

September 1, 2016

**Hand Delivered**

Suzy Jones  
1234 Main Street  
Victoria BC, V8R 1H5

Dear Suzy:

**Re: Letter of Expectations**

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The purpose of this letter is to provide additional direction and guidance with respect to the ministry's expectations for the Clerk position. If after reading this letter you have any questions or comments, I would be pleased to discuss them in greater detail with you.

A shared understanding of the following key areas will assist both our working relationship and our ability to deliver quality service to our clients.

**Standards of Conduct and Workplace Behaviour**

The [Standards of Conduct](#) applies to all persons and organizations covered by the [Public Service Act](#). Public service employees are expected to exhibit the highest standards of conduct in order to instill confidence and trust in the BC public service. The conduct of all public service employees must meet acceptable social standards as well as contribute to a positive work environment. The requirement to comply with these standards is a condition of employment. Employees are expected to exercise sound judgment, demonstrate tact and professionalism, be able to work independently and conduct themselves in a manner consistent with their authority and responsibility.

These guidelines and principles are meant to complement the similar provisions found within the BCGEU Master Agreement and general policies to assist in providing a collaborative, professional workplace free from discrimination, harassment, or strife with issues being resolved in a fair, transparent and respectful manner.

**Communication**

Effective communication is essential for achieving our mandate and business goals, and builds a solid foundation for a positive team environment. It is important to strive for good communication with all members of a team – including supervisors, peers and staff – that is open, clear, succinct, purposeful, timely, and respectful. Employees are expected to:

- Use sound judgment, tact and diplomacy when responding to any inquiries, correspondence, or e-mail communications that may be sensitive or contentious in nature.
- Behave in a manner that inspires trust, and respect confidentiality where appropriate.
- Discuss directly any concerns that they may have with other staff members first, in a discreet and tactful manner. If concerns continue, discuss the concern with their supervisor.
- Not participate in, or contribute to, office gossip with or about other office members.

- Take time to listen to what others say. Good listening skills help to understand the other person's situation.
- Demonstrate a cooperative and willing attitude at all times.

### **Attendance at Work**

Employees are expected to attend work on a regular basis. If unable to attend work, employees are expected to contact their immediate supervisor Charles Wong at 250-555-5555 prior to or at the commencement of the work shift. When speaking with the supervisor, employees are expected to provide the reason for their inability to attend work and an expected date of return. If unable to speak with the supervisor directly, employees are expected to leave a voice message with the telephone number where they can be reached, and to be available for a return call.

If unwell and unable to remain at work, employees are required to approach their supervisor to request leave prior to departure. Further, whenever possible, they are to follow up with an e-mail confirming their early departure and the reason for such.

### **Hours of Work**

Employees are expected to arrive at work in sufficient time so that they are ready to begin working at the start of the scheduled workday.

Your specific hours of work are from 8am to 4pm, Monday to Friday with a 60-minute lunch and two 15-minute rest periods.

### **Rest and Meal Periods**

Employees are entitled to two 15-minute paid rest periods each day, one before and one after the meal period. Rest periods shall not begin until one hour after the commencement of work, or not later than one hour before the meal break, or the end of the workday.

Employees are also entitled to one meal period of 60 minutes in duration without pay that shall be scheduled as close as possible to the middle of the scheduled hours of work. It is the employee's responsibility to ensure that they take their scheduled rest and meal periods. Employees will not be compensated for missed breaks. If unable to take their break at the regularly scheduled time due to an urgent operational requirement, employees are expected to take it as soon as possible once the operational requirement has been met.

### **Vacation**

All requests for vacation leave require prior approval by your supervisor and are subject to leave benefit availability and operational requirements. Employees are encouraged to schedule their vacation as early as possible, and vacation scheduling will be in accordance with the collective agreement. It is expected that all vacation will be entered into Time and Leave within the pay period it is taken.

### **Medical and Dental Appointments**

Medical and dental appointments, including appointments two (2) hours or less should be arranged on employee's regularly scheduled day off or outside regularly scheduled work hours. Where it is not possible to schedule appointments on a regularly scheduled day off or outside regular working hours, employees are expected to arrange their appointment for a time that minimizes the amount of time away from the workplace and also the disruption to operations. Where any absences due to medical and dental appointments exceed two hours, the full time of the absence shall be charged to the entitlement as described in the Collective Agreement.

If an employee is already at work and needs to leave work for an appointment, they are required to obtain pre-approval in order to be absent from the workplace during scheduled hours of work.

Employees are also required to give their supervisor as much notice as possible to ensure there is proper coverage in the office.

### **STIIP**

Employees are required to phone their supervisor or manager as soon as possible when they will not be at work because of illness or injury. They are expected to identify what is preventing them from attending work and their expected return date. If unable to reach their supervisor, employees are expected to leave a message with a telephone number and a time where they can be reached.

When employees are unable to attend work due to illness or injury, it is their responsibility to provide satisfactory evidence of a medical disability that renders them incapable of working in any capacity during the time they are away.

### **Pre-approved Leaves**

All requests for leave must be pre-approved by the supervisor/manager and are subject to leave benefit availability and operational requirements. In the event of unforeseen or unexpected situations (e.g. special occasions, personal matters, etc.), it is expected employees will provide their supervisor with at least 24 hours of notice in order to consider operational needs prior to giving approval for the leave.

Employees are required to update their own timecards in Time and Leave Management and to record all leaves, absences and time away from the office (such as vacation, sick leave and medical/dental appointments). It is each employee's responsibility to ensure that their timecard is updated and accurate. If an employee is unfamiliar with or experience issues with Time and Leave Management, they are to advise their supervisor.

### **Cell Phone and Social Media Use**

Employees are expected to conduct only government business during their scheduled work hours. Personal phone calls and the personal use of social media (texting, instant messages, Facebook, twitter or other), is to be conducted during breaks or outside regularly scheduled hours of work. It is recognized that there may be occasions when someone needs to contact employees regarding an emergency or to convey urgent information for a personal issue that requires the employee to respond immediately, but these calls should be infrequent.

### **Safety**

In accordance to the [Standards of Conduct](#) and, in accordance with the provisions of the WorkSafe BC [Occupational Health and Safety](#) legislation, all employees have the responsibility to contribute to a safe workplace. Horseplay and violence in the workplace are unacceptable.

Employees are expected to make themselves familiar with the office violence prevention plan and evacuation/emergency plan. Written material on this topic is located by the door in each office. The office manager will be able to assist with familiarizing employees with these policies. Employees will comply with the practices and policies outlined in the OSH plan.

Violence is any use of physical force on an individual that causes or could cause injury and includes an attempt or threatened use of force. As required in the Standards of Conduct, employees must report

any incident of violence. Any employee who becomes aware of a threat must report that threat if there is reasonable cause to believe that the threat poses a risk of injury. Any incident or threat of violence in the workplace must be addressed immediately.

Employees must report a safety hazard or unsafe condition or act.

As your supervisor, I commit to providing you with regular feedback on the above expectations and your work performance. Any support that I can provide to assist you in your performance of your duties will be given; however, the onus is on you to meet the established expectations outlined above and achieve and maintain a satisfactory level of performance in your position as a Clerk.

If you have any questions or concerns regarding these expectations, please feel free to discuss them with me at any time.

Yours truly,

*C. Wong*

Charles Wong  
Supervisor

Pc: MyHR, employee personnel file