

SECTION 8

EMPLOYEE SUPPORT AND DEVELOPMENT

8.01 ORIENTATION

AUTHORITY: CIVIL SERVICE ACT

ADMINISTRATION: P.E.I. PUBLIC SERVICE COMMISSION
GOVERNMENT DEPARTMENTS / AGENCIES

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1. PURPOSE

1.01 The purpose of this policy is to provide an overview of the benefits of orientation programs for new employees and to outline the proposed content of departmental and government-wide orientation programs.

2. APPLICATION

2.01 This policy applies to all new classified employees of the PEI Government.

3. PRINCIPLES

3.01 A formal orientation program provides an employer with an opportunity to make new employees feel welcome, familiarizes new hires with important information about the organization and hopefully starts off the employment relationship on a positive note.

3.02 It is believed that time spent orientating a new employee will result in having an employee who is able to function effectively and efficiently in a minimum period of time.

4. POLICY

4.01 A planned orientation program will be provided to help all new employees become familiar with Government, their Department and their job.

4.02 An Employee Reference Guide (attachment 5.01) is available to new employees, however this does not replace the necessity of having an employee participate in a formal orientation program.

4.03 Orientation to Department

- a) Whether the Department develops its own orientation package or uses the "Orientation Checklist for New Employees- Public Service Commission" (attachment 5.02), it is the responsibility of the immediate supervisor to ensure that new employees receive proper orientation to their new Department. (The Public Service Commission sends out Attachment 5.02 along with a copy of the offer letter to the immediate supervisor when a new employee is hired through the Public Service Commission.)

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- b) The orientation checklist provides a general outline which can be used by any department to orientate a new employee to a worksite. If a department develops its own orientation package, it could include the following:
 - i) job description, employment status, organization chart
 - ii) department's annual report
 - iii) Collective Agreement (if applicable) and Government Services Directory
 - iv) copies of government policies ie; Harassment Policy, IT Security, Conflict of Interest, Employee Assistance Program, Innovation Awards Program, etc.
 - v) departmental training guidelines and performance development plans
- c) Other items as deemed appropriate may be included i.e. recycling policy
- d) Departmental H R personnel should plan to provide a modified orientation program to a variety of employee groups who are employed by the department i.e. summer students, seasonal staff, temporary assignments, etc.

5. ATTACHMENTS

5.01 (Attachment - Employee Reference Guide)

5.02 (Attachment - Orientation Checklist for New Employees)

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ATTACHMENT 5.01

PROVINCE OF PRINCE EDWARD ISLAND

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EMPLOYEE REFERENCE GUIDE

AUGUST, 1999

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WELCOME TO THE PEI PROVINCIAL GOVERNMENT

Welcome to the Provincial Government! You are now a member of the dynamic Public Service Team. The goal of our team is to provide PEI with exceptional public service achieved through a committed workforce.

The *Employee Reference Guide* is a quick information guide for the PEI Provincial Government.

Newcomers and experienced employees will find the Reference Guide helpful. It provides an overview of government guidelines, including policies, programs and services. The Reference Guide will also acquaint you with your rights and responsibilities as an employee of the public service.

The book is a general guide, but will also tell you where to find additional information on many services and employee programs. As well, your Departmental Human Resource Office can answer any additional questions you may have.

The Reference Guide is intended to be utilized during an employee's orientation and throughout his/her employment with the public service.

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THE ROLE OF THE PUBLIC SERVANT

Every day Islanders are reminded of Public Service employees' high standards, commitment to service and dedication to the well-being of our province. Together we have ensured that residents of PEI can count on a first class Public Service. As Public Servants we are drawn together through the values we share and our commitment to the social and economic prosperity of our province.

Each individual in the Public Sector of our province plays an essential role in the delivery of quality service to the public. The provincial government values strong leadership, teamwork and respect for clients and employees. We are working to become a leader in all aspects, not just for ourselves, but so that we can better serve Prince Edward Island.

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TERMS AND CONDITIONS OF EMPLOYMENT

Collective Agreement

The Collective Agreement between the Government of the Province of Prince Edward Island and the Prince Edward Island Union of Public Sector Employees outlines the terms and conditions of employment as agreed by these parties. Copies of the Collective Agreement can be obtained from your Departmental Human Resource Office.

Terms and Conditions of Employment for Excluded Employees (Excluded Agreement)

The Terms and Conditions of Employment for Excluded Employees between the Province of Prince Edward Island and Excluded Employees outlines the terms and conditions of employment as agreed by these parties. Excluded employees may obtain a copy of the Excluded Agreement from your Departmental Human Resource Office.

Hours of Work

Hours of work are determined by your collective agreement and departmental policy. The department may authorize varied flex hours provided that employees work their prescribed hours per week as outlined in the Collective Agreement/Excluded Agreement.

Probationary Period

An employee appointed to a classified position is probationary for a period of one thousand (1000) hours.

An employee promoted, transferred or hired from a re-employment list is probationary for a period of five hundred (500) hours. In this case, if an employee fails to meet the requirements of the position he/she will revert to a position equivalent to his/her former position. Employees hired from a re-employment list and who are unsuccessful in the probationary period will be laid off.

Probationary employees should receive periodic evaluations during the probationary period.

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Compensation

Each classification level is based on job duties using an evaluation system with components of skill, effort, responsibility and working conditions. The evaluation is conducted by staff of the Public Service Commission. The salary is determined through negotiations with the Union.

Annual increment increases are granted until an employee reaches the maximum rate of the level. The terms under which an increment increase can be denied are outlined in the Collective Agreement/Excluded Agreement.

Job Description and Classification

All classified positions have written descriptions of their requirements and functions. Job descriptions are approved by departmental management and evaluated against classification standards to determine the appropriate level. These classification standards are consistent throughout the civil service, ensuring all employees are paid fairly.

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CONFLICT OF INTEREST GUIDELINES

Public trust in government depends to a large degree on the honesty, integrity, fairness and good faith of civil service employees. This trust is compromised when an employee's interest and the public interest conflict.

Guidelines have been developed with an aim to strike a balance between protection of the public interest and protection of the employee's interest. The performance of an employee's official duties must not be compromised by private or personal interests. The overriding interest to be served is always the public interest.

Conflict of interest exists in any situation in which an employee either for himself/herself or some other person(s), attempts to promote a private or personal interest which actually or apparently:

- a) interferes with the objective exercise of the employee's duties in the civil service
- b) is advanced or enhanced because of the employee's position with the government

Each employee is responsible for taking the necessary actions to prevent conflicts of interest from arising and resolving those that do arise.

All employees are required to complete a declaration which identifies areas of potential conflict. These statements are reviewed by the Deputy Head. The responsibility for determining whether or not an employee is in conflict of interest rests with the Deputy Head.

If you have any questions on the Conflict of Interest Guidelines, contact your Deputy's office or your departmental Human Resources office.

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WORKPLACE HARASSMENT POLICY

The Workplace Harassment Policy for the Civil Service recognizes the right of employees, public service clients and anyone whose care or security is entrusted to the Government to be free from harassment in the workplace. It confirms the commitment of Government to provide a workplace in which all persons can expect to be treated with dignity and respect. The Workplace Harassment Policy defines three types of harassment: Personal Harassment, Sexual Harassment and Abuse of Authority.

Questions related to this policy should be directed to your Departmental Human Resource Manager or the Public Service Commission.

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BENEFITS AND PAY DEDUCTIONS

Upon commencement of your employment with the Civil Service, your departmental payroll officer will provide you with a number of booklets detailing information on most of the following mandatory pay deductions:

Income Tax

The amount of income tax deducted from an employee's biweekly pay cheque is based on anticipated taxable income and the corresponding federal and provincial tax rates. If employees have income from other sources and wish to have additional tax deducted from their pay cheque (to avoid paying additional money when filing a personal tax return), they should contact the Payroll Officer/Clerk in their department.

Employment Insurance

Under the Employment Insurance Act, all employees are required to contribute premiums to the EI fund. Employers must also make a contribution on the employee's behalf.

Canada Pension Plan

All employees over the age of 18 and under the age of 65 who earn more than the minimum basic exemption, are required to pay into the Canada Pension Plan. Deductions may continue to age 70 if an employee does not apply for a Canada Pension prior to that time.

This plan provides retirement and disability pensions, benefits for children of disabled contributors, pensions to surviving spouses, orphans' benefits and lump-sum death benefits. For further information, please contact the Canada Customs and Revenue office of the Federal government.

Pension Plan

Permanent full-time and part-time employees as well as temporary employees with two years continuous service appointed under sub-section 10(4) of the Civil Service Act must contribute to the Civil Service Superannuation Plan. Contact the Employee Benefits division of the Public Service Commission for further information about pension plans. Inquiries may be directed to

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the following e-mail address:" pensions civil service ".

FOR EACH OF THE FOLLOWING THREE PLANS EMPLOYEE ELIGIBILITY WILL BE DETERMINED BY THE DEPARTMENTAL HR OFFICE

Basic Life and Basic Accidental Death and Dismemberment Insurance

Eligible employees must contribute to the Basic Life and the Basic Accidental Death and Dismemberment Insurance plans. Note: Additional optimal coverages are available. Contact Johnson Inc. Insurance for further information.

Long Term Disability Insurance

Eligible employees are required to contribute to the Long-Term Disability Plan. The plan is designed to provide disability income for employees who are unable to work due to illness or injury. Contact Johnson Inc. Insurance for further information.

Blue Cross Medical and Dental Care Plan

Eligible employees may enroll in the Medical and/or Dental Care Plan. Blue Cross also offers optional Travel Benefits. Contact Johnson Inc. Insurance for further information.

Union Dues

All employees included in the bargaining unit must pay union dues. The amount is determined by their bargaining agent and is automatically deducted monthly from pay cheques and remitted to the union.

Voluntary Deductions

An employee may request to have any of the following deducted from his/her pay cheque:

- Canada Savings Bonds
- United Way Donations
- Departmental Social Funds
- Computer Purchase Loan Repayment (This program is offered only on a periodic basis)
- Auto Insurance provided by Johnson Inc. Insurance.

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STATUTORY HOLIDAYS AND LEAVE

There are 11.5 paid holidays each year. For office based employees, if a holiday falls on a scheduled day off (Saturday or Sunday), your holiday is moved to the following workday.

Current designated paid holidays are:

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Eve Afternoon
Canada Day	Christmas Day
Boxing Day	

One additional day is provided each year. This day is determined by the Employer, in consultation with the Union.

Leave

Leave is an "approved absence" from work which may be paid or unpaid. Listed below are some types of leave that can be requested by employees. For full information about leave, consult your collective agreement/excluded agreement or your supervisor. The following are examples:

- Vacations
- Sick Leave
- Bereavement
- Birth or Adoption of a Child
- Serious Illness in the Family
- Union Business
- Elections

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SKILLS TRAINING AND PERSONAL DEVELOPMENT

Performance Development

The Performance Development system places emphasis on employee development. Performance Development is an ongoing process which enables employees and supervisors to work together to establish goals and involves supervisors in coaching employees to success. At least annually, you and your supervisor develop a performance development plan for the upcoming year and review the results of last year's plan.

Every employee should attend a performance development orientation session before beginning the process. Probationary employees should receive at least two written evaluations during the probationary period.

Employee Development and Training

The provincial government is committed to the development of their human capacity and is interested in the personal and professional development desired by the individuals within the organization. The provincial government is dedicated to its people and their capacity to learn.

The Learning Centre, located at 180 Richmond Street in Charlottetown, offers a variety of employee development opportunities including:

- In-service training in areas such as: communication, supervision, human relations, problem solving, leadership, etc.
- Career counselling

The Learning Centre specializes in providing learning experiences that are unique to the needs of a group or work unit. The centre designs and delivers workshops tailored to the situational needs of the group.

The Learning Centre distributes e-mail notices on a regular basis outlining the above programs.

Employees can attend training sessions by filling out a request for training form (available from your departmental HR office) and forwarding it to the Registrar, The Learning Centre.

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For more information concerning training and development programs you may contact your departmental HR office or The Learning Centre at 368-4164.

Awards

Employee Innovation Award Program

This is a program to encourage and recognize employee ideas that will reduce costs, improve service or result in significant improvement to workplace safety and wellness.

Long Service Award

Awarded to employees after 20, 25, 30 and 35 years of continuous service.

Employee Assistance

The Employee Assistance Program (E.A.P.) offers confidential assistance to employees whose job performance is (or has potential to be) adversely affected by personal problems. It is intended to assist with the resolution of personal problems, which may result in improved job performance.

All probationary and permanent employees, as well as all other employees with six months continuous service can access the program.

E.A.P. can either be self initiated or employer initiated. The decision to participate in E.A.P. must always be VOLUNTARY. When an offer of assistance is made, it is neither compulsory nor mandatory to accept the offer.

Province wide access is available by phoning the E.A.P. office at 368-5738 in Charlottetown or toll free 1-800-239-3826 outside of Charlottetown during normal government work hours. EAP staff will travel across the province and meet with any employee at a mutually convenient time and place.

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Occupational Health and Safety Program

The purpose of the Occupational Health and Safety Program is to stimulate among employees a commitment to safety which is reflected in every activity they undertake. When this is accomplished, favourable safety performance inevitably follows, with a corresponding reduction in human misery, lost productivity and expenditures.

It is the responsibility of each employee to take reasonable care to protect his or her safety and that of other workers present at the workplace and cooperate with the employer in accordance with the *Occupational Health and Safety Act* and the Occupational Health and Safety Program guidelines.

It is also the employee's responsibility to report workplace hazards to the supervisor and Occupational Health and Safety Committee and report all accidents promptly and accurately to the supervisor.

The Occupational Health and Safety Program is administered by the Public Service Commission. The program coordinator can be contacted at 368-4189 and the Safety Officer at 368-5820.

Employment Opportunities

The authority for staffing positions within the civil service comes from the Civil Service Act. The collective agreement between the Province and the Union of Public Sector Employees outlines the staffing process to be used in staffing classified positions and temporary assignments.

As specified in the Civil Service Act and the collective agreement, positions may be advertised in-department, in-service, or open to the public. Job postings are displayed on bulletin boards within the relevant department for an in-department posting and on bulletin boards throughout government for in-service and open competitions. Open competitions are also advertised in local papers and posted on the internet.

The Act and collective agreement outline the eligibility for the various types of competitions.

The selection process for these competitions is based upon the merit principle, which an evaluation of applicants' qualifications, relative ability, knowledge, and skills to perform in the specific position.

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Departments have the authority to staff their temporary assignments, while the Public Service Commission shall be involved in the staffing of all classified positions.

Employees are advised to watch the bulletin boards on a regular basis or check the intranet for employment opportunities for which they are qualified, eligible and interested.

The civil service offers a broad spectrum of services, with many career opportunities for employees.

Applications for employment may be obtained from your departmental HR office, Access PEI offices and the Public Service Commission office. Applicants can also apply on-line.

**GOVERNMENT OF PRINCE EDWARD ISLAND
PUBLIC SERVICE COMMISSION
Orientation Checklist for New Employees**

Employee Name: _____

Department: _____

Date: _____

- | Prior to Employee's Arrival | Initial |
|--|----------------|
| 1. Ensure space and equipment are available and arrange for computer sign on | _____ |
| 2. Notify staff in advance of employee's arrival date and duties | _____ |

Term of Employment Commences

- | | |
|--|-------|
| 3. Greet new employee and outline orientation | _____ |
| 4. Describe the structure of the department | _____ |
| 5. Introduce new employee to fellow workers | _____ |
| 6. Familiarize the employee with the: | |
| a. Workplace | _____ |
| b. Fire Exits/Alarms | _____ |
| c. First Aid Location and Contact | _____ |
| d. Parking | _____ |
| e. IT Security Coordinator | _____ |
| f. Confidentiality | _____ |
| g. Keys/Combinations to Offices/Desks | _____ |
| 7. Review job description with the employee | _____ |
| 8. Explain expectations as to: | |
| a. Performance of duties | _____ |
| b. Work behaviour and attitude | _____ |
| c. Probationary period and performance reviews | _____ |

- d. Attendance and punctuality _____
 - e. Handling confidential information _____
 - f. Dealing with the public _____
 - g. General appearance _____
9. Explain working conditions:
- a. Hours of work and shift schedules _____
 - b. Vacation and sick leave _____
 - c. Lunch breaks _____
 - d. Rest breaks _____
 - e. Personal telephone calls _____
 - f. Overtime _____
 - g. Reporting absence from work _____
 - h. Smoking in the work place _____
 - i. Scent reduction policy _____
10. Explain salary and employee benefits plans:
- a. "Civil Service Superannuation Fund" brochure _____
 - b. "Public Sector Group Insurance Plan" booklet _____
11. Complete employee records:
- a. Oath of Office _____
 - b. Access Authorization Form _____
 - c. TD1 and Union Registration _____
 - d. Group Insurance Card _____
 - e. Acceptable Use Policy for Computer Resources _____
 - f. Telework Agreement (if applicable) _____
 - g. Portable Computer Agreement (if applicable) _____
12. Provide a copy and review with the employee the various policies:
- a. Workplace Harassment _____
 - b. Conflict of Interest _____
 - c. Minimum IT Security Standards _____
 - d. Recycling Policy _____
 - e. Occupational Health and Safety _____
 - f. Diversity and Equity Policy _____
13. Ensure the employee has received a copy of:
- a. "Employee Reference Guide" _____
 - b. "Security Handbook" _____
 - c. "Employee Innovation Awards Program" brochure _____

Employee's Signature

Supervisor's Signature

Please return to the departmental Human Resource Contact within one week of a new employee's start date.