

London Regional Children's Museum  
PERSONNEL REGULATIONS  
A Handbook for Employees and Volunteers

**POLICIES AND PROCEDURES**  
**EMPLOYMENT**

NOVEMBER 2011

OVERVIEW

**Terms of Reference**

- *Human Resources* refers to Children's Museum staff, both employees and volunteers.
- Please refer to the Volunteer Regulations for specific procedures pertaining to volunteers.

**Human Resources Management**

- Human Resources Management at the Children's Museum is guided by the Ontario Employment Standards Act, Worker's Compensation Act, Canada Pension Plan, Employment Insurance Act, Human Rights Code, and Canadian Museum Association Ethic Guide.
- Detailed information is available through the Executive Director

**Organization Chart**

- See Appendix 2.

**Employment Definitions**

- *Full Time Employee* – an employee of the Children's Museum, who is not on a fixed time contract, works regularly 37.5 or more hours per week, and who has received written confirmation that their status shall be considered to be a full-time salaried employee.
- *Part Time Employee* – an employee of the Children's Museum, who is not on a fixed time contract, works regularly 30.0 hours or less per week, and who has received written confirmation that their status shall be considered to be a permanent part-time employee.
- *Contract / Seasonal Employee* – an employee of the Children's Museum, who is on a fixed time contract and who has received written confirmation that their status shall be considered to be a contract or seasonal employee. The terms and conditions of each contract will vary dependent upon the needs and qualifications of the contract position.
- *Volunteer* – a volunteer of the Children's Museum, who by choice and without financial compensation contributes time and service to assist in

fulfilling the mission of the Children's Museum. Please consult the Volunteer Regulations for further details.

### **Position Descriptions**

- All positions of employment have a position description outlining the duties and responsibilities.
- All positions of volunteer roles have a position description outlining the duties and responsibilities.
- The employee position description shall be reviewed and updated by the supervisor in consultation with the employee at the employee's annual review.
- The volunteer position description shall be reviewed and updated by the Director of Visitor Experiences as required.
- Final decision as to the content of each position description will be with the Executive Director.

## RECRUITMENT AND HIRING

### **Equal Employment Opportunity**

- The Children's Museum maintains a strong policy of equal employment opportunity for all employees and applicants for employment.
- The Children's Museum hires, trains, promotes, and compensates employees on the basis of personal competence and potential for advancement without regard for race, colour, religion, sex, sexual orientation, national origin, age, marital status, disability or citizenship, as well as other classifications protected by applicable provincial or local laws.
- This equal employment opportunity philosophy applies to all aspects of employment with the Children's Museum including recruiting, hiring, training, transfer, promotion, benefits, compensation, dismissal, educational assistance, and social and recreational activities.

### **Job Posting and Hiring**

- The Children's Museum will seek to hire qualified staff for all paid (employee) and non-paid (volunteer) positions.
- All vacancies will be posted internally and may be posted externally.
- Any current staff applying for these positions will be considered along with applicants from outside the organization, without fear of reprimand or losing their current position.

The following procedures will guide the hiring process:

- Each position will be covered by a written position description, detailing skill and education requirements, reporting relationships and responsibilities.

- Staff responsible for administering the Children's Museum and its collection will also have appropriate professional training.
- Candidates with skill, experience and education most closely matching the job description will be contacted for an interview.
- Interviews are structured and will include the supervisor of the position and other staff as appropriate.
- Reference checks are completed with at least two formal references before an offer of employment is made. This will be done by the immediate supervisor of the position
- While candidates may choose to use a personal reference from an employee at the Children's Museum, at least two other references must also be given.
- Should an appropriate candidate be identified through the interview process, an offer of employment will be extended by telephone and in writing with an Offer of Employment Letter (see Appendix 3).
- Should an appropriate candidate not be identified through the interview process, the position will be re-posted.
- All candidates who participated in the interview process will be contacted by telephone in a timely manner with the results of the interview.

## CONDITIONS OF EMPLOYMENT

### **Offer of Employment**

- Prior to employment, a written Offer of Employment letter (see Appendix 3) will be prepared, and reviewed by the appropriate Director.
- When approved this letter will be signed by the new employee and the supervisor. This letter will state the position for which the person has been hired and any conditions or terms of employment, including, but not limited to job title, salary, wages, benefits and working hours.
- Once an Offer of Employment has been accepted by the candidate, the new employee will be subject to successful completion of a Police Records and Vulnerable Position screening check by the Police Department of the employee's city of residence at their own cost. This police check must be received prior to the conclusion of their four month probationary period.
- In the event that the Police Check cannot be provided at time of offer of employment the employee will sign the Declaration of Innocence Form (see Appendix 4).
- Should this Check not be processed within the probationary period the employee will need to provide proof of application and correspondingly their probation will be extended in one month increments until such time that the Police Check is produced.

- Should a candidate not successfully complete and Police Records and Vulnerable Position screening check, the offer of employment will be rescinded.
- All new employees are hired on a four-month probation period. During this probation period, either party may terminate the employment arrangement with one week's notice.

## **Part-Time Staffing Policy**

### *Availability*

- All Part-time employees will be available to work for a minimum of 3 shifts per week.
- Each of these available shifts must be a minimum of 4 hours each.
- Part-time employees will provide their availability to the immediate supervisor at the time of hire. Should their availability change, the part time employee will inform their immediate supervisor with as much notice as possible.
- These shifts may be weekend or weekday shifts and will be designated by the immediate supervisor according to the needs of each individual department.

### *Scheduling*

- In the occasional instance that a part-time employee requires a specific day off, this request along with brief description of the reason, must be submitted to the immediate supervisory by the end of the day, on the second Friday of the month prior.

### *Shift Switches*

- Part-time employees will be limited to 4 shift switches per quarter with the quarters beginning in September, December, March and June.
- Part-time employees are required to find a suitable replacement for their shift from the part-time staffing pool within their own department.
- Each switch must be approved by the immediate supervisor, 7 days prior to the scheduled shift, along with the reason why the shift-change needs to occur.
- The employee switching the shift is responsible for confirming the shift change in writing to their supervisor. The employee taking on the shift is responsible for confirming this switch in writing to their supervisor as well.
- It is at the immediate supervisor's discretion to approve this shift-change.

## **New Employment Orientation**

- Within five working days of the start of employment, each new employee will be given an orientation to the Children's Museum.

The purpose is to:

- provide new employees with a basic understanding of the Children's Museum, the policies and procedures including safety and security procedures and programs;
- assist new employees in understanding and taking an active interest in the work of the Children's Museum; and
- enable and encourage strong working partnerships with other employees.

The orientation will include, but is not limited to:

- a copy of the Personnel Regulations, which must be read and understood by each new employee;
- an acknowledgement agreement stating they have read and understood the Personnel Regulations (see Appendix 1), a Confidentiality Agreement (see Appendix 5) and any other forms as required;
- an informative tour through the entire Children's Museum with their supervisor or other staff as appropriate;
- Occupational Health and Safety Orientation with successful completion of the final quiz. A hard copy of the successful completion certificate will be placed in the employee's personnel file; and
- training on emergency procedures, including, but not limited to fire alarms, injuries and medical emergencies, lost and missing children, and suspicious or threatening people or situations.
- Full Time employees will observe an Education Program, a Birthday Party, Day Camp and complete one Front Desk shift of a minimum of 3 hours.
- Part Time employees will receive training in their appropriate areas of responsibility.

Checklist for new hires:

- Supervisors will complete a New Employee Hiring Checklist (see Appendix 6), which will be signed by the new employee as well as the supervisor, then given to the supervisor's manager before being placed in the new employee's personnel file.
- The checklist will include, but is not limited to:
  - acknowledgement that the new employee has received and read the Personnel Regulations;
  - acknowledgement that the new employee has been led on an informative tour through the entire museum;
  - acknowledgement that the new employee has viewed the CD entitled Occupational Health and Safety Orientation with successful completion of the final quiz;
  - acknowledgement that the new employee has signed a confidentiality agreement; and
  - acknowledgement that the new employee has undergone training on all emergency procedures.

- Full Time employees will also include acknowledgement that they have observed an Education Program, a Birthday Party, Day Camp and worked a 3-hour Front Desk shift.
- Part Time employees will also include acknowledgement that they have completed training in their appropriate areas of responsibility.

**Personnel Files**

- All employee and volunteer personnel files will be locked in a box and kept in the staff room on the second floor.
- Only management staff may access these personnel files, and are required to have sufficient reason to do so.
- Personnel files will hold many documents, including a copy of the letter of employment, check list for new hires and attached documents, as well as an emergency contact sheet which must include two (2) emergency contacts for each employee.
- Upon termination of an employee, the Children's Museum will keep the personnel file for seven (7) years, upon which time all documents will be destroyed.

TERMINATION OF EMPLOYMENT

**Voluntary Termination**

- An employee may terminate their employment with the Children's Museum by providing a minimum of two weeks' written notice of resignation.
- Although not mandatory, employees are requested to provide as much notice of resignation as possible.
- Some staff may be required to give different notice, depending on the terms of their employment agreement/contract.

**Involuntary Termination**

*With Notice*

- An employee who has worked three (3) months or more shall be given a written notice of termination by the Executive Director or his/her delegate if a termination date has not previously been outlined in an offer of employment letter or a contract. The period of notice shall be as follows:

<b>Length of Employment</b>	<b>Period of Notice Due</b>
3 months to less than 1 year	1 week
1 year to less than 3 years	2 weeks
more than 3 years	one week for each year of employment completed (to a maximum of 8 weeks)

### *Without Notice*

- Notice to an employee is NOT required if:
  - the employee was hired for a specific term or task, as outlined in their offer of employment;
  - the employee is only temporarily laid off; however if the employee is not called back after 13 weeks, it must be treated as a termination
  - the employee is guilty of wilful misconduct, wilful disobedience or wilful negligence of duty;
  - the employee has refused reasonable alternate work with the Children's Museum;
  - the employee does not return from layoff or leave of absence within three (3) days.
- If the Children's Museum wishes to terminate an employee without notice, the required written notice of termination shall still be given, and standard wages for a straight-time week shall be paid for the number of weeks the employee is entitled.
- Full vacation pay entitlement shall also be paid to the employee.

### **Retirement**

- The typical age of retirement is 65 years old, however continuation of employment beyond this age is the choice of the employee.

### **Restructuring**

- Should there be need to reduce the number of staff currently employed by the Children's Museum, a minimum of two (2) weeks' notice of termination of employment shall be given to those employees affected.

### **Contract**

- Termination without notice is acceptable if the employee was hired for a specific term or task; for a prearranged period of time, or a specific unit of work that does not exceed 12 months unless otherwise stated in their contract offer letter
- If a contract is to be extended an extension offer will be provided to the employee four weeks prior to the end of the original contract.

### **Exit Interview**

- All employees resigning or retiring from the Children's Museum are expected to participate in an exit interview prior to their last day of employment.
- The interview will be conducted by the Executive Director, Vice Chair or Chair of the Board depending on the reporting structure.
- This interview will discuss highlights of the employee's time at the Children's Museum and the employee's recommendations for change (see Appendix 7 for Employee Exit Survey).

### **Vacation Not Taken Upon Termination**

- Vacation pay will be paid to employees terminating their employment based on an amount equal to their basic vacation days unused at the time of termination OR the applicable percentage of salary accrued in the current vacation year according to the following schedule:

<b>Vacation Entitlement</b>	<b>Percentage</b>
10 days	4%
15 days	6%
20 days	8%