

Chart of Updates to Christian Horizons Ontario Reference Manual
July 2021

Policy Name	Key Updates
Section E: Human Resources	
E.6. Personal Emergency and Short Term Medical Leave	<ul style="list-style-type: none"> • The term Personal Medical Leave (PML) has been replaced by Short Term Medical Leave (STML) and the acronym PML has been replaced with STML throughout this policy, where applicable. • The reference to 2 PEL events has been removed throughout this policy, where applicable.
E.6.1 Personal Emergency Leave (PEL)	<ul style="list-style-type: none"> • Removed reference to compensating employees the first 2 PEL events regardless of length of the shift. • Added clarification that part-time and full-time employees will have access to paid PEL Allowance, after successful completion of the probationary period.
E.6.1.1 Personal Emergency Leave Allowance Chart	<ul style="list-style-type: none"> • Removed reference to 2 PEL events. • Updated PEL Allowance for part-time (48 hours per year) and full-time (96 hours per year) employees.
E.6.1.1.1 Personal Emergency Leave Procedures	<ul style="list-style-type: none"> • Updated employee responsibility on who to inform if absent due to a personal emergency. • Added clarification that if STML is approved after PEL time was used, the PEL time will be reinstated for the employee's future use.
E.6.1.2 Bereavement Leave	<ul style="list-style-type: none"> • Removed 'may' and replaced with 'will' in the following statement: <i>"Different relationship types will be applied for the purpose of this policy (e.g., parent includes parent-in-law step-parent or foster parent)"</i>
E.6.2.1.1 Short Term Medical Leave (STML) Eligibility	<ul style="list-style-type: none"> • Redefined STML as a single absence greater than 10 consecutive calendar days (rather than 10 consecutive shifts). • Added that unused PEL time will be transferred to the new Short Term Medical Leave (STML) bank at the end of each payroll year. • Removed how accrued PML hours per pay period are calculated. • Added clarification on how part-time and full-time employees accrue STML on eligible hours (at a rate of 0.0462 for each eligible hour paid). • Added the maximum time accrued in an employee's STML Bank is 680 hours for full-time and 544 hours for part-time employees. • Removed PML Accrual chart. • Removed reference to 2 PEL events. • Added a provision that employees without paid STML time may negotiate the use of other accrued banks (e.g., vacation time, PEL) to cover an unpaid medical absence to avoid the loss of earnings.
E.6.2.3 Return to Work Following a Supported Medical Leave of Absence	<ul style="list-style-type: none"> • Clarified the procedure for filling a contract position: Following one year from the last day of full duties worked or one year from the date of an employee's disability/illness/injury claim began
E.6.2.4.5 Definitions	<ul style="list-style-type: none"> • Updated the definition of Accommodation in the workplace

Table of Revision Dates

POLICY	POLICY NAME	REVISION DATE	Colour of Paper
A	Table of Contents	March 2020	White
A.1	Use of this Manual	March 2020	White
A.2	About Christian Horizons	March 2020	White
A.3	Executor, Trustee, Power(s) of Attorney	November 2012	White
A.4	Privacy Policy	March 2020	White
A.5	Services	November 2017	White
A.6	Opportunities for Volunteer Service	July 2013	White
A.7	Communication	February 2019	White
A.8	Information Technology	March 2020	White
A.9	Organizational Learning	March 2020	White
A.10	Research Ethics Policy	March 2020	White
A.11	Risk Management	March 2020	White
A.12	Assistive Technology	March 2020	White
A.13	Accessibility & Customer Service	November 2016	White
A.14	Insurance	March 2020	White
A.15	Anti-corruption Policy	November 2012	White
A.16	Environmental Stewardship	November 2012	White
A.17	Overview, Communications & Information Forms	March 2020	White
B	Table of Contents	March 2020	White
B.1	Operations Policies and Procedures	March 2020	White
B.2	Support Programs	March 2020	White
B.3	Direct Support Teams	November 2015	White
B.4	Personal Planning	March 2020	White
B.5	Service Delivery	March 2020	White
B.6	The Rights of Persons Supported	March 2020	White
B.7	Health Care	March 2020	White
B.8	Personal Welfare	March 2020	White
B.9	Emergency Preparedness	March 2020	White
B.10	Clinical/Behavioural Supports	March 2020	White
B.11	Establishing or Changing a Service	March 2020	White
B.12	Property and Vehicle Management	March 2020	White
B.13	Evaluating Service	March 2020	White
B.14	Managing Information of Persons Supported	March 2020	White
B.15	Operations Forms List	March 2020	White
C	Table of Contents	May 2015	White
C.1	Volunteer and Student Policies and Procedures	February 2019	White
C.2	Volunteer Services	November 2017	White

Table of Revision Dates

POLICY	POLICY NAME	REVISION DATE	Colour of Paper
C.3	Recruiting and Selecting Volunteers	<i>November 2014</i>	<i>White</i>
C.4	Orientation and Training for Volunteers	<i>July 2013</i>	<i>White</i>
C.5	Managing Volunteers	<i>March 2020</i>	<i>White</i>
C.6	Volunteer Forms	<i>March 2020</i>	<i>White</i>
D	Table of Contents	<i>March 2020</i>	<i>White</i>
D.1	Finance Department Policy Administration	<i>March 2020</i>	<i>White</i>
D.2	Financial Reports	<i>November 2017</i>	<i>White</i>
D.3	Preparing a Budget	<i>March 2020</i>	<i>White</i>
D.4	Payroll	<i>March 2020</i>	<i>White</i>
D.5	Accounts Payable	<i>March 2020</i>	<i>White</i>
D.6	Accounts Receivable	<i>March 2020</i>	<i>White</i>
D.7	Banking	<i>March 2020</i>	<i>White</i>
D.8	Capital	<i>March 2020</i>	<i>White</i>
D.9	Fundraising and Donations	<i>March 2020</i>	<i>White</i>
D.10	Miscellaneous Items	<i>March 2020</i>	<i>White</i>
D.11	Finance Forms	<i>March 2020</i>	<i>White</i>
E	Table of Contents	<i>July 2021</i>	<i>White</i>
E.1	Human Resources Procedures	<i>March 2020</i>	<i>White</i>
E.2	Recruitment and Selection	<i>March 2020</i>	<i>White</i>
E.3	Orientation, Learning and Performance Appraisal	<i>February 2019</i>	<i>White</i>
E.4	Working Hours	<i>October 2020</i>	<i>Yellow</i>
E.5	Vacation	<i>February 2019</i>	<i>White</i>
E.6	Personal Emergency and Short Term Medical Leaves of Absence	<i>July 2021</i>	<i>White</i>
E.7	Other Leaves of Absence	<i>March 2020</i>	<i>White</i>
E.8	Employee Conduct	<i>March 2020</i>	<i>White</i>
E.9	Corrective Action Process	<i>February 2019</i>	<i>White</i>
E.10	Employee Engagement and Representation	<i>February 2019</i>	<i>White</i>
E.11	Human Resources Records	<i>February 2019</i>	<i>White</i>
E.12	Compensation, Recognition and Benefits	<i>March 2020</i>	<i>White</i>
E.13	Human Resources Forms	<i>March 2020</i>	<i>White</i>
F	Table of Contents	<i>March 2020</i>	<i>White</i>
F.1	Health and Safety Commitment and Definitions	<i>February 2019</i>	<i>White</i>
F.2	The Internal Responsibility System	<i>February 2019</i>	<i>White</i>
F.3	Visitors and Members of the General Public	<i>November 2016</i>	<i>White</i>
F.4	Employee Health and Safety Communication, Evaluation and Continuous Improvement	<i>November 2016</i>	<i>White</i>
F.5	Hazard Recognition, Assessment and Control	<i>February 2019</i>	<i>White</i>
F.6	Workplace Inspections	<i>February 2019</i>	<i>White</i>
F.7	Accident/Incident/Occupational Illness Reporting and Investigation	<i>March 2020</i>	<i>White</i>

Table of Revision Dates

POLICY	POLICY NAME	REVISION DATE	Colour of Paper
F.8	First Aid	<i>February 2019</i>	<i>White</i>
F.9	Posted Employee Health and Safety Documents	<i>November 2016</i>	<i>White</i>
F.10	Employee Health and Safety Education and Training	<i>November 2014</i>	<i>White</i>
F.11	Workplace Violence	<i>February 2019</i>	<i>White</i>
F.12	Workplace Harassment and Discrimination	<i>March 2020</i>	<i>White</i>
F.13	District Networking Safety Councils	<i>February 2019</i>	<i>White</i>
F.14	Safe Lifting, Transferring and Repositioning of Persons Supported	<i>March 2020</i>	<i>White</i>
F.15	Safe Driving	<i>March 2020</i>	<i>White</i>
F.16	Infection Prevention and Control	<i>March 2020</i>	<i>White</i>
F.17	Personal Protective Equipment	<i>July 2020</i>	<i>Yellow</i>
F.18	Workplace Hazardous Materials Information System	<i>March 2020</i>	<i>White</i>
F.19	Commitment to Reducing the Risks Associated with Challenging Behaviour	<i>November 2017</i>	<i>White</i>
F.20	Musculoskeletal Disorders Prevention	<i>May 2015</i>	<i>White</i>
F.21	Slips, Trips and Falls Prevention	<i>May 2015</i>	<i>White</i>
F.22	Manual Material Handling	<i>May 2015</i>	<i>White</i>
F.23	Medical Sharps and Needle Safety	<i>November 2016</i>	<i>White</i>
F.24	Working Alone	<i>February 2019</i>	<i>White</i>
F.25	Employee Health and Safety Forms	<i>October 2020</i>	<i>White</i>
G	Table of Contents	<i>March 2020</i>	<i>White</i>
G.1	Host Family Services	<i>March 2020</i>	<i>White</i>
G.2	Host Family Services Overview	<i>November 2016</i>	<i>White</i>
G.3	Application Procedures for Homesharers	<i>March 2020</i>	<i>White</i>
G.4	Application and Approval Process for Host Families	<i>March 2020</i>	<i>White</i>
G.5	Placement Process	<i>November 2016</i>	<i>White</i>
G.6	Program Administration	<i>March 2020</i>	<i>White</i>
G.7	Host Family Supports Provided to Children	<i>May 2019</i>	<i>White</i>
G.8	Respite Supports	<i>March 2020</i>	<i>White</i>
G.9	Host Family Annual Review	<i>March 2020</i>	<i>White</i>
G.10	Termination of Host Family Service Agreement	<i>March 2020</i>	<i>White</i>
G.11	Recognition of Host Families	<i>November 2016</i>	<i>White</i>

Section E: Human Resources

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E.1 Human Resources Procedures

- E.1.1 Administration of Procedures
- E.1.2 Application and Amendment
- E.1.3 The Human Resources Department

E.2 Recruitment and Selection

- E.2.1 Non-discrimination
- E.2.2 Accessibility Standards for Employment
- E.2.3 Employment Categories
 - E.2.3.1 Compensation Classification
 - E.2.3.2 Employment Classification
 - E.2.3.3 Contract Status
- E.2.4 Recruitment Process
 - E.2.4.1 Posting Vacancies
 - E.2.4.1.1 Internal Postings
 - E.2.4.1.2 External Postings
 - E.2.4.2 Employee Referrals
- E.2.5 Selection Process
 - E.2.5.1 Selection Consideration Factors
 - E.2.5.2 Interviews
 - E.2.5.2.1 Interview Team
- E.2.6 Reference and Medical Documentation Requirements
 - E.2.6.1 Employment Character Reference Checks
 - E.2.6.2 Police Records Check
 - E.2.6.3 Medical Requirements
 - E.2.6.4 Driving Records
 - E.2.6.5 Other Documentation
- E.2.7 The Employment Contract and Employment Offer
- E.2.8 Employment of Relatives
 - E.2.8.1 Definition of Terms
 - E.2.8.2 Employment of Relatives Policy
- E.2.9 New Employee Documentation Checklists

- E.2.9.1 New Employee Documentation Chart
- E.2.10 Recording Status Changes
 - E.2.10.1 Bank Deposit Authorization
 - E.2.10.2 Record of Employment
- E.2.11 Student and Volunteer Positions
- E.2.12 Employee Transfers
 - E.2.12.1 Employee Initiated Transfer Requests
 - E.2.12.2 Christian Horizons Initiated Transfers
 - E.2.12.3 Moving Costs
- E.2.13 Redundancies/Reduction in Staffing/Temporary Layoffs
- E.2.14 Resignations
- E.2.15 Retirement
- E.2.16 Re-Employment
- E.3 Orientation, Learning and Performance Appraisal**
 - E.3.1 Orientation for Employees
 - E.3.1.1 Orientation
 - E.3.2 Probationary Review
 - E.3.3 Workplace Learning
 - E.3.3.1 Educational Assistance for Direct Support Professionals
 - E.3.3.1.1 General External Training Requests
 - E.3.3.1.2 Training Requests for College Courses toward DSW Diploma/Apprenticeship
 - E.3.3.2 Educational Requests for Non Direct Support Roles
 - E.3.3.3 Course Requirements by Position
 - E.3.3.4 Staff Development Days
 - E.3.4 Performance and Development Planning
- E.4 Working Hours**
 - E.4.1 Working Hours/Scheduling Principles
 - E.4.2 Attendance Requirements
 - E.4.3 Overtime
 - E.4.4 Statutory Holidays
 - E.4.4.1 Statutory Holiday Eligibility
 - E.4.4.2 Statutory Holiday Entitlement
 - E.4.5 Schedules during Supported Trips/Vacations
 - E.4.6 Employee Travel to the United States
 - E.4.7 On-Call
 - E.4.7.1 On-Call Definition

E.4.7.2 Response Timeframes for On-Call Managers

E.4.7.3 Responsibilities for On-Call Managers

E.4.8 Working Remotely

E.4.8.1 Work That May be Done Remotely

E.4.8.2 Compensation and Work Hours

E.4.8.3 Policies and Procedures

E.4.8.4 Equipment/Tools

E.4.8.5 Workspace

E.4.8.6 Health and Safety

E.4.8.7 Injury at Work (IAW)

E.4.8.8 Schedule and “At Work” Expectations

E.4.8.9 Evaluation

E.5 Vacation

E.5.1 Vacation

E.5.2 Vacation Accrual Chart

E.5.3 Vacation Approval

E.5.4 Vacation Advances

E.5.5 Carry Over of Vacation Credits

E.5.6 Illness or Injury While on Vacation

E.6 Personal Emergency and Short Term Medical Leaves of Absence

E.6.1 Personal Emergency Leave (PEL)

E.6.1.1 Personal Emergency Leave Allowance Chart

E.6.1.1.1 Personal Emergency Leave Procedures

E.6.1.2 Bereavement Leave

E.6.1.2.1 Expression of Sympathy for a Death in an Employee’s Immediate Family

E.6.2 Medical Leaves of Absence

E.6.2.1 Short Term Medical Leave (STML)

E.6.2.1.1 Short Term Medical Leave Eligibility

E.6.2.1.2 Short Term Medical Leave of Absence (Non-Work Related) Process for Part-Time and Full-Time Employees

E.6.2.1.3 Short Term Medical Leave of Absence (Non-Work Related) Process for Casual Employees

E.6.2.2 Injury at Work Coverage

E.6.2.2.1 IAW for Casual Employees, Employees with a Temporary or Seasonal Contract and Employees with Contracts Less Than 16 Hours per Week

E.6.2.2.2 IAW for Part-time and Full-time Employees

E.6.2.3 Return to Work Following a Supported Medical Leave of Absence

- E.6.2.4 Employee Disability Accommodation
 - E.6.2.4.1 Role of the Employee with the Disability
 - E.6.2.4.2 Role of the Supervisor
 - E.6.2.4.3 Role of Human Resources Department
 - E.6.2.4.4 Appeals Regarding Accommodation
 - E.6.2.4.5 Definitions

E.7 Other Leaves of Absence

- E.7.1 Pregnancy/Parental Leave
 - E.7.1.1 Pregnancy Leave Eligibility and Requirements
 - E.7.1.2 Parental Leave Eligibility Requirements
 - E.7.1.3 Benefits during Pregnancy/Parental Leave
 - E.7.1.4 Pregnancy Loss Leave
- E.7.2 Jury Duty or Witness Leave
- E.7.3 Family Medical Leave
 - E.7.3.1 Benefits during Family Medical Leave
- E.7.4 Family Caregiver Leave
- E.7.5 Critical Illness Leave
- E.7.6 Crime-Related Child Disappearance Leave
- E.7.7 Child Death Leave
- E.7.8 Domestic or Sexual Violence Leave
- E.7.9 Elections
- E.7.10 Personal Leave of Absence without Pay
 - E.7.10.1 Request for Leave of Four Weeks or Less
 - E.7.10.2 Request for Leave in Excess of Four Weeks
- E.7.11 Employee Self-Funded Sabbatical Leave Plan
 - E.7.11.1 Self-Funded Sabbatical Leave Guidelines
 - E.7.11.2 Self-Funded Sabbatical Leave Application Procedure

E.8 Employee Conduct

- E.8.1 Commitments to Employees
- E.8.2 Code of Conduct
- E.8.3 Expectations for Employees
 - E.8.3.1 Whistleblower Policy and Procedures
- E.8.4 Peace Process
 - E.8.4.1 Introduction
 - E.8.4.2 Peace Process Provisions
 - E.8.4.2.1 Peace Process Stage I

- E.8.4.2.2 Peace Process Stage II
- E.8.5 Confidentiality
- E.8.6 Business Conflict of Interest
- E.8.7 Gifts and Favours
- E.8.8 Perquisites
- E.8.9 Smoking, E-Cigarettes, Vaping and Marijuana
- E.8.10 Substances that Cause Impairment
- E.9 Corrective Action Process**
 - E.9.1 Probation and Corrective Action
 - E.9.1.1 Probation
 - E.9.1.2 Progressive Corrective Action Process
 - E.9.1.2.1 Verbal Warning
 - E.9.1.2.2 Written Warning
 - E.9.1.2.3 Final Written Warning
 - E.9.1.3 Suspensions
 - E.9.1.4 Appeal Process
 - E.9.1.4.1 Overview
 - E.9.1.4.2 Step One: Discussion with the supervisor
 - E.9.1.4.3 Step Two: Discussion with the second level supervisor
 - E.9.1.4.4 Step Three: Formal Review
 - E.9.1.5 Termination of Employment
 - E.9.2 Contract Dispute Arbitration Procedure
 - E.9.2.1 Step One
 - E.9.2.2 Step Two
 - E.9.3 Dispute Arbitration for Senior Management
- E.10 Employee Engagement and Representation**
 - E.10.1 Christian Horizons Employee Engagement and Representation
 - E.10.1.1 Joint Employee Association (JEA)
 - E.10.1.2 Staff Relations Representatives (SRR)
 - E.10.1.3 SRR/JEA Election Criteria
- E.11 Human Resources Records**
 - E.11.1 Disclosure of Employee Records
 - E.11.2 Employee Record Retention Chart
 - E.11.3 Exit Reviews
 - E.11.4 Employment Verification Letters and Reference Requests
- E.12 Compensation, Recognition and Benefits**

- E.12.1 Position Evaluation
 - E.12.1.1 Evaluation for New Positions
 - E.12.1.2 Position Evaluation Committee
 - E.12.1.3 Position Evaluation Outcomes
- E.12.2 The Salary Structure
 - E.12.2.1 Placement on the Salary Structure
 - E.12.2.2 Movement on the Salary Structure
- E.12.3 Employee Earnings and Changes
 - E.12.3.1 Annual Personal Tax Credit
- E.12.4 Payroll
 - E.12.4.1 Recurring Pay and Statements
 - E.12.4.1.1 Pay Periods
 - E.12.4.1.2 Payroll Calendar
 - E.12.4.1.3 Cost Centre Reports
 - E.12.4.1.4 Pay Statements
 - E.12.4.2 Exceptional Pay Issues
 - E.12.4.2.1 Issuing Manual Payroll Deposits
 - E.12.4.2.2 Payroll Deductions
 - E.12.4.3 When Payments Cease
- E.12.5 Group Benefits
 - E.12.5.1 Life Insurance
 - E.12.5.2 Registered Retirement Savings Plan
 - E.12.5.2.1 Group RRSP Entitlements
 - E.12.5.2.2 RRSP and Reduction of Income Tax
 - E.12.5.3 Tax Free Savings Account Eligibility
- E.12.6 Group Benefit Claims Procedures
- E.12.7 Benefits for Casual, Seasonal and Temporary Employees
- E.12.8 Workers' Compensation/WSIB
- E.12.9 Employee Recognition
 - E.12.9.1 Christmas Expression of Appreciation
 - E.12.9.2 Years of Service Awards
 - E.12.9.2.1 Recognizing Service
 - E.12.9.2.2 Service Awards
 - E.12.9.2.3 Presenting Awards
 - E.12.9.3 Excellence in Action Awards
 - E.12.9.4 Retiree Recognition
 - E.12.9.5 Recognition through Publications

E.13 Human Resources Forms

E.6 Personal Emergency and Short Term Medical Leaves of Absence

Christian Horizons recognizes that employees may require absences from work for variety of reasons including personal emergency and short term medical leaves of absence. For leaves of absence that exceed one year, Christian Horizons may require the employee to complete a new Police Check with Vulnerable Sector Search, and a **P-4:1 Initial Staff Medical**.

E.6.1 Personal Emergency Leave (PEL)

Personal Emergency Leave (PEL) is intended to provide employees with time away from work to address personal and family emergencies without compromising achievement of work objectives. This includes sickness, non-work related injuries, bereavement, medical appointments and any other personal and family emergencies.

Part-time and full-time employees will have access to paid time for PEL absences as per the Personal Emergency Leave Allowance Chart below, after successful completion of the probationary period.

E.6.1.1 Personal Emergency Leave Allowance Chart

Employee Classification	Part-time	Full-time
Paid Personal Emergency Allowance	48 hours	96 hours

E.6.1.1.1 Personal Emergency Leave Procedures

Consistent with *The Employment Standards Act, 2000*, an employee is entitled to a job protected* leave for any of the following:

- a personal illness, injury or medical emergency, or
- the death, illness, injury, medical emergency or urgent matter* relating to the following family members : an employee's spouse; a parent, step-parent or foster parent of the employee or the employee's spouse; a child, step-child or foster child of the employee or the employee's spouse; grandparent, step-grandparent, grandchild or step-grandchild of the employee or of the employee's spouse; the spouse of a child of the employee; the employee's brother or sister; a relative of the employee who is dependent on the employee for care or assistance. *See also Section E – Bereavement Leave.*

*A job protected leave is defined as protection against dismissal, lay-off, suspension, demotion or discipline if an employee is absent for Personal Emergency Leave reasons.

*An urgent matter is an event that is unplanned or out of the employee's control, and raises the possibility of serious negative consequences, if not responded to.

Excessive absenteeism generally refers to an employee having incidental absences from work for 12 or more missed full or partial shifts throughout the calendar year. Missed shifts include both regularly scheduled working hours and other hours accepted by the employee (e.g., accepting an open shift). The absence from work can be either planned or unplanned.

To provide employees with replacement of income lost due to an emergency as defined in this policy, the following procedures have been developed.

1. The use of PEL time is also for emergencies not related to illness or injury (e.g., a home emergency such as a house flood/fire, car accident, pre-planned medically related surgery excluding non-medically related cosmetic surgery) and requires supervisor approval.
2. The amount of paid PEL that an employee is eligible for each payroll calendar year is based on their employment classification at any given time (e.g., casual, part-time, full-time).
3. Once an employee uses the maximum amount of paid PEL time available they will not have access to additional paid time under this policy.
4. Employees who take part of a day off due to an emergency will be paid for time actually worked and the remainder of the day will be recorded as PEL.
5. It is the responsibility of the employee to inform their supervisor (or designated back-up if applicable) and location (as per local reporting practices) as much before the start of their shift as possible, if the employee will be absent due to a personal emergency. If an employee who is working must leave early because of a personal emergency, the employee will need to notify the supervisor (or designated back-up) immediately of their need to leave.
6. The supervisor may request that the employee provide a reasonable explanation and reasonable documentation to use PEL days, including medical notes, depending on the facts of any given situation, such as the duration of the leave, whether there is a pattern of absences, whether any evidence is available, and the cost of the evidence.
7. The use of PEL time must be maintained in the Human Resources Information System (HRIS) scheduling software.
8. To avoid the loss of earnings, employees without PEL time available may negotiate the use of other accrued banks (e.g., vacation time) to cover a personal emergency absence; however, the absence must also be recorded in the Human Resources Scheduling Software as a personal emergency (i.e., it is recorded as a vacation day AND as a PEL absence).
9. PEL balance will be maintained in the HRIS.
10. Paid PEL is considered to be wages for the purposes of the legally mandated deductions (e.g., income tax, EI, CPP).
11. The PEL benefit is designed to assist employees actively working for Christian Horizons. Upon termination of employment, Christian Horizons will not pay out PEL balance.
12. If an employee receives pay under the Injury at Work coverage (*see also Section E – Injury at Work Coverage*), they will not receive PEL pay for those same days.
13. If Short Term Medical Leave (STML) is approved for a time period during which the employee has already received paid PEL, that time period will be classified as STML and the PEL used will be reinstated for the employee's future use.

E.6.1.2 Bereavement Leave

1. With the understanding that each case is different, employees and supervisors are asked to work together to determine the most appropriate duration of time off for bereavement for each instance.
2. Consistent with *The Employment Standards Act, 2000*, an employee is entitled to a bereavement leave relating to the following family members: an employee's spouse; a parent, a child, grandparent, grandchild, the spouse of a child of the employee; the employee's brother or sister; a relative of the employee who is dependent on the employee for care or assistance.
3. Different relationship types will be applied for the purpose of this policy (e.g., parent includes parent-in-law, step-parent or foster parent).
4. For full-time or part-time employee who experiences the loss of an immediate family member (i.e., spouse, child, parent, and sibling), up to five paid bereavement shifts will be provided in addition to their PEL entitlement. Employees are not required to use PEL first in order to have access to these additional bereavement days for an immediate family member.

5. Bereavement Leave for all other family members will be paid from the employee's PEL allowance. Additional days may be requested as vacation or approved unpaid time.
6. All other bereavement days will be paid from the employee's PEL allowance.
7. Typically, the Bereavement Leave is to be taken as continuous time off.
8. In consultation with the supervisor, additional time for the grieving period may be requested using vacation, unpaid personal emergency leave time or unpaid personal leave of absence.
9. Arrangements to attend all other funerals during work hours, by using vacation or unpaid personal leave of absence, must be discussed with and approved by the immediate supervisor.
10. Christian Horizons reserves the right to require an employee to provide supporting documentation (e.g., a copy of the death certificate, obituary, burial certificate) as it relates to a request for Bereavement Leave.

E.6.1.2.1 *Expression of Sympathy for a Death in an Employee's Immediate Family*

1. Christian Horizons sends an expression of sympathy to an employee when there is a death within the employee's immediate family.
2. The employee's supervisor notifies Human Resources, who will make the arrangements for sending the expression of sympathy.
3. In addition, the employee's supervisor may coordinate an appropriate expression of sympathy for the employee from the location/District.

E.6.2 Medical Leaves of Absence

E.6.2.1 Short Term Medical Leave (STML)

The Short Term Medical Leave (STML) procedures outlined below will be followed for non-work related leaves of absences due to medical reasons, based on the employee's eligibility.

E.6.2.1.1 Short Term Medical Leave Eligibility

1. A Short Term Medical Leave (STML) is defined as a single absence greater than 10 consecutive calendar days. An STML could follow an existing Personal Emergency Leave (PEL) or occur independently.
2. Full-time and part-time employees accrue STML time on eligible hours paid each pay period at a rate of 0.0462 for each eligible hour paid. All eligible employees will earn STML at the same rate relative to their paid hours. Any unused PEL shall be transferred to STML at the end of each payroll calendar year. The maximum time accrued in an employee's STML Bank is 680 hours for Full-Time employees, and 544 hours for Part-Time employees.
3. Paid hours that are eligible for the STML accrual include, but are not limited to: worked hours, stat worked, overtime worked, vacation time taken, and statutory holiday time taken.
4. Paid hours that are not eligible for the STML accrual include: PEL taken and STML taken.
5. Casual and Seasonal employees are not eligible to earn or take STML time. When a full-time or part-time employee changes employment categories by accepting a Casual or Seasonal position, their STML bank is "frozen" and only accessible if they return to Full-Time or Part-Time status.
6. Short Term Medical Leaves of absence are paid, up to a maximum of 120 calendar days (17 weeks) per medical leave of absence and depending on the employee's accrual in the STML bank.
7. The STML bank will be maintained in the Human Resources Information System.
8. Employees continue to accrue vacation time while on a supported, paid medical leave of absence. Employees eligible for vacation increases will not have their entitlement dates affected if they are on a supported medical leave.
9. Employer contributions to the Registered Retirement Savings Plan (*see also Section E – Registered Retirement Savings Plan*) will cease during the period when there are no earnings.
10. The STML earnings paid through Christian Horizons are considered to be wages for the purposes of legally mandated deductions (e.g., income tax, EI, CPP).
11. The STML bank is a benefit designed to assist employees actively working for Christian Horizons. Upon termination of employment, Christian Horizons will not pay out the STML bank balance. If an employee receives pay under the Injury at Work plan (*see also Section E – Injury at Work Coverage*), they will not receive STML pay for those same days.
12. To avoid the loss of earning, employees without paid STML time available may negotiate the use of other accrued banks (e.g., vacation time, PEL) to cover an unpaid medical absence.

E.6.2.1.2 Short Term Medical Leave of Absence (Non-Work Related) Process for Part-Time and Full-Time Employees

The STML procedures below have been developed to provide employees with replacement of income lost due to disability resulting from an illness or injury.

1. Disability resulting from illness or injury means the employee cannot perform the essential duties of their occupation. Furthermore, they are not considered disabled or under a disability unless they are under the care and treatment of a licensed physician in Canada, who is practicing within the scope of their license during the entire period of disability.
2. The employee must submit an STML package completed by their physician and forward it to the third party adjudicator after the absence of greater than 10 consecutive calendar days. If the employee knows in advance that they will require an STML, they can submit the package in advance.

3. The employee is required to sign a standard release on the Attending Physician Statement (APS) form allowing the third-party adjudicator to obtain pertinent information from their physician, for prompt adjudication of claims. Failure to sign the release may result in the delay or denial of the STML payment.
4. Employees are responsible to fully participate in the short term medical leave process. This includes, but is not limited to, responding to the third-party adjudicator's requests in a timely manner. Employees who fail to cooperate with Christian Horizons Medical Leave of Absence policy or do not submit requested medical documentation will not have access to their STML allowance. In this situation, the employee will be placed on an unsupported (unpaid) medical leave of absence.
5. It is the responsibility of the supervisor to place the employee on a Medical Leave of Absence, by immediately forwarding **P(ON)-9:9b Leaves of Absence/Accommodation** to Human Resources, indicating the first shift missed as the beginning date of the Medical Leave of Absence. A Record of Employment will be issued after the final pay has been issued (*see also Section E – Record of Employment*).
6. All changes to the employee's status must be submitted using a **P(ON)-9:9b Leaves of Absence/Accommodation** form (e.g., return to work to full duties, modified duties and/or hours).
7. An employee's weekly STML pay entitlement will be determined based on the employee's average weekly earnings for the 12 weeks prior to the STML, up to 35 hours per week for a part-time employee and up to 40 hours per week for a full-time employee.
8. An exception may be made for employees to access their STML bank if they have exhausted their PEL allowance and experience a significant absence of four consecutive shifts or more, due to personal illness or injury, by submitting the STML package.
9. Employees are not eligible for STML benefits on any day they are on a personal leave of absence.
10. Employees are not eligible to schedule vacation time or statutory holiday time on any day they are on an approved short term medical leave of absence.
11. The first day of a medical leave of absence from work is defined as the first day of absence from work.
12. Following the first 120 calendar days (17 weeks) medical leave of absence and/or period of modified work (the qualifying period), an eligible employee may be entitled to Long-Term Disability benefit coverage through an employee-submitted application to Christian Horizons' Group Benefit plan carrier. An employee submits medical documentation directly to our Group Benefit plan carrier.
13. Where the Short Term Medical Leave is required beyond the first 120 calendar days, and the employee is ineligible for Long-Term Disability benefits, the employee is required to provide Christian Horizons with updates from their health practitioner (e.g., doctor, nurse practitioner, psychologist). An update is in the form of appropriate medical documentation (e.g., doctor note) that must include the following: a return to work date OR anticipated return to work date. If a return to work date is unknown, the note must include the date of the next assessment.
14. The STML bank will not be payable in the following situations:
 - a. where appropriate medical documentation supporting proof of the disability is not provided to the third party adjudicator;
 - b. where the employee is not under active, continuous, medically-appropriate care of a physician or specialist;
 - c. where the employee is not following a prescribed treatment plan including engaging in and completing a recognized rehabilitation program;
 - d. the employee is medically fit to return to the pre-disability position or an appropriate accommodation;
 - e. the date which the employee becomes eligible for the Employment Insurance Benefits in relation to any job protected leaves available under the *Employment Standards Act, 2000* in accordance with the respective provincial and federal legislation;
 - f. when the employee is outside of Canada for any reason other than the following:

- to attend the funeral of a member of the employee's immediate family, for a period of not more than seven days;
 - to visit a gravely ill or injured family member, for a period of not more than seven days;
 - to accompany a member of the employee's immediate family for medical treatment that is not readily or immediately available in the family member's area of residence in Canada, for not more than seven days; or
 - for the purpose of undergoing medical treatment that is not readily or immediately available in the employee's area of residence in Canada. There is no maximum time limit imposed for employees receiving medical treatment abroad.
- g. where the illness or injury is due to any civil unrest, insurrection or war, while on active duty in the armed forces whether war be declared or not, participation in a riot.

E.6.2.1.3 Short Term Medical Leave of Absence (Non-Work Related) Process for Casual Employees

1. Disability resulting from illness or injury means the employee cannot perform the essential duties of their occupation. Furthermore, they are not considered disabled or under a disability unless they are under the care and treatment of a licensed physician, who is practicing within the scope of license during the entire period of disability.
2. An employee is required to provide a physician's note when absent for medical reasons on the 11th consecutive missed shift. The note must include either an expected return to work date or next assessment date so Christian Horizons can stay informed of the recovery progress and timing for being off work. Additional medical documentation will be required to support an ongoing absence.
3. It is the responsibility of the supervisor to place the employee on a Short Term Medical Leave by immediately forwarding to Human Resources both a completed **P(ON)-9:9b Leaves of Absence/Accommodation** form indicating the first shift missed as the beginning date of the Medical Leave of Absence and appropriate medical documentation (i.e., a doctor's note). Since STML is not available to Casual employees, a Record of Employment will be issued after the final pay has been issued (*see also Section E – Record of Employment*).
4. Additional medical documentation may be required at any time during the absence. Christian Horizons reserves the right, at Christian Horizons' expense, to request additional medical opinion(s) for certification of disability (i.e., inability to carry out some or all work duties); including a Short Term Medical Leave (STML) package.
5. Employees who fail to cooperate with Christian Horizons or do not submit requested medical documentation will be placed on an unsupported medical leave of absence.
6. An employee is required to provide a physician's note indicating clearance to return to work and effective date. Should an employee be deemed unfit to return to full duties on the date expected following a period of disability, the employee must provide a **P-4:4 Functional Abilities Form** completed by their Health Care Provider prior to returning to work. Supervisors and Human Resources Department will review and determine accommodation options. Christian Horizons will attempt to provide modified work at the employee's work location or an alternate location within reasonable distance for a reasonable period of time prior to a return to full health and resumption of full responsibilities.
7. **P(ON)-9:9b Leaves of Absence/Accommodation** form must be completed to reflect changes in the employee's status (e.g., return to work to full duties, modified duties and/or hours).

E.6.2.2 Injury at Work Coverage

In the event that an employee experiences an Injury at Work (IAW), Christian Horizons has developed the following procedures:

1. To be eligible for IAW coverage, the following must be true:

- a. the injury is sustained as a direct result of the employee carrying out their work tasks,
 - b. the injury must be of such severity that it requires external medical attention within 24 hours, and
 - c. the injury prevents the employee from carrying out the essential job duties or creates the need for the employee to require modified work duties.
2. All workplace accidents must be recorded on a **P-5:1 Accident/Incident/Occupational Illness/Near Miss Report** prior to the end of the shift during which the accident occurred, even if the accident does not result in an injury. *See also Section F – Accident/Incident/Occupational Illness Reporting and Investigation.*
 3. Any time an employee sustains an IAW and must leave work to seek medical attention, or cannot return to work as a result of the injury, or requires modified duties:
 - a. the injury must be reported immediately to the second level supervisor who must notify the Human Resources Department by forwarding a **P-5:1 Accident/Incident/Occupational Illness/Near Miss Report** form to accidentreports@christian-horizons.org,
 - b. the accident/incident must be investigated and documented using a **P-5:2 Investigation Report: Accident/Incident/Occupational Illness**,
 - c. one of the IAW procedures, outlined in the policies below, will be followed based on the employee’s eligibility, and
 - d. While the absence is being adjudicated by our third party adjudicator, an employee may request the use of their Personal Emergency Leave (PEL) entitlement. Should the absence be supported, the PEL time used will be reversed as IAW coverage. *See also Section E – Personal Emergency and Short Term Medical Leaves of Absence.*
 4. The Injury at Work (IAW) period is considered as the first 17 consecutive weeks (120 days) after the day of the injury.

E.6.2.2.1 IAW for Casual Employees, Employees with a Temporary or Seasonal Contract and Employees with Contracts Less Than 16 Hours per Week

1. When injured, the employee must seek medical attention within 24 hours. In addition, the employee must complete the appropriate prepared package: “IAW for Casual Employees”.
2. Christian Horizons obtains insurance for employees who are in a temporary or seasonal contract, including employees with a casual position (e.g., Relief Support and those with contracts less than 16 hours per week) who experience an injury at work. For details regarding the coverage, review the insurance provider’s brochure.
 - a. Class 1: for Casual employees and those with contracts of less than 16 hours per week.
 - b. Class 2: for employees with a temporary or seasonal contract.
3. To initiate a claim, an employee must complete the insurance provider’s Claimant’s Statement, and have their physician complete the Attending Physician’s Statement form.
4. All original completed forms must be forwarded to the Human Resources Department, along with a **P(ON)-9:9b Leaves of Absence/Accommodation** form who will complete the Employer’s Statement and send the claim to the insurance provider.
5. All expense reimbursement claims are submitted by the employee directly to the insurance provider.
6. Modified work is available to all employees to transition back to full duties. *See also Section E – Return to Work Following a Supported Medical Leave of Absence and Employee Disability Accommodation.*

E.6.2.2.2 IAW for Part-time and Full-time Employees

1. When injured, the employee must seek medical attention within 24 hours. In addition, the employee must complete the appropriate prepared package: “IAW for part-time and full-time Employees”.

2. If the injury results in the employee being unable to report for their next scheduled shift or requiring modified work, the supervisor must complete and send a **P(ON)-9:9b Leaves of Absence/Accommodation** form to the Human Resources Department. The employee must forward the physician-completed forms **P-4:5 Functional Abilities Form** and Health Professional Report (HPR) to the care management adjudication provider to qualify for IAW salary and benefits coverage.
3. An employee with a part-time or full-time contract may be eligible to receive up to a maximum of 120 calendar days (17 weeks) of IAW salary and benefit coverage. Beyond 120 calendar days (17 weeks) the claim will transition to an application for Long-Term Disability if an employee has this benefit.
4. Beyond 120 calendar days (17 weeks), part-time employees have an option of applying for income benefits through the Service Canada. Employees are expected to contact Service Canada to determine what benefits are available.
5. An employee's weekly IAW pay entitlement will be determined based on the employee's average weekly earnings for the 12 weeks prior to the leave, up to 35 hours per week for a part-time employee, and up to 40 hours per week for a full-time employee.
6. IAW salary coverage applies while the employee is absent from work once the care management adjudication provider reviews and validates the medical documentation from the physician and the **P-5:1 Accident/Incident/Occupational Illness/Near Miss Report** up to 120 calendar days (17 weeks).
7. To continue with full pay while absent from work, an employee may be required to provide, at the cost of Christian Horizons, additional medical treatment information requested by the care management adjudication provider.
8. During the first 120 calendar days (17 weeks) of an IAW, paramedical expense reimbursement is paid for IAW related expenses by Christian Horizons when authorized by the care management adjudication provider.
9. Vacation and Personal Emergency Leave (PEL) allowance accruals continue during the first 120 calendar days (17 weeks) of supported IAW medical leaves of absence.
10. IAW salary and benefits coverage are not payable where the:
 - a. illness or injury is not certified by a physician when requested by Christian Horizons;
 - b. appropriate medical documentation is not provided to the care management adjudication provider;
 - c. sickness, disease, or bodily infirmity results directly or indirectly from mental incapacity, stroke or cerebrovascular accident or event, cardiovascular accident or event, myocardial infarction or heart attack, coronary thrombosis or aneurysm;
 - d. employee is not under active, continuous, medically-appropriate care;
 - e. employee is not following a prescribed treatment plan;
 - f. illness or injury is due to any civil unrest, insurrection or war, participation in a riot, result of committing or attempting to commit a criminal offense under provincial or federal laws or during a period of incarceration, intentional self-inflicted injuries, illness, or attempted suicide, result of an attempt to commit an assault;
 - g. employee is absent from Canada longer than eight weeks due to any reason, unless authorized by the care management adjudication provider; or
 - h. employee is serving a prison sentence or is confined in a similar institution.
11. In the event of a motor vehicle accident using a Christian Horizons' vehicle or personal vehicle for work use, whether the employee is an operator or passenger, Christian Horizons will first rely on vehicle insurance coverage for reimbursement of expenses other than wage replacement. Wage replacement for a supported absence will be provided as per the IAW policy.

E.6.2.3 Return to Work Following a Supported Medical Leave of Absence

1. When an employee is approved for Long-Term Disability payments, Christian Horizons will make available the employee's position at the time of disability or comparable available position for a period of two years and 120 calendar days from the date of disability.
2. When an employee is on a supported Medical Leave of Absence and is not receiving Long-Term Disability payments, Christian Horizons will make available the employee's position at the time of disability or comparable available position for a period of two years from the date of disability.
3. Following one year from the first day of an employee's absence from work due to a disability/illness/injury the employee's contract position may be permanently filled in the interests of operational stability. For employees able to return to work after one year, Christian Horizons will facilitate the return to work to an available position within the area/District based on the employee's qualifications and/or accommodation requirements. *See also Section E – Employee Disability Accommodation.*
4. Should an employee be deemed unfit to return to full duties on the date expected following a period of disability, Christian Horizons will, in consultation with a medical doctor and/or rehabilitation professional, attempt to provide modified work at the employee's work location or an alternate location within reasonable distance for a reasonable period of time prior to a return to full health and resumption of full responsibilities.
5. Where accommodation will create undue hardship, Christian Horizons will fill the position permanently. Such a decision will be made by the relevant director (e.g., Executive Director) in consultation with the Human Resources Department.
6. Where an employee is deemed to be totally disabled, regardless of if the employee has received Long-Term Disability payments or not, Christian Horizons will terminate the employee's group benefit coverage two years and 120 calendar days from the date of disability. Upon return to work, eligible employees will have their group benefits reinstated.

E.6.2.4 Employee Disability Accommodation

1. Christian Horizons recognizes the right of equal treatment in employment without discrimination based on a disability. Accommodation is a fundamental and integral part of the right to equal treatment. *See also Section A – Accessibility & Customer Service.*
2. Christian Horizons is committed to enabling employees with disabilities to participate in productive and meaningful work and will provide accommodation to employees, to the point of undue hardship. Accommodation will be considered on a case-by-case basis as indicated by medical documentation when an employee has been deemed medically fit to participate in a return to work program.
3. A workplace accommodation starts the day on which an employee requires modifications to the duties or hours of their position.
4. Where modifications to an employee's duties or hours is required beyond the first 120 calendar days, and the employee is ineligible for long-term disability benefits, the employee is required to provide Christian Horizons with updates from a health practitioner (e.g., doctor, nurse practitioner, psychologist). An update is in the form of appropriate medical documentation (e.g., doctor note providing updated limitations, restrictions). The updates must also include the following: a full return to work date or anticipated full return to work date. If a full return to work date is unknown, the note must include the date of the next assessment.
5. The following will guide the process for accommodating employees with disabilities.
 - a. An employee with a disability can initiate the accommodation process by advising the immediate supervisor of the need for accommodation.
 - b. Christian Horizons can initiate the accommodation process by requesting an employee who is absent due to a disability to provide information from their physician regarding their functional abilities (e.g., **P-4:5 Functional Abilities Form**).

- c. Employees supplying requested functional ability information setting out specific accommodation needs for modified work may be reimbursed, at the discretion of Christian Horizons, for the associated costs.
 - d. The employee must forward the physician-completed forms (**P-4:5 Functional Abilities Form** and Health Professional Report [HPR]) to the care management adjudication provider.
 - e. The care management adjudication provider reviews and validates the medical documentation.
 - f. The care management adjudication provider will provide Christian Horizons with a Care Management Report outlining consideration(s) for a return to work plan.
6. Based on the information provided in the Care Management Report, a return to work plan may be developed in consultation with the employee and their immediate supervisor. The Human Resources Department is to be consulted during this process.
7. Additional information may be required in preparation or in continuation of a return to work plan. These steps may include:
- a. requesting the employee to be assessed by their physician for more detailed information;
 - b. requesting the employee to undergo a third party assessment, at the cost of Christian Horizons, should there be concerns with the accommodation requested or if more adequate or detailed information is required;
 - c. completion of a **P-4:5 Functional Abilities Form** or a **P-4:4 Physical Demands Analysis** by a medically-qualified physical evaluator; or
 - d. an ergonomic assessment may be conducted to ensure the physical demands of the position complement the physical abilities of the accommodated employee.

E.6.2.4.1 *Role of the Employee with the Disability*

The employee with a disability must actively participate in all phases of the accommodation process. An employee's failure to cooperate may result in the loss of compensation, benefits or employment. The employee's involvement in the accommodation process may include:

- providing complete and up-to-date required or requested functional abilities information;
- cooperating in obtaining the necessary medical information, including medical or expert opinions;
- participating in possible accommodation solutions, including job searches and investigating alternatives;
- engaging in training to upgrade skills;
- participating in Christian Horizons' initiated transfers. If the employee is accommodated by a transfer into another vacant position, the employee will receive the wage for that position. There is no guarantee of wage parity. Similarly, there is no guarantee of schedule consistency or consistency of work location;
- agreeing to performance and job standards, once accommodation is provided; or
- cooperating in the ongoing management of the accommodation process, and discussing their work restrictions only with persons who need to know (i.e., applicable management).

E.6.2.4.2 *Role of the Supervisor*

The supervisor's role in the accommodation process includes:

- reporting the employee's request for accommodation immediately to the Human Resources Department;
- maintaining confidentiality to the extent possible;

- taking an active role in the joint responsibility with the Human Resources Department and the employee to pursue accommodation solutions, investigate alternatives, and make recommendations;
- assisting in decision-making as to what accommodation measures will be taken and whether accommodation is possible without undue hardship;
- facilitating accommodation in a manner that promotes the dignity and self-worth of the employee; and
- managing the accommodation, assessing the employee's performance and immediately addressing any problems and concerns.

E.6.2.4.3 Role of Human Resources Department

The Human Resources Department's role in the accommodation process includes:

- addressing the accommodation request in a timely manner and arranging the next steps, including liaising with the care management adjudication provider for information to be used in the accommodation and the development of a suitable return-to-work plan;
- maintaining confidentiality to the extent possible;
- maintaining appropriate documentation throughout the accommodation process; and
- communicating required information to involved parties.

E.6.2.4.4 Appeals Regarding Accommodation

Should an employee feel that his or her right to freedom from discrimination has been breached, a complaint should be brought to the attention of their second level supervisor. The second level supervisor consults with the Human Resources Department and others, as appropriate, so that the matter can be immediately reviewed and addressed.

E.6.2.4.5 Definitions

1. **Disability:** A disability includes conditions that have developed over time, those that result from an accident or those that have been present from birth. These include physical, mental and learning disabilities, which may be evident or non-evident, temporary or episodic. Commonplace illnesses, such as a cold or flu, are generally temporary in nature and are not considered a disability which requires accommodation under the Ontario Human Rights Code.
2. **Accommodation:** Accommodation may involve changes or modifications to the employee's present position or the provision of alternate work. If an accommodation is required, based on a disability as defined above, Christian Horizons will consider special arrangements if needed to suit the employee's accommodation needs, up to the point of undue hardship. Accommodations may involve a temporary or ongoing re-assignment or reductions/alterations in the duties or hours within the original position.

While accommodation may not necessarily meet the preference of the employee, Christian Horizons will seek the most appropriate accommodation. Factors when considering appropriate accommodation include: respecting the dignity of the employee, meeting the employee's accommodation needs, promoting full participation, respecting confidentiality and providing the employee with an opportunity to perform the job in accordance with the same standards as expected from other employees.

Accommodation does not mean that Christian Horizons must accept sub-standard or incompetent performance. If accommodation involves re-assignment to another position and/or employment classification, the compensation and benefits associated with the new position and/or status will apply.

3. **Essential Duties:** Determining the essential duties of a job requires consideration of the duties necessary to achieve the job outcome. When determining what the essential job duties are, Christian Horizons will consider how often each duty is undertaken, the proportion of time spent on each duty, the effect on the job outcome if a duty is removed, the health and safety of the people who receive supports or the health and safety of other employees, and the normal productivity expected in the job.

