




X - R A Y ASSOCIATES

SIGN OFF SHEET MASTER- Employee Handbook


NAME	DATE	SIGNATURE
LORI MYERS	2022-01-31	
ANNE MYERS	2022-02-07	
VASILY SHUGAEV	2023-01-09	
Vijay Mehta	2022 02 07	VM
Kianoush Soudmand	2022-02-07	KS
Alona Aizenshted	2022-02-07	AA
Sue Kotsopoulos	2022-02-07	
Sabrina Yang	2023-01-09	SY
Yun Feng	2022-02-07	YF
Tatiana O'Connor	2022-02-07	TO
Noushin Feyzian	2022-02-07	
Larisa Ghenrihson	2023-01-16	LG
Anoush Aghaian	2022-02-07	
Lucy D'Amario	2022-02-07	








Yulia Ticker	2022-02-07	YT
Rosalba Simone	2022-02-07	RS
Sharon Swider	2022-02-07	SS
Pan Tran	2022-02-07	
Gedi Qian	2022-02-07	
Marlene Ricketts	2022-02-08	MR
Arine Ghazarians	2022-02-08	AGh
Milana Stojanovich	2022-02-08	
Bana Raooft	2022-02-08	Bana Raooft
	2022-02-08	
Mabel Tang	2022-02-08	
Fatemeh Fasihy	2022-02-08	F.F
Vicki Goard	2022-02-08	VG
Jamie Shi	2022-02-09	JS
Si han lin	2022-02-11	
Lena Aghaian	2022-02-11	LA
Sathana Surendran	2022-02-15	SS
Maral Almassi	2022-02-26	MA
Milana Stojanovich	2022-03-03	MS

Chris Lo	2022-03-03	
Janice Maltby	2022-03-03	JM
Jennifer Butuk	2022-03-03	
Elham Shahabi	2022-03-03	E.SH
Sarina D'Alessandro	2022-03-03	
Zahra Lotafzar	2022-03-03	Z.L
Begum hirji	2022-03-04	BH
Nathan Grossi	2022-03-06	NG
Arian Moazeni	2022-03-06	A.M
Azita Tour Savadkouhi	2022/03/06	A.T.S
Olga Nash	2022-03-06	
Meghan Kennedy	2022-03-06	MK
Gail Svenson	2022-03-06	G.S
Lynne Kalelis	2022-03-06	L.K
Maggie Pallotta	2022-03-06	M.P
Nicole Tenuta	2022-03-06	N.T
Nikka Aquino	2022-03-06	N.A
Rosalba Simone	2022-03-06	R.S
Fatemeh Nazari	2022-03-06	F.N
Nathan Grossi	2022-03-06	N.G

Jamie Shi	2022-03-06	J.S
Yao Yue	2022-03-06	Y.Y
Colin Cole	2022-03-06	C.C
Emily Yam	2022-03-06	E.Y
Maryam Azizi	2022-03-06	A.A
Marina Bibik	2022-03-06	M.B
Lisa Burke	2022-03-06	L.B
Alex Bibik	2022-05-10	A.B
Lelia Yam	2022-05-10	L.Y
2023		
Mahsa Rezazadeh-Shahi	2023-01-09	M.R
Fatemeh Nazari	2023-01-09	FN
Anne Myers	2023-01-09	A.M
Susan Mootoo	2023-01-09	S.M
Marlene Ricketts	2023-01-09	M.R
zahra Lotafazar	2023-01-09	Z.L
Yun Feng	2023-01-09	Y.F
Noushin Feyzian	2023-01-09	N.F
Anoush Aghaian	2023-01-09	A.A
Tatiana O'Connor	2023-01-09	T.O.
Melinda Filice	2023-01-09	MF
Kianoush Soudmand	2023 - 01 - 09	KS

Yulia Ticker	2023 - 01- 09	YT
Jamie Shi	2023-01-09	JS
Lucy D'Amario	2023-01-10	L.D.
Gedi Qian	2023-01-10	G Q
Rosalba simone	2023-01-11	RS
Lena Aghaian	2023-01-11	L.A
Larisa Ghenrihson	2023-01-16	LG
Vicki Goard	2023-01-17	VG
Lori Myers	2023-01-09	LM
Arine Ghazarians	2023-02-10	AGh
Gail Svenson	2023-02-10	G.S
Lelia Yam	2023-03-10	L.Y
Lynne Kalelis	2023-02-06	L.K
Mabel Tang	2023-02-08	MT
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Nicole Tenuta	2022-03-06	N.T
Nikka Aquino	2023-03-06	N.A
Sarina D'Alessandro	2023-03-03	
Sharon Swider	2023-03-07	SS
Sue Kotsopoulos	2023-02-08	
Zenyep Tour	2023-02-08	Z.T
Rosalba Simone	2023-04-04	RS
Breanne Baird	2023-04-04	B.B

Chris Lo	2023-02-08	C.L
Dave Nelson	2023-01-08	D.N
Elham Shahabi	2023-03-03	E.SH
Jennifer Covino	2023-03-03	J.C
Maral Almassi	2023-02-26	MA
Meghan Kennedy	2023-03-06	MK
Natalie Kurasz	2023-03-06	N.K
Nathan Grossi	2023-03-06	N.G
Olga Nash	2023-03-06	O.N
Pan Tran	2023-03-02	P.T
Veronica Levin	2023-03-02	V.L
Yao Yue	2023-02-02	Y.Y
Clarence Yam	2023-03-02	C.Y
Maryam Azizi	2023-03-06	A.A
Alex Bibik	2023-04-10	A.B
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Vijay Mehta	2023 02 07	VM
Bana Raofi	2023-02-08	B.R
Azita Tour Savadkouhi	2023/03/06	A.T.S

Shirley Mui	2023-04-19	S.M
Emily Yam	2023-05-03	EY
Mahtab Yaghoubi	2023-08-07	MY
2024	2024	2024
Vicki Goard	February 21, 2024	
Reviewed and Revised Marlene McCarthy	March 13, 2024	
Dr. Peter Zia	March 13, 2024	
Dr. Phil Mok	March 13, 2024	
Reviewed and Revised Marlene McCarthy	July 16, 2024	
Dr. Peter Zia	July 18, 2024	
Dr. Phil Mok	July 18, 2024	

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X-Ray Associates Employee Handbook

Letter of Welcome

Dear Employee:

I would like to take this opportunity to welcome you to X-Ray Associates, on behalf of the management team and all of our valued employees. From the moment you begin working at X-Ray Associates, you become an important part of our team. No matter what your job is, the entire company relies on you to help achieve our goals as an organization. X-Ray Associates relies on the energy, knowledge, skills and abilities of employees like you to provide our patients with quality products and services.

Contained in this handbook is information about X-Ray Associates and its various personnel policies and practices. The purpose of this handbook is to let you know what you can expect from X-Ray Associates, and to inform you of what X-Ray Associates expects of you.

As you get to know us better, I am confident that you will discover our proud tradition of achieving our objectives. Naturally, you will have many questions as you peruse this handbook; please do not hesitate to ask our management team. I believe that you will find that X-Ray Associates' employees will be more than happy to lend you a helping hand as you begin your career with us.

With your help, X-Ray Associates' tradition will, without doubt, continue and flourish. Once again, I would like to welcome you aboard. We wish you success in your career with us.

Sincerely,

Marlene McCarthy General Manager
marlenemccarthy@xrayassociates.org Cell # 647 221-7766

****It is important to always remember that we are a People Centered facility that includes patients families. We must respect the rights and responsibilities of patients and their essential care partners. When booking or upon arrival we must identify and ideally remove all barriers that may limit access to our services.****

SECTION 1 - Introduction

This Handbook is designed to acquaint you with X-Ray Associates and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Handbook applies to all employees of X-Ray Associates. Following the policies described in this Handbook is considered a condition of continued employment. The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between X-Ray Associates and any of its employees. The information in this Handbook is a summary of our policies and practices, which are presented here only as a matter of information, and can be altered by X-Ray Associates at any time.

This Handbook should be read in its entirety so that employees familiarize themselves with X-Ray Associates' policies and procedures, thus avoiding the inadvertent contravention of them. For a more in-depth explanation of anything covered in this Handbook, please contact the General Manager or Administrative Services Manager.

You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth. The policy and procedure manual must be reviewed and signed annually. Staff must complete all training annually as per policy i.e. WHMIS, AODA & Radiation Safety.

CHANGES IN POLICY

This Handbook supersedes all previous employee handbooks and memos that may have been issued from time to time on subjects covered in this Handbook.

However, since our organization is subject to change, we reserve the right to interpret, change, suspend, or cancel with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by X-Ray Associates.

If you are uncertain about any policy or procedure, speak with your Clinic Lead or Management.

WHAT YOU CAN EXPECT FROM X-RAY ASSOCIATES

We appreciate your commitment to X-Ray Associates. As a valued member of our team, you can expect us to show the same commitment towards you. We do this by striving to offer competitive compensation, respect and recognition for good performance, and a positive and productive work environment.

WHAT X-RAY ASSOCIATES EXPECTS FROM YOU

Your first responsibility is to know your own duties and how to do them promptly, correctly, safely and pleasantly. Secondly, you are expected to cooperate with your fellow co-workers and maintain a good team attitude. How you interact with fellow co-workers and our patients, and how you accept direction affects our success. Consequently, whatever your position, you have the important assignment to perform every task to the very best of your ability. The result will be better performance for us overall and personal satisfaction for you.

SECTION 2 - Working with X-Ray Associates

The descriptions contained in this Section describe the policies and procedures that will be of interest to those starting an employment relationship with X-Ray Associates.

HOURS OF WORK

Regular Full-time Working Hours are as follows:

Full time hours are the equivalent of 30 “worked” hours per week. Paid lunch is not considered working hours.

ATTENDANCE

Every employee plays a vital role in keeping our business productive and competitive. X-Ray Associates expects employees to clock in 5 minutes before the start of their shift. This will be monitored. Management recognizes that occasionally there are good reasons for tardiness or absence from work.

Employees are responsible for being at work when scheduled and not leaving early without authorization from their immediate Clinic Lead. Employees are also responsible for notifying their Clinic Lead, as soon as possible prior to the start of the shift, of any absence, the reason(s) for the absence, and their expected return date. The employee should notify their Clinic Lead as much in advance of the absence as possible.

Employees will be subject to counseling and/or formal discipline if they are absent or late without authorization.

Absence from work, without notification to the immediate Clinic Lead, may be considered to be an abandonment of your post at X-Ray Associates.

CALLING IN SICK

MONDAY - FRIDAY

Staff are not expected to come to work when ill with symptoms of infection.

If you are unable to come to work due to an illness or personal emergency, it is mandatory that you call the Administrative Services Manager: 647 981 5040

AFTER HOURS/Weekends

Staff are not expected to come to work when ill with symptoms of infection.

If you are unable to come to work due to an illness or personal emergency, it is mandatory that you call the Administrative Services Manager: 647 981 5040 Please call the office to notify them that you cannot make your shift if you cannot reach the Services Manager.

WAGES AND PAY PERIODS

X-Ray Associates believes in fairly and equitably rewarding each employee for the sustained competent performance of a job. Employees are paid by direct deposit, bi-weekly.

LUNCH PERIOD

The 30-minute lunch is paid at your regular rate. At times, you may be required to work through your lunch, you will ***not*** be paid extra for this. For every 5 hours worked, the employee is entitled to a 30-minute eating break. This could be in 2, 15-minute breaks within the 5-hour period.

OVERTIME

For all hours "worked" in excess of 44 hours in a one-week period, the employee will be entitled to Overtime Pay that is paid at the rate of one and one-half (1 1/2) times the employee's base hourly rate, or its equivalent for salaried employees.

All Overtime must be authorized by the Services Manager in order for it to qualify for Overtime Pay. In lieu of receiving Overtime Pay, an employee may request to receive paid time off work at the rate of one and one-half (1 1/2) hours for every one (1) Overtime hour worked.

Staying late to accommodate patients is approved automatically and greatly appreciated. Commuting between home and workplace is not considered working, travel or waiting time.

PAYROLL ADJUSTMENT

Any change from the posted schedule of your hours must be reported to payroll.

SECTION 3 - Personnel Practices and Policies

The descriptions in this section relate to the personal conduct expected of employees at X-Ray Associates. Personal misconduct will not be condoned by X-Ray Associates and any individual in contravention of any of the following policies may be subject to disciplinary action, which in some cases, may be up to and including discharge for cause without notice or pay in lieu thereof.

CONFLICT OF INTEREST

No employee of X-Ray Associates is to use his/her position of trust and confidence with the organization to further private interests.

Every employee should examine carefully, his/her personal dealings with our suppliers, contractors, patients and his/her duties within the organization to make certain there is no conflict of interest. Any conflict, or something that may be perceived to be a conflict, must be immediately reported to management.

PERFORMANCE APPRAISALS

Performance Appraisals are in place to periodically provide feedback to employees by informing them on their actual performance compared to the established performance standards. Performance Appraisals may be used by management to determine future training needs and for determining pay increases.

Performance Appraisals will be conducted regularly using a consistent and fair appraisal method. Management will endeavor to ensure Performance Appraisals are fair for all employees, that feedback is provided to all employees, and that any training needs will be addressed.

PERSONAL CONDUCT AND BEHAVIOUR

The conduct and behaviour of our employees reflects upon people's perceptions of X-Ray Associates. Because of this, X-Ray Associates requires its employees to exhibit appropriate conduct and behaviour when conducting business for X-Ray Associates.

Inappropriate and unacceptable conduct and behaviour could result in disciplinary action up to and including termination without notice or pay in lieu thereof, depending on the severity of the infraction.

We expect all employees to:

- Adhere to published policies, practices and procedures;
- Competently perform all job duties assigned;
- Have prompt and regular attendance at work;
- Act courteously to and show respect for coworkers, patients, suppliers or any other person who deals with X-Ray Associates in the conduct of its business

PROPRIATARY

All policy and procedure manuals/forms etc. are proprietary of X-Ray Associates Inc. They cannot be copied and shared without permission of the General Manager.

DRESS CODE

This is a Professional Medical Office. It is important that you represent X-Ray Associates appropriately at all times.

The dress attire is a Uniform or Business Casual with Lab coat.

Lab coats are provided and must be worn at all times, if street clothes are worn. All clothes and lab coats should be clean, have no stains, and pressed. (Not wrinkled).

Name tags will be provided for all staff and must be worn while on duty. What is Business Casual Attire?

For women: A reasonable length skirt, mid-thigh or longer (no mini-skirt). Capri's, full-length trousers/slacks (not blue jeans) combined with a top (such as a dress shirt, polo, or sweater set) is considered acceptable. An informal dress with appropriate skirt mid- thigh length is acceptable. Leggings are only acceptable if worn with a long top to mid-thigh or skirt to mid- thigh.

For men: A combination of a collared shirt (such as a dress shirt or polo shirt), cotton trousers (such as khakis or blue, green, brown, or black trousers) with a belt, and modest shoes (such as loafers) with socks is acceptable.

Unacceptable clothes for either Gender:

1. Gym clothes
2. Hooded tops/Sweatshirts
3. Blue jeans
4. Mini skirts
5. Rumpled or ripped clothing
6. Underwear as outerwear
7. Inappropriately revealing attire
8. Shorts
9. Sweat pants (Wind Pants)
10. Logos or graphics on tops or pants

Unacceptable for Admins: Yoga Pants

Unacceptable Foot Attire ALL staff:

1. Flip flops
2. Boots above the knee

Acceptable Foot Attire for either Gender Technologists:

1. Closed toe is mandatory
2. Running shoes
3. Must be rubber soles, non-slip
4. Heels must not be pointed nor greater than 1"

SMOKING

X-Ray Associates is a smoke-free workplace. Any employee wishing to smoke shall do so outside the building away from public entrances. Employees are only permitted to smoke during break periods in the designated smoking area.

FOOD: Food cannot be consumed at any reception or any patient areas.

DRINK: Drinks must have a closed cover if consumed at any reception or any patient areas.

TELEPHONE AND NETWORK USE

X-Ray Associates' telephones and computer networks are intended for the use of serving our patients and in conducting our business.

It is expected that when answering a work phone that a universal greeting is used for all clinics:

**Good morning (afternoon/evening), X-Ray Associates, Beth (your name) speaking.
*How may I help you?***

While X-Ray Associates recognizes the need for some personal usage of telephones and computer networks from time to time, management would like to discourage personal usage as much as possible. Any personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

Our computer systems (including email and internet access) belong to the organization, and are intended for business use only. Those using our systems should not have any expectation of privacy. We may, at any time and at our sole discretion, monitor usage and take disciplinary action against any employee's inappropriate use of our systems. All staff will sign an internet agreement policy ensuring compliance.

COMPUTER NETWORK AND INTERNET ACCESS POLICY

This policy applies to all staff including students and volunteers.

APPROPRIATE USAGE OF INTERNET

1. Check their X-Ray Associates email for updates. ***DO THIS DAILY!!***
 2. To complete their job duties. i.e. looking up CPSO website for doctor's information, CMRTO, Sonography Canada etc.
 3. To seek information to improve their work, i.e. look up information on pathologies
- We don't want to restrict our employees' access to websites of their choice, but we expect our employees to exercise good judgment and remain productive at work while using the internet

INAPPROPRIATE USAGE OF INTERNET

X-Ray Associates staff must not use the internet for:

1. Download or upload obscene, offensive or illegal material.
2. **No Downloading PERIOD!**
3. Send confidential information to unauthorized recipients.
4. Invade another person's privacy and sensitive information.
5. **NO STREAMING** I.E. YOU TUBE, PANDORA, NETFLIX
6. Download or upload movies, music and other copyrighted material and software.
7. Visit potentially dangerous websites that can compromise the safety of our network and computers.
8. Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods and more. We also advise our employees to be careful when downloading and opening/executing files and software. If they're unsure if a file is safe, they should ask the system admin. DO NOT open suspicious emails.

X-Ray Associates have installed anti-virus on all computers. Staff may not deactivate or configure settings and firewalls without managerial approval.

X-Ray Associates won't assume any responsibility if employee devices are infected by malicious software, or if their personal data are compromised as a result of inappropriate employee use.

NO EXPECTATION OF PRIVACY

All staff are given computers and Internet access to assist them in the performance of their jobs. All staff should have no expectation of privacy in anything they create, store, post, send or receive using the X-Ray Associates' computer equipment.

Waiver of privacy rights. Users expressly waive any right of privacy in anything they create, store, post, send or receive using X-Ray Associates' computer equipment or Internet access. User consents to allow X-Ray Associates personnel access to and review of all materials created, stored, sent or received by User through any X-Ray Associates network or Internet connection.

MONITORING OF COMPUTER AND INTERNET USAGE

X-Ray Associates has the right to monitor and log and archive any and all aspects of its Computer system including, but not limited to, monitoring Internet sites visited by Users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users via Email, IM & Chat & Social Networking.

BLOCKING SITES WITH INAPPROPRIATE CONTENT

X-Ray Associates has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate in the workplace.

BLOCKING SITES WITH NON-PRODUCTIVE CONTENT

X-Ray Associates has the right to utilize hardware and software that makes it possible to identify and block access to Internet sites containing non-work-related content such as social media.

ACKNOWLEDGEMENT OF UNDERSTANDING

I have read and agree to comply with the terms of this policy governing the use of X-Ray Associates' computer network. I understand that violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties.

CELL PHONE USE

Cell phones are **NEVER** to be used during a patient exam. They must be on silent mode during working hours.

CHANGE OF STATUS

In order to keep our records up to date, we ask that every employee notify X-Ray Associates of any changes to name, address, telephone number, tax information, and Social Insurance Number (and any other information required to show legal ability to work in Canada)

HUMAN RIGHTS (see Human Rights Code posted on Joint H&S board)

At X-Ray Associates, every person has a right to freedom from discrimination. X-Ray Associates is an equal opportunity employer and prohibits discrimination based on any of the following grounds:

- Race; Ancestry; Place of origin; Colour; Ethnic origin; Citizenship; Creed; Marital status; Sex; Sexual orientation; Family status; Handicap; Age (when 18 or older); Record of offenses. Same-sex partnership;
- Actions, words, jokes, or comments based on any of the above legally protected grounds will not be tolerated.

If you believe you have been the victim of harassment or discrimination, or know of another employee who has, report it to management immediately. Employees can raise concerns and make reports without fear of reprisal. All reports will be handled in a timely and confidential manner.

X-Ray Associates also has a duty to accommodate disabled or handicapped persons, and shall endeavor to do so.

DRIVING FOR WORK PURPOSES

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. Any changes in an employee's driving record must be reported to their Clinic Lead immediately.

Employees, who operate their own vehicles in performing their jobs, are financially and legally responsible for any traffic or parking violations incurred while performing their job.

Employees driving their own vehicle for business purposes are required to maintain adequate insurance at all times at their own expense.

Travel if approved is as follows: 68c/km as set by the following schedule:

From	To	Kms (Forms are on the intranet)	
Vaughan	Harding	2	and vice versa
Vaughan	Newmarket	25	and vice versa

Vaughan	Aurora	21	and vice versa
Harding	Aurora	19	and vice versa
Harding	Newmarket	24	and vice versa
Aurora	Newmarket	5	and vice versa

PROGRESSIVE DISCIPLINE

X-Ray Associates believes in encouraging consistent self-discipline and corrective action in the event of undesirable or unacceptable conduct, behaviour, or violations of policies, procedures or standard practices. Where discipline is required, it is the policy of X-Ray Associates to administer discipline fairly.

Disciplinary action may call for any of five corrective steps - informal counseling, verbal warning, written warning, suspension with or without pay, or termination of employment. The severity of the concern and the number of past occurrences will dictate the corrective steps necessary. Any of the steps may be repeated, with the exception of termination of employment, or skipped depending on the severity of the matter.

COMPLAINTS PROCEDURE

Employees and volunteers who believe they are being harassed by a colleague, volunteer / contract personnel, service providers, or persons in authority at X-Ray Associates Medicine Professional Corporation are to:

1. Keep a record of incidents including date, time, place and witnesses.
2. Tell your supervisor or alternate supervisor verbally and in writing ASAP.

Step 2 - Management Support and Intervention

Employees who are not confident or comfortable with Step 1 and who believe they are victims of discrimination or harassment, or become aware of situations where such conduct may be occurring, are encouraged to report these matters to any of the following: the employee's supervisor, General Manager or President.

If the employee's supervisor is the alleged perpetrator of the harassment, employee can report situations directly to the General Manager or President/CEO.

Step 3 – Formal Complaint

If informal attempts at resolving the situation are not appropriate or prove to be ineffectual, a formal complaint may be filed, following the procedures below:

- (i) Prepare a letter of complaint that contains a brief account of the offensive incident (when and where it occurred, the person(s) involved, and the names of witnesses, (if any). The letter should also include the remedy sought and be signed and dated by the complainant.
- (ii) Submit the letter to any of the persons listed in Step 2 above
- (iii) Co-operate with those responsible for investigating the complaint

- (a) An employee who becomes aware of situations where discrimination or harassment may be occurring is required to notify any of the persons listed in Step 2 above.
- (b) Formal complaints shall be investigated. Normally the investigation will be carried out by the Management team. The investigation process will involve interviews of the complainant, the respondent and witnesses named by either party. Within fourteen (14) working days of the incident or notice thereof, the investigation shall be completed and a written report submitted to the President/CEO. Where a member of the Management Team is the subject of a complaint regarding discrimination or harassment, General Manager, President/CEO or delegate shall conduct the investigation (to be decided on a case by case basis by the General Manager or President/CEO).
- (c) All complaints shall be handled in a confidential manner. Information concerning a complaint, or action taken as a result of the investigation, will not be released to anyone who is not involved in the investigation or who does not provide oversight to the investigation process.
- (d) Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without pay)
- (e) If it is determined at the conclusion of an investigation that a false accusation has been deliberately made, the complainant will be subject to appropriate disciplinary action at (d) above. However, if it is determined the accusation was made in good faith there will be no further disciplinary action.
- (f) An unproved allegation does not mean that harassment did not occur or that the allegation was false. It simply means that there is insufficient evidence to proceed or that while the complainant may have genuinely had reason to believe that there was harassment, investigation has not borne out the complaint.
- (g) Nothing stated in this policy is meant to limit a complainant's right to other action

PROGRESSIVE DISCIPLINE - POLICY

The aim of progressive discipline is to constructively bring about a favorable change in harassment behavior where such is necessary. Disciplinary action is taken only after the incident(s) has been thoroughly investigated and the employee / volunteer concerned have been heard.

GUIDELINES

Under normal circumstances, where policies, procedures, or professional practices are ignored or contravened, progressive discipline of employees is implemented in four stages: verbal warning, written warning, suspension, and dismissal. Discipline of volunteers is implemented in three stages: verbal warning, written warning, and dismissal.

Generally, the initial occurrence of a minor incident warrants only a verbal warning. Continuation of further minor incidents may result in progressive disciplinary action up to and including discharge. More serious incidents may result in a more severe disciplinary action for the initial occurrence up to and including discharge.

PROGRESSIVE DISCIPLINE - PROCEDURE

Progressive discipline may take one or several of the following forms. If a volunteer is involved, suspension is bypassed in the disciplinary process.

VERBAL WARNING

The manager will:

1. Investigate the incident.
2. Discuss the incident in private with the employee/volunteer.
3. Document nature and date of incident, and details and date of discussion. File notation in supervision file.

WRITTEN WARNING

The manager will:

1. Investigate the incident.
2. Prepare a letter which:
 - sets out the facts of the incident, (e.g., date, time, what happened);
 - describes consequences of the employee's/volunteer's action;
 - refers to previous disciplinary action;
 - sets standards of performance and provide a time frame for improvement; and
 - include a warning that further disciplinary action will follow for further non-compliance.
3. Meet with the employee/volunteer. Discuss the incident in private and give the employee/volunteer a copy of the letter.
4. File letter in employee's/volunteer's personnel file.

SUSPENSION

With Pay Pending Investigation

If necessary, the General Manager will place the employee on leave, with pay, until a full investigation is conducted, will proceed quickly with the investigation and determine if a suspension is warranted related to the incident.

Without Pay

If warranted, the General Manager will follow the above procedure for written warning except the consequence is an unpaid suspension. The suspension is intended to assist the employee in altering the behavior.

TERMINATION

The manager will:

1. Prepare a letter which:
 - confirms termination of employment, and
 - identifies the reason(s) for termination.
2. Meet with the employee/volunteer. Discuss the incident in private and give the employee/volunteer a copy of the letter.
3. File letter in the employee's/volunteer's personnel file.

TERMINATION & RESIGNATION OF EMPLOYMENT

Should we decide to terminate your employment, including the need for a temporary or permanent layoff, we will comply with all provisions contained in applicable employment legislation, unless otherwise stated in an employment contract or agreement.

If you decide to leave your job, we would appreciate a written notice of at least two weeks and your reason for leaving, or longer if stipulated in an employment contract. You may be asked to participate in an exit interview with management in order for us to better understand your reasons for leaving and to assist us in improving working conditions for those employees that remain. X-Ray Associates Medicine Professional Corporation will ask that all property be returned with termination or resignation. (Fobs, keys, garage door openers).

SECTION 4 - Health and Safety

Management of X-Ray Associates is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major and continuing objective. All employees must be dedicated to the continuing objective of reducing the risk of injury.

It is the policy of X-Ray Associates to comply with legislative requirements and to make our facilities safe places to work. We will strive to eliminate any foreseeable hazards which may result in personal injuries or illnesses, fires, security losses, property damage and accidents. We will provide training to all in the recognition and correction of hazards and the proper use, handling, and storage of hazardous materials that may be used in our facilities.

Loss prevention is the direct responsibility of all who are associated with X-Ray Associates. Management expects and encourages active participation in identifying and eliminating hazards, minimizing accidents, working safely at all times, and following procedures necessary for the protection of all.

X-Ray Associates has Health and Safety policies in place. It is mandatory that all employees read and familiarize themselves with the policies contained therein.

Through cooperation and the full acceptance of the responsibility to consider health and safety in every activity, we will be able to ensure that X-Ray Associates remains a safe place to work.

*****You are an active partner to ensure that patients receive the best experience and health outcomes. Contact the General Manager or Administrative Services Manager on how X-Ray Associates can improve. Every policy and procedure should be reviewed and ALL suggestions are welcome to improve on this goal.**

SECTION 5 - Employee Benefits

This Section describes vacation, sick time and leaves of absences.

VACATION

X-Ray Associates reserves the right to approve all vacation requests. To ensure that X-Ray Associates Medicine Professional Corporation can provide consistent services to our patients at all facilities we must carefully assess staffing availability prior to any vacation approvals. As you are aware, adequate staffing is an essential element to the provision of our services. Please send any vacation requests by fax directly to Head Office at 289 553-5042 or email requests to Rosalba at rosalba.simone@xrayassociates.org. There are guidelines to ensure fairness and opportunity to all. We will limit the number of staff off and the number of concurrent weeks approved especially during prime vacation months May 15 - Sept 15 and Christmas/New Years. The scheduling of vacations is done on a first-come, first-served basis. Vacation scheduling will be the duty of the Scheduler. Vacation requests will be denied, if Management feels that granting it would have a serious negative effect on operations or if essential services would not be covered. Management reserves the right to schedule vacation, based on the needs of patient care. (i.e. extreme decline in patient services)

Note: To assist us with approving vacations for all staff please let *us know if you are available to work any extra hours or days during the vacation prime time. (or any other time)*

Vacations are granted annually, based on each completed vacation entitlement year of employment with X-Ray Associates.

Employees on the payroll with X-Ray Associates at the end of a vacation entitlement year are entitled to:

Those employees who are eligible for Sick time, accrue the time each pay period. It will not be paid out if the employee resigns or employment is terminated. It can be scheduled like vacation.

Vacation allotment for ALL Clerical staff routinely "working" 30 hrs. per week
4% 0-5 years
6% 5-15 years
8% 15+

Vacation allotment for ALL Technical staff routinely "working" 30 hrs. per week
6% 0-3 years
8% 4-15 years
10% 15+

All other staff working < 30 hours per week will receive 4% 0-5 years
6% 6+

Vacation must be used in the year after the vacation has been accrued. Vacation is NOT to be paid out, unless resignation/termination. The vacation request form can be found on the intranet. See sample below.

HOLIDAYS

X-Ray Associates recognizes holidays and grants employees who qualify, time off work, or a day in lieu of, with "**Holiday Pay**." (per ESA calculations) The recognized holidays are:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday (not mandated)
- Labor Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

BEFORE & AFTER:

In order to be eligible for Holiday Pay, an employee must work their entire last regularly scheduled day of work immediately prior to and all of their first regularly scheduled day of work immediately following a holiday, unless absence is approved in advance by the employee's Scheduler.

REASONABLE CAUSE:

An employee is generally considered to have "reasonable cause" for missing work when something beyond his or her control prevents the employee from working. Employees must provide a physician's note to confirm illness, obtained on the date of the scheduled shift. If they can do so, they still qualify for public holiday entitlements. A note obtained after the date of the schedule shift will not be accepted. This will be reviewed on a case by case basis.

The employee and X-Ray Associates may agree that the employee will work on a Holiday. Should this occur, the employee will be paid Holiday Pay plus the rate of one and one-half (1 1/2) times the employee's Regular Rate for all hours worked on the holiday.

Bereavement Leave:

In the event of a death of a member of an employee's family, a "full time" employee is entitled to and shall be granted a Bereavement Leave for the purpose of arranging and/or attending the funeral. 1 day of paid leave will be granted for a death in the employee's Immediate Family. Additional unpaid leave may be taken under Personal Emergency Leave.

For the purposes of this policy, immediate family means:

Full time staff only:

1 day for Immediate Family as listed below:

- spouse
- child grandchildren
- parents grandparents
- siblings

LEAVE OF ABSENCES

X-Ray Associates is committed to assisting employees respond to individual situations by providing Leave of Absences. All leaves must be approved by Management in order to ensure that business operations will not be significantly affected.

LEAVES: ESA statutes will be followed in all instances

EDUCATION ASSISTANCE PROGRAM

X-Ray Associates wishes to encourage employees to continually upgrade and develop their skills and knowledge through attendance at colleges and universities in part-time studies, and/ or in professional development courses. X-Ray Associates offers reimbursement of tuition fees and other expenses (text books) should Management request the course/education. Textbooks/reference materials would then be the property of X-Ray Associates. Reimbursement of funds is provided when proof of successful program completion is provided to Management. Funding is for course only, travel, hotel etc. is not covered. Employees working at least **24 hours every week** and have been employed for a minimum of 6 months are eligible for educational funding.

To ensure reimbursement, all requests must be made in writing to the General Manager prior to the course. Description of the course, cost and dates of the course must also be submitted. Wages will not be paid but sick or vacation time can be taken. Reimbursement will occur when the official receipt, and proof of attendance has been given to Head Office. Approval is at the discretion of management.

Ultrasound, X-Ray and Nuclear Medicine: \$200 per calendar year . The Allied Health funding (or other assistance) must be depleted before applying for assistance with X-Ray Associates. If additional funds are required this can be "borrowed" from the following year. If the employee resigns or is terminated, the employee will be required to repay the "borrowed" funds which will be deducted from the final pay cheque. A sample form is below. Copies can be found on the intranet.

SECTION 6 - Communication

OPEN-DOOR POLICY

X-Ray Associates encourages input from all employees. Should you have an idea or suggestion on how we can improve our processes, improve employee relations, or improve patient services, please do not hesitate to meet with a member of X-Ray Associates' Management Team to discuss your ideas. We place great value on the input of our employees.

EMAIL

Communication via email, must be with the assigned x-ray associate's email and NOT personal email. It is your responsibility to ensure that your work email is working and that the password has not expired. Contact the PACS Admin or Management if your email is not working. It is expected that you check your work **email daily if full time and weekly if part time.**

DISPUTE RESOLUTION

X-Ray Associates' problem-solving and dispute resolution process provides a vehicle by which employees may lodge complaints or express concerns to management about their employment relationships with X-Ray Associates, or on other issues.

Should you have any concerns or disputes with any person associated with X-Ray Associates, we encourage you to take your concerns to Services Manager or General Manager.

Employees who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint under this policy may do so without fear of retaliation or reprisal.

X-Ray Associates believes in resolving employee concerns and disputes, related to their employment relationship, in a prompt and effective manner.