



NSDRC EMPLOYEE ORIENTATION

General Non-union

Form and Information Package

Updated Setp 2020

NORTH SHORE DISABILITY RESOURCE CENTRE

EMPLOYEE ORIENTATION PACKAGE

Introduction

This Employee Orientation Forms and Information was designed for new employees to prepare for onboarding and orientation for North Shore Disabilities Resource Centre.

The documents in this package must be reviewed, completed, acknowledged and signed by the employee at the Administrative Orientation, prior to working in a program. The Administrative Orientation takes place at NSDRC main office located at 3158 Mountain Highway, North Vancouver.

There is a lot of information to absorb and we encourage all new employees to review the documents below prior to coming in for their orientation. Employee may print and complete the required forms in advance if desired. All PDF forms are writable and can be saved and emailed to r.mack@nsdrc.org. Please note: an Administration Orientation will still be required. If you do not already have it, you can download the most recent version of Adobe Reader at <https://get.adobe.com/reader/>. For best results on mobile devices please use either the Adobe Reader app or another PDF reader.

Completed forms may also be faxed to 604-985-7594 Attn: Raven Mack.

Printed copies of any of the following documents will be available on request, and the forms will be provided at the orientation if they have not been completed.

The Package is divided into six sections:

1. About North Shore Disability Resource Centre
2. Job Description and Requirements
3. Commitment to Professional Practice
4. Electronic Access
5. Creating an Employee Profile
6. Municipal Pension Plan and other Employee Benefits

1.1 About North Shore Disability Resource Centre

The North Shore Disability Resource Centre was established in 1975 by a small group of concerned parents, professionals, and advocates who were responding to the limited, segregated, institutionalized-type settings available to children with disabilities in their community. Their aim was to address and meet the social and residential requirements for healthy development and a fulfilling life for young people with physical disabilities living on the North Shore. Since then, our agency has grown to become a multi-million dollar organization that provides services and supports to hundreds of people in all age groups – infants to seniors.

Our Mission

Working for a Community for All

Our Vision

- Communities that value inclusion are committed to creating opportunities for all.

Our Values

- We recognize the value of each person
- We believe we all have the same rights
- We believe family and friends are important
- We believe in the value of people working together
- We believe diversity enriches the community

CARF Accredited

We invite surveyors from CARF International* (Commission on Accreditation of Rehabilitation Facilities) to evaluate how well we meet international standards for quality. The survey tells us what we are doing well and ways we might improve.

The NSDRC has been accredited since 2004. Each accreditation period is for 3 years

2. Job Description and Requirements

2.1 Job Description

2.2 Job Requirements

2.3 Employee Performance Review - SAMPLE

2.1 Job Description

The job description will be provided at the orientation.

2.2 Position Job Requirements

- Criminal Record Search(es)
- Current Emergency Level First Aid
- Nonviolent Crisis Intervention Certification (sponsored by the NSDRC)*
- Clear TB screen
- Physician's note stating that you are physically and mentally able to do this job.
(see attached form for more information)

** NCI will be provided and paid for by the NSDRC. All other requirements and associated costs are the responsibility of the employee prior to hire.*



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Web Site: www.nsdrc.org

Medical Doctor's Note of Good Health

Date: _____

Dear Dr:

Your patient _____ has applied to work with us. Our Association provides a range of support services to children and adults with physical and developmental disabilities and with mental health issues. Duties and responsibilities may involve providing assistance with respect to physical transfer, responding to occurrences of behavioural aggression, administering medications, addressing the physical safety and emotional needs of vulnerable people, and enhancing choices, community inclusion and quality of life for persons served. It is important, therefore, that we are thorough when screening new applicants for suitability of employment with us.

Please answer the following questions and return this form to the patient. Thank you in advance for your time.

1. How long have you known your patient? (yrs/mm) _____
2. Is your patient free from workplace communicable disease? Yes ☐ No ☐
3. Is your patient on any medication that might affect his or her lucidity, judgment, or his or her levels of physical capacity or energy? Yes ☐ No ☐
4. Does your patient have any restrictions to lifting, transferring or physically supporting disabled individuals? Yes ☐ No ☐
5. In your professional opinion, are there any physical, mental or emotional limitation(s) that may prevent your patient from fully discharging his or her responsibility and/or that may put supported persons at risk? Yes ☐ No ☐

Comments: _____

Physician's Signature and/or stamp: _____

Instructions to applicant: You may print this form and have your doctor complete it. Or request a note containing similar information indicating that you are physically and mentally able to support individuals with physical, developmental and mental health issues from your doctor.

2.3 Employee Performance Review - SAMPLE



NORTH SHORE DISABILITY RESOURCE CENTRE

EMPLOYEE PERFORMANCE REVIEW (NON-MANAGEMENT)

Revised Date: March 4, 2020

Employee Name _____ Review Date _____ Years of Service _____
Position _____ Program _____ Reviewer Name _____

Review Period ☐ Annual ☐ 6 Months ☐ 3 Months

- ☐ Job Description reviewed with employee. (If changes to job description, provide copy to Director Human Resources.)
☐ Last year's "Outcomes" reviewed ☐ Criminal Record Search (every 3 (QP) and/or 5 years)
☐ Class 4 and 5 Driver's License, if applicable Expiry: _____
☐ Driver's Abstract/Vehicle Insurance attached, if applicable ☐ Current Emergency Level First Aid: _____
☐ Emergency Contact Reviewed/Updated ☐ Employee Recognition received, if applicable

Please use the following **Rating System: 1-Needs Improvement 2-Satisfactory 3-Good**

1-Needs Improvement - Performance consistently does not meet position requirements: eg. difficulty setting priorities or attaining goals; does only what is asked; difficulty working with others; slow to grasp understanding of duties; work requires constant follow-up; results fall short of requirements.

2-Satisfactory - Performance consistently meets position requirements: eg. meets job responsibilities; attains goals; works well with others; results meet requirements.

3-Good - Performance consistently exceeds position requirements: eg. motivated to get work done and done well; shows initiative; takes on new tasks and added responsibilities; results usually exceed requirements.

1. **Job Knowledge** - Possesses and demonstrates an understanding of the work instructions as per job description. Possesses the practical and technical knowledge required of the job.

☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

2. **Work Quality** - Work is completed as per job description and Policy and procedures.

☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

3. **Attendance/Punctuality** - Flexes work schedule depending on work requirements. Meets attendance requirements. Willingness to work overtime as required. ☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

4. **Initiative/Creativity** - Creatively implements job tasks, problem solves, suggests ideas to find new and better ways of meeting goals and outcomes ☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

5. **Interpersonal Relationships/Communication/Listening Skills** - Is willing and demonstrates the ability to cooperate, work and communicate with co-workers, management, people we support/participants and their networks and external contacts. Accepts and responds to change in a positive and professional manner. Accepts job assignments and additional duties willingly, takes responsibility for own performance and job assignments.

☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

6. **Adherence to Policy** - Follows policies and procedures. Complies with and follows all safety rules and regulations.

☐ 1-Needs Improvement ☐ 2-Satisfactory ☐ 3-Good

Comments:

STRENGTHS

OUTCOMES (attach last year's "Outcomes (Goals)" to this Review)	Timelines	JD Ref. #*	** (✓)
1.0 Direct Service and Support			
2.0 Administration			
3.0 Quality Assurance			
4.0 Community Building & Liaison			

Employee's Comments:

Reviewer's Comments:

I have read and discussed this Review with my Reviewer and ☐ **AGREE** or ☐ **DISAGREE** with this Review.

Employee _____ Date _____ Reviewer _____ Date _____

Director _____ Date _____ Director of Human Resources _____ Date _____

* Resp. Ref. # = Responsibility Reference Number in Job Description.

** (✓) = Boxes are to be checked off as each outcome is achieved (completed).

☐ Added to Performance Review Expiry Date, Employee Information, in ShareVision.

3. Commitment to Professional Practice

3.1 NSDRC Code of Ethics

3.2 Confidentiality Pledge

3.3 Policies

3.1 NSDRC Code of Ethical Conduct (542.0)

POLICY:

Employees, Practicum Students and Volunteers adhere to the North Shore Disability Resource Centre's (NSDRC) Code of Ethical Conduct.

REASONS FOR POLICY:

The Code of Ethical Conduct for employees, practicum students and volunteers provides a framework for ethical practice in the delivery of supports and services.

The NSDRC recognizes that many ethical decisions are required when supporting people. The following Code of Ethical Conduct provides a basis for resolving ethical questions and dilemmas by establishing guidelines for responsible behaviour.

While the statements in the Code of Ethical Conduct provide specific direction in addressing some ethical problems, situations may also require employees to combine these statements with sound judgment, and knowledge of the core values expressed in the Association's Mission, Vision and Values Statements. Code of Ethical Conduct reflects core values. These core values recognize the importance of respect, equality, family and support networks, collaboration, and diversity.

PROCEDURES:

1. Employees, practicum students and volunteers receive the NSDRC Code of Ethical Conduct during the NSDRC Employee Orientation.
2. Employees, practicum students and volunteers are required to indicate acceptance and agreement of the Code by signing **Form 542.0A NSDRC Code of Ethical Conduct**.
3. Allegations of violations of the Code of Ethical Conduct are addressed through **Policy 605.0 Service Quality Complaints**



542.0A NSDRC CODE OF ETHICAL CONDUCT

The North Shore Disability Resource Centre (NSDRC) recognizes that many ethical decisions are required when supporting participants. The following Code of Ethical Conduct provides a basis for resolving ethical questions and dilemmas by establishing guidelines for responsible behaviour.

1. I will respect the right of individuals to make decisions affecting their life, e.g.: health, finances, lifestyles, and friendships.
2. I will treat all people with respect, and value each person for their capacities and contributions.
3. I will treat all personal information acquired in the course of my duties as confidential.
4. I will provide supports and services to the best of my ability, adhering to professional standards.
5. I will respect the dignity and privacy of the participants while carrying out my duties.
6. I will not engage in, or support, the exploitation of individuals or families for private or personal gain.
7. I will not discriminate against any individual on the basis of race, religion, gender, sexual orientation, political belief, ancestry, age, ability, or marital status.
8. In cases of conflict, I will work openly with all parties to make decisions as part of a team.
9. I will promote awareness of issues affecting participants within the community.

I accept to follow **NSDRC Code of Ethical Conduct** and will adhere to all NSDRC Agency Policies including but not limited to:

- 504.0 Witness Signature Consent
- 513.0 Conflict of Interest
- 522.0 Social Media
- 523.0 Personal Fundraising
- 541.0 Prevention of Abuse of Participants
- 545.0 Confidentiality of Information
- 548.0 Acceptance of Gifts or Cash
- 549.0 Personal Affairs of Participants
- 860.0 Personal Belongings – Participants

Name

Signature

Date

Witness' Name

Witness Signature

Date

3.2 Confidentiality of Information (545.0)

POLICY:

Employees respect the confidentiality of information belonging to the people we support, their parents/guardians and friends, and other employees.

When the people we support are under the age of 19, the information belongs to their parents or guardian.

Employees are permitted to verbally share confidential information with members of the NSDRC program staff team, when relevant to the provision of program supports, and when conducted in a private setting such as a staff meeting.

Please note that the principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing.

PROCEDURES:

ACCESSING INFORMATION BELONGING TO PEOPLE WE SUPPORT

1. Verbal information, written documentation or photographic material about an adult person we support is confidential and belongs to them. Any person who wants access to the information must seek the permission of the people we support. This permission is to be formally documented in the care plan or file of the person. Refer to **Policy 209.0 Protection of Privacy** for more information.
2. Verbal information, written documentation, or photographic material about a child receiving service from the NSDRC is confidential and belongs to their parents or guardians. Any person who wants access to the information must seek the permission of the parent/guardian. This permission is to be formally documented in the child's care plan or file. See **Form 209.0 A Consent to Obtain/Release Information** for more information.
3. When documentation refers to several people we support, each person we support must be asked for permission. This permission must be documented by completing a **Form 209.0 A Consent to Obtain/Release Information** and filing the original in the care plan or file each person we support.
4. People we support have a right to access NSDRC information about themselves. This includes all documentation by employees about people we supports: log books, journals, reports, charts, etc. No people we support files may be removed from the Association Office, the group homes, or any other work site. Photocopies may be made of information requested by people we supports or parents/guardians.
5. If a family member, friend or advocate who is not a legal guardian, requests information about an adult person we support, the person is asked to seek permission from the people we support and their approval is documented on the **Form 209.0 A Consent to Obtain/Release Information**.
6. Information or reports concerning a people we support received by the NSDRC from other agencies may be released with permission from the people we support or parent/guardian.

7. The NSDRC releases personal information to external authorities upon receiving a completed **Form 209.0 A Authorization of Access to Information**. Refer to **Policy 209.0 Protection of Privacy** for more information.

ACCESSING EMPLOYEE INFORMATION

8. All information about an employee belongs to the employee. Refer to **Policy 520.0 Personnel Records**, **Policy 545.0 Confidentiality of Information**, and **Policy 209.0 Protection of Privacy**.

DISCLOSURES OF ABUSE, NEGLECT OR WRONGDOING

9. The principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing. It is the employee's responsibility to adhere to Policy 700.0 Abuse / Neglect Reporting. For disclosures of employee wrongdoing, other than abuse, the employee has a duty to report to the Program Manager.

STORAGE OF INFORMATION

10. Information is handled in a confidential manner and stored in a secure location. Please see related Program Policies for more information about records storage etc.
11. Refer to **Policy 520.0 Personnel Records** for more information about employee records.



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Form 545.0A CONFIDENTIALITY PLEDGE

For NSDRC Employees, Volunteers, and Practicum Students

Employees, volunteers and practicum students respect the confidentiality of information belonging to the participants, people we support, their parents/guardians/friends and other employees.

Employees, volunteers and practicum students are permitted to verbally share confidential information with employees who work in the Program the information pertains to. The information discussed must be relevant to the provision of program supports and discussed in a private setting.

Confidentiality of information extends to all forms of information including but not limited to: spoken, written, electronic, web based, over the internet including the NSDRC ShareVision site.

Privacy for participants and people we support is a critical issue. It assists in defining participants and people as having separate lives, preserves dignity and demonstrates respect.

1. The NSDRC Confidentiality Policy is reviewed by any person who has access to the confidential information (files) of the participants and people we support.
2. Any breach in confidentiality on the part of any employee, practicum student, or volunteer working for the NSDRC will result in disciplinary action up to and including dismissal.
3. Under no circumstances may any information pertaining to participants and people we support be divulged either inside or outside the agency other than to persons authorized to receive such information in the course of their duties.
4. Under no circumstances may any employee, practicum student, or volunteer working for the NSDRC use any such information to his/her personal advantage. Violation of this policy may result in dismissal.

Please note that the principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing.

I, _____, understand that all information pertaining to participants, people we support, guardians/ families/friends and other employees is confidential and is not to be communicated except as outlined in the confidentiality policy. I am aware any breach in confidentiality will result in disciplinary action up to and including dismissal.

Employee's Name

Raven Mack

Witness' Name

Signature



Signature

Date

Date

3.3 Confirmation of Policy Review

Please review the policies through this link: [General Policy Package](#)



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Form 807.0 Confirmation of Understanding Administration

I have received the Employee and Program Orientation Packages, and have completed the Employee and Program Orientations. I have been advised of the NSDRC Policies and Procedures. I have read and understand all of the policies and other material listed below and ensure adherence to the established guidelines outlined. I also understand it is my responsibility to be aware of all new and revised policies while employed by the NSDRC. I understand that failure to follow the aforementioned may result in disciplinary action up to and including termination of my employment.


501.0 Guiding Principles	543.0.4 ShareVision
505.0 Employee Rights	545.0 Confidentiality of Information
506.0 Management Rights	552.0 Theft
514.0 Criminal Record Searches and Reference Checks	585.0 Maintenance of Qualifications
516.0.2 Tuberculosis Testing	680.0 Occupational Health & Safety
521.0 Employee Vehicles	683.0 Work Related Injury / Illness Reporting
528.1 Harassment of Employees	700.0 Abuse – Neglect Reporting
537.1 Discipline	705.0.1 Accidents/Incidents – Participants
541.0 Prevention of Abuse of Participants	715.0 Aggression/Assault
542.0 Code of Ethical Conduct	


Employee's Name

Signature

Date

4. Electronic Access

4.1 Sharevision 

4.2 Dayforce HCM 

4.1 ShareVision

ShareVision is an online information management system used for tracking information about the people supported/participants in our programs and providing information and communication to the NSDRC boards. Information tracked for participants includes contact information, incident reporting, person focussed plans, SMART goals setting and reporting as well as tracking progress through keeping Progress Notes. Training requirement and evaluation information for employees is also maintained in using the ShareVision website.

It is accessed through a link in the footer menu of the NSDRC website entitled "Employee Sharevision". <https://nsdrc.sharevision.ca/>

ShareVision is best accessed through Internet Explorer, Edge and Google Chrome browsers. Other browsers may not let you enter the site or will not let you save information in forms. Compatibility settings may need to be adjusted. Information on this can be found here: <http://windows.microsoft.com/en-CA/internet-explorer/use-compatibility-view#ie=ie-10-win-7>

There is also a ShareVision app which can be downloaded through the iTunes or Google Play stores. The name of the app is **SVMobile4**.

You will receive a username and password at the orientation.

4.2 Dayforce HCM

Dayforce HCM, from Ceridian, is a cloud-based application for timesheet, payroll and employee information management used by NSDRC. Ceridian is a global human capital management and technology company serving more than 50 countries.

Access to the website is best using Internet Explorer, Mozilla FirefoxESR ([additional information here](#)) or Safari browsers. It does not work in the Edge or Google Chrome browsers. Without the Silverlight plugin (see information below) you will not be able to edit any information or complete your timesheets. The website for Dayforce HCM is <https://www.dayforcehcm.com/mydayforce/login.aspx>.

Please ensure that you are running the latest version of Internet Explorer:
<https://www.microsoft.com/en-ca/download/internet-explorer.aspx>

To access Dayforce HCM you will also need to have Silverlight installed. Silverlight is a plugin similar to Adobe Flash. Follow this link to confirm that you have Silverlight 5 installed: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>. This page has a tab that lists system requirements. It can be installed on Windows and Apple computers (laptop, desktop).

For mobile devices (iPad, iPhone, Android) the payroll site can be accessed through the **Dayforce HCM** app. This can be downloaded on Android devices (available through Google Play), or on iPhones (available through the iTunes store). To download for iPad please select “iPhone only” in the AppStore. It is currently not available for Windows phone.

You will receive a username and password at the orientation.

NOTE: Your Social Insurance Number (SIN) will be required in order to set up your payroll profile on Dayforce HCM. Please remember to bring this information with you to the in person orientation.

5. Creating an Employee Profile

5.1 Employee Information

5.2 Direct Deposit

5.3 Income Tax

- Federal
- Provincial

5.1 Employee Information

As an equal opportunity employer, the NSDRC adheres to the laws and regulations set out in the BC Human Rights Code and the Canadian Charter of Rights and Freedoms. The NSDRC does not discriminate in any manner. Employees also have the right to work in an environment free of harassment.

The NSDRC only collects personal information for which it has clear authority to do so, or where collection is related directly to and is necessary for program requirements. The employee from whom the information is collected will be advised as to what the information will be used for and under what authority.

The NSDRC maintains and retains confidential documentation for each employee within a confidential personnel file and all personnel files are kept in locked cabinets located at the administration offices, 3158 Mountain Highway, North Vancouver, BC. Online information is maintained in secure password protected databases (Dayforce, Sharevision).

The employee profile includes the following information:

Name

Address

Primary contact phone number

Secondary contact phone number

Email address

Emergency contact(s)

Certifications and expiry dates including:

- First Aid
- NCPI
- Criminal Record Search results
- Drivers Abstract
- Other

Payroll information

- Date employment began
- Wage rate
- Direct Deposit
- TD1

Other

- Evaluations
- Disciplinary information

5.2 Direct Deposit

North Shore Disability Resource Centre

AUTHORIZATION FOR DIRECT DEPOSIT FORM 559.0A

I, _____, hereby authorize the **North Shore Disability Resource Centre** to deposit my pay directly into my bank account. The information for my bank is as follows:

ATTACH CHEQUE MARKED 'VOID'

OR

Complete the following if you do not have a cheque to attach

Institution Number

--	--	--

Transit # (including zeros)

--	--	--	--	--

Account #

--

BRANCH INFORMATION

Name: _____

Address: _____

City: _____ Postal Code: _____

I will advise in writing of any change to the above information, and the authorization is to remain in effect until cancelled in writing.

Employee Signature _____ Date _____

If you **are not** attaching a void cheque, please have your financial institution verify all information being submitted.

5.3 Income Tax

TD1, Personal Tax Credits Return, is a form used to determine the amount of **tax to be deducted** from an individual's employment income or other income, such as pension income.

For information on completing the TD1 form, please see the federal government's website here:

<http://www.cra-arc.gc.ca/tx/bsnss/tpcs/pyrll/hwpyrllwrks/stps/hrng/td1/menu-eng.html>

Federal and Provincial Income tax TD1 forms can be completed online and printed.

Federal: <http://www.cra-arc.gc.ca/E/pbg/tf/td1/README.html>

Provincial: <http://www.cra-arc.gc.ca/E/pbg/tf/td1bc/README.html>

6 Municipal Pension Plan and other Employee Benefits

6.1 Employee Benefits

6.2 Municipal Pension Plan

6.3 Lifeworks Employee Assistance Program

6.1 NSDRC Employee Benefits

All employees accrue vacation and sick time when they begin working at NSDRC. This time may be accessed after 6 months of employment. Typically CBS employees are not asked to work on Statutory Holidays. These include: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day. Easter Monday and Boxing Day are also acknowledged by the NSDRC as statutory holidays. As per BC labour standards, CBS employees are required to take at least 2 weeks' vacation per year.

An employee must work twenty (20) or more hours per week in a permanent or temporary position for at least three (3) months to be eligible for benefits.

Benefit coverage begins on the first day of the first month following the employee's three (3) months of employment in a permanent or temporary position as per above requirement.

The responsibility for payment of premiums is outlined in the table below:

NSDRC RESPONSIBLE FOR	EMPLOYEE RESPONSIBLE FOR
MSP: 100% of premium Dental: 100% of premium Extended Health: 100% of premium Mandatory Pension Plan Enrolment: Shared Contributions Accidental Death & Dismemberment: 100% of premium	MSP: No cost of premium Group Life: 100% of premium Long Term Disability: 100% of premium Mandatory Pension Plan Enrolment: Shared Contributions

6.2 Municipal Pension Plan

NSDRC employees contribute to the Municipal Pension Plan.

The Municipal Pension Plan provides pension benefits at retirement. Permanent and temporary full-time employees are required to join the Municipal Pension Plan upon eligibility.

Casual and regular part-time employees, upon eligibility, have the option to join or waive the pension plan.

All new employees must complete the Employee Declaration of Employment. If an employee is already contributing to the plan through another employer, the employee is required to do so through NSDRC as well.

Once the employee has joined the Pension Plan they must remain on the Pension Plan until termination of employment from the NSDRC.

More information about the plan is on the MPP website: <http://www.pensionsbc.ca/>



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512.0F Employee Declaration of Employment

1. Are you currently a contributor to the Municipal Pension Plan (MPP)? **Yes** ☐ **No** ☐
2. Have you been a contributor to the MPP in the last 30 days? **Yes** ☐ **No** ☐
3. Are you currently receiving a pension from the MPP? **Yes** ☐ **No** ☐
4. I have been provided with a Guide for Plan Members via the MPP website that details my relevant entitlements and obligations under the MPP. **Yes** ☐ **No** ☐
5. I understand that it is my responsibility to inform the NSDRC of my eligibility to enroll in the MPP, if I am employed with another agency that I am a member of the MPP. **Yes** ☐ **No** ☐

Note to Employee:

Do you work for more than one Employer? Are you part-time, temporary or casual? Did you know you can qualify to join the Municipal Pension Plan if you have multiple Employers who are part of the MPP and combine your service to maximize your pension? Please talk to Susan Hokanson, Payroll and Benefits Administrator for further information and the forms you will be required to bring.

Employee Name (please print)

Signature

Date

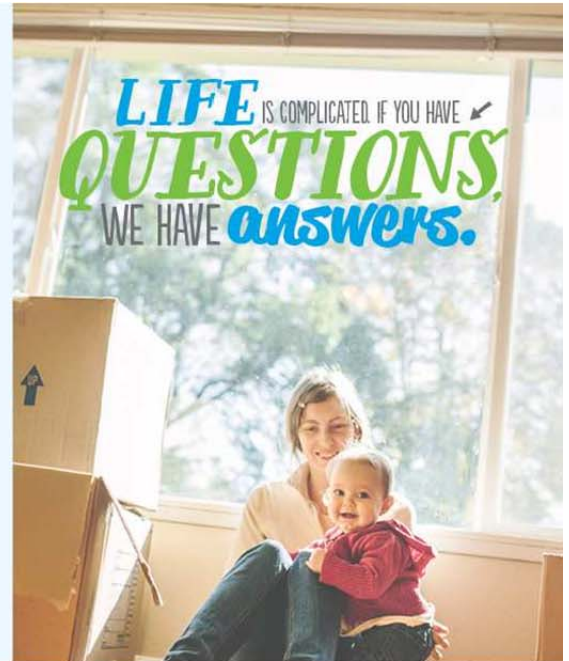
Working for a community for all

6.3 Lifeworks Employee Assistance Program

LifeWorks

Expert Help with Life, Work and Everything in Between.

LifeWorks provides confidential counselling, consultations, community referrals, multimedia resources and online access to hundreds of articles, self-assessments, blogs, podcasts, calculators and more. Services are available 24 hours a day, seven days a week, and are provided at no additional cost to you and your dependents, as defined by your benefits plan.



Life

Retirement
Midlife
Student Life
Legal
Relationships
Disabilities
Crisis
Personal Issues

Health

Mental Health
Addictions
Fitness
Managing Stress
Nutrition
Sleep
Smoking Cessation
Alternative Health

Family

Parenting
Couples
Separation/Divorce
Older Relatives
Adoption
Death/Loss
Childcare
Education

Work

Time Management
Career Development
Work Relationships
Work Stress
Managing People
Shift Work
Coping with Change
Communication

Money

Saving
Investing
Budgeting
Managing Debt
Home Buying
Renting
Estate Planning
Will Kit

Blogs

Food & Fitness
Questions Parents Ask
Your Money
Work-Life

Online Toolkits

Planning Your Life After 50
Finding Your Path in
Your 20s and 30s
Complete Will Kit
Financial Toolkit
Divorce Toolkit

Interactive Programs

Eating Well Telephonic
Nutritional Counselling
Online Depression Centre
Online Stop Smoking Centre
Career Cruising
Naturopathic Services

Podcast Series

Simplify Your Life
Bullying
Relationship Rescue
Managing Your Money
Caregiving
Depression

Contact LifeWorks for 24/7 Support:

1.866.331.6851

TTY 1.877.371.9978

Visit us online: www.lifeworks.com

User ID: **partner**

Password: **Balance**



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