



Lakeland
VETERINARY CLINIC

EMPLOYEE HANDBOOK

Updated July 2022

TABLE OF CONTENTS

| | |
|---|----|
| WELCOME TO THE TEAM! | 1 |
| VALUES & VISON | 2 |
| EMPLOYER & EMPLOYEE EXPECTATIONS | 3 |
| MONITORING PERFORMANCE & PROVIDING FEEDBACK | 4 |
| EMPLOYMENT POLICIES | 5 |
| BUSINESS HOURS | 5 |
| HIRING AND TERMINATION | 6 |
| PAYMENT SCHEDULE | 7 |
| VACATION | 8 |
| SICK LEAVE | 9 |
| COVID-19 RELATED LEAVE | 10 |
| PREGNANCY LEAVE | 11 |
| PARENTAL LEAVE | 12 |
| TRAINING | 13 |
| DISCIPLINARY ACTION | 14 |
| SAFETY | 15 |
| BULLYING & HARASSMENT | 15 |
| DRUG & ALCOHOL USE | 15 |
| PERSONAL PROTECTIVE EQUIPMENT | 16 |
| REPORTING SAFETY HAZARDS | 16 |
| TECHNOLOGY USE | 17 |
| PRIVACY & CONFIDENTIALITY | 18 |



Lakeland
VETERINARY CLINIC

WELCOME TO THE TEAM!

Lakeland Veterinary Clinic's team leaders, Ross and Krystal Dickinson are passionate about building a progressive practice serving the highest standards of care to 100 Mile House and surrounding areas. We are a constantly growing, collaborative team of excellent veterinarians and support staff passionate about animal care.

We foster a team driven, collaborative environment and provide work-life balance along with exceptional mentorship and support. At Lakeland, we strive to cultivate continued learning in individual veterinary interests through encouragement and support for everyone that is part of the team.

Our team focus is excellence in internal medicine, surgery, preventative care and special interests include dentistry and orthopedic surgery.

Lakeland Veterinary Clinic is 100% family owned and operated and we believe our clinic is an integral part of the community we serve, as such we put a large focus on community-based activities and initiatives.

We're so happy you're here!

VALUES & VISION

Here at Lakeland Vet, our Values & Vision drive our decision making, our processes and our team environment.

These Values & Visions are as follows:

Values

- Passionate about animal care
- We serve the highest standards of care to 100 Mile House and surrounding areas.
- We foster and are dedicated to a successful and supportive team environment
- We provide excellence in internal medicine, surgery, preventative care, dentistry and orthopedic surgery.
- We treat clients and staff with appreciation, kindness and we are a non-judgemental company

Vision

- An ever improving team dynamic and consistently comfortable working environment for the entire Lakeland team
- A continuously progressive practice
- A growing and collaborative team

EMPLOYER & EMPLOYEE EXPECTATIONS



Employee Expectation

- 1.** Work will be rewarding and recognized
- 2.** Safe and secure working environment
- 3.** Fair compensation and recognition for efforts
- 4.** Opportunities for career and personal advancement
- 5.** Employee will be trusted and given autonomy



Employer Expectation

- 1.** Workers will be reliable and trustworthy
- 2.** Acceptance of company values and vision
- 3.** Dedication to the job and organization
- 4.** Acceptance of company standards, behaviour and coaching
- 5.** Workers will complete tasks safely, efficiently and on time.

MONITORING PERFORMANCE & PROVIDING FEEDBACK

As important as it is to set expectations, it is just as important to monitor how both the employer and employee are meeting those expectations and to provide productive feedback.

As such, each worker will meet with their supervisor **two times** a year to discuss each other's successes and improvements.



Lakeland
VETERINARY CLINIC

EMPLOYMENT POLICIES

Further to the above-mentioned expectations, there are certain expectations that are required to be laid out in a more formal legal framework. At Lakeland Vet , these policies are as follows:

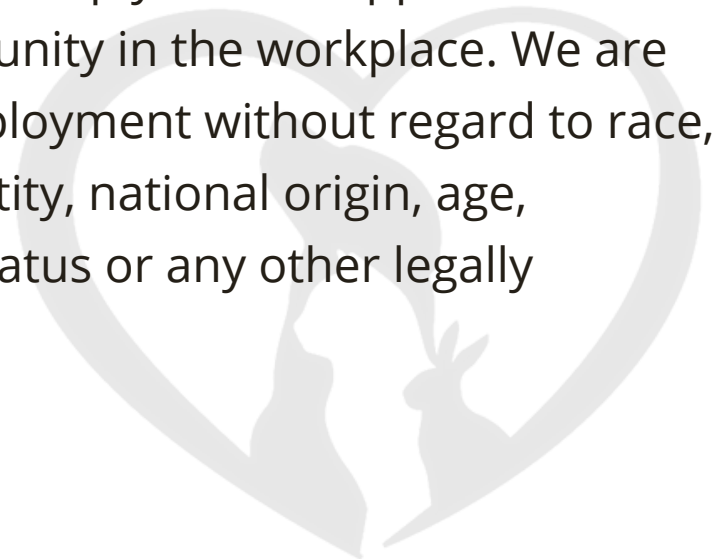
BUSINESS HOURS

- The regular hours of work will fall between 9:00am and 5:00pm. From time-to-time workers are expected to work outside those hours to accommodate disruptions and emergencies. Workers will be paid for hours worked in such instances.
- Veterinarians will be required to work “On-call” shifts. These are distributed evenly among all Veterinarians. Please see your individual contract for further information.
- Should there be a change to a particular workers schedule, or the workforce in whole, the company shall give the worker(s) as much notice as reasonably necessary.

EMPLOYMENT POLICIES

HIRING AND TERMINATION

- All hiring and termination decisions will be made by Lakeland Veterinary Clinics's manager, Krystal Dickinson, or that person's immediate designation. No other person is invited or allowed to hire another worker or invite any non-employees on to a worksite.
- All hiring and terminations decisions will be conducted in coherence with all British Columbia Employment Standards legislation.
- Lakeland Vet Clinic is committed to employment equity and to achieving and maintaining a diverse workforce. It is our policy to comply with all applicable laws pertaining to non-discrimination and equal opportunity in the workplace. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans' status, Indigenous status or any other legally protected factors.



EMPLOYMENT POLICIES

PAYMENT SCHEDULE

- All workers will be paid bi-weekly via cheque. Should a worker terminate their own employment, the employer will pay all wages (and outstanding vacation pay) within 6 days after the employee terminates the employment. Should the employer terminate employment, the employer will pay all wages (and outstanding vacation pay) within 48 hours after the employer terminates the employment.



EMPLOYMENT POLICIES

VACATION

- After five calendar days of employment, employees begin to accumulate Vacation Pay. Vacation Pay is calculated as a percentage of earnings.
- Vacation Time is calculated according to years of employment (and will be prorated where applicable).
- This is calculated as follows:

| | 1-5 years of employment | Over 5 years of employment |
|----------------------|--|--|
| Vacation Time | 2 weeks (or two weeks equivalent) of vacation time after 12 months of employment | 3 weeks (or three weeks equivalent) of vacation time |
| Vacation Pay | 4% of wages from the previous year | 6% of wages from the previous year |

- With the permission of a worker's supervisor, annual vacation may be used within the first 12 months of employment. Vacation used will be prorated for which the worker uses it (i.e. a worker who has worked for 4 months will have earned 4/12ths of their vacation days or 3.3 days of vacation). Any vacation pay the worker receives, but has not yet earned, will be deducted from their final pay.

EMPLOYMENT POLICIES

SICK LEAVE

- Workers are entitled to 5 paid sick leave days per year. To be eligible for paid sick leave workers must have been employed for 90 days prior to the leave.

COVID-19 RELATED LEAVE

- Employees are entitled to unpaid leave in relation to COVID-19, any of the following applies:
 - (a) the employee has been diagnosed with COVID-19 and is acting in accordance with
 - (i) instructions or an order of a medical health officer, or
 - (ii) advice of a medical practitioner, nurse practitioner or registered nurse;
 - (b) the employee is in quarantine or self-isolation in accordance with
 - (i) an order of the provincial health officer,
 - (ii) an order made under the Quarantine Act (Canada),
 - (iii) guidelines of the British Columbia Centre for Disease Control, or
 - (iv) guidelines of the Public Health Agency of Canada;
 - (c) the employer, due to the employer's concern about the employee's exposure to others, has directed the employee not to work;

EMPLOYMENT POLICIES

COVID-19 RELATED LEAVE CONTINUED

- (d) the employee is providing care to an eligible person, including because of the closure of a school or daycare or similar facility;
- (e) the employee is outside the province and cannot return to British Columbia because of travel or border restrictions;
 - An employee is entitled to leave under this section for as long as a circumstance described in subsection (2) applies to the employee.



EMPLOYMENT POLICIES

PREGNANCY LEAVE

- A pregnant employee who requests leave is entitled to up to 17 consecutive weeks of unpaid leave, which must be taken during the period that begins
 - (a) no earlier than 13 weeks before the expected birth date, and
 - (b) no later than the actual birth date, and
 - (c) and ends no later than 17 weeks after the leave begins.
- A request for leave must
 - (a) be given in writing to the employer,
 - (b) if the request is made during the pregnancy, be given to the employer at least 4 weeks before the day the employee proposes to begin leave, and
 - (c) may be requested to be accompanied by a medical practitioner or nurse practitioner's certificate stating the expected or actual birth date
- If an employee on leave proposes to return to work earlier than 6 weeks after giving birth to the child, the employer may require the employee to give the employer a medical practitioner or nurse practitioner's certificate stating the employee is able to resume work.

EMPLOYMENT POLICIES

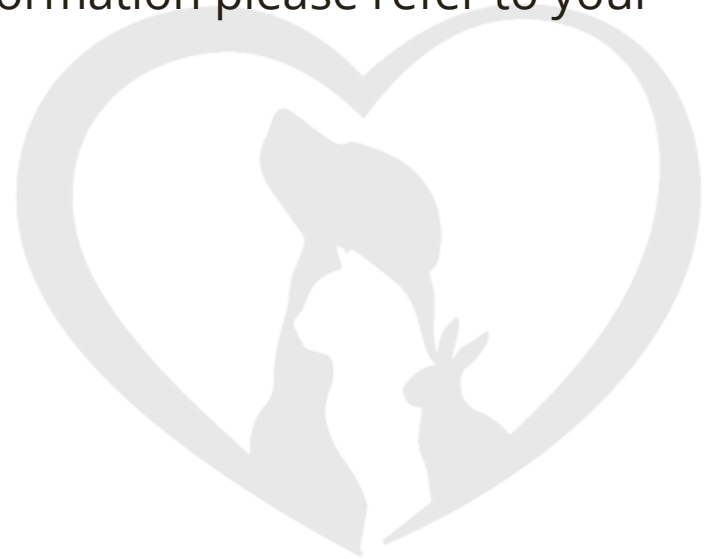
PARENTAL LEAVE

- For a parent who takes pregnancy leave, up to 61 consecutive weeks of unpaid leave, which must begin, unless the employer and employee agree otherwise, immediately after.
- For a parent, other than an adopting parent, who does not take pregnancy leave, up to 62 consecutive weeks of unpaid leave, which must begin within 78 weeks after the birth of the child or children, and
- For an adopting parent, up to 62 consecutive weeks of unpaid leave, which must begin within 78 weeks after the child or children are placed with the parent.
- A request for leave must
 - (a) be given in writing to the employer,
 - (b) must be given to the employer at least 4 weeks before the employee proposes to begin leave, and
 - (c) maybe required to be accompanied by a medical practitioner or nurse practitioner's certificate or other evidence of the employee's entitlement to leave.

EMPLOYMENT POLICIES

TRAINING

- It is of the very most importance to Lakeland Vet that all workers have all the skills and resources to do their jobs as safely and efficiently as possible. Therefore, we are committed to working together to provide workers with whatever they may need to accomplish this. Lakeland supports a wide variety of training initiatives, however all must be pre-approved by the worker's immediate manager.
- CVBC Dues will be paid by the Company. Additionally, Veterinarians shall be entitled to a maximum of one weeks pay (5 working days) per year for attending continuing education. They will also be given a CE Allowance to assist in covering the cost of registration fees and travel expenses. For more information please refer to your individual offer of employment.



EMPLOYMENT POLICIES

DISCIPLINARY ACTIONS

- Lakeland Vet Clinic's discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues.
- The progressive discipline steps are outlined below. However, Lakeland reserves the right to combine or skip steps depending on the severity of each situation and the nature of the offense.
 - Step 1: Counseling and verbal warning
 - Step 2: Written warning
 - This may include a Performance Improvement Plan (PIP) outlining a formal corrective action plan
 - Step 3: Suspension and final written warning
 - Some performance, conduct or safety incidents are so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace
 - Step 4: Termination of employment with cause
- Behavior that is illegal, violent or in direct violation of any of Lakeland's policies may not be subject to progressive discipline and may result in immediate termination.

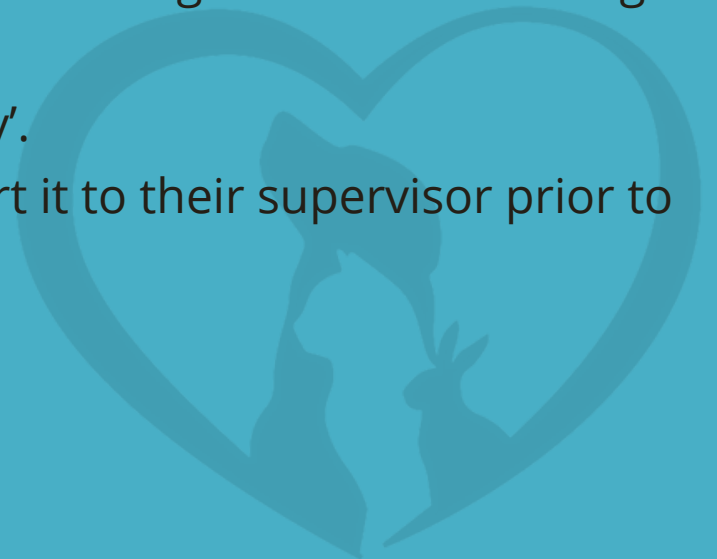
SAFETY

BULLYING AND HARASSMENT

- At Lakeland Vet Clinic we are **committed to a workplace free from bullying and harassment**. All workers will be treated in a fair and respectful manner by their peers, clients and members of the community.
- All workers are expected to complete the company's Bullying and Harassment training within their first two weeks of employment. Workers will be expected to perform a refresher once every year.

DRUG AND ALCOHOL USE

- Lakeland Vet is committed to a workplace free from the negative effects of drugs and alcohol.
- Workers are expected to report to work 'fit for duty'.
- Should a worker be 'unfit for duty', they must report it to their supervisor prior to commencing work.



SAFETY

PERSONAL PROTECTIVE EQUIPMENT

- All employees are required to wear the Personal Protective Equipment (PPE) required for the task at hand. All PPE required by the employer will be provided by the employer.

REPORTING SAFETY HAZARDS

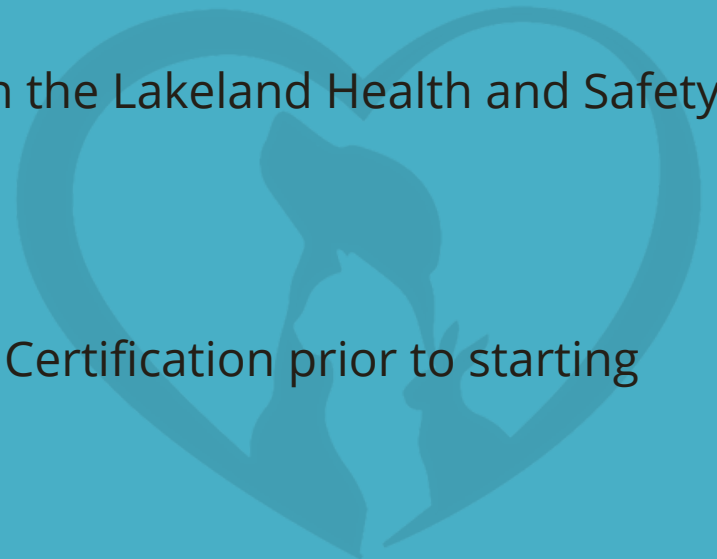
- In accordance with WorkSafeBC regulations, workers are required to report all injuries and workplace hazards to their Supervisor immediately. Not reporting incidents immediately may result in a delay or dispute of your claim.

HEALTH AND SAFETY PROGRAM

- Workers are required to follow all terms outlined in the Lakeland Health and Safety Program. Please see the program for more info.

WHMIS

- All workers are expected to complete their WHMIS Certification prior to starting employment with Lakeland Veterinary clinic.



TECHNOLOGY USE

ACCEPTABLE USE OF TECHNOLOGY (INTERNET, SOCIAL MEDIA, EMAIL, TEXT, ETC.)



While Lakeland acknowledges that use of the Internet and e-mail is necessary in the workplace, employees are required to use such systems responsibly and respectfully. Unacceptable use can place Lakeland and others at risk. Inappropriate use of technology will result in disciplinary action up to and including termination.



While social media can be a big part of promoting and supporting our business, all posts relating to Lakeland Vet Clinic business, must be approved by management.

While Lakeland appreciates that workers have responsibilities outside the workplace, we ask that personal cell phone use is minimal & responsible.

Please refrain from checking phones until you are on a break from work.

Please be aware that choices you make with regard to social media may not be appropriate to Lakeland Veterinary Clinic as a company. Employees are trusted to make choices that are best for Lakeland Vet when their names are tied to the organization. You're responsible for using your best judgment and reaching out for help when unsure.



PRIVACY & CONFIDENTIALITY



While under our employment and after the termination of your employment, you will not disclose the private and confidential affairs of Lakeland Veterinary Clinic. You will not use for your own purposes or for those of any other person any information which you acquire about the business and affairs of Lakeland Veterinary Clinic or about its management and methods of operations.