

OVERVIEW	3
TERMS & DEFINITIONS	3
<i>AODA - Accessibility for Ontarians with Disabilities Act, 2000</i>	<i>3</i>
<i>Agency Staff</i>	<i>4</i>
<i>the Code</i>	<i>4</i>
<i>the Company</i>	<i>4</i>
<i>Company Materials</i>	<i>4</i>
<i>Company Stakeholders</i>	<i>5</i>
<i>Confidential Information</i>	<i>5</i>
<i>Consultant</i>	<i>6</i>
<i>Core Hours</i>	<i>7</i>
<i>Direct Reports</i>	<i>7</i>
<i>Discrimination</i>	<i>7</i>
<i>Electronic Communication(s)</i>	<i>8</i>
<i>employee</i>	<i>8</i>
<i>Engagement</i>	<i>9</i>
<i>Engagement Agreement</i>	<i>9</i>
<i>Everyone</i>	<i>9</i>
<i>Handbook</i>	<i>10</i>
<i>Harassment & Workplace Harassment</i>	<i>10</i>
<i>Human Rights Code (the "Code")</i>	<i>13</i>
<i>ISAR - Integrated Accessibility Standards ("Regulation")</i>	<i>13</i>
<i>Independent Contractor</i>	<i>13</i>
<i>Job Abandonment</i>	<i>13</i>
<i>Job Applicant</i>	<i>13</i>
<i>Just Cause</i>	<i>14</i>
<i>Manager</i>	<i>14</i>
<i>Misconduct</i>	<i>14</i>
<i>Mobile Devices</i>	<i>15</i>
<i>Off-Duty Misconduct</i>	<i>15</i>
<i>Personal Activities</i>	<i>16</i>

<i>Protected Grounds</i>	16
<i>Reasonable Person</i>	17
<i>Regular Business Hours</i>	17
<i>Standard Work Week</i>	17
<i>Social Media</i>	17
<i>Staff</i>	18
<i>Staff Member</i>	18
<i>Staff Policies</i>	18
<i>Technology Tools</i>	19
<i>Undue Hardship</i>	19
<i>Volunteer</i>	20
<i>Workplace</i>	20
<i>Workplace Violence</i>	20
<i>Work Product</i>	21

OVERVIEW

This addendum document is introduced in the CUSTOMIZER: Insert which documents this Terms & Definitions document applies to. It may be your Staff Policies Manual and/or Employee Handbook or Employee Manual. See Instructions on Template Help Page.

Whenever the words listed in the **Terms & Definitions** section below appear in the CUSTOMIZER: Insert which documents this Terms & Definitions document applies to. It may be your Staff Policies Manual and/or Employee Handbook or Employee Manual. See Instructions on Template Help Page., they have the meaning specified below - unless a contrary intention is noted or such meaning is inconsistent with the context.

Keep this addendum document open as you read the CUSTOMIZER: Insert which documents this Terms & Definitions document applies to. It may be your Staff Policies Manual and/or Employee Handbook or Employee Manual. See Instructions on Template Help Page. so you can easily reference definitions for terminology used throughout.

TERMS & DEFINITIONS

An *italicized word* means that its definition can also be found in this document.

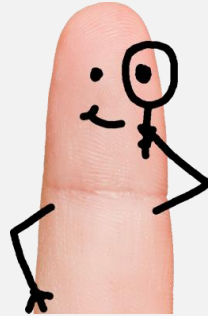
AODA - Accessibility for Ontarians with Disabilities Act, 2000

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act will eventually cover all of the following areas:

- ◆ Customer Service Standards
- ◆ Information and Communication
- ◆ Employment
- ◆ Transportation
- ◆ Built Environment

The Customer Service Standard was the first standard to become law as regulation. This standard provides guidelines and examples of how persons with disabilities can be served and accommodated when accessing services or participating in programs.

The next three standards - Information and Communication, Employment, and Transportation have been combined under one regulation, *the Integrated Accessibility Standards Regulation (IASR)* . This is now law and the requirements are being phased in between 2011 and 2021. In addition to the standards listed above, there are also the General Requirements that apply across the IASR.



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

Company Stakeholders

Individuals who have a formal relationship with the Company, whether existing, former, currently associated with, or in communication with to form a relationship that includes, without limitation, the following:

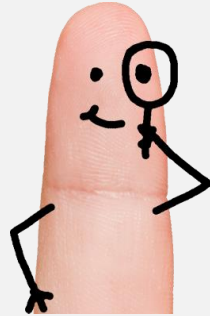
- ◆ *Staff*
- ◆ *Job Applicants*
- ◆ Customers
- ◆ Partners
- ◆ Vendors
- ◆ Officers
- ◆ Board members
- ◆ Individuals who have an online relationship with the company, including:
 - Newsletter or blog subscribers
 - Survey participants
 - Connections through the Company's *Social Media* accounts, for example as friends, followers, connections or fans
- ◆ Visitors
- ◆ Other stakeholders directly associated with the Company

Confidential Information

Information about the Company that is or may be disclosed to you, known by you, or developed by you (alone or with others) as a consequence of or through your *Engagement* with the Company, which information:

- ◆ Is not generally available to the public other than as a result of a disclosure by you.
- ◆ Is not generally known in the industry in which the Company has conducted or currently conducts business, or may in the future conduct business.
- ◆ Could put the Company at a competitive disadvantage if improperly communicated.
- ◆ Cannot be communicated due to contractual or legal obligations — such as employee personal information.
- ◆ Should not be shared externally or with Staff unless there's a legitimate business or legal reason to do so.

Confidential Information includes, without limitation, the following:



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

Core Hours

Collaboration and face-to-face time are key ingredients for running our business successfully. We need to know that *Staff* will be at work during certain periods so that we can make contact for the purposes of brainstorming, decision-making, information dissemination, and making the most of creativity.

We encourage you to set up meetings during these times, and we ask that you schedule personal appointments and incidental absences outside of Core Hours where possible.

You're expected to be in the office during our Core Hours, as follows:

- ◆ 9:30 am to 11:30 am
- ◆ 1:30 pm to 3:30 pm

Direct Reports

An individual who reports directly to someone else. For example, a director has 5 managers who report directly to the director. The managers are considered the director's direct reports. However, the individuals who work for each of the 5 managers are not the direct reports of the director.

Discrimination

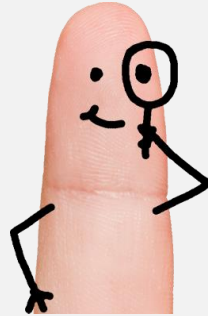
Discrimination is defined as any form of unequal treatment based on *Protected Grounds*, that results in disadvantage, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination can be obvious, or it may occur in very subtle ways. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made.

Discrimination because of association

Discrimination or harassment because of a person's association, relationship or dealings with a person based on that person's *Protected Grounds* under *the Code*. It includes actions taken against a person who has objected to discriminatory comments aimed at another group.

Hate activity

Comments or actions against a person or group motivated by bias, prejudice or hate based on *Protected Grounds* under *the Code*. It includes, but is not limited to, hate crime, hate propaganda, advocating genocide, telephone/electronic communications promoting hate, and the display of hate through any notice, sign, symbol or emblem.



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

- ♦ **casual employee:** An employee who works occasional and irregular hours on an as-needed basis.

Note that the term "employee" is not capitalized in the **Insert name of your manual. Example, Employee Handbook or HR Manual** to facilitate readability.

Engagement

The period of active employment or other formal relationships with the Company, including as an *Independent Contractor, Consultant, Volunteer, Agency Staff*. The term "Engagement" is often used in place of "employment" to clarify that the subject matter, topic or policy is applicable to all Staff, not just employees.

Engagement Agreement

The contract signed between a Staff Member and the Company that sets out the formal terms and conditions of your *Engagement* - for example, an employment agreement or an independent contractor agreement. The term "Engagement Agreement" is often used in place of "employment agreement" to clarify that the subject matter, topic or policy is applicable to all Staff, not just employees.

Everyone

- ♦ **Everyone**, also referred to as "**All Staff**" or "**Staff**" or "**Staff Members**": Refers to the aggregate of all office workers providing services to the Company including, but not limited to, the following:
 - *employee*
 - *Agency staff*
 - *Independent Contractor*
 - *Consultant*
 - *Volunteer*
- ♦ **Staff Member**, also referred to as an **individual**: Refers to any individual providing services to the Company including, but not limited to, the following:
 - *employee*
 - *Agency Staff*
 - *Independent Contractor*
 - *Consultant*
 - *Volunteer*



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

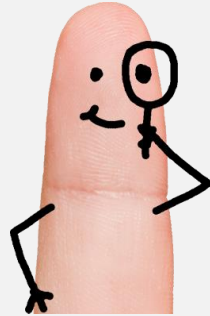
<p>where one person is in a position to grant or deny a benefit to the other. Reprisals for rejecting such advances or solicitations are also prohibited.</p>	
---	--

Examples of Harassment could include:

- ◆ Epithets, remarks, jokes or innuendos related to *Protected Grounds*
- ◆ Showing or circulating offensive pictures, graffiti or materials related *Protected Grounds*, whether in print form or using e-mail or other electronic means
- ◆ Singling someone out for humiliating or demeaning “teasing” or jokes because of *Protected Grounds*
- ◆ Comments or ridiculing because of characteristics, dress, etc. that are related to *Protected Grounds*

Forms of sexual and gender-based harassment could include:

- ◆ Making an individual dress in a sexualized or gender-specific way
- ◆ Gender-related comments about a person’s physical characteristics or mannerisms
- ◆ Suggestive or offensive remarks or innuendoes about members of a specific gender
- ◆ Gender-related verbal abuse, threats or taunting
- ◆ Making suggestive or offensive comments or hints about members of a specific gender
- ◆ Paternalistic comment or conduct based on gender, which undermines a person’s self-respect or position of responsibility
- ◆ Making unnecessary physical contact, including unwanted touching, etc.
- ◆ Making comments or treating someone badly because they don’t conform with sex-role stereotypes
- ◆ Making threats to penalize or otherwise punish
- ◆ Propositions of physical intimacy
- ◆ Demanding hugs
- ◆ Invading personal space
- ◆ Leering or inappropriate staring
- ◆ Using sexual or gender-related comment or conduct to bully someone
- ◆ Using sex-specific derogatory names
- ◆ Offensive jokes or comments of a sexual nature about a Staff Member or client
- ◆ Display of sexually offensive pictures, graffiti or other materials, including through electronic means



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

- ◆ Public ridicule
- ◆ Verbal, written or physical threats and intimidation
- ◆ Mobbing and/or swarming
- ◆ Misuse of power or authority
- ◆ Isolation and/or exclusion from work-related activities

What Workplace Harassment Isn't

A reasonable action taken by the Company or a *Manager* relating to the management and direction of *Staff* or the *Workplace* is not considered Workplace Harassment. Counseling, performance reviews, work assignments, and the implementation of disciplinary actions are not forms of Workplace Harassment, and don't restrict a Manager's responsibilities in these areas.

Human Rights Code (the "Code")

Refers to the *Ontario Human Rights Code* that prohibits actions that discriminate against people based on a Protected Ground.

ISAR - Integrated Accessibility Standards ("Regulation")

Refer to: *AODA - Accessibility for Ontarians with Disabilities Act, 2000*

Independent Contractor

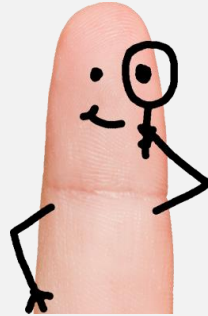
A self-employed individual who is not an employee of the Company and who contracts to provide temporary services to the Company to complete a particular piece of work. Services are paid via an invoice through Accounts Payable. An Independent Contractor may occupy a seat in the *Workplace* and may be required to adhere to Staff Policies if contractually obliged to do so by the Company.

Job Abandonment

Failure to report back to work after 3 missed consecutive business days without notifying the Company.

Job Applicant

Also known as 'candidate'. An individual who has applied for a position with the Company.



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

- ◆ Falsifying Company records
- ◆ Working less than a *Standard Work Week*, not including planned or reasonable absences
- ◆ Falsifying or failure to record absences
- ◆ Falsifying personal information
- ◆ Insubordination or failure to carry out reasonable work-related instructions
- ◆ *Job Abandonment*

Mobile Devices

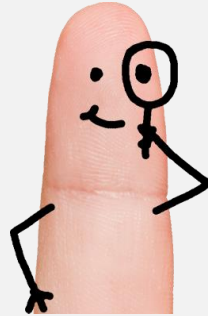
Mobile devices are electronic or wireless portable devices that include but are not limited to:

- ◆ Wireless Phones
- ◆ Smart Phones
- ◆ Tablets
- ◆ Laptops
- ◆ Any portable device that is or includes a camera
- ◆ Any portable device that includes video recording capabilities
- ◆ Any portable device that includes sound recording capabilities
- ◆ Any portable device that includes the capability to connect to the internet

Off-Duty Misconduct

Any conduct, *Misconduct*, or violation of Staff Policies that occurs when you're off-duty that negatively impacts the Company, its products and services, or *Company Stakeholders*, including, without limitation, the following:

- ◆ Defined as *Harassment & Workplace Harassment, Discrimination, Workplace Violence, or bullying* against any Company Stakeholder
- ◆ Materially and adversely affecting your job performance or the job performance of co-workers, or results in co-workers refusing to work with you
- ◆ Materially and adversely affects your professional designation or standing as a member of a professional association
- ◆ Divulging *Confidential Information* to any person or entity that is not authorized to receive that information
- ◆ Making libelous, slanderous or maliciously false statements towards or concerning the Company, its services and products, or *Company Stakeholders*



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

- ◆ Record of offenses
- ◆ Sex (including pregnancy and breastfeeding)
- ◆ Sexual orientation

Reasonable Person

A standard used to denote a hypothetical person who exercises “those ordinary qualities of attention, knowledge, intelligence, and judgment which society requires of its members for the protection of its own interest and the interest of others.” The phrase does not apply to a person’s ability to reason, but rather the prudence with which they act under the circumstances.

Regular Business Hours

Our general business hours are 8:30 am to 5:00 pm, Monday to Friday.

Standard Work Week

Employees:

- ◆ Our Standard Work Week consists of 40 hours and our regular working day consists of 8 hours, excluding an unpaid 30-minute meal break. (Prorated for Regular Part-Time Employees)
- ◆ Our pay is based on adding value to the business and being productive for a minimum of 40 hours per week, except when the work week includes planned or approved absences.

Non-Employees:

- ◆ Expected weekly/daily hours as set out in your *Engagement Agreement*.

Social Media

Social media is defined as a subset of *Electronic Communication*, but has a specific and more complex definition that requires additional detail. The Company’s use of the term ‘Social Media’ includes, without limitation, the following:

- ◆ Social networking sites including but not limited to:
 - Facebook
 - Twitter
 - YouTube
 - Google+



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

Technology Tools

Refers to the Company's computers, storage, networking and other physical devices, infrastructure and processes that create, process, store, secure and exchange the Company's electronic data. Technology Tools include, without limitation, the following:

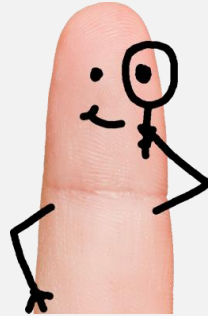
- ◆ Computers and related hardware
- ◆ Removable drives, webcams and microphones
- ◆ *Mobile Devices*
- ◆ Email system
- ◆ Networks
- ◆ Servers
- ◆ Databases
- ◆ External file sharing services
- ◆ Cloud based services
- ◆ Company *Social Media* accounts
- ◆ Internet connection
- ◆ Wifi
- ◆ domain
- ◆ FTP
- ◆ Website hosting
- ◆ Printers
- ◆ Software

Undue Hardship

The Company will work to provide accommodations up to the point of undue hardship which occur in situations where:

- ◆ All options and recommendations have been considered and it's determined that no feasible accommodation exists; or
- ◆ Accommodation would result in excessive costs that would create a hardship for the Company; or
- ◆ Accommodation would result in a safety hazard

If accommodation is determined to cause undue hardship and to the extent possible, the Company will work to find a fair and equitable compromise that strives to meet the needs of both parties.



Preview for this page is not available

Download the free editable version of this document
PLUS download a free zip file of popular templates!

[FIND OUT MORE](#)

- OR -

Unlock features for all templates & kits.
Get ConnectsUs HR™ now!

**FOR
SMALL BUSINESS**

**FOR
HR CONSULTANTS**

- **Conditional:** Threats of violence to the victim by the perpetrator, if the victim does or doesn't do something, e.g., "If you blow the whistle, I know where you live."
- **Veiled:** Non-specific threats from the perpetrator, e.g., "I hope you don't get hurt."

Violence can come from a number of possible sources including *Company Stakeholders*, domestic partners, or strangers.

Domestic Violence

An individual who has a relationship with a *Staff Member* (Example: a spouse or former spouse, current or former intimate partner or a family member) who may physically harm, or attempt or threaten to physically harm, that *Staff Member* at work. In these situations, domestic violence is considered Workplace Violence.

Work Product

Any Company ideas, suggestions, developments, reports, documents, concepts, products, inventions, improvements, designs, devices, technology, programs, processes, methodologies, assemblies of information or data, productions made, perfected, conceived or participated in by you, any Company marketing schemes, business, joint venture or marketing contracts, or any business opportunities prepared, produced, developed, or acquired at your direction or by you, whether or not conceived or made in the *Workplace*, or during a *Standard Work Week*, and whether or not you are specifically instructed to make or develop the same.