



Leeds and the Thousand Islands Public Library Board

POLICY

SECTION: Human Resources	NO: HR-05
TITLE: Hours of Work	Date: September 18, 2023
	Next Review Date:

1.0 Policy Statement

1.1 The Leeds and the Thousand Islands Public Library's (the "Library") hours of work comply with the Ontario employment legislation, such as *Employment Standards Act S.O. 2000, Chapter 45, Ontario Human Rights Code R.S.O 1980 H. 19*, and the regulations of the *Accessibility for Ontarians with Disabilities Act 2005*. This policy establishes hours of work that are predictable and equitable to all employees.

2.0 Definitions

Casual Employee: is an employee who replaces a permanent full-time or part-time employee who is on sick leave, vacation, long-term disability, etc. The Casual employee performs substantially the same work as the permanent full-time or part-time employee. Casual employees may also have scheduled hours which reflect the Library's public hours of operation which are set in response to community needs. These hours would include morning, afternoon and evening hours throughout the week, including Saturdays.

Hourly Employee: is an employee who works on an hourly basis and fills out time sheets which have to be approved by their supervisor. Hourly employees include all casual, seasonal, summer student, temporary full-time and part-time, permanent part-time workers and permanent full-time workers.

Permanent Full-Time Employee: is a person employed by the Library on a permanent basis having a work schedule of not less than 35 hours per week. (For OMERS purposes, this position is called "Continuous Full-Time").

Permanent Part-Time: is a person employed by the Library on a permanent basis having a work schedule of less than 35 hours per week. (For OMERS purposes, this position is called "Other than Continuous Full-Time").

Salaried Employees: are employees that work on a salary basis. Salaried employees do not fill out time sheets. Salaried employees include permanent full-time workers and department heads.

2.0 Regular Hours of Work

2.1 The Library's public hours of operation are set in response to community needs and include morning, afternoon, and evening hours, throughout the week, including Saturdays. As such, Library employees' hours of work are scheduled to support the delivery of library service to the public.

2.2 Regular work schedule will be prepared and posted a minimum of two weeks in advance of being worked. The CEO reserves the right to change an employee's schedule with four (4) days' notice for the purposes of meeting operational needs. Requests for shift changes will be accommodated whenever possible, however such requests are not guaranteed and must be approved by the CEO or designate.

- The Leeds and the Thousand Islands Public Library will provide an unpaid eating period of at least 30-minute meal break for every working period more than five hours. This meal break will be free from work, and an employee may leave the building if they wish.
- The Library will also provide a 15-minute paid rest break for staff working a shift which is longer than 5 hours. Employees scheduled for shifts less than 5 hours, but more than 4 will also be entitled to a 15-minute paid rest break.
- Meal breaks and rest breaks may not be used to leave a shift early, with or without pay.

2.3 Within this framework, all breaks including rest and meal breaks are scheduled by the library CEO or a designate.

3.0 Attendance and Punctuality

3.1 All employees are expected to be at work and ready to commence work at the scheduled start time for the specified number of hours per day. Repeated lateness will result in disciplinary action.

Upon arrival at their scheduled location, all employees must clock in via Deputy (the Library's scheduling tool). Employees who fail to clock in or out via the Deputy scheduling tool, will be advised by the CEO of their failure. Repeat offenses will result in disciplinary action.

3.2 An employee is responsible for communicating before the start of the shift any anticipated lateness to the CEO or designate.

3.3 If employees are unable to attend to due to personal obligations of working hours, they are expected to use personal days (e.g. vacation, personal leave days, sick days).

3.4 Repeated attendance problems are cause for formal discipline.

4.0 Overtime

4.1 As established by the *Employment Standards Act, 2000 (ESA)*, the maximum number of hours employees are required to work in a day is eight (8) hours or the number of hours in an established regular workday, if it is longer than eight hours. The maximum number of hours an employee can be required to work in a week is 48 hours.

4.2 The daily maximum hours of work or the weekly maximum can be only exceeded through an electronic or written agreement between the employee and the CEO. The exceptions would be made 1) to deal with an emergency or 2) if an unforeseen event occurs and time is required to ensure the continued delivery of public services.

4.3 Any **unscheduled hours** shall be **pre-authorized** in writing by the Library CEO.

5.0 Inclement Weather and Unscheduled Library Closing

5.1 As a guiding principle, the library has a responsibility for maintaining service and therefore, the application of this policy must consider both the operational obligations of the Library as well as the safety of library staff and patrons. In cases where library closure is determined prior to regular hours of operation for the library, the CEO or designate will initiate communication of the closure to library staff via email or telephone/text.

The Library will make every effort to maintain services despite inclement weather or other circumstances that could disrupt the normal operations of the library while keeping the safety of library staff and patrons in mind.

5.2 Conditions Warranting Closure (see Appendix A)

5.3 Compensation (options for staff are as follows):

- If the library closes prior in the scheduled closing time, all full-time and part-time employees already present at work shall be paid for the remainder of their shift.
- Employees **instructed by the employer** not to report for their scheduled shift or to leave work due to an emergency will be compensated at their normal hourly rate for the balance of their shift. This compensation is on the basis that all employees scheduled to work will be deemed to be “on call” for what would otherwise be a

regular work day and available to return to work upon notification by the Library CEO or designate.

- If an employee **chooses (for themselves)** not to come into the library due to inclement weather, such a day, or portion of a day, will be taken as earned vacation or personal leave day. If there is a loss of pay, an employee may request an opportunity to make-up the time if organizational needs and timing permit.
- Compensation for missed time for extended closures may be referred to the Library Board.
- **Reporting for work** – During periods of poor weather, employees are expected to make every reasonable effort of report for work as scheduled. It is recognized, however, that inclement weather may cause significant transportation problems or locally hazardous conditions. Employees are expected to give first consideration to their personal safety in evaluating their ability to commute to work.
- Staff members concerned for their safety who choose for themselves not to travel to work or choose to leave work before their shift is over, should notify the CEO as soon as possible and advise the reason(s) that they will not be coming into work or will be leaving work early.
- **Checking operational status of library** – Employees who are scheduled to work and need to determine that library's operational status in an emergency are encouraged to consult their e-mail and/or telephone message to receive instructions concerning their work assignment and status. In the absence of any communication by phone or on the library website or via e-mail, normal operations are presumed.
- **Temporary closures and remaining in Library** – In some cases, such as temporary power outages, the library may be closed temporarily to the public, however staff will be required to stay on site until the situation is resolved or more information is available regarding the timeline of an expected resolution. If the outage is expected to continue past 5:00pm, or if no information is available regarding an expected return of service as of 4:00pm, the library will be closed for the remaining regular hours of operation. Failure of electricity for more than 45 minutes in the evening will also prompt closure of the impacted service point.
- **Continue closures** – If a closure continues beyond one day, staff shall be responsible for remotely accessing their work e-mail or the library website (if operational) each day for instructions as to whether the library is open or closed.

Appendix A

Inclement Weather

A) Conditions which warrant closure

The following conditions will warrant closure of the library:

- **Non-emergency closing:** Failure of heating/cooling equipment during periods of extreme weather or lack of electrical power.
- **Emergency evacuation:** Building problems resulting in clear and present danger to employees and/or patrons (e.g. gas leak, noxious/toxic fumes, or fire) or any event such as a criminal investigation, severe accident involving injury, severe building damage.

The operational status of the library may also be affected by **inclement weather**. Where inclement weather is in play, the determination to close the library is based on several factors including:

- General conditions of roads, both present and projected (this includes parking lots and walkways at all branch locations)
- Requests for closure by local or provincial agencies
- Severe Weather Warning, as issued by Environment Canada
- Closure of municipal facilities
- Availability of staff to open and operate the Library (this would also include the ability of staff to open and operate the Library due to road and/or parking lots or walkways)

B) Program and Service Interruption

Staff acknowledge that there is no one strategy to mitigate service interruptions caused by inclement weather.

The Library offers a variety of programs of a drop-in, instructional, pre-registered, and incremental, basis. In situations when inclement weather conditions prevent the provision of library programming and/or services, the following time guidelines will be used to decide on upcoming closures and/or cancellations:

- By 8:30am – Cancellation of morning programs or bookings
- By 2:00pm – Cancellation of evening programs or bookings

Recognizing that program cancellations and facility closures are in the best interest of public safety, staff will make every attempt to reschedule or credit participants for the full value of the period that was interrupted.

C) Communication Plan for Closure

In the event of an unscheduled closing, the following means of communication will be used to communicate with the public about the closing:

- Posting on library social media and website
- Media outlets
- Signage at library entrances
- Telephone messages on library line.

For those people already in the library, the staff on duty will inform all users of the library of the closure and ensure that they exit the library safely.

Efforts will be made by staff on duty to directly inform any impacted program registrants or volunteers if possible.

History			
Approval Date	September 18, 2023	Approved by	B. Lolley
Amendment Date		Approved by	
Amendment Date		Approved by	
Amendment Date		Approved by	