

# Total Rewards package



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## Positive workplace

### Culture



Our values, beliefs, and attitudes guide our agency culture and is comprised but not limited to:

- Service excellence.
- Integrity, mutual respect, and trust.
- Employees and teamwork.
- Empowerment and accountability.
- Open and consistent communications.

### Active staff association



- A collaborative venture between employees and management to ensure employees remain informed.
- Membership is mandatory and fees are deducted at the current rate of two dollars per pay period.
  - The staff association organizes and funds activities, events, and varied employee acknowledgements (retirements, support to family events).

### Service recognition



Employee recognition is so critical as the acknowledgment of achievements is a major boost for employee morale and performance. We recognize our employees:

- Sharing positive feedback or validation by senior leaders
- Formal and informal learning opportunities
- Support for education
- Loyalty days
- Service anniversary gifts
- Acknowledgement on website and/or public forums

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## Sense of purpose



- The agency supports the fulfillment of our employees by:
  - Establishing core values, vision, and mission reflective of ethical practices that our employees can identify with on a personal and emotional level to recognize the importance and purpose of their role to their participants and society.
  - Cultivating compassionate leadership and psychological safety.
  - Providing context to work that employees see themselves and their work as part of the big picture – “why we do what we do”.
  - Leading by example to reflect the passion and energy of the workplace.
  - Seeking and acting on feedback to build trust, enhance workplace morale, and improve employee engagement.

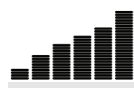
## Pay

### Competitive base salary



We strive to neither lead nor lag the market but instead to match the market based on budget and affordability. Annually, jobs are internally reviewed on a rotational basis and salary data is gathered from the local job market to assess our competitiveness within the current market.

### Pay progression



Pay raises based upon meeting performance expectations that enable growth within a pay band to a higher salary up to the maximum of the scale.

## Personal growth

- The agency recognizes the importance of investing in professional development and the benefit it brings to both the agency and the employee.

### Paid education leave and financial assistance



- Employees are encouraged to obtain additional education and qualifications that support the organization’s learning culture, recruitment and retention strategies, and individual professional development.
- Education assistance may be provided to eligible employees who are reimbursed up to 100 per cent of tuition and required student fees to a maximum of two courses per year.

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- Paid education leave may be provided to eligible employees at a rate of up to 80 per cent of base salary. The maximum length of leave is one year.



### **Support to conferences and seminars**

- The agency holds the position that staff participation in conferences and seminars are an important aspect of employee development.
- Eligible employees are reimbursed for approved conference fees, seminar fees, and related expenses to their current roles or future opportunities.



### **Paid professional association membership dues**

- Memberships in job-related professional organizations and associations provide a means for employees to obtain information about the activities of other agencies, to monitor changes in their field, and to network.
- Eligible employees are reimbursed for bona fide occupational professional association fees and membership dues.



### **Funded career development opportunities**

- The agency provides training opportunities, both internally and externally, to ensure employees can succeed in their jobs and ensure that employees are knowledgeable and feel confident in their role.

## Benefits



### **Co-paid health benefits**

- The agency's group benefits package provides eligible employees with healthcare.
- The premiums for this benefit are paid 100 per cent by the agency.
- Depending on eligibility, coverage for prescription drugs ranges between 50 per cent for employees on the Basic Benefits Plan and 100% for employees on the Full Benefits Plan.
- The drug maximum ranges from \$50,000 for employees on the Basic Benefits Plan to \$100,000 for employees on the Full Benefits Plan.
- Depending on the plan, other expenses covered include:
  - Smoking cessation products

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- Hearing aids
- Orthopedic shoes
- Diabetic supplies
- Paramedical expenses such as chiropractic, physiotherapy, psychology, and massage therapy
- Vision care expenses including eye examinations, glasses, and contact lenses

### **Dental**

- The agency's group benefits package provides eligible employees with dental care.
- The premiums for this benefit are paid 100 per cent by the agency.
- Depending on eligibility, coverage for preventative and basic services ranges between 50 per cent and 100 per cent.
- The plan maximum is \$2,000.

### **Short-term disability (STD)**

- For eligible employees, the plan provides income replacement at 66 2/3 per cent of your weekly earnings to a maximum of \$1,500 per week.
- The maximum benefit period for STD is currently 15 weeks.
- Non-taxable benefit.

### **Long-term disability (LTD)**

- For eligible employees, the plan provides income replacement at 66 2/3 per cent of your monthly earnings to a maximum of \$6,800 per month.
- The maximum LTD benefit period is dependent on the claim but will not continue past the end of the day before the date you reach age 65.
- Non-taxable benefit.

### **Life insurance**

- For eligible employees, basic life insurance is provided. The premium for this coverage is paid by the agency.
- Optional life insurance, available in \$10,000 units to a maximum of \$500,000, for you or your spouse is available. The employee is responsible for the premiums for this coverage.
- Basic accidental death and dismemberment (AD&D) benefits are also a part of this plan.

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## Dependent life insurance

- For eligible employees, \$10,000 life insurance for each dependent covered under the benefit plan.



## Employer matched pension plan

- Full time employees are eligible to join the plan after one year of employment and part time employees are eligible to join the plan after working at least 700 hours in each of two consecutive years.
- Employee contributions to the plan may be set at 3.5 per cent, 4.5 per cent, or 5.5 per cent of pensionable income. The agency matches these contributions.
- Contribution rates may be changed annually on January 1st.
- Employees can make additional, voluntary contributions to the plan up to the legislated maximum of either 18 per cent of annual pensionable income or the annual money purchase limit; however, these contributions are not matched by the agency.



## Paid Healthcare Spending Account (HCSA)

- Each January, eligible employees are allocated flexible credit amount which they can have directed to their pension plan as a voluntary contribution, a health care spending account (HCSA), or paid out as cash subject to statutory deductions.
- The credit is available to all employees enrolled in the agency's group benefit plan on January 1st annually.
- The amount of the credit is \$450 annually for full time employees and \$250 for part time employees and is prorated for those employees on first year of benefits.
- Credit allocated to the HCSA can be used for discretionary, eligible medical or dental expenses not covered by the agency's group benefits plan or your spouse's plan. The amount also applies to expenses covered by the agency's benefit plan that exceed maximum benefit levels of the core plan.
- HCSA funds may be directed to the employee's pension plan (not matched by employer).
- Credit allocated in one year may be carried over once to the following year. If any credits remain unused at the end of the second year, they will expire.



## Paid Employee and Family Assistance Program (EFAP)

- The premiums for EFAP are paid for by the agency and cover all employees, and their family members under the same household, from date of hire.
- Under this program, employees and their family members have access to supportive, qualified, short-term counselling services over the phone, in-person, or virtually.

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- The agency's EFAP provider maintains a website that has a health and wellness resource centre, online courses, and computerized cognitive behavioral therapy (CCBT) resources additional resources are also available (i.e. financial and legal consult).
- Employees are encouraged to access this program as a resource when dealing with stress arising from work, home, or life issues.



### **Maternity, parental, and adoption leave top up**

- The agency is committed to providing all employees who are new parents the opportunity to bond with their newborn or newly adopted child.
- The length of leave is reflective of federally regulated maximums.
- Eligible employees are eligible to receive a Supplemental Income Benefit (SIB) equal to 25 per cent of their annual base pay as a "top-up" to employment insurance benefits for the duration of their leave.
- The agency continues to cover the cost of premiums for health and dental benefits for the first 12 months of leave.



### **Paid sick leave**

- The agency supports employees during periods of illness, injury, or disability.
- Eligible part time employees are provided with 60 hours and eligible full-time employees are provided with 120 hours of paid sick leave each fiscal year to assist with these periods. No sick leave benefits are paid beyond the first seven consecutive days missed.
- Employees are able to utilize sick leave days to care for family members. Full-time employees can use up to 40 hours of sick leave to care for an immediate family member. Part-time employees can use 20 hours.



### **Enhanced paid vacation time and designated holidays**

- Employees are entitled to three weeks' vacation leave per year in their first five years with the agency, four weeks at 5-10 years, five weeks at 10-15 years, and six weeks at 15 years and above.
- Employees are paid for 11 designated holidays in a calendar year which includes Boxing Day.



### **Caregiver top up and paid bereavement leave**

- The agency is committed to providing all employees with time to care for and support a critically ill or injured person or someone needing end-of-life-care.

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- The length of leave is reflective of federally regulated maximums.
- Eligible employees are eligible to receive a Caregiving Income Benefit (CIB) equal to 25 per cent of their annual base pay as a “top-up” to Employment Insurance benefits for five weeks.
- The agency continues to cover the cost of premiums for health and dental benefits for the duration of leave to a maximum of 35 weeks.



### **Paid loyalty days**

- The agency recognizes the commitment of an employee’s years of service with employment rewards such as loyalty days.
- Upon completion of every five years of continuous service, employees are provided additional paid time off (PTO), “loyalty days”, as an additional agency reward.
- Eligible part time employees are provided with 20 hours and full-time employees are provided with 40 hours of paid loyalty time at their milestone anniversary to use during their anniversary year.



### **Paid family leave**

- The agency recognizes the contributions of employees to the agency and the importance of work-life balance. Family leave is designed to allow employees to attend to the demands of family life including caring for children or attending family functions.
- Eligible part time employees are provided with 12 hours and eligible full-time employees are provided with 24 hours of paid family leave each fiscal year to assist with this important balance.

## Legally mandated benefits

### **Canada Pension Plan (CPP)**

- The agency contributes 5.95 per cent of your salary to the plan.
- The agency pays the annual maximum per employee.

### **Employment Insurance (EI)**

- EI provides maternity, parental, adoption, sick, caregiver leave, and layoff benefits.
- The agency makes contributions to the plan at a rate of 2.036 per cent of salary for those employees enrolled in the group benefit plans and 2.282 per cent of salary for those employees not yet entitled to benefits.
- The agency pays the annual maximum per employee.

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### Workers' compensation

- Workers' compensation provides wage loss benefits in the event of a workplace injury. They also cover costs associated with the treatment of injuries including medical devices and medication.
- The agency makes contributions to the plan on behalf of each employee.



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