



INNOVATIVE FACILITY CARE  
PROFESSIONAL BUILDING MAINTENANCE

# EMPLOYEE HANDBOOK

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## CONTACT INFORMATION

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**PLEASE NOTE:** If you text after 6pm, your message may not be seen until the next morning. If you experience an equipment breakdown, illness, or emergency during your shift, please call our after-hours number at **1-888-538-9990 (press 2, press 7)**

**PHONE**     Regular Office Phone (between 7:00am-6:00pm)

Within HRM: (902) 482-3667

Outside HRM: 1-888-538-9990

After-Hours Number (between 6:00pm-7:00pm)

1-888-538-9990 (press 2, press 7)

**TEXT**     (902) 482-3667

**PLEASE NOTE:** Text messages are not checked regularly after 6pm. For equipment breakdowns, or to report a missed shift or illness, please call the after-hours number provided above.

**EMAIL**     General Inquiries: [staff@innovativefacilitycare.ca](mailto:staff@innovativefacilitycare.ca)  
Inventory Inquires: [inventory@innovativefacilitycare.ca](mailto:inventory@innovativefacilitycare.ca)  
Payroll Requests: [payroll@innovativefacilitycare.ca](mailto:payroll@innovativefacilitycare.ca)

**WEBSITE**     [www.innovativefacilitycare.ca](http://www.innovativefacilitycare.ca)

To access the Staff section of our website, you must create an account.

**This is mandatory for all employees.**

The website contains news & announcements, how-tos, safety information, monthly statistics, Employee of the Month, holiday schedules, and more.

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## EQUIPMENT BREAKDOWNS

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**PLEASE NOTE: If you text after 6pm, your message may not be seen until the next morning. If you experience an equipment breakdown, illness, or emergency during your shift, please call our after-hours number at 1-888-538-9990 (press 2, press 7)**

### **After-Hours Assistance / Equipment Breakdowns**

Call 1-888-538-9990, press 2, press 7

**Problems with equipment and supplies must be reported immediately.** On-call staff and service technicians are available 24/7 for troubleshooting and employee assistance.

If you do not receive an immediate response please leave a detailed voicemail message and one of our technicians will call you back. If you are unable to receive calls, please send a text message or email. ALL messages should include the type of equipment, location, and a brief explanation of the issue.

There is typically a 24-hour turnaround time for repairs and equipment swaps, to ensure all equipment is in working condition for the next shift.

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## STAFF WEBSITE

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The staff website is a valuable source of information. In order to access the staff section of our website:

- Go to [innovativefacilitycare.ca](http://innovativefacilitycare.ca)
- Click on the user icon in the top-right hand corner of the page and click “Create Account.”
- Create your account and set a password.
- Allow 24 hours to be granted access to the private pages.

The staff section contains the following:

- Accessibility
- Contact Information
- COVID-19
- Documents
- Employee Handbook
- Employee Reviews
- Holiday Schedules
- How-To
- News & Announcements
- Online Forms
- WHMIS 2015

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## MESSAGE FROM MANAGEMENT

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**Hello, Bonjour,  
Welcome to our company!**

Perseverance pays off! We know the job search process can be very time-consuming and we appreciate your interest in working with our company.

A family-built business based in the outskirts of Halifax Regional Municipality, Innovative Facility Care (IFC) has been a locally owned and operated company since 1973. We primarily service high profile commercial retail establishments throughout Atlantic Canada.

Evolving from a small family business into a large organization with an average staff base of 75 – 125 people, we strive to retain long-lasting partnerships with every employee and client. We are proudly recognized as an inclusive employer, working to accommodate the needs of everyone.

We're pleased that you've decided to join our continuously growing operation. Welcome to Innovative Facility Care.

Sincerely,

**Jude Clish, CEO  
Innovative Facility Care**

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## MISSION STATEMENT

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Our mission is to make Innovative Facility Care the foremost provider of floor and building maintenance through superior service and positive, trustworthy partnerships.

We offer quality and economical solutions, catered to each client's needs. As a well-established company with more than four decades in the industry, we exemplify strong management, resilience, and integrity.

With a background in janitorial and building maintenance for large retailers and executive office buildings, we are committed to providing professional, customized services to any industry, at any level.

Our values are based on solid ethics and the desire to take care of our communities and their families. Fair, faithful partnerships among our staff, clients, and customers inspire us to stay committed to this goal.

Our company was built on trust. We believe that a personal touch is the key to establishing and retaining clients and employees. We treat our employees like family and consider mutual respect to be the basis for which great things happen.

We are proud to fulfill distinguished levels of service and contribute to our clients' continued successes.

**Jude Clish, CEO**  
**Innovative Facility Care**



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## CODE OF CONDUCT

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Since its inception in 1973, Innovative Facility Care has operated on the foundation of strong partnerships.

Our values and ethics are based on five chief principles:

- **Trust.** Mutual trust is at the heart of all successful relationships.
- **Commitment.** Unwavering commitment to clients and employees is an integral part of success.
- **Reliability.** Showing up on time, as scheduled, keeps us accountable to our clients.
- **Initiative.** It takes drive and initiative to do great things.
- **Good Judgement.** In times of adversity, good judgement can mean the difference between success and failure.

We are committed to providing a positive, inclusive, respectful, safe and family-oriented environment where everyone is fairly rewarded for their effort.

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## OUR HISTORY

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The company first made roots in Pictou County, Nova Scotia, in the early 1970s. A motivated young couple trying to make ends meet began offering contracted janitorial services to local grocery retailers and small office buildings to provide for their family. Initially servicing one store, they relied solely on quality and a strong work ethic to expand the business.

By providing outstanding service, Marina Moss and her late husband, Roger Clish, quickly earned the respect of their clients and the community. The business prospered steadily due to the hard work and personal dedication of the two co-founders, all while raising a large family.

At a time when janitorial work consisted only of manual labour, the job was rigorous and demanding. Pre-dating the development of sophisticated equipment, they cleaned the floors using a mop and a homemade, oversized bucket. Entire stores were stripped and waxed in one night.

Marina continued to work hands-on with staff and clients, eventually taking full ownership of the business. In the early 1990s, Marina became the first maintenance provider in Canada to implement a propane burnisher, supporting the “innovative” component of the business. For more than three decades, she persevered by mastering concepts and techniques, establishing herself as a trailblazer in the industry.

As the business grew, so did the children, each trying their hand at some aspect of the operation.

In 2011, Jude Clish became co-owner and vice-president of the company. He found his start in the company in 2001, providing nightly janitorial cleaning services to various locations. Often self-taught, Jude learned about the mechanics and equipment involved in modern floor care, allowing him to evolve and grow in tune with the changing demands of the industry. Through his efforts, he continued to fulfill the innovative aspect of the business and vastly expand operations.

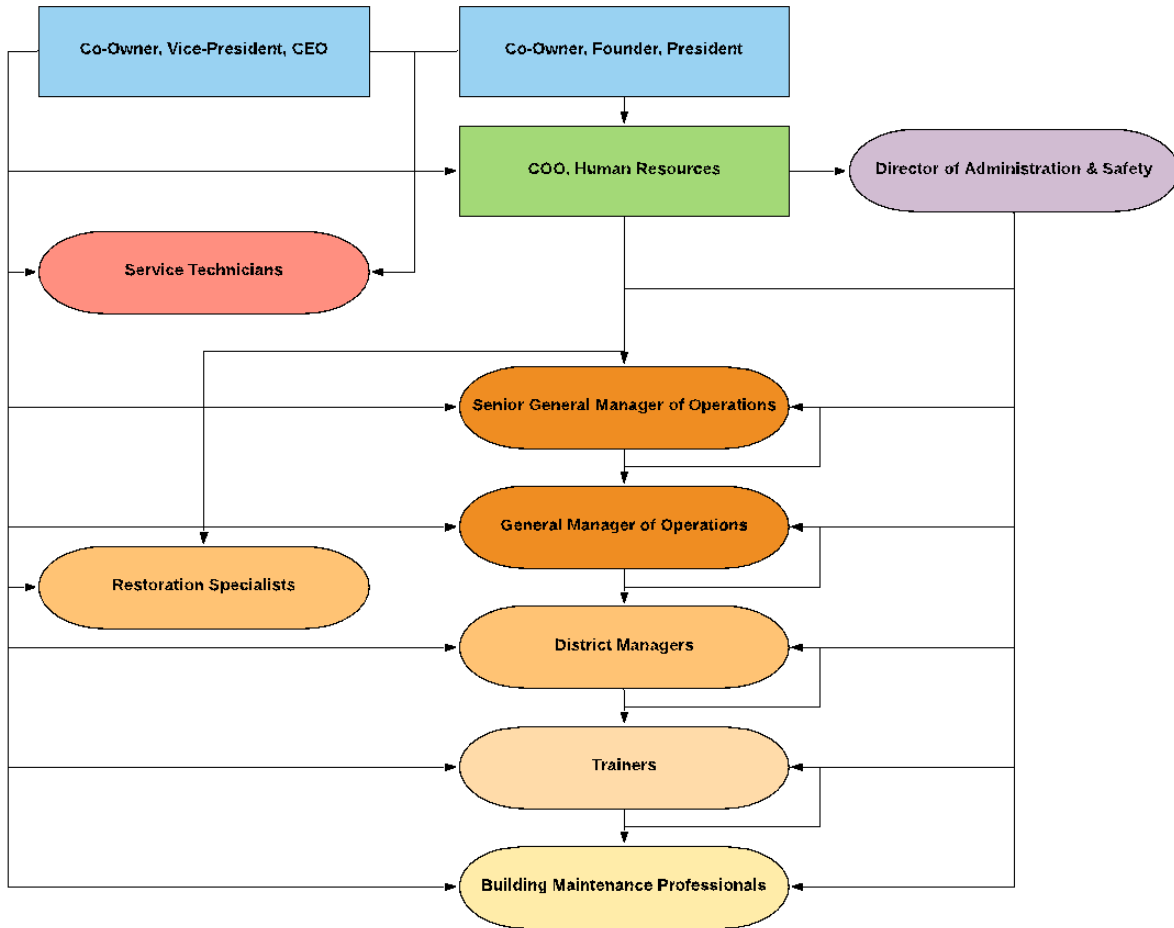
Presently, Jude is very actively involved with the management and daily functions of his team, staff, and clients. IFC has become an integral part of his day-to-day life as he works to cultivate and expand upon his parents’ legacy while raising a family of his own.

More than 40 years’ of growth and transition has brought the business full-circle, making Innovative Facility Care a frontrunner in the floor and building maintenance industry.

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## ORGANIZATIONAL STRUCTURE

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## COMPANY ROLES & RESPONSIBILITIES

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To ensure that expectations are clearly outlined and communicated effectively, all employees are required to fulfill the following roles and responsibilities. Clear guidelines make it easy for employees to understand what is expected of them, while keeping employers accountable to staff requirements and company operations.

### Employees

- Clock in/out before and after every shift. **Clocking in for a shift is mandatory.**
- Report any time or pay discrepancies to the administration team as soon as possible.
- Be reliable. Show up for shifts as scheduled, and on time.
- Take direction and instruction from trainers, supervisors, and management.
- Complete the nightly checklist provided in each equipment area.
- Provide sufficient notice for time off and vacation requests.
- Relay concerns to a supervisor or manager in a timely manner.
- Conduct yourself professionally.
- Dress appropriately.
- Be willing to learn new concepts and processes.
- Work in cooperation with the safety representative or committee, when necessary.
- Be flexible. Cover unexpected absences when you are able to do so. It is expected that employees will cover at least one non-scheduled and/or weekend shift per month.
- Take part in periodic performance reviews.
- Read and adhere to all company policies and procedures.
- Ask questions and seek clarification whenever necessary.
- Treat the client and the client's employees with respect.
- Complete training sessions, workshop, or programs as requested.
- Inform the administration team of any changes to address, telephone number, email address, or banking information.
- Assume responsibility for transportation to and from work.
- Uphold all safety requirements, such as placement of wet floor signs.

### Management

- Complete a Daily Report at the end of each job (available online through Google Forms).
- Clock in/out at the beginning and end of every shift.
- Train and re-train staff when necessary. Complete an Orientation Checklist at the end of every training session (available online through Google Forms).
- Follow-up on employee requests, scheduling changes, chemical/supply orders, vehicle maintenance and repairs, and work orders, to ensure tasks are completed.
- Communicate regularly with the administration team and employees on a regular basis, and in a timely manner.
- Respond to time-sensitive requests and matters during non-working hours, as outlined in the *Company Devices* section.

- Take every reasonable effort to keep company expenditures to a minimum, including labour costs.
- Read, understand, follow, and enforce company policies and safety components, including but not limited to, employee responsibilities, processes and procedures, chemical safety and SDS sheets, Safe Work Procedures, and Standard Operating Procedures.
- Conduct yourself professionally at all times, including communication methods and appearance.
- Cooperate and communicate with fellow management members to keep them informed on changes or new developments.
- Work in conjunction with the executive and administration team to promote a safe, efficient workplace and to ensure a steady flow of communication.

### **Executive and Administrative Operations Teams**

- Take every reasonable precaution to provide a healthy and safe work environment for all employees.
- Promote a strong safety culture by encouraging employee involvement in health and safety matters.
- Establish and uphold a comprehensive incident investigation and reporting process.
- Recognize the duty to accommodate, to solidify the inclusive nature of the company.
- Ensure that designated trainers and managers are well-trained and capable of teaching others. Implement and enforce necessary safety training for all employees.
- Provide documentation, instructions, and safe equipment, vehicles and tools to employees.
- Ensure all employees are familiar with the safety hazards of their respective workplace.
- Work in conjunction with the safety representative and/or safety committee regarding health and safety matters.

### **Safety Administrator**

- Manage and monitor the contents of the company safety program, ensuring legislative requirements are met.
- Enforce the components of the safety program and relevant regulations.
- Seek executive input to develop policies and procedures.
- Implement and conduct a thorough incident investigation and reporting process.
- Perform site inspections and hazard assessments to identify and lessen or eliminate workplace hazards.
- Conduct training sessions and workshops to ensure that safety standards are met.

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## **JOB DUTIES - BUILDING MAINTENANCE PROFESSIONAL**

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Building Maintenance Professionals are responsible for the overall maintenance of the entire commercial space. The job involves a great deal of repetition and often requires employees to work alone and/or with minimal supervision.

By mastering the responsibilities of the position, employees may be selected to receive advanced training for other opportunities within the company.

Duties include, but are not limited to, the following:

### **DAILY/NIGHTLY**

- Set up and dismantling of equipment
- Use of chemicals
- Sweeping the entire retail floor space and back shop floor
- Vacuuming
- Auto scrubbing the entire retail floor space
- Wet mopping
- Use of a propane burnisher
- Cleaning bathrooms, toilets, partitions and sinks
- Changing garbage cans, recyclables & organics
- Cleaning small/large retail areas & office spaces, as well as specialty zones where food is handled
- Completion of the nightly checklist

### **WEEKLY**

- Extraction (entrance/exit matting)
- Auto scrub backroom floors
- Clean product out from underneath grocery and pharmacy aisles
- Sweep/dust mop, wash underneath shelving
- Sweep and damn mop floor under magazine racks/candy racks, moveable racks
- Remove splash marks from baseboards
- Remove gum and stickers from managers' office and cash office floors

### **MONTHLY**

- Clean corner chrome bumpers, shelf bumpers, kick plates
- Submit inventory (chemicals and supplies)

### **ONGOING/AS REQUIRED**

- Request chemicals and supplies when stock runs low.

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## VIOLENCE & HARASSMENT PREVENTION POLICY

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At Innovative Facility Care, we believe that everyone has the right to a safe workplace.

We are committed to providing and maintaining an environment free of harm and mistreatment, by agreeing to:

- Implement a “zero tolerance” policy with regard to acts of violence, harassment, and bullying in the workplace;
- Encourage all employees to treat each other fairly and with respect;
- Investigate all claims of violence or harassment in a timely manner;
- Provide support to the victim until the situation has been thoroughly examined and a conclusion met;
- Enforce corrective action for the offender, up to and including immediate termination;
- Review this Policy annually for changes to legislation.

For the purposes of this Policy, types of workplace harassment include, but are not limited to, disrespectful language, unwelcome words pertaining to race, religion, or sexual orientation, acts intended to humiliate, offend, or demean, discriminatory or intimidating behaviour, use of physical force, intention to cause physical harm, or a threat to do so.

Executive, management, and employees are expected to work together to create a fair, unbiased workplace that promotes equality for all.

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## DISCIPLINARY POLICY

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### **Scope**

This policy applies to all employees.

### **Progressive Discipline Process**

Any employee who violates company policy, exhibits undesirable behaviour, or fails to meet company expectations or standards will be subject to a progressive disciplinary process.

A tiered system allows employees to correct unwanted behaviour at an early stage.

Progressive discipline will typically cycle through the following steps:

1. Coaching - informal
2. Verbal Warning - formal
3. Written Warning - formal
4. Final Written Warning with Possible Suspension - formal
5. Termination

Disciplinary measures will be recorded in the company's CMS system and retained for the duration of the employment. For steps 2 through to 5, the employee will be provided with written notice that includes (1) Details of the issue, (2) Reference to the applicable company policy or procedure, (3) Corrective action to be taken, if any, (4) Consequences of future violations.

The executive team reserves the right to begin the disciplinary process at any stage based on a number of factors, including severity and frequency of the employee's actions. The progressive stages are meant to act as a guideline only. Serious violations may be subject to immediate termination without notice or pay in lieu of notice.



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## COMMUNICATION POLICY

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We believe that communication is key. It is imperative to maintain open, honest, respectful communication between management and employees, and among employees at all levels. We believe it is valuable for all staff to feel comfortable to bring forth ideas, suggestions, and concerns

We are committed to treating all discussions with confidentiality and support. In turn, we expect employees to communicate issues clearly and in a timely manner.

Our company encourages all types of communication. This includes in-person discussions, email, text, telephone, and social media platforms. Special arrangements will be made for disabled employees or those requiring additional support.

We encourage employees to raise safety concerns and provide feedback without fear of repercussion. Comments will be addressed by management.

All communication must be ethical and honest. In the case of conflicting information or disagreements among employees, executive and management agree to work with all parties involved to resolve the situation fairly and without delay.

Employees are not permitted to deal directly with clients. Information should be relayed directly to an executive or managerial staff member.

Workplace issues, including equipment breakdowns, must be reported to a member of the executive or senior staff immediately.

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## DRUG & ALCOHOL POLICY

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Our goal is to provide a safe and healthy environment for employees, clients, and customers. To preserve this objective, all employees must adhere to the following:

### **Alcohol, Non-Prescription and Illegal Drugs**

The consumption, sale, purchase, transfer, possession of, or impairment caused by, alcohol and non-prescription or illegal drugs is strictly forbidden. This policy applies to company vehicles, all worksites, and client property, and extends to any area or location visited by an employee during working hours. Therefore the consumption, sale, purchase, transfer, possession of, or impairment caused by, alcohol and non-prescription or illegal drugs *during breaks and lunches* will be treated as a breach of this policy.

### **Cannabis**

Cannabis usage during working hours, within company vehicles, and on worksites and client property is prohibited. Where a medical requirement for prescribed cannabis exists, usage must be pre-approved by a member of the executive and accompanied by a doctor's note.

Despite cannabis legalization, workplace safety is critical. It is imperative for any employee engaging in recreational or therapeutic cannabis use to perform their job safely, including the need to understand how such substances (medical/therapeutic or non-medical) can impact personal safety and the safety of others.

### **Prescription Drugs**

Most prescription drugs are permitted during working hours. However, we require that any substance known to cause drowsiness, affect alertness, and/or impair an employee's ability to operate machinery be disclosed to a member of the executive. It is not necessary for the employee to reveal or discuss any diagnosis, existing conditions, or health history.

### **Reasonable Suspicion**

If a supervisor, manager, trainer, fellow employee, client, client employee, or member of the general public has reasonable grounds to suspect that an IFC employee has breached this Policy or shows signs of impairment during working hours, the employee will be addressed directly by an executive or administration team member, or safety representative.

### **Disciplinary Measures**

IFC will not be held liable for any consequences resulting from alcohol and drug usage in the workplace. If an employee is found to be in breach of this Policy, immediate action will be taken, up to and including termination without notice or pay in lieu of notice.

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## EXPENSE POLICY

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**PLEASE NOTE: This policy applies to company credit card holders ONLY.**

This policy was developed to provide clear guidelines on business expenditures incurred by authorized company credit card holders.

### Expenses

Business purchases are to be made with a company credit card only. Business-related purchases paid for by the employee must be pre-approved by administration.

A maximum of \$20/month is permitted for coffee and small snack items. THESE PURCHASES MUST BE MADE BY GIFT CARD ONLY. Any purchases made without a gift card or in excess of \$20/month will be deducted from the employee's pay in the next payroll period.

### Receipts

An emailed receipt must accompany every purchase. Effective November 9, 2020, all receipts must be sent to the designated email address immediately following each purchase. Hard copy receipts must be kept in the clear folders provided in company vehicles and dropped off at the receipt bins at the Lively Road office. Receipts must be submitted monthly, by the 15th of each month.

For accounting and taxation purposes, **expenses cannot be reimbursed without a receipt**. Unapproved purchases and purchases without an accompanying receipt will be deducted from the employee's pay.

### Approved Purchases

Company credit cards must be used for company purchases only, including fuel, oil, and vehicle-related expenses. Gas tanks should be fully topped up during each refill.

Client and employee incentives MUST be pre-approved as part of the company's commitment to growth and staff/customer satisfaction. With multiple staff offering gift cards and incentives, it's important for administration to track these items in order to avoid duplicates and to properly track the expenses for accounting purposes.

### Approved Users

Company credit cards must be used by approved card holders **only**. No other employee or person is permitted to use a company card. Cards must only be used by the person named on the card. Employee are not permitted to pay for other employees' expenses without permission.

### Travel

Mileage and travel expenses will be paid as per the employee's respective Employment Agreement.

Meals are permitted **only** as part of long-distance or overnight travel, up to a maximum \$35.00 per day. Alcoholic beverages are not included in this allowance and must be paid for separately by the employee. If meal expenses exceed \$35/day, the remaining balance will be deducted from the employee's next pay.

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## COMPANY VEHICLE POLICY

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Company vehicles are a considerable asset of any business. To ensure maintenance requirements and safety standards are met, any employee operating or borrowing a company vehicle or trailer must adhere to the following guidelines:

### **Permission**

Explicit approval from executive staff is required prior to any employee operating a company vehicle or trailer.

### **Driver's Abstract**

The employee must supply a current driver's abstract within 30 days of obtaining approval to operate a company vehicle. A updated abstract must be submitted annually. Changes to driving privileges (ex. license suspension) must be reported to the administration team immediately.

### **Inspections**

Inspections are to be conducted monthly. An online version of the inspection form is available on the Management website page.

### **Maintenance**

Drivers are responsible to arrange and complete ongoing maintenance of the vehicle, such as oil changes, as well as regularly monitoring gas, tire pressure, and fluid levels. Review of license plate, inspection, and insurance expiry dates should be conducted on a regular basis.

### **Mechanical Issues**

Drivers must immediately notify the administration team of any mechanical issues, breakdowns, deficiencies, or any indication of the same, including odd sounds or unusual performance by submitting an Equipment Work Order form (found on the Management website page).

### **Device Usage**

Employees are permitted to use hands-free devices while driving. All other communication and media devices are strictly prohibited while operating a company vehicle, including but not limited to cellular phones/smartphones, tablets, and laptops. Personal use of these devices during working hours is forbidden.

### **Personal Use**

Company vehicles are **not** to be used for personal purposes without prior consent from administration.

### **Alcohol & Drugs**

There is a zero-tolerance policy in place regarding alcohol and drug consumption. Employees caught operating a company vehicle while under the influence of illegal drugs or alcohol, or while taking any prescription or non-prescription drug known to affect a person's ability to stay alert and/or drive safely while operating company vehicle, may be subject to immediate termination.

**Smoking and Vaping**

Smoking/vaping are **not** permitted in company vehicles at any time. In the event that an employee regularly smokes in a vehicle, the cost of cleaning may be deducted from the employee's pay.

**Other Requirements**

Drivers are expected to keep all doors locked when not in use, bring vehicles to scheduled appointments when necessary, obey traffic laws and signals, prevent non-authorized users from operating a company vehicle, and report motor vehicle accidents to the company safety representative or a member of the executive team immediately.

**Executive Responsibilities**

The executive team agrees to provide licensed, insured vehicles that are deemed safe to use, and schedule maintenance appointments as required. The company will not assume responsibility for any fines or legal costs associated with failure to comply with these conditions. Charges incurred due to driving infractions are the responsibility of the employee and, if unpaid, will be deducted from his/her pay.

**Revocation**

The executive reserves the right to assign and revoke access to company vehicles at their discretion.

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## INCLUSIVITY

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Inclusivity is the active state of being inclusive! Our company's willingness and ability to accommodate has led to a very diverse work culture.

Our primary focus is building trust, offering stepping stones and providing encouragement for all individuals to work within their abilities and find success in a rewarding environment. Showcasing our champions (staff members) is extremely important to us.

Our secondary focus is collaboration with our strategic partners for a clean, healthy and accepting workplace.

For us, it's a not a question. We are humans who interact with humans!

### **R.A.A.P.**

- **Respect all humans**
- **Acknowledge all individuals and what each person shares**
- **Accept the ability and capacity of each individual**
- **Protect all humans from inappropriate interaction, harm and embarrassment**

Our employees are an extension of our core operations. It's important for us to be transparent; we will not commit to and/or make promises with our clients, partners and – most importantly – our staff, unless we know we can.

For us, it's not about finding the "right fit." We want to form flexible partnerships that allow us to create the perfect fit among employees, management, and clients. Sometimes the right fit requires input and adjustment.

In accordance with workplace legislation, we are more than happy to commit to the "Duty to Accommodate" standard. We will not discriminate against employees based on protected characteristics, such as disability or gender, and we are prepared to make every reasonable effort to provide and maintain employment.

**Employees are encouraged to identify challenges at the time of hire and request special accommodations where necessary using the Disability Questionnaire.**

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## NEW HIRE ORIENTATION & TRAINING

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All orientations and introductory training take place in one of our designated training locations. Immediate supervisors and trainers are responsible for conducting orientations and introductory training programs as per the standards set by the company.

**Some** new hires may be scheduled for a brief orientation on a volunteer basis. **ALL** new hires are required to complete our mandatory training program. Candidates are responsible for travel cost and time.

### **Orientation**

Duration: Approximately 2-3 hours

Paid: No

Mandatory: No

This is an opportunity for the supervisor or trainer to provide a basic overview of daily or nightly tasks and company objectives and expectations. For insurance purposes, candidates are not permitted to use any equipment. Orientation is scheduled during regular working hours, typically between 8pm-10pm.

The orientation presents an opportunity for potential staff to get a better understanding of the routine, processes, and work environment. Once orientation has been completed, the candidate and trainer will be contacted by management (usually the next day). If the candidate appears to be a right fit for the position and company, they will be scheduled for our mandatory training program.

### **Training Program**

Duration: As required based on shift length, approximately 6-9 hours

Paid: Yes

Mandatory: Yes

We provide a mandatory paid training program of at least 3 shifts. All training will take place at a designated training location with a qualified trainer, where the candidate will receive an extensive overview of the equipment, chemicals, protocols, nightly duties, and safety precautions. The company will make every effort to select a training location as close to the candidate's home as possible.

It is expected that new hires will be capable of working alone at the end of the training program. The employee will then be issued a Letter of Offer and complete a probation period. Additional training *may* be scheduled at the request of the employee, trainer, or management.

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## PROBATIONARY PERIOD

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All employees must successfully complete a 3-month probationary period. A probationary period ensures that the employee is capable of properly performing the duties of the position and meeting company expectations.

In order to determine their suitability to ongoing, permanent employment, probationary employees will be assessed by way of a number of factors, including but not limited to: Promptness, adherence to company processes and policies, ability to perform the required tasks of the position and interpret instructions, willingness to learn, disposition, respectful and professional conduct, attention to detail, and regard for personal and public safety.

Once you have completed probation, you will receive an email confirming that you are now a permanent employee. Your performance and wage will be reviewed at this time.



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## REMUNERATION

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We believe in compensating our employees fairly, based on the responsibilities and requirements of the position.

Pay wages will be reviewed after the first 90 days, and annually thereafter. Management reserves the right to conduct additional pay reviews at any time.

### **Pay Schedule**

Each location varies in size and scheduled hours.

Pre-determined time limits are set for each location, as per our client contracts. If a new employee requires extra time in order to adjust to the position and duties, it must be pre-approved by management. If time is exceeded without prior approval, it may be uncompensated.

All staff will receive a password protected pay stub/statement of earnings a few days prior to scheduled payment date.

### **Pay Period**

Employees are paid hourly, on a bi-weekly pay cycle (14 days). Pay periods run from Sunday to Saturday. Pay is issued via direct deposit on the Friday following the 2-week pay period. Participation in the direct deposit program is mandatory. Employees are required to provide a valid e-mail address in order to be registered in the system and receive pay stubs.

### **Tracking Time**

All employees are required to use a telephone-based clock-in/clock-out system. ONLY Sobeys phones can be used to track time; you cannot log time on your cell phone unless you are provided with special access (managers, supervisors, etc.).

**Failure to clock in/out for a shift may result in payroll delays.** Modifying an employee's time is not always simple. There are a number of steps to be followed, from confirming the times with a store manager to making adjustments on the back end of the payroll system. If the time cannot be corrected prior to a payroll deadline, the employee will be required to wait until the next payroll period to see the adjustment.

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## GROUP INSURANCE BENEFITS

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In order to apply for the group benefits program, an employee must hold a full-time, permanent position and retain at least 35 hours per week for a period of at least 6 months without any major time loss. Employees who fail to maintain the required number of hours will be removed from the plan.

***Part-Time and Casual Employees:*** Working 35 hours per week temporarily or on occasion does not meet the requirements for group insurance benefits. You must receive a Letter of Offer for full-time, permanent work with our company before your application can be considered.

To show our ongoing appreciation, the company will pay up to 50% of the total monthly cost. The remaining amount will be deducted from the employee's pay cheque.

Late applicants will be required to complete a medical questionnaire as part of the application process.

Premiums are subject to change annually (April). Coverage is subject to change at the company's discretion. Employees will be immediately notified of any changes.

Employees will be provided with an information package that includes information about the types of coverage, limits, and any deductibles.

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## COMPANY INCENTIVES

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We want our employees to help us grow! To encourage staff to talk about us, recruit potential employees, and spread the word about our great dynamic, we offer the following incentives:

### Employee Referral Bonus

1. Refer a potential candidate to us.
2. If the applicant is hired and stays with our company for 3 full months\* (the probation period), you will receive a \$50 bonus.

### Training Bonus

If you are selected to become a designated trainer for the company:

1. Train a new hire to the best of your ability, completing all items as shown on the Orientation Checklist. Both the new hire and the trainer **MUST** sign off on the Orientation Checklist.
2. If the applicant is hired and stays with our company for 3 full months\* (the probation period), you will receive a \$100 bonus.

### Other Bonuses

The company reserves the right to issue performance-based, monetary bonuses at random throughout the year.

*\*The new hire must complete the probation period in full and complete a minimum of one shift following completion of the probation period in order for the bonus to apply. For example, if an employee quits on the final day of probation, the bonus will not apply.*

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## TIME OFF / MISSED SHIFTS

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Employees are encouraged to provide as much notice as possible for short-term absences (ie. 1 or 2 days/nights).

The more notice that is provided, the more likely a shift can be covered. The administration team will make every effort to cover a shift when proper notice has been provided.

If an employee is sick and unable to work, he or she is required to immediately report to a member of the administration team. Providing notice within the 8 hours preceding a scheduled shift may result in the employee being required to fulfill the shift.

In some cases, the employee may be required to fulfill the shift – especially when insufficient notice has been provided.

**If one employee asks another employee to cover their shift, it must be reported to the administration team. Both employees are required to report any change in schedule.**

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## LEAVES OF ABSENCE

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### **NOVA SCOTIA LABOUR STANDARDS**

Employees may be eligible for a variety of leaves under the Labour Standards Code. These leaves recognize that events in our personal lives can sometimes interrupt work. On these occasions, some level of accommodation from the employer is necessary and appropriate.

The leaves of absence are pregnancy and parental, reservist, compassionate care, critically ill child care, critically ill adult care, domestic violence, crime-related death or disappearance, emergency, sick, bereavement, court, and citizenship ceremony.

Most of the leaves are unpaid leaves of absence, meaning that the employer does not have to pay the employee during these absences. Employment Insurance benefits may be available for some of these leaves. In the case of domestic violence leave, employees are entitled to receive pay for part of the leave.

### **NEW BRUNSWICK EMPLOYMENT STANDARDS**

Reasonable leave with pay may be granted for Personal and Other Reasons where family, personal or other emergencies not directly attributable to the employee prevent the employee from reporting for work, including the following (See "Granting Paid Leave for Personal and Other Reasons" below, for details):

- Bereavement leave
- Compassionate leave
- Emergency leave
- Family leave
- Funeral leave
- Jury and Witness
- Medical/Dental appointments (included in 'Emergency' above)
- Pallbearer leave
- Paternity leave
- Volunteer leave
- Voting

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## BEREAVEMENT POLICY

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We follow the bereavement guidelines set by each respective province:

### **Nova Scotia**

Employees can take unpaid leave of up to five working days in a row if their spouse, parent, guardian, child / child under their care, grandparent, grandchild, sister, brother, mother-in-law, father-in-law, daughter-in-law, son-in-law, sister-in-law, or brother-in-law dies.

Employees must give their employers as much notice as possible that they will take this leave.

### **New Brunswick**

In the event of the death of a person in a close family relationship, an employer must give an employee a leave of absence without pay of up to five consecutive days. Bereavement leave is to begin no later than the day of the funeral.

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## VACATION

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### **Vacation Pay**

All employees earn vacation pay at a rate of 4%. Following the 8th year of employment, vacation pay increases to 6%.

Employees can request to have their vacation pay paid out at any time. Otherwise, vacation pay is accumulated and automatically paid out at the end of each calendar year.

Wages are not earned or paid during vacation time. Vacation pay earned is intended to cover the employee's living expenses at the time of vacation.

### **NOVA SCOTIA RESIDENTS**

#### **Vacation Time**

Employees are entitled to 2 weeks of vacation per annum. Vacation time will become available once the employee has completed 12 consecutive months of employment. Vacation must be taken within 10 months of the 12-month earning period.

After an employee completes 8 years of employment with the company, vacation time increases to 3 weeks per annum.

We encourage periods of rest and relaxation for our employees. It is **mandatory** that all full-time employees expend vacation time within the allotted period.

*One month's notice must be provided to ensure vacation approval. Please provide as much notice as possible, so we can make the necessary arrangements to cover scheduled shifts.*

Employees may also request to withdraw the accumulated vacation amount, if applicable. Alternatively, the annually-accumulated vacation amount will be issued at the end of the calendar year.

As per NSLAE guidelines, employees who work less than 90 per cent of the regular working hours during the 12 months when they earned vacation can give up vacation time and just collect their vacation pay. When an employee tells an employer in writing that the employee will give up vacation time, the employer must pay the employee vacation pay no later than one month after the date the 12 month earning period ends.

Allotted vacation time may be broken into two or more increments, as noted below, or paid vacation time off in lieu of vacation time paid out. Vacation pay of 4% is paid at the time of vacation.

## **NEW BRUNSWICK RESIDENTS**

As per NB labour laws:

An employee who has less than eight years of employment with the employer is entitled to a vacation leave of the lesser of the following two options:

1. At least one day for each month worked, or
2. At least two weeks of vacation per vacation year.

An employee who has more than eight years of employment with the employer is entitled to a vacation leave for the lesser of the following two options:

1. At least one and one-quarter day for each month worked, or
2. At least three weeks of vacation per vacation year.

An employee who has less than eight years of employment with the employer is entitled to receive a vacation pay equal to 4% of his gross wages (before deductions). This increases to 6% following eight years of employment. In both cases, the employee must receive all his accumulated vacation pay at least one day before his or her vacation begins.

Employees are entitled to take vacation after completing one year of consecutive employment with the company, and within four months of the earning period.



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## HOLIDAYS

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### Holiday Schedules

It's **mandatory** that all employees check the online schedule for changes to holiday hours.

Holiday schedules are posted on our website at [www.innovativefacilitycare.ca](http://www.innovativefacilitycare.ca) . Click Staff -> Holiday Schedules. You must create an account in order to access our private Staff pages.

Employees will not be compensated if they show up to work at the wrong time, on the wrong date, or miss a shift because they failed to check the schedule.

As a general rule, if you are scheduled to work on a statutory holiday, **you are required to work on the night of the holiday**. In lieu of the holiday, you will **NOT** be scheduled to work **the night before the statutory holiday**.

### Continuous Operation

Our company is considered a “continuous operation,” whereby clients are serviced 7 days per week. As per Labour Standards, there are additional options available to a continuous operation with regard to holiday pay.

Holiday pay is calculated in accordance with provincial regulations. Please refer to the Nova Scotia Labour Standards or the New Brunswick Employment Standards for specific details regarding holiday pay eligibility.

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### Paid Holidays

Nova Scotia: New Year's Day, Nova Scotia Heritage Day, Good Friday, Canada Day, Labour Day, and Christmas Day.

New Brunswick: New Year's Day, Family Day, Good Friday, Canada Day, New Brunswick Day, Labour Day, Remembrance Day, Christmas Day.

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### Vacation

If a holiday falls on your vacation, the time allotted for the holiday will not be used against your vacation time. If a holiday falls on a weekend, that holiday may be observed on an alternate day. Please contact a member of the administration team for clarification.

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## DRESS CODE & APPEARANCE

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### **Clothing**

Work apparel is provided by the company. The employee is responsible for the upkeep of company work apparel, ensuring all company clothing is free of holes and rips. If a work shirt was not provided to you within the first three (3) months of employment, please make a request by texting (902) 482-3667 or emailing [staff@innovativefacilitycare.ca](mailto:staff@innovativefacilitycare.ca).

Provocative clothing (clothing revealing too much cleavage, the back, chest, stomach, or underwear) and/or offensive language, symbols, or signs are prohibited. We expect our staff to dress in a neat, clean, professional manner.

### **Footwear**

Sneakers are required at a minimum, for safety reasons. Due to the nature of our work and type of equipment used, high-heeled, open-toed shoes, and flip-flops are forbidden. Footwear must cover the entire foot and be fastened in a manner that prevents the shoe from coming loose while walking and operating equipment (ie. laces, Velcro, etc.). Steel-toed shoes/boots are optional.

### **Personal Hygiene/Appearance**

Appearance and proper hygiene are important. Be mindful that customers, clients, and other employees may have allergies or sensitivities to colognes, perfumes, body odour and the smell of smoke. If you are working in a scent-free location, please respect any signs posted.

If you are found to be working in an unprofessional manner or demonstrating unacceptable hygiene, you may not be allowed to start or continue your shift. You will be sent home to rectify the situation and pay will be issued ONLY for hours already worked during the shift (if any). In some cases – based on the situation or distance to the employee's home - a replacement may be brought in to complete the shift. Repeat failure to comply with our dress code policy may result in disciplinary action, up to and including termination.

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## INVENTORY AND ORDERS

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**Inventory must be submitted on the 1<sup>st</sup> of each month.**

The employee scheduled to work on the 1<sup>st</sup> of the month is responsible for submitting the inventory. If the 1<sup>st</sup> falls on a holiday, the employee scheduled to work on the 2<sup>nd</sup> will submit the inventory.

**There are two ways to submit inventory and order supplies:**

1. Complete an inventory request online at <https://forms.gle/E27SKuYq8TpNwrTK7>
2. Send an email to [inventory@innovativefacilitycare.ca](mailto:inventory@innovativefacilitycare.ca) .
3. Call 1-888-538-9990, press 2, press 2 again. Leave a detailed message and include quantities (ie. "I have 2 cases and 4 bottles of Prominence).

It is very important that you distinguish between cases and individual bottles. Please use the proper name of the product (ie. say "Prominence" instead of "the yellow cleaner"). For pads, please indicate the colour (and size, if known).

**To order propane:** Text (902) 482-3667 or email [inventory@innovativefacilitycare.ca](mailto:inventory@innovativefacilitycare.ca)

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## COMPANY DEVICES

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Company devices may be issued to management for business purposes. To ensure devices are being used properly and efficiently, company device users are subject to the following:

### Company Cell Phones

During Working Hours: Company-issued cell phones must be turned on and available at all times during working hours. While we understand that it may not be convenient to respond immediately, users are expected to return phone calls and reply to emails/texts within a reasonable timeframe. Users are required to acknowledge receipt of all text messages, both to confirm successful transmission and to prevent requests from being overlooked.

Outside Regular Working Hours: Company-issued cell phone holders are expected to check their device a minimum of three times per day, spaced out over the course of the day/night. This will keep users apprised of new developments and maintain a reasonable, predictable means of communication.

### Overages

Unwarranted charges applied to a company device account will be deducted from the user's pay.

### General Rules

- Only hands-free use is permitted while driving.
- Do not use company cell phone for personal use or for non-business purposes, such as gaming.
- Users are not permitted to install new software without prior approval, or to remove or modify existing software.
- Cell phone usage for illegal/dangerous activity or harassment purposes may lead to immediate termination.
- Employees are expected to keep company devices charged and in good condition.
- Any device issues or malfunctions are to be reported to the administration team as soon as possible.

### Revocation

Misuse of company cell phones could result in disciplinary action. Company devices privileges can be changed or revoked by a member of the executive or administration team at any time.

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## PERSONAL DEVICES & SOCIAL MEDIA

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Extensive communication options are just one of the many benefits of working with our company. However, while regular communication is strongly encouraged and supported, personal devices should be used for business purposes *only* during working hours.

### **Exception**

Depending on the position an employee holds, there may be a requirement to maintain a personal cell phone and use it for business purposes. All expenses pertaining to the phone, such as maintenance, upgrades, replacement, repair, plans, and overages will be the responsibility of the employee. Examples of positions that may include this requirement are supervisors, trainers, and quality control personnel.

### **Worksites**

Personal devices may **only** be used during working hours for business purposes (ie. to advise of equipment breakdowns, provide inventory, request orders, etc.), and during scheduled breaks. Employees are otherwise prohibited from using communication and media devices for personal usage during working hours, including but not limited to cellular phones/smartphones, tablets, and laptops.

### **Computers/Laptops**

To limit access to confidential information and maintain the integrity of the company, personal laptops may not be used for business purposes unless pre-approved by a member of the executive or administration team.

### **Social Media**

Examples of social media include Twitter, Facebook, LinkedIn, YouTube, Instagram and Google+.

While we certainly welcome positive advertising, employees are prohibited from sharing confidential company and client information via social media, including but not limited to trade secrets, product information, personal details about other employees or clients, or matters pertaining to compensation, corrective action, incidents, or internal conflicts. Disclosing confidential company information on social media may lead to disciplinary action, up to and including termination.

Employees are asked to disclose their identity when posting about the company. Insulting and derogatory comments are not acceptable, and harassing or offensive language is prohibited. It is appreciated that employees clarify that any opinions expressed are their own, and not a representation of the company.

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## IN-STORE PURCHASES DURING SHIFTS

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If an employee makes an in-store purchase, it must be done at an open checkout with an attendant.

**All purchased items must have a receipt attached, including items kept in equipment or staff areas. Always keep your receipt for the entire duration of your shift. This includes purchases made outside of the work location.**

Sampling, eating, or using unpaid products is considered theft and may result in the employee being banned from one or more workplace locations, or immediate termination without notice or pay in lieu of notice. Failure to comply may result in a verbal/written warning, up to and including termination.

This requirement applies to all retail establishments.

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## EMPLOYEE RELATIONSHIPS

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While we believe that positive working relationships are very important, workplace romances are prohibited between IFC employees and client employees. Personal relationships at this level can cause complications, infer favouritism, and present a conflict of interest. Pre-existing relationships are exempt from this rule, however, couples must adhere to the guidelines stated below.

Workplace romances between IFC employees are permitted, **only if** the relationship does not affect work attendance or performance. Particularly in the case of spouses/partners working together, couples are expected to treat each other as fellow coworkers during working hours. Public displays of affection, arguments, and personal discussions are forbidden.

We expect a high level of professionalism from all employees. Failure to do so may result in disciplinary action, up to and including termination.

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## SAFETY PROGRAM

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We maintain an extensive, company-wide safety program to help ensure a quality workplace free of hazards and barriers. The program includes ongoing workplace inspections, hazard assessments, incident reporting, emergency procedures, equipment and vehicle maintenance, training requirements, safety statistics, disciplinary measures, and a number of processes and policies.

### **Director of Health & Safety**

The Director of Safety is responsible for overseeing all health and safety requirements and concerns, establishing and maintaining the safety program components, providing training where applicable, and enforcing policies and procedures.

### **Safety Representative or Joint Occupational Health & Safety Committee (JOHSC)**

The company agrees to provide a safety representative and/or Joint Occupational Health & Safety Committee (JOHSC), as per provincial regulations. The JOHSC is a volunteer-based committee that the company holds in high regard due to the nature of its business. Volunteers within the company make up the JOHSC, as per the Terms of Reference.

### **Onsite Requirements**

It is mandatory for employees to ensure all wet floor signs are placed throughout the store while wet work is being conducted.

As required by law, employees must NOT bring the propane tank into the store until the time of burnishing. It must be returned to its designated area and locked at the end of each shift, no exceptions.

For more information about the safety program, including access to online forms, please refer to the "Staff" section of the company website or email [safety@innovativefacilitycare.ca](mailto:safety@innovativefacilitycare.ca) .



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## INCIDENT REPORTING

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**Incidents and accidents must be reported immediately. An IFC Incident Report must be completed within 24 hours of occurrence.**

### To report an incident:

- Call the after-hours number at **1-888-538-9990, press 2, press 7.**
- Please DO NOT report an incident through text or email.

### To complete an Incident Report:

- Go to [innovativefacilitycare.ca](http://innovativefacilitycare.ca) and click STAFF -> ONLINE FORMS.
- If you are unable to access the website or you would like help completing the form, please email [safety@innovativefacilitycare.ca](mailto:safety@innovativefacilitycare.ca) and a safety representative will contact you to provide assistance.

You may also be required to complete an incident report for the client (Sobeys, Canadian Tire, etc.). This does not take the place of our internal form. You are still required to complete an IFC Incident Report.

Incidents must be reported to the company safety representative or a member of the executive team **immediately**. Incident reports must be completed **within 24 hours** of occurrence. Employees are required to complete an Incident Report, which will then be reviewed and investigated by the Safety Department, before being turned over to the JOHSC for further discussion. Employee confidentiality will be protected when incident details are shared with the JOHSC. The safety department, in conjunction with the executive, will enforce corrective action when necessary, and research/discuss resolutions and future preventative measures.

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## CONFIDENTIALITY

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### **Confidentiality**

Employees are prohibited from sharing confidential company and client information, including but not limited to trade secrets, product information, personal details about other employees or clients, or matters pertaining to compensation, corrective action, incidents, or internal conflicts. Matters pertaining to any aspect of the company's operations should be discussed directly with executive or administration staff only.

### **Intellectual Property**

Employees will be exposed to various trade secrets as part of the training and employment process. As a result, employees are prohibited from sharing any information acquired during the course of employment.

### **Logo and Online/Print Media**

Employees are prohibited from

Prohibited use of company property and/or disclosure of confidential information may lead to disciplinary action, up to and including termination.