

# Hours of Work Policy

## **Purpose/Intent**

The Alma Mater Society of Queen's University is committed to providing clear direction and guidelines for its staff regarding hours of work, contracted hours, breaks and eating periods, and time off.

## **Terminology (if applicable)**

The term "AMS" means the Alma Mater Society of Queen's University Incorporated and the Alma Mater Society of Queen's University.

The term "Dayforce" refers to Ceridian Dayforce, the online payroll system where time, attendance, and scheduling are maintained to log hours worked and to compensate employees.

The term "Executive" refers to the person or persons who have been elected as the President, Vice President (Operations), and Vice President (University Affairs).

The term "salaried staff" refers to the Executive, Head Managers, Directors, and Commissioners who work for the AMS and are paid a fixed salary based on their hours worked.

The term "waged staff" refers to any employee who works for the AMS and is paid a wage on an hourly basis.

The term "Citation Canada" refers to the Online Human Resources Information System used as the system to track employee information, communicate policy and disciplinary measures, assign training, and monitor training completion.

## **Scope**

This policy applies to all AMS waged and salaried employee positions, held by students of Queen's University.

## Policy

### Hours of Work

1. Work Schedules
  - a. Hours of work for each Service, Office, or Commission shall be set by management, and approved by the appropriate member of the Executive.
  - b. It is the staff member's responsibility to regularly read the schedule and ensure they work all scheduled shifts. If the staff member cannot work a scheduled shift, it is their responsibility to find a suitable and appropriate person to work the shift. All schedule changes must be approved by a Direct Supervisor prior to the start of that shift.
  - c. All shift trades must be done using the AMS scheduling system, Dayforce. If no one shows up to a shift, whoever's name is on the scheduling system for that shift will be held responsible for the missed shift.
  - d. Hours of work for salaried employees shall be stipulated in the terms of the employee's contract and their job description.
  - e. As all employees are students, the AMS will strive to accommodate where specific academic requirements warrant (i.e., not scheduled during class).
  - f. These accommodations are made subject to the approval of the Direct Supervisor and the Human Resources Office with reasonable advanced notice.
2. Availability
  - a. Any employee at the Senior Leader or Assistant Manager level must be available generally from 9 to 5, Monday to Friday. Office hours and shift times may fluctuate to match operational requirements and the employee's course schedule. Any exceptions should be approved by their Executive. Operational hours may require employee to work some evenings and weekends.
  - b. Service staff must make themselves available to work 1 shift minimum, per week. Availability must be submitted to their scheduling manager no later than the first day of each semester.
  - c. All other staff working for commissions and offices must be available generally from 9 to 5, Monday to Friday.
  - d. Changes to availability are subject to approval and may be grounds for termination, if they don't meet service's expectations.
3. Working in Excess of Contracted Hours
  - a. Where the need has been determined for additional hours to be worked beyond the contractual obligations of AMS employees, this section of policy shall apply.

- b. Hours worked in excess of contractual hours must be approved by the Direct Supervisor in advance of hours worked and shall not be used as an opportunity to decrease work efficiency.
  - c. In an effort to ensure the health and wellbeing of full-time student staff, no more than 10 excess hours beyond contractual hours per week may be approved by the Direct Supervisor and appropriate member of the Executive for an employee to complete work outside of typical duties of their current position.
  - d. Excess hours beyond contractual hours may not be worked without said approval, thus, all excess hours must be anticipated and approved in advance, in writing from the applicable member of the Executive.
  - e. Excess hours worked beyond contractual hours include but is not limited to special projects, events, meetings, major projects, or an assignment that has suffered a setback.
  - f. Employees may require to provide proof of the work completed during the excess hours.
  - g. All Managerial staff should be completing their tasks within the time allotted in their weekly hours. Though there may be busy times during the year where the managerial staff member finds themselves working in excess of their contracted hours, the expectation is that this is not the norm and so, it is the obligation of that employee to notify their Direct Supervisor and collaboratively look for a solution.
  - h. Lieu time in the form of supervisor-approved paid days off may be awarded if a managerial staff member works a significant time beyond their contractual agreements and the 10-hour threshold. This should be planned in advance, must not conflict with the needs of the business, and requires approval by the Executive.
4. Overtime
- a. Where the need has been determined for additional hours to be worked beyond the contractual obligations of AMS employees, and into the realm of overtime, this section of policy shall apply.
  - b. Overtime is defined as any hours worked in excess of 44 hours per week.
  - c. All hours worked in excess of 44 hours per week shall be paid at time and a half as per the *Ontario Employment Standards Act*.
  - d. As per the *Ontario Employment Standards Act*, any completed work that is managerial or supervisory in nature does not qualify as overtime, as it does not deviate from typical duties.

- e. Overtime must be approved by the Director Supervisor in advance of hours worked and shall not be used as an opportunity to decrease work efficiency.
5. Breaks and Eating Periods
- a. Employees shall be entitled to breaks or eating periods in accordance with the guidelines set out in the Ontario *Employment Standards Act*.
    - i. Once an employee works for more than 5 consecutive hours, the employee is entitled to an uninterrupted 30-minute eating period.
    - ii. An employer and employee may agree orally, electronically, or in writing that the eating period will be split into two periods where both must be taken within every consecutive five-hour period.
    - iii. Eating periods are unpaid breaks
    - iv. Eating periods are not considered to be time worked.
6. Vacation
- a. Waged Employee Vacation
    - i. All waged employees are entitled to 4% of their gross wages as vacation pay.
  - b. Paid Salary Vacation
    - i. Paid salary vacation offered by the AMS is in excess of the minimum requirements outlined in the *Employment Standards Act*. The employee shall be granted the following paid vacation days off (included in their salary):
      - ii. 5 (five) vacation days to be taken between June 1 and mid-August
      - iii. The 4 (four) days designated by Queen's University for Winter Reading Week [subject to change based on the decision of the AMS Executive and General Manager in conjunction with University guidelines and communications]
      - iv. A Winter Holiday Break as determined by the Executive that provides a minimum of a two-week consecutive period that encompasses Christmas Day, Boxing Day, New Year's Day, and two full weekends of which a minimum of 5 (five) days are designated vacation
  - c. Notification of intent to take vacation time shall be given to the relevant supervisor and the Executive a minimum of one week in advance of the vacation time. All approved vacation should be entered into Dayforce by the approving manager to ensure accurate payment.
7. Statutory Holidays
- a. Employees will only be allowed to work on statutory holidays when the Executive has determined that services and offices shall remain open on that day.
  - b. If a waged employee works on a statutory holiday, the employee shall be paid time and a half of the regular waged rate.

- c. All salaried employees are entitled to a paid day off for each of the nine Ontario statutory holidays between May 1 and April 30 or alternative arrangements per Ontario *Employment Standards Act*.
  - d. If a statutory holiday is worked by a salaried staff member, that staff member will be provided an alternative paid day off work in lieu (salaried staff members are not entitled to the time-and-one half pay that a waged staff member is).
8. Leaves of Absence
1. For Waged Staff
    - a. The AMS takes the health and well-being of its employees extremely seriously and encourages those that require time off to do so, provided it qualifies under ESA standard leaves.
    - b. AMS employees should feel comfortable, should they require a leave of absence, to speak to their immediate supervisor. The Human Resources Office is also available should the need for confidentiality or added direction be required or if the employee feels uncomfortable speaking with their direct supervisor.
    - c. Waged employees have the right to take up to three days of unpaid job-protected leave each calendar year due to a personal illness, injury, or medical emergency once they have worked for the AMS for at least two consecutive weeks.
    - d. Employees who take sick leave are entitled to the same rights as those who take any approved leave. For example, employees cannot threaten, fire, or penalize in any way an employee who takes or plans on taking a sick leave.
  2. For Salaried Staff
    - a. Should a salaried employee be unable to report work due to circumstances that qualify for Sick Leave, they can notify their immediate supervisor, and/or the Human Resources Office. Employees are not required to share specifics about their illness with a supervisor if they do not feel comfortable.
    - b. The AMS offers paid leave in excess of the minimum requirements outlined in the *Employment Standards Act*. The employee shall be granted the following days off:
      - i. One business day paid per year to move, if applicable.
      - ii. One business day paid for each workday upon which the employee has an exam as determined by the Queen's Exam Office, if applicable.
      - iii. Ten business days paid per year to be used only for the following categories of leave as defined by the Ontario *Employment Standards Act*:
        1. Sick leave (i.e., personal illness, injury, or medical emergency);
        2. Family Responsibility leave (i.e., leave to support certain

named family members for illness, injury, medical emergency, or urgent matters; see Human Resources for details),

3. Bereavement leave (i.e., death of certain named family members; see Human Resources for details)
  - c. Requests for leave beyond the above entitlements and that of the Ontario *Employment Standards Act* will be dealt with on a case-by-case basis by the Executive.
  - d. Wherever possible, the employee shall endeavor to make requests for time off at least 3 (three) days in advance and ensure the dates do not conflict with peak times or previously determined training sessions and meetings. For consistency in the application of decisions regarding significant time off, all time off must be in consultation with the remaining Executive, confidential records of which shall be maintained by the Human Resources Office.
  - e. An employer may require an employee to provide a medical note, in which case managers and supervisors should always contact the Human Resources Office prior to doing so. The Human Resources Office will ensure compliance and consistency in our practices.
  - f. The AMS reserves the right to fill any vacancies, on a temporary basis, during a staff absence.
9. Elections
  - a. All staff, whether waged or salaried, shall refer to the Elections Policy Manual for the AMS policy on taking a leave of absence to run for an elected position.

## Monitoring

Monitoring for compliance with this policy will be carried out by...

<b>Responsibility and/or contact person</b>	Human Resources Office
<b>Approved by</b>	Board of Directors
<b>Date initially approved</b>	August 10, 2022
<b>Date last revised</b>	January 31, 2023
<b>Date of next review</b>	Every two years, or when significant change dictates a need for revision.
<b>Related policies, procedures, and guidelines</b>	N/A
<b>Policies superseded by this policy</b>	N/A