. The employee's status shall remain that of the employee's primary position and the hours worked in the secondary position will not be included in the determination of the employee's status;
 - b. There must not be a conflict between the work schedules of the employee's primary position and the employee's secondary position;
 - c. While working in the primary position, the employee shall be paid the rate of pay relating to the primary position. While working in the secondary position, the employee shall be paid the rate of pay associated with the secondary position;
 - d. The hours and compensation from the secondary position will be excluded from:
 - i. The calculation of the employee's pensionable earnings or pensionable service for their primary position,
 - ii. The determination of the employee's insured benefits (for e.g. Group Life Insurance or Long Term Disability coverage) for their primary position,
 - iii. The determination of the employee's other benefits or entitlements related to their primary position (including but not limited to Worker's Compensation benefits, designated holiday pay , calculation of paid leave or the accrual of vacation pay), and
 - iv. The calculation of the employee's weekly hours of work/normal hours of work and in the determination of the employee's entitlement to overtime pay for their primary position.

- e. The employee is not entitled to take paid leave from the secondary position;
- f. The employee may not receive two types of pay for the same hours of work (for e.g. the employee cannot receive paid time off from his/her primary position for hours worked in the employee's secondary position). Further, the employee may not perform work in the secondary position while on sick leave, maternity leave, parental leave, compassionate care leave or bereavement leave (whether paid or unpaid) from the primary position; and
- g. In the event the employee is subject to any disciplinary action, subject to the provisions of HRPOL where applicable, such measures will apply to both the employee's primary and secondary position and will be taken into consideration when determining any future disciplinary action relating to either the employee's primary or secondary position. Further, in the event that the employee is discharged from employment for misconduct, such discharge will apply to both the employee's primary and secondary position; and
- h. If the employee's primary position is terminated at any time, for reasons other than disciplinary, their employment in the secondary position will terminate as well on the same day as the primary position and the secondary position may become the primary position.

ALTERNATIVE WORK ARRANGEMENTS

- 5.35 Alternative Work Arrangements mean any type of non-traditional work arrangement such as:
 - a. Flexible hours of work; and/or
 - b. Compressed work week; and/or
 - c. Teleworking agreements
- 5.36 Requests for Alternative Work Arrangements can be initiated by an employee or the Employer but may only be implemented at the sole discretion of the manager with the delegated HR Authority who may approve or deny such requests. There is no entitlement or right to work alternative work arrangements.
- 5.37 When making such a decision, the manager with the delegated HR authority, in consultation with the HRM, should consider:
 - a. The reason for the request for an alternative work arrangement;
 - b. The nature, type and details of the request for an alternative work arrangement;
 - c. The effect of the request on the work unit (i.e. service to clients, productivity, communication within and outside of the work unit, health and safety, adequate supervision and oversight of work, adequate staffing and impact on teamwork and team cohesiveness);
 - d. The impact on dealing with emergencies and client requests if the arrangement would result in the employee being absent during normal business hours.
- 5.38 Where an Alternative Work Arrangement is adopted and approved:
 - a. The employee will work all of the scheduled hours of work as agreed to in their agreement.
 - b. It will be periodically re-evaluated to determine whether an adjustment or different arrangement is required or appropriate.
 - c. It may be terminated at any time by the Employer or the employee with the provision of one (1) month's advance notice;
 - d. The Employer and employee should sign an agreement to outline the terms and conditions relating to the applicable alternative work arrangement.

- 5.39 Employees interested in alternative work arrangements on an ongoing or temporary basis should discuss their particular needs with their manager.
- 5.40 The employee may present a formal request in writing and submit it to his/her supervisor/manager.

FLEXIBLE HOURS OF WORK

- 5.41 A Flexible Hours of Work arrangement occurs when an employee is permitted by their manager to amend their work schedule within limits determined by the manager.

COMPRESSED WORK WEEK

- 5.42 A Compressed Work Week occurs when an employee regularly completes their scheduled weekly hours of work in a shorter period of time than would normally be scheduled (i.e. an employee works 80 hours over nine (9) days rather than the usual ten (10) days).
- 5.43 When an employee works a Compressed Work Week, his/her normal daily hours of work for the purposes of calculating designated holiday pay and paid leave will be calculated as 1/20 of the employee's average hours of work in two (2) pay periods preceding the leave or holiday.

TELEWORKING

- 5.44 Teleworking occurs when an employee is permitted to carry out a portion or all of their work from home or at a satellite office.

AUTHORITIES

- 5.45 The levels of accountability are as follows:
 - a. Employees are responsible for:
 - i. Reporting to work on time and completing all scheduled hours; and
 - ii. Obtaining advance approval to be absent or modify the work schedule.
 - b. Managers are responsible for ensuring that the operational needs of their respective work units are met by setting, approving and altering work schedules, recording hours worked, approving meal breaks and monitoring work-time related issues to ensure efficiency, effectiveness and responsiveness;
 - c. Managers identified in the HR Delegation of Authority for alternative work arrangements are responsible for responding to requests for alternative work arrangements;
 - d. HRMs are responsible for:
 - i. Providing guidance to managers,
 - ii. Monitoring the application of this policy
 - e. RMHRs are responsible for carrying out compliance reviews with the HRM to ensure proper application of the policy.

REFERENCES

5.46 The following legislation is relevant to the content of this policy:

- *Employment Insurance Act*
- *Income Tax Act*

5.47 The following policy should be read in conjunction with the following documents:

- HRPOL Introduction – Annex B
- Alternative Work Arrangements Guide for Managers