1996 CENSUS OF CANADA

H-301

Head Office Processing
DA III
Reverse Record Check
Supervisor's Manual

Statistics Canada Statistique Canada

Canada

H-301

Head Office Processing
DA III
Reverse Record Check
Supervisor's Manual

Prepared by: Census Operations Division
Social, Institutions and
Labour Statistics Field

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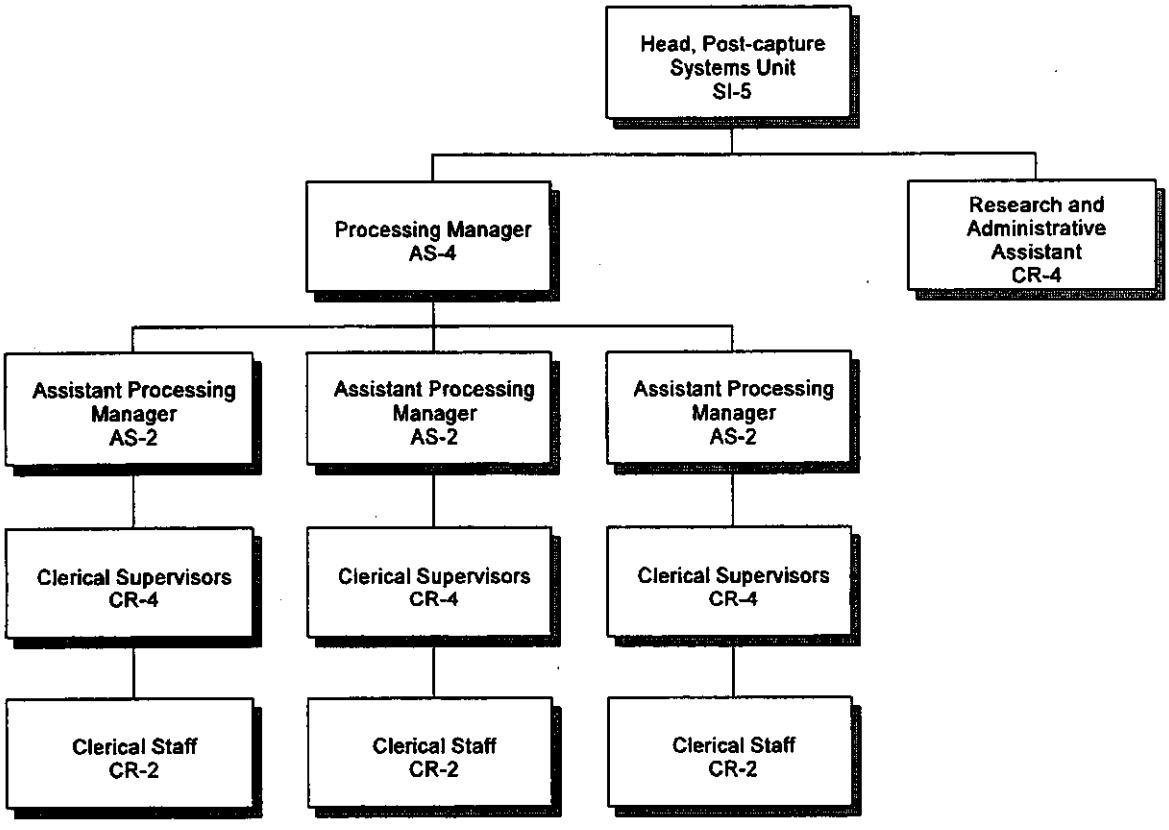
I. Preface

This manual contains instructions for processing supervisors and is intended to be used in conjunction with other head office processing manuals.

It is hoped that this manual will assist you in the implementation of the procedures for the timely processing of the 1996 Census of Canada.

Changes may occur in this or any other head office processing manual. Be sure to insert changes immediately upon receipt and have your staff do likewise.

DATA QUALITY PRODUCTION ORGANIZATION – 1996 CENSUS OF CANADA



II. Position Summaries

Title: Processing Supervisor

Reporting to: Assistant Processing Manager (APM)

Duties:

1. Trains and supervises 10 to 20 processing clerks in the implementation of clerical procedures in one of the production operations to ensure that work flow is effective and efficient and output is accurate and timely.

2. Identifies problematic areas within the particular processing operation with respect to procedures, forms, personnel and the overall processing environment, and takes or recommends corrective action.

3. Controls the implementation of a segment of the processing operation to ensure the accurate and timely completion of all activities.

4. Additionally, this person performs other duties as required, such as assisting in special tasks or assignments as directed by the Assistant Processing Manager.

Title: Research and Administrative Assistant

Reporting to: Head Office Processing Subtask Manager

Duties:

1. Researches and assists in the specification, planning and development of manual and automated processing systems.

2. Implements and monitors such systems.

3. Performs administrative functions relative to the activities of the unit.

4. Performs other related duties.

Title: Processing Clerk

Reporting to: Processing Supervisor

Duties:

1. Edits and/or checks census data using an interactive system and/or by hand.

2. Performs quality control on a sample of census data.

3. Performs other duties such as completing administrative forms, keeping records and arranging schedules to meet the requirements of special supplementary projects.

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III. The Supervisor's Role

A. Duties

As a supervisor, you should possess a complete knowledge and understanding of all aspects of the operation in which you will be working by reading and studying the head office processing manual for that operation. Once you have been trained and assigned to a specific operation, your duties will be the following:

1. Assist the Assistant Processing Manager in training of all staff assigned to your operation.

2. Implement, as directed by the manuals, all procedures for the operation, including controls and other related functions.

3. Assume responsibility for the work and conduct of clerks in your work area by ensuring that the amount of work done by them meets the required production standards. Never sacrifice quality for quantity.

4. Enforce management policies and regulations as authorized.

5. Identify problem areas or divergences from the stated instructions. If the problem is in your own area only, take corrective steps. If the problem concerns an area in addition to your own, is a discrepancy in the actual procedures, or is simply a problem which you cannot solve, consult the Assistant Processing Manager.

6. Ensure that all your staff are notified of any procedural change and that instruction manuals are updated accordingly. Ensure also, by carrying out spot checks, that only the authorized changes are being made by your clerks. Take corrective action, if necessary.

7. Keep a record of what has happened in your work area so that you will know exactly what has been done and why it has been done, e.g., problems and solutions. (Refer to the sections on supervisor's daily diary, page 15, and Management Information System [MIS].)

8. Control and discipline staff in accordance with established procedures in order to maintain timely and efficient processing, high staff morale and a suitable working environment.

9. If possible, try to solve your immediate problems, going to your Assistant Processing Manager only for advice. If possible, recommend a solution to the problem which you can present to your Assistant Processing Manager.

B. Supervisory Techniques

The supervisor has a dual role. You have a responsibility not only to your Assistant Processing Manager, but also to your staff. Your ability to represent both sides fairly and accurately will be a determining factor in your success as a supervisor.

It is up to you to ensure that all employees in the group are producing the best work of which they are capable. To help you, certain basic supervisory techniques are outlined below.

These are not, by any means, all you need to know, but they can help you to avoid some problems and errors that might keep you from accomplishing your job.

1. One of the most important responsibilities as a supervisor is to ensure that each employee in the work area meets specified standards by producing work of the highest quality and quantity of which he/she is capable. This can be achieved by effective utilization of manpower, which means that the supervisor must know each of his/her subordinates in such a way as to be able to assess work capabilities. In order to realize the full potential of subordinates, draw on your human relations skills in order to:

   (a) gain the respect and loyalty of the staff;

   (b) show a sense of interest and pride in your staff for the work they are doing;

   (c) try to keep a continuously high level of morale in your work area;

   (d) be an advisor and teacher;

   (e) guide the development of your subordinates.

   If you can achieve these objectives in your work area, your job and their job will be easier and more enjoyable and, above all, they will work at their full capacity.

2. Know your operations thoroughly. A good supervisor is also a good clerk. Understand <u>all</u> aspects of the jobs and tasks which you supervise.

3. Set a good example in punctuality, temperament, neatness, initiative, efficiency, tact, etc.

4. Do not present yourself as a "know it all". If there are questions you cannot answer, say so, and obtain the correct answer from your Assistant Processing Manager.

5. Plan and delegate work in advance. Select and place workers carefully. Keep your staff busy without driving them. Assign work fairly.

6. Try to find out your staff members' individual work habits and individual particularities to help you in the assignment of various tasks.

7. Direct your staff with clear instructions and in a friendly manner. Do not shout or yell. Make sure your instructions are understood by all. This can be done by:

   (a) asking whether there are any questions;

   (b) asking questions to the clerk;

   (c) checking the work initially to see that it is being done properly.

8. Explain not only how, but also why things should be done.

9. Be visible. Do not wait for employees to come to you for help. Walk through your work area often, ask questions and be of assistance.

10. Maintain consistent standards of conduct, performance and quality:

    (a) make sure all staff know these standards, and in particular that they know their individual quotas;

    (b) make sure goals are realistically set with the average worker in mind;

    (c) abide by safety and security measures.

11. If an employee does not meet his/her quota, help him/her to organize work habits to increase output.

12. Make sure that new or transferred employees learn to do their job correctly. Spend extra time with such employees until you are sure they can perform the job as well as the others. Make a new staff member feel at home.

13. Make sure that all staff members have access to any manuals and materials they may need. Always be available for your clerks.

14. Always follow up new written instructions as provided by your Assistant Processing Manager and ensure that they are inserted in sequence in the correct manuals, and that they are implemented.

15. Appreciate and acknowledge honest effort and above average work. Give credit where credit is due. Commend and encourage the individual(s). In cases of poor work, investigate and solve the problem, but avoid laying blame. Perform retraining where applicable.

16. Maintain discipline fairly and consistently. Do not discipline a clerk in front of other staff members. Make your reprimand as impersonal as possible and do not lose your temper. Leave the clerk with a feeling of wanting to improve, not one of being bitter toward you and the job..

17. Do not promise anything that you are unable to deliver, and deliver as promptly as possible on all promises you do make.

18. Present a consistent set of values, backing up your words with actions.

19. Show flexibility by being able to adapt to change when change is necessary.

20. Always be honest with your staff. Do not lie or evade.

21. Find out and pass on information which is helpful to employee interest and morale. Good communication is vital to the organization.

22. Be open-minded. Welcome suggestions and be willing to discuss them. If they have merit, pass them on, giving credit to the person who proposed them. Promoting staff participation may increase motivation and commitment, enhance the quality of the work performed and encourage a high level of goal accomplishment resulting in job satisfaction.

23. Show a personal and genuine concern for your staff about their problems and their well-being.

24. Be loyal to those above and below you. Be willing to accept responsibility for all things affecting your group.

25. Treat all clerks fairly. Let each clerk know where he/she stands and what is expected of him/her. There should be no favouritism or prejudice: it will only cause disharmony within the group.

26. Create relationships with associates by:

    (a) cooperating with other supervisors;

    (b) cooperating with staff officers, and other persons in the organization;

    (c) being able to admit your own mistakes if and when they occur, and learn from experience;

    (d) accepting criticism graciously;

    (e) permitting the interchange of good workers between operations if this is possible;

    (f) promptly referring matters requiring the attention of associates.

C. General Instructions for Training

The following are instructions to assist you in preparing for and conducting your training sessions.

Prepare the training room

The training room should be of adequate size, well ventilated and well lit. Before the training session begins, you should do the following:

- Have sufficient tables and chairs for your trainees as well as for any authorized observers.
- Place the tables and chairs in a seating arrangement which allows you easy access to each table as well as allowing each trainee to see the front clearly.
- Prepare name cards and place them on the tables to assist you in learning the trainees' names and for easy reference when asking questions.

Note: We recommend that you have a flip chart and highlighter pens.

Review of the Techniques of Training

Create the proper atmosphere

Your attitude during the training session, while friendly and informal, should leave the trainees with no doubts about their responsibilities for the important task ahead. Obtain the cooperation of the group, by showing them that you are anxious to assist them in every possible way. Always be approachable and encourage trainees to bring their problems to you.

Tips to create a positive attitude and proper atmosphere:

- Before conducting a class, read all pertinent documents carefully.
- Ensure you have all the materials on hand for the session.
- It is a good idea to read an entire training session aloud. Get a relative or friend to listen to you or tape-record yourself. Ask your listener if he or she was able to understand every word or if you read too fast, or listen to your tape. You will then know your own faults and be able to correct them when giving the training.
- Exercises are included in most lessons. During your preparation, do the exercises yourself to be sure that you know where the answers can be found in the reference material.

Note: Past experience indicates that trainers who do not prepare adequately are unsure of material content and present the training very poorly to their trainees. This results in the trainer losing credibility in the eyes of the trainees; it affects the trainer's ability to supervise and the trainees' ability to do their job.

AS A SUPERVISOR, YOU CANNOT AFFORD THIS CONSEQUENCE.

The night before each training class, carefully review the next day's lesson AT LEAST ONCE.

Do not wait until the evening before a training class to read the pertinent documents for the first time, since you may not have enough time to read it all or you may have questions.

Answer questions carefully

Encourage the trainees to ask questions about anything that is not clear to them. Answer their questions by referring to the manuals or from your own knowledge. If you don't know the correct answer to a particular question and cannot find it on the spot by consulting the available reference material, tell the trainee that you don't know the answer and promise to look it up. Make a note of the question so that you can find the answer later. Be sure to get back to the trainee with the answer. Never guess or give an answer that you are not sure is correct.

Remember: You are a new employee of the census. No one expects you to know ALL of the answers.

Timing

It is very important that you cover all of the material in each training guide. You will be able to keep pace with it only if you do not digress from the material provided. Naturally, your oral instructions will be interrupted by questions from the trainees. Remember to return to the prepared text as soon as you have dealt with the question. To assist you in finding the line, sentence or paragraph you stopped at, mark it with a pencil.

While trainees should feel free to ask questions, you may have to limit discussions because of the considerable amount of material you have to cover. Do not take time to discuss a question or point that is puzzling one trainee, but is easily understood by the rest of the class. Have this person see you later and clear it up then. Also, questions which will be covered by later training topics should be held until that point in the training is reached.

Avoid class discussions of unusual or infrequent situations which only a few trainees will encounter. Use your knowledge of your assigned area to judge whether the situation is of sufficient importance to warrant general discussion. If you feel that during any particular training session you are falling behind the allowed time-frame, DO NOT race through the material to catch up. It is more important to ensure QUALITY than to have ACCURATE TIMING.

Trainee participation

Most of the training programs include oral questions, written exercises, practice exercises and role-plays to ensure trainee participation. See that all trainees have an opportunity to take an active part and that the class is not dominated by one or two individuals. Do not call on the same trainee or trainees too often. Draw the more reserved ones into the discussion, and use discretion and judgement when terminating a discussion. Select the most outgoing trainee to participate in the first role-play.

D. Organization of the Operation

In addition to your duties as outlined in Section A, there are several aspects to your job which require your special attention in order to run a well-organized operation.

1. Operation Set-up

Your Assistant Processing Manager will explain how to set up the work area in your operation. If you have any ideas to improve the set-up, discuss them with your Assistant Processing Manager. If changes in the set-up improve the work flow or simplify the operation, record these changes (attaching a sketch if necessary) and forward them to your Assistant Processing Manager. It may be found that other censuses or operations could benefit from these changes.

2. Work Flow

The steady flow of materials from one operation to another is a vital factor for the success of the head office processing operations. If any operation hampers this constant movement of questionnaires, the complete process will be affected.

It is your responsibility to see that the work keeps flowing through your operation. Do not allow clerks to start one enumeration area (EA) or a questionnaire before completing another. (The only time they should be working on two EAs or questionnaires at one time is when they are waiting for a response to a question regarding an EA or a questionnaire, or waiting for a reference.)

There are several factors affecting work flow. If materials do not arrive at a steady or fast enough pace from the previous operation, your staff may sit idle at times while working overtime at other times. If this is the case, advise your Assistant Processing Manager, so that he/she may take measures to ease the bottleneck. Problems may also be caused by the speed of your workers.

(a) The Slow Worker

You may find that the quality of an employee's work is very good, but that he/she is extremely slow. While we emphasize quality rather than speed, it still hampers any operation to have a very slow person on staff. Watch how much work the clerk is doing, and ascertain if time is wasted talking or daydreaming. Suggest a way in which production could be increased. If you find that a clerk is not able to work at a faster speed in spite of your comments, speak to your Assistant Processing Manager.

(b) The Fast Worker

Some persons can work very quickly and still produce quality work, while others attain high rates of speed at the expense of accuracy. If you notice during your spot checks that the quality is poor and the quantity of

work performed by a clerk is quite high, mention that slowing down would improve the quality. Fast but sloppy work results in more rejects, and this slows the process down. Follow up and check this clerk from time to time. If you ascertain that the quality is good even though the person works quickly, you have an extremely valuable employee – encourage this person!

3. Holding an EA or a Questionnaire

It is sometimes necessary to hold an EA or a questionnaire because something in connection with a questionnaire or group of questionnaires must be clarified before further processing can be done. When this occurs, the clerk should cease working on the EA or the questionnaire, and the EA box or the questionnaire should be put aside in the appropriate area until the problem has been resolved. When the EA or the questionnaire is returned to you, ensure that the same clerk is given the EA or the questionnaire to complete. Notify your Assistant Processing Manager if there is a build-up of EAs or questionnaires in the "hold" areas.

4. Stationery and Equipment Requisition

Should additional material be needed in your operation, you will be responsible for preparing a list of materials which you need for your staff, i.e. stationery and office supplies. This list should include a description of the items needed, the amounts required, your name and location, and should be given to the Administrative Clerk. A justification for the supplies should also be included. The Administrative Clerk will be responsible for follow-up on the requisitions.

5. Changes to Procedures

From time to time, you will be given procedural changes to implement. If the change is in the form of a directive, be sure that your staff fully comprehend the contents. Ensure that each person inserts the required changes in his/her manual. Check later to ensure that each person is implementing the new procedures.

6. Retraining

If you find that your staff are uncertain about a procedure, it may be necessary to retrain them on a specific point. In the final analysis, it could save time to stop them all from working and generally discuss the problem. Training rooms are available if the session is lengthy. Your Assistant Processing Manager is available if you require his/her help.

7. Staff Meetings

You will be required to attend regular staff meetings with your Assistant Processing Manager and special sessions with census officers. In order that these sessions accomplish their objective, it is necessary that you be honest and give a true report of the facts. Full participation by you involves relaying instructions to your staff and reporting their progress and opinions.

8. Problem-solving

You will find that you are called upon to answer a great many questions, particularly in the first weeks of the operation. Remain calm. If you are positive of the answer, give it; if not, say that you are not sure, but that you will find out. Check your manual. If you find the answer, refer the clerk to the manual. Be sure that he/she understands the instructions.

If you are not able to find the answer, be sure to relay it to the person who originally questioned you. Never guess and never be ashamed to say that you don't know, but that you will find out.

With the complexity of the census operation, it would be impossible to anticipate all of the problems; therefore, you may find that your Assistant Processing Manager has to investigate further in order to find an answer.

Only when you have exhausted all reasonable avenues in resolving problems yourself should you request your Assistant Processing Manager to step in. This is not to say that you must not keep your Assistant Processing Manager aware of problems outstanding. Indeed, as long as a solution is pending, you report the problem as one in abeyance. When a reasonable length of time has passed (in most cases, 10 working days) and you have followed up on the problem at least twice and no solution is in sight, document the proceedings to date in a hasty memo, and formalize a request to your Assistant Processing Manager to step in.

Aside from solving problems mentioned above, it is also your responsibility to ensure that they are documented in detail in your daily diary.

9. Supervisor's Daily Diary

Keep notes in your daily diary in regard to the operational duties and your supervisory responsibilities. Suggestions for changes, problems encountered in the operation or training – all of these comments from you are of vital importance in planning the next census. Take five minutes a day and detail key points – at the end of the operation, you won't remember them, so write them down as you go along.

(a) Problems

These may include such things as work flow, work areas too cluttered, supplies, administration, pay, overtime cheques, personality conflicts among your staff, depressed or bored clerks, instructions not understood by staff, and all disciplinary actions taken.

(b) Solutions

List the steps you took to improve or correct these situations. If you were unable to improve or correct the problem, give the reasons. Also indicate whether you sought help and from whom, when, and who provided information.

Complete a page each day in your supervisor's daily diary. It will be useful for evaluation at the end of census processing. An example of a diary page is shown below.

Form RRC-317 is not attached to corresponding Form RRC-319.	Referred to the Assistant Processing Manager and obtained permission to make phone call to RO - 10:00 a.m.
Selected person identification numbers (SPINs) indicated on Form RRC-318 do not correspond to the Forms RRC-317 received.	Referred to the Assistant Processing Manager and obtained permission to make phone call to RO - 10:00 a.m.
Pay cheques. Casuals have not received any pay after five weeks of employment.	Informed Admin. Clerk - 2:30 p.m.
Head office processing manual not understood. Several clerks not clear on how to locate a VR and/or how to determine an address type.	Retraining necessary. Stopped work and explained procedures to all clerks on how to locate a VR and to determine an address type.
Two clerks continually late for work, take extended breaks: John Moore (CR-02), Sarah Williams (CR-02).	Notified Assistant Processing Manager. Obtained authority to issue verbal warning with other DA III supervisor present at 3:00 p.m.

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IV. Administrative Policy

This section describes administrative procedures and general guidelines and regulations applicable to all head office processing operations.

The majority of the information on hours of work, absence from duty and employee pay is included in the Employee Handbook for reference by all employees.

A. Hours of Work

1. Work Week

   The scheduled work week is 37.5 hours, or 7.5 hours daily (except for General Service (GS) employees whose scheduled work week is 40 hours, or 8 hours daily). The start and finish times are determined by the Head, Post-capture Systems Unit. The DA III Unit schedule will be from 8:15 a.m. to 4:30 p.m. Any absence or time taken off may have to be made up in order to maintain the unit production quotas. If failure to do so, the absence or the time taken off may result in a loss of earnings. Employees may be requested to work overtime when assistant processing managers in specific operations deem it necessary to maintain production schedules.

2. Lunch and Break Periods

   There are two break periods of 15 minutes each day; one in the morning, at 10:00 a.m., and one in the afternoon, at 2:30 p.m. The lunch starts at 12:15 p.m. and is for a period of 45 minutes. No employee is paid for a lunch period.

   Lunch and break periods are scheduled based on the availability of cafeteria facilities.

3. Overtime

   Overtime must be authorized by the assistant processing managers in each operation. Overtime worked is recorded on an Extra Duty Pay/Shift Work Report and Authorization (see Appendix 1), which is available from the Administrative Clerk.

B. Absence from Duty

1. Medical Appointments

Every attempt should be made by employees to schedule medical appointments outside regular working hours. However, subject to operational requirements, your Assistant Processing Manager may grant sufficient time off to attend appointments. The employee may be required to make up the time taken off to maintain unit production and to avoid loss of earnings.

All requests for time off for medical appointments must be referred to the Assistant Processing Manager.

2. Absence Due to Illness or Other Reasons

Employees are instructed to notify the Administrative Clerk of their absence, by telephone, no later than 15 minutes after the start of the working day. The Administrative Clerk will record the date and time of the call, the employee's name, the supervisor's name, and the expected duration of the absence. This information will be given to the supervisor.

3. Accident on the Job

Supervisors must report all accidents on the job to their Assistant Processing Manager and Processing Manager. Employees injured should be referred to the First Aid Officer on the floor, and if necessary, the Health Unit located in Room 1002, Main Building (emergency telephone numbers: 952-7119/ 952-7120).

4. Time Off for Other Reasons

Whenever possible, employees should submit a request for time off two working days in advance of the period of leave requested. All such requests are referred to the Processing Manager for authorization through your Assistant Processing Manager.

HOWEVER, NO VACATION LEAVE MAY BE TAKEN DURING HEAD OFFICE PROCESSING.

5. Absence Without Notice

Supervisors must inform their Assistant Processing Manager of all instances where an employee is absent without prior written authorization and no notification of absence was received by telephone. If the absence without notice exceeds two working days, the Assistant Processing Manager will attempt to reach the employee by telephone. If the absence exceeds seven calendar days and the telephone follow-up and registered letter have been unsuccessful, the employee will be released on the basis of abandonment of position.

6. Designated Paid Holidays

The employee is entitled to the designated holiday providing the employee is paid for the working day immediately preceding or following the designated paid holiday.

Note: All leave without pay must be approved by the Assistant Processing Manager.

C. Recording Hours Worked

1. Daily Attendance

Attendance records for each employee must be kept on a daily basis using the Form H-910 – 1996 Work Force Report. (Refer to Appendix 2.)

This form will cover a one-week period ending every Friday. Forms H-910 are completed every day by the employee and submitted to the Processing Supervisor **before 9:30 a.m. every Friday** for approval. (Late adjustments will be made on the next week's form.) After the forms have been approved, they must be captured by each supervisor in the Automated Time Reporting System (ATRS). (Refer to 2. Automated Time Reporting System (ATRS).)

The Form H-910 will allow you to know on which operation(s) and for how long your employees worked on a certain operation. You will also use this form to enter the ATRS for each of your employees at the end of each week.

How to complete the Form H-910:

Week Ending: The employee will insert the last working day of the week. A regular week starts on a Saturday and terminates on a Friday. (Year – Month – Day)

Employee Name: The employee will write his/her complete name.

Employee Number: The employee will write his/her identification number given to him/her by the Administration Unit on the certification day.

Day of the week	Program element	Phase	Regular hours	Overtime hours	
				3	4
Each day of the week is outlined in this column. It starts Saturday and terminates on the following Friday of the same week.	The financial code corresponding to the special study in which the employee worked. (See the back of the Form H-910 for more details.)	A phase corresponds to a certain activity or operation within a division. (See the back of the Form H-910 for more details.)	A regular day of work is from Monday to Friday, between 8:15 a.m. to 4:30 p.m. Any hours worked after this schedule will be paid in overtime. A civic holiday is a 3rd resting day.	Overtime hours worked during a regular day of work or during a Saturday (1st resting day).	Overtime hours worked during a Sunday (2nd resting day) or a civic holiday (3rd resting day).

You will also complete the Employee Daily Attendance Form. (Refer to Appendix 3.) This form will also cover a one-week period starting on a Saturday and ending on a Friday of a same week, as per the ATRS. This form will permit you to record, for each of your employees, their daily attendance in the

mornings and in the afternoons with the corresponding operation(s) they worked on, and to register the overtime done, if any, as well as their punctuality at work.

The completion of this form will aid you when entering and approving the Form H-910 data (time reporting) for each clerk into the ATRS.

2. Automated Time Reporting System (ATRS)

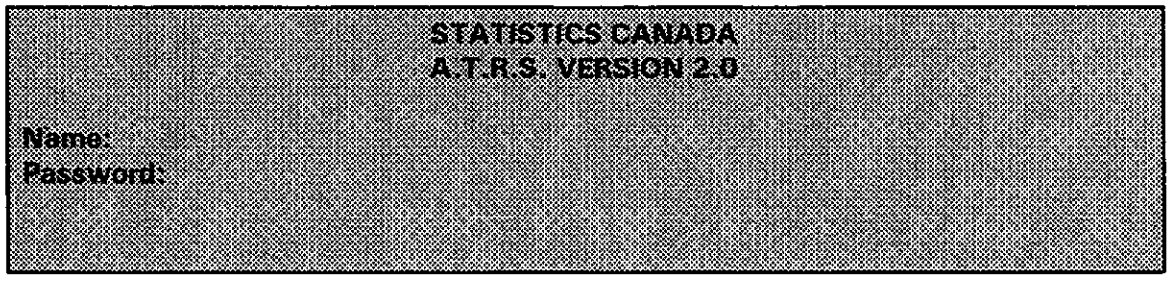
This ATRS module, specifically designed for the Census Operations Division's processing projects, is to be used by the supervisory staff to enter their own and their staffs' working hours in the processing of the operations of the 1996 Census. It will permit the registration or data capture of information relating to the number of hours worked for each of the various operations.

Note: The ATRS has to be performed every Friday before 9:30 a.m. Once it will be done, inform your Assistant Processing Manager by checking the ATRS Monthly Control Report for the concerned week (sheet located at your Assistant Processing Manager's office).

How to access to the ATRS – Census module

- To gain access to the ATRS – Census module from the main Windows menu, choose the ATRS icon and press **<ENTER>**.
- When the welcoming screen appears, press **<ENTER>**.
- Determine the language you wish to use and press **<F>** for French, or **<E>** for English.
- Enter your name or press **<F10>** for the employee list and locate your name. Press **<ENTER>**.
- Enter your password. (If this is the first time you are accessing the system, you must create a password of four to eight characters in length.) Press **<ENTER>**.

Note: In case of an absence, please inform your Assistant Processing Manager of your password so he/she may access the ATRS for data capture.



Once the name and password are correctly entered in the ATRS, the ATRS main menu screen will appear.

```
                    STATISTICS CANADA
                       MAIN MENU

(A)   Time Reporting
(B)   Change Password
(C)   COD Monthly Report
(X)   EXIT A.T.R.S.
```

The following options from the main menu will be very useful for the census team.

Time Reporting	This option permits the entry, the correction or the deletion of data captured (hours).
Change Password	This option permits the employee to change his/her password.
COD Monthly Report	This option permits the supervisor to verify the data capture with the data on the Form H-910 for each of his/her employees.
EXIT A.T.R.S.	This option permits you to exit the ATRS program.

(A) Time Reporting

- Choose the "(A) Time Reporting" option from the main menu and press **<ENTER>**. The following screen will appear:

```
                    ATRS
              WEEKLY WORK REPORT

Emp. No.:
   Name:
    FRC:
Week Ending: 960927

PROGRAM    PHASE    OPERATION  UNITS    OT      HOURS CONVERSION
ELEMENT                                CODE
```

Entering your time

- You must enter your **own** employee number **in first** or press **<F10>** for the employee list. When the latter is displayed, the ATRS allows the user to locate the desired employee name by using the arrow keys on the keyboard; the name is then selected by means of the **<ENTER>** key. The employee number, name and financial responsibility centre (FRC) code will appear on the screen.

- Indicate the period for which data must be entered or corrected. (The ATRS will automatically indicate the current period of the current week.) The period can be entered either manually or automatically by means of the **<F10>** key.
- Press **<Y>** if information is correct. Press **<N>** if information is incorrect.
- The ATRS will permit the viewing of the preceding period(s). To continue without viewing preceding periods, press **<N>**. If you press **<Y>** to view a preceding period, a table of period dates appears. The double arrows in the first column identify the periods for which data have been captured. Use the arrow keys to locate the desired period and press **<ENTER>**. To continue, press the **<ESC>** key.
- To copy this information to the current week, press **<Y>**. To continue without copying the information, press **<N>**.
- Enter the program element (four digits). Contact your supervisor to request your program element. Press **<F10>** to obtain a list of valid program elements. (See Appendix 4 for the listing of program elements and phase codes.)
- Enter the phase code. Press **<F10>** to obtain a list of valid phase codes.
- The four-digit operation code "0096" will automatically appear but can be modified.
- Enter the total hours corresponding to this program element for this period and press **<S>** to save the information entered.

Note: The ATRS requires input of time in the system until the total hours are equivalent to 37.5 for all groups and levels, except for GS employees who work a total of 40 hours.

Entering employee time

Once you have entered your time for the week, you must enter hours worked by your employees for that week. To do this, follow the same procedures as outlined under the "Entering your time" section.

Leave capture

Data for statutory holidays are already entered in the system. Other types of leave data must be entered according to the following procedure.

- Enter the leave code. Press **<F10>** to obtain a list of valid leave codes.
- Enter the phase code. Press **<F10>** to obtain a list of valid phase codes.
- The four-digit operation code "0096" must be entered.
- Enter the total hours corresponding to this program element for this period.

Overtime hours

All overtime hours must be entered in the form of the actual number of hours worked. The system will automatically do the conversion. The following codes are to be used by processing operations personnel (note that codes <1> and <2> do not apply):

Code <3> All employees required to work overtime will be compensated at a rate of 1.5 times their normal rate for any hours worked after their usual scheduled working day or on their first day of rest (Saturday).

Code <4> All employees required to work overtime on their second day of rest (Sunday) will be compensated at a rate of double (two times) their normal rate.

Note: When the above codes are used, the system will accept a total exceeding that of the number of hours in the regular working week.

Schedule

The required data entry **has to be** entered every Friday between 7:30 a.m. and 9:30 a.m. This period represents the time where the data entry is allowed. Failure to do so may result in putting your name in the delinquent report.

Time	Action	Performed by
07:30 to 09:30	data entry	Supervisors

(B) Changing Your Password

Refer to the Assistant Processing Manager.

(C) Generate the COD Monthly Report

- Choose the "(C) COD Monthly Report" option from the main menu and press **<ENTER>**. The following screen will appear:

```
                STATISTICS CANADA (ATRS)
                      MAIN MENU

   1. Jan        4. Apr        7. Jul        10. Oct
   2. Feb        5. May        8. Aug        11. Nov
   3. Mar        6. Jun        9. Sep        12. Dec

Enter the month for which you wish to generate a file _____
```

- You must type the three first letters of the month you select and press **<ENTER>**.

- Select the printer by choosing "LPT1" or "LPT2" and press **<ENTER>**. You may also cancel the printing by choosing **<CANCEL>** and pressing **<ENTER>**.

  For an example of the report that will be printed, refer to Appendix 5, COD Monthly Report. (This report is available in English only.)

Data verification

Compare the report printed to the weekly H-910 forms. Correct (if necessary) any errors in the ATRS. Submit the report and the H-910 forms to the Assistant Processing Manager.

3. Recording Lates

An employee will be considered late if he/she arrives in excess of five minutes after the scheduled start time in the morning or afternoon. The late employee must report to the supervisor.

Lates are recorded on the Employee Daily Attendance Form (Appendix 3). The number of late minutes is entered, then the employee enters his/her initials in the appropriate place.

Should an employee arrive back from lunch period in excess of five minutes late, record this by entering the number of late minutes in the appropriate column and ask the employee to enter his/her initials.

The five-minute rule, however, must not be an excuse for employees to be able to arrive late several minutes repeatedly. If such a practice persists, these persons should be spoken to. Once an employee has a total of 30 minutes, you must request completion of a Leave Application and Absence Report (Appendix 6). The supervisor must indicate on the Employee Daily Attendance Form that a request for a Leave Application Report was submitted to Administration.

Note: In this case, the Form H-910 will reflect the Leave Application Report for this day.

4. Recording Absences

If the employee is absent, this must be indicated in the area for the appropriate day of absence. A completed Leave Application Report must be submitted to Administration. Should an employee be absent for two consecutive days, the supervisor must submit a Leave Application Report to the Administrative Clerk. In this case, the supervisor will sign the form and have it approved by the Assistant Processing Manager. Upon the employee's return to work, the supervisor informs the employee that a leave request is already submitted and asks him to initial it.

5. Recording Overtime

An Extra Duty Pay/Shift Work Report and Authorization (Appendix 1) must be completed for each employee who works overtime. These forms and the instructions for their completion are available from the Administrative Clerk. The completed forms are submitted to the Administrative Clerk once a month.

Note: No overtime will be considered and approved, if not previously authorized by the Assistant Processing Manager.

D. Distribution of Pay Cheques

All employees are paid every second Wednesday. Permanent and term employees are paid to date. Casual employees are paid two weeks in arrears.

The Administrative Clerk will give you the cheques for your staff. You will distribute the cheques and have each employee sign the paylist, which is then returned to the Administrative Clerk. If an employee is absent, return the cheque to the Administrative Clerk; do not retain any cheques yourself. When the employee returns, send him/her to the Administrative Clerk to obtain the cheque.

Do not attempt to answer questions about cheques or deductions. Questions or requests are to be recorded on a round trip memorandum with all of the necessary information (i.e. name, operation, supervisor and problem) and then submitted to the Administrative Assistant.

E. Security

1. General

All census documents are strictly confidential. Under the *Statistics Act*, the penalty for divulging census information is a fine of up to $1,000 and/or imprisonment for up to six months.

2. Identification Cards

As all processing is performed in a secured area, all employees are issued identification cards. These cards must be shown to the Commissionaire on duty upon entering the work area or as requested by a security official. Your card must be visibly worn above the waist at all times during working hours. Violation of this rule may result in disciplinary action.

If one of your staff should misplace or lose his/her identification card, refer the employee immediately to the Assistant Processing Manager to file a report.

Your identification card remains the property of the Government of Canada and is to be returned when requested, or when employment ceases.

The identification cards will validate your entry and your employees entry only during regular working hours. However, it is possible to extend your right to be in the census confidential area. Your Assistant Processing Manager will do the necessary steps to put you or the concerned employee(s) on the Temporary Silent Access List. When you will inform your Assistant Processing Manager, do not forget to inform him/her if you require the assistance of guard or not.

Note: A guard is required when there are more than 10 persons working during the silent hours. Your Assistant Processing Manager will inform you and the other managers when there is a request for a guard from another unit, since it is not necessary to have more than one guard for the whole restricted area. If there are less than 10 persons working during the silent hours, it is not absolutely necessary to have the assistance of a guard. However, the security can be ineffective.

3. Entry/Exit Restrictions

In order to maintain building security, all main entrance doors located at the ground level on the Holland and Parkdale sides of the complex may be used by employees to enter/exit, regardless of the location of work. Loading dock entrances may not be used unless prior authorization is given for the purpose of receiving/dispatching equipment or materials.

Emergency exits located on ground and basement levels and leading to the outside are to be used only in the event of an emergency. Employees using these exits in non-emergency situations will be subject to administrative action being taken.

Most of the employees are restricted to one floor, while others, because of the nature of their work, must access all areas. Enter only those floors and work areas where you are required to work. You should be alert for intrusions by unauthorized staff and report breaches of this rule to your Assistant Processing Manager.

Note: For further information, refer to the Employee Handbook, Form H-902.

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V. Discipline Policy

As a supervisor, you may be called upon to take disciplinary action for some of your employees during the processing period for their failure to meet standards of attendance, work performance or personal behaviour. The Assistant Processing Manager **must** be consulted before <u>any</u> disciplinary action is taken.

The following are some examples of employee actions or attitudes which are unacceptable and require a supervisory response. These are examples only and are not to be considered all inclusive.

A. Attendance

- late for work or when reporting for assignments;
- incorrect reporting of time or attendance;
- abusing work privileges (e.g., extended lunch period);
- abusing leave privileges (e.g., an unacceptable pattern of absenteeism);
- failing to notify of absence (absence without leave);
- failing to report for work assignments;
- leaving place of work without permission.

B. Work Performance

- wasting time and/or material;
- neglecting tools or equipment;
- performing assigned tasks in a negligent or careless manner;
- failing to carry out instructions;
- failing to attempt to carry out assigned duties;
- failing to achieve acceptable work standards.

C. Personal Behaviour at Work

- failing to maintain an acceptable appearance;
- lying;
- engaging in pranks or horseplay;
- disregarding safety and health rules;
- smoking on the premises;
- sleeping, attempting to sleep, or laziness on duty;
- misusing equipment or material;
- engaging in theft or pilfering;
- using obscene language;
- using alcohol or illegal drugs on the premises;
- gambling on the premises;
- interfering with the work of others;
- damaging government property;
- dishonesty (e.g., falsifying records or obtaining material and services by fraudulent orders);
- assaulting another person;
- fighting on the premises;
- being drunk or engaging in disorderly conduct on the premises;
- insubordination;
- committing an indictable offence while on duty;
- sexual or physical harassment.

D. Discipline

Any disciplinary action which you take with regard to an employee for his/her failure to meet any of the previous regulations or standards must be based on your own common sense and be within the regulations. (The Assistant Processing Manager **must** be consulted before <u>any</u> disciplinary action is taken.) When you do have to discipline an employee, remember these guidelines:

- discipline as promptly as possible;
- be calm;
- get all the facts;
- ensure privacy of discussion;
- discipline when deserved;
- permit the employee to explain;
- leave the employee anxious to improve;
- be consistent.

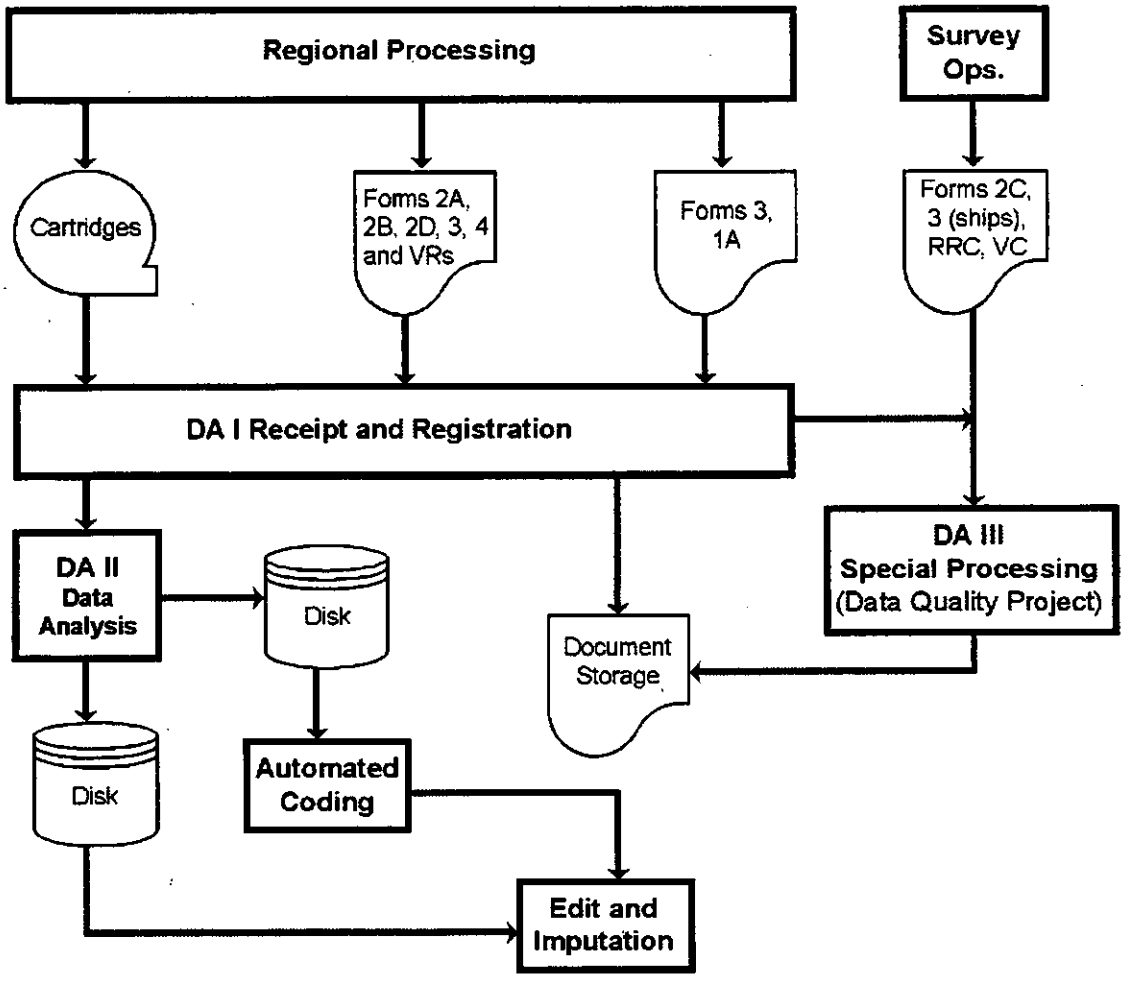
Your Assistant Processing Manager is always available for consultation concerning discipline. Be prepared to present facts, not gossip. Always document in writing any action taken or discussions held with an employee concerning discipline.

E. Complaints

Settle causes for complaint promptly between the persons concerned, if this is possible.

If problems cannot be settled at your level, you must report them to the Assistant Processing Manager.

1996 HEAD OFFICE PROCESSING PROCESS FLOW



VI. Head Office Processing

A. The Operation

DA III – Special Processing

The DA III – Special Processing is composed of several other studies.

DA III – Forms 2C/Forms 3 (Ships)

DA III will be responsible for conducting the Forms 2C (overseas enumeration) and Forms 3 (ships) processing for head office processing. The Forms 2C are used for the enumeration of diplomatic and Canadian Armed Forces personnel who reside outside Canada. In addition, the Forms 3 (ships) are used to enumerate personnel aboard coast guard, naval and Canadian registered merchant vessels.

Data Quality Project

Census Operations Division also provides management/production services to the Data Quality Project. The main studies carried out include:

- Reverse Record Check (RRC) Study;
- Automated Match Study;
- Collective Dwelling Study;
- Vacancy Check (VC) Study;
- Edit Sample Study;
- Outgoing Error Rate Study (Industry and Occupation);
- Roster Coverage Study.

The goal of each of these studies is to verify the quality of the census data or seek new ways of conducting the data quality studies for the 2001 Census.

The largest data quality study in 1996 is the RRC Study. Its primary purpose is to estimate the number of persons, households and census families missed or enumerated more than once (undercoverage and overcoverage) during the 1996 Census. This is done by selecting a sample of respondents in the past census (1991) and tracing their appearance in the current census (1996).

The Automated Match Study is the main overcoverage measurement tool. It will identify pairs of households on the census database with at least two persons in common, based on sex and birth date.

The Collective Dwelling Study will measure overcoverage of persons enumerated in 1996 in both a private and a collective dwelling. Possible alternative addresses will be obtained and will be checked for a sample of persons to identify possible overcoverage.

The Vacancy Check Study adjusts the census database to account for dwellings that were misclassified by the census as unoccupied.

The Edit Sample Study will estimate the initial rate of non-response for the information provided by respondents.

The Outgoing Error Rate Study (Industry and Occupation coding) will measure the quality of the coding data.

The Roster Coverage Study will estimate the incidence of undercoverage in the census. It will identify persons who were overcounted, miscounted and missed at the sample addresses.

B. Management Information System (MIS)

The objectives of the MIS are to provide data on:

1. manpower utilization and cost;
2. productivity;
3. quality; and
4. Main Computer Centre cost.

These data are given to senior and operational managers on a weekly basis for use in the evaluation of progress against plans and the development of alternative plans required to maintain processing schedules. In view of the use made of this information, accuracy in the completion of input forms is extremely important.

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VII. Reverse Record Check Study

A. General Instructions

Together with other supervisors, you will directly supervise the work of a group of processing clerks. You will be responsible for the work performed by your employees.

In order to obtain the highest possible standards of work carried out in your operation, you must spend a good deal of your time controlling the quality of the work of your clerks.

After training, you must ensure that the newly learned procedures are understood by all and correctly carried out. Do a review of a sample of each clerk's work during the start of production. If a clerk is experiencing difficulties or making errors, take time to review the relevant section of the procedures manual with him/her. If a clerk asks you a question that is covered by the procedures manual, refer him/her to the page in the manual; do not just answer the question. Encourage your staff to use their procedures manual.

Once production is under way, continue to do spot checks of each clerk's work on a regular basis. Ensure that the forms have been processed correctly and consistently. All coded entries must be legible.

If any situation occurs which is not covered in the processing manuals, advise the Assistant Processing Manager immediately.

B. The Form Tracking System (FTS), Version 2.0

The Form Tracking System (FTS), Version 2.0, specifically designed for the DA III – Special Processing, is to be used during the DA III production for the 1996 Reverse Record Check (RRC) Study. The FTS tracks questionnaires and other forms as they move between operations.

1. The Two Main Activities of the FTS

- ***provides interactive tracking of each form*** as it travels through the various operations in DA III's 1996 RRC production process;

- ***generates production activity reports*** on a timely basis for project participants.

System Users

The principal user of the FTS will be the System Administrator who will be responsible for day-to-day operations associated with the FTS:

- producing various reports required by management and methodology;
- performing daily back-ups of the database;
- transferring data capture by supervisors to the FTS database;
- receiving and copying various files needed to update the FTS control files;
- ensuring the security and integrity of the database;
- maintaining data capture and other FTS equipment (recharging scanning pens, etc.).

All levels of RRC-96 management ***(supervisors, assistant processing managers and the Processing Manager)*** use the system to ascertain the status of production in order to take any necessary action to ensure that the project runs smoothly and on schedule.

Bar Codes on Scanned Forms

Each form being tracked has a bar code. The bar code is scanned each time the form moves from one operation to another through the use of a scanning pen, laser scanner or computer keyboard. The data are used to track forms as they make their way through the DA III production process.

2. How to Use the Scanning Pens

a. General Scanning Procedures

Turn on the PDT1000:
Press the SCAN key once.

Verify the date:
(i) Press the SCAN key on the pen reader; READY will appear on the PDT display panel.
(ii) Press the down arrow for five seconds, verify the day, month and year. The program will remove this information from the display as shown, as the down arrow is released.
(iii) If the date is wrong, correct it by reinitializing the PDT1000.

Scan the bar code:
(i) Press the SCAN key on the pen reader; the pen reader will beep and READY will appear on the PDT display panel.
(ii) Press the SCAN key once over the bar code. Position it for the correct angle and distance. The PDT1000 will beep and the red light will go on.
(iii) Verify that the bar code was read by looking at the display and comparing it with the bar code number.

Note: If you try to scan the same bar code twice, the pen reader will produce a different beep.

b. Scanning Tips

Delete all entries:
After the downloading of the information, you should verify that all the entries have been deleted.
(i) Press the SCAN, the down arrow and the up arrow at the same time.
(ii) DELETE ALL ENTRIES? is displayed. Press the down arrow to indicate "yes".

Note: The DELETE ALL ENTRIES bar code will also do the same function.

Data review:
(i) Data Review/Review Next Entry – (▼)
Press the down arrow to go the next entry in memory.

Note: You must go to a previous entry first in order to go to a next entry in memory.

(ii) Data Review/Review Previous Entry – (▲)
Press the up arrow to go to the previous entry in memory.
(iii) Data Review/Review First Entry – (▲ then SCAN)
Press the up arrow and then the SCAN key to go to the first entry in memory.
(iv) Data Review/Review Last Entry – (▼ then SCAN)
Press the down arrow and then the SCAN key to go to the last entry in memory.
(v) Display the memory usage – (▲)

The pen reader allows you to scan up to 800 entries.

To find out how many you have scanned, press the up arrow for five seconds to display the memory usage. The program will remove this information from the display as soon as the up arrow is released.

c. Downloading the Data from the PDT1000

To download the information scanned by the pen reader, you must bring your pen reader to the person responsible for the FTS.

You must provide the name of your Assistant Processing Manager, your name, the phase involved, your operation, the activity performed, the name of the clerk who performed the activity and the type of form scanned (General Processed Form Protocol); or the Assistant Processing Manager's name, the supervisor's name, the phase, the external location, the generic employee and the type of forms scanned (Shipped Form Protocol).

3. The Scanning Process: What to Scan?

The scanning process will occur at various stages, mostly in the Control Operation. This task will occur in Phase 1 and Phase 2, during the Clean-up, Visitation Record (VR) Search, Verification and Referral operations. Your responsibilities in terms of the FTS will be to scan the forms for every activity during the processing of a form.

The control area will be the main focus of the operations; this is where the FTS will be located. Your duty is to ensure that the required information is provided on time at the FTS area.

To Scan the Forms upon Receipt in DA III

The scanning registers the Forms RRC-317 (attached to their respective Form RRC-319) and the downloading of the control files registers the Forms H-332 and the Forms H-332M/P/R, all into the FTS. It verifies their proper identification and routing.

4. The Scanning Protocols

The scanning protocols are used to establish which items to scan and what order to scan them in. Control sheets containing bar codes are scanned and used to register information according to the protocols.

There are two protocols that will be used by supervisors: the General Processed Form Protocol and the Shipped Form Protocol.

Follow the next steps very strictly in order to not mix the sequence protocols of the bar codes.

The General Processed Form Protocol

This protocol is used for every form being processed during any operation through Phase 1 to Phase 3.

Refer to Appendix 7 for the bar codes.

Phase 1

1st	**Action New bar code**	Action New				
2nd	**Assistant Processing Manager bar code**	Nathalie Gendron; Bonnie Kohoko; Belia Velho				
3rd	**Supervisor bar code**	Gaétan Bernard; Serge Henri; Rita Larente				
4th	**Phase bar code**	Phase 1				
5th	**Operation bar code**	Control	Filing Cabinet	Clean-up	VR Search	Verification
6th	**Activity bar code**	Receipt[1]	Filing/Completed	Sorting	Searching	Verifying
7th	**Clerk or Generic Employee bar code**	Specific clerk				
8th	**Forms bar codes**	RRC-317/RRC-319	RRC-317/RRC-319 H-332, Groups 2 to 7[2]	H-332, Groups 2 to 7		
9th	**Distribute work**	Assigned clerk				

[1] The receipt of Forms H-332 will be registered in the FTS Control Area.

[2] The scanning of Group 1 is directly performed in the FTS Control Area.

Phase 2

1st	**Action New bar code**	Action New				
2nd	**Assistant Processing Manager bar code**	Nathalie Gendron; Bonnie Kohoko; Belia Velho				
3rd	**Supervisor bar code**	Gaétan Bernard; Serge Henri; Rita Larente				
4th	**Phase bar code**	Phase 2				
5th	**Operation bar code**	Control[3]	Filing Cabinet	Referral	VR Search	Verification
6th	**Activity bar code**		Filing/Completed	Referral Activity	Searching	Verifying
7th	**Clerk bar code**	Assigned employee				
8th	**Forms bar codes**	H-332M/P/R		H-332R		H-332M/P/R
9th	**Distribute work**	Assigned clerk				

[3] The receipt activity is replaced by the downloading of the control files into the FTS.

The Shipped Form Protocol

This protocol is used for every form going out of DA III – Special Processing, to an external entity: regional offices (ROs), Data Quality (DQ), or Operations and Integration Division (OID).

Refer to Appendix 8 for the bar codes.

Phase 1 and Phase 2

1st	**Action New bar code**	Action New					
2nd	**Assistant Processing Manager bar code**	Nathalie Gendron; Bonnie Kohoko; Belia Velho					
3rd	**Supervisor bar code**	Gaétan Bernard; Serge Henri; Rita Larente					
4th	**Phase bar code**	Phase 1		Phase 2		Phase 3	
5th	**External Location bar code**	RO	OID	DQ	OID	DQ	OID
6th	**Generic Employee bar code**	Generic employee					
7th	**Forms bar codes**	RRC-317/ RRC-319 (FIS = contact outside RO jurisdiction)	RRC-317/ RRC-319, H-332	H-332M/P/R		RRC-320	
8th	**Send shipment**	Edmonton, Winnipeg, Halifax, Montréal, Toronto, and Vancouver	For batching	Special cases to resolve	For batching	To be determined at later date	

Note: The scanning process has a continuous memory effect. This means that once you have started to scan a pile of documents, you can scan another pile without having to rescan the whole protocol. You need only to scan the different elements.

This note applies to both protocols.

5. Situations that Need to Be Scanned in Phase 1

Control Operation:

Situation	Action
Shipments:	
Forms RRC-317/RRC-319 taken from the box identified "for shipment to ROs". These forms are to be scanned to the ROs.	These forms will be prepared for transfer to the respective ROs. However, before the forms are prepared for mailing, the Control Supervisor will scan the forms as shipped to the appropriate RO, in order to keep track of their status. Refer to the Shipped Form Protocol. (re: H-300A, p. 17, 2. RRC Transfers)
Receipt:	
Forms RRC-317 and corresponding Forms RRC-319 in the receipt area. These forms are to be scanned upon their receipt into the Control Operation.	The Form RRC-317 will be stapled to the top of its corresponding Form RRC-319, so that the **Control Supervisor** can read the RRC-317 bar code. This will identify how many forms have been received in the head office (HO). These forms MUST remain attached together at all times. Refer to the General Processed Form Protocol. (re: H-300A, p. 19, B. Receipt of Forms)
Batching:	
Forms RRC-317/RRC-319 (Groups 1 and 2); and Forms H-332 marked "Duplicate" or "Out of Scope", type "C" or "D", located in a box identified for batching.	The **Control Supervisor** will scan these forms each time they have been prepared in batches and are ready to go to OID for data capture. This is done in order to know how many forms have been sent to OID for keying. Refer to the Shipped Form Protocol. (re: H-300A, p. 21, C. Batching)

Filing Cabinet Operation:

The Filing Cabinet Operation is a shadow operation used for the FTS purpose only. This operation is used to indicate when a form is completed and filed.

Note: This operation is not indicated in the manual procedures.

Situation	Action
Filing/Completed:	
All forms in Phase 1, **other than the Forms RRC-318.**	The **Control Supervisor** will scan each of these forms into the Filing Cabinet Operation once they have been completely processed. This will identify how advanced or late we are in the production plan.
Forms RRC-317/RRC-319 (Groups 1 and 2) placed in the box identified "from OID".	
Forms H-332 identified as "A", "B", or "E" coming from the Clean-up Operation, placed in the box identified "H-332 to scan before filing".	Refer to the General Processed Form Protocol. (re: H-300A, p. 22, D. Filing)
Forms H-332 marked "Duplicate" or "Out of Scope", placed in the box identified "from OID".	
Forms H-332 identified as "C" or "D", placed in the box identified "from OID".	
Forms H-332 printed as Group 1 ("A" or "B"), received in the Control Operation from the FTS Control Area and placed in the box identified "H-332 ready for filing".	The scanning of these forms into the Filing Cabinet Operation is automatically performed in the FTS Control Area. Therefore, the Control Supervisor **does not** perform any scanning on the Forms H-332 (Group 1).

Clean-up Operation:

Situation	Action
Sorting:	
Forms H-332 received in the Clean-up Operation from the FTS Control Area.	The **Clean-up Supervisor** will scan the forms from the box identified "H-332 Groups 2 to 7 from Control" located in the Clean-up Operation and will assign the sorting of these forms to one of the Clean-up clerks. This will identify how many Forms H-332 will be processed in the Clean-up Operation and identify which clerk completed the work. Refer to the General Processed Form Protocol. (re: H-300A, p. 20, 2. Forms H-332 from Automated Systems, and p. 25, A. Comparison of Addresses)

VR Search Operation:

Situation	Action
Searching:	
Forms H-332 with auto-result "D" received in the VR Search Operation from the Clean-up Operation.	The **VR Search Supervisor** will scan the forms and assign them to a VR Search clerk. This will identify how many forms have to be processed in the VR Search Operation and identify which clerk completed the work. Refer to the General Processed Form Protocol. (re: H-300A, p. 29, V. VR Search)

Verification Operation:

Situation	Action
Verifying:	
Forms H-332 with auto-result "C" and Forms H-332 with auto-result "D" received in the Verification Operation from the Clean-up or the VR Search Operation.	The **Verification Supervisor** will scan the forms and assign them to a Verification clerk. This will identify how many forms have to be processed in the Verification Operation and identify which clerk completed the work. Refer to the General Processed Form Protocol. (re: H-300A, p. 37, VI. Verification)

6. Situations that Need to Be Scanned in Phase 2

Control Operation:

Situation	Action
Receipt:	
Forms H-332M, H-332P, and H-332R from Social Survey Methods Division (SSMD).	The receipt activity is replaced by the downloading of the control files into the FTS. The forms will be placed in a box identified "for Referral", "for VR Search", or "for Verification". H-332M For Verification H-332P For Verification H-332R (Types 1, 2 and 3) For Referral H-332R (Types 4 and 5) For Verification Refer to the General Processed Form Protocol. (re: H-300B, p. 25, A. Receipt of Forms)
Batching:	
Forms H-332M, H-332P and H-332R located in a box identified for batching.	The **Control Supervisor** will scan these forms when they have been prepared in batches and are ready to go to OID for data capture. This is done to know how many forms have been sent to OID for keying. Refer to the Shipped Form Protocol. (re: H-300B, p. 25, B. Batching)

Filing Cabinet Operation:

The Filing Cabinet Operation is a shadow operation used for the FTS purpose only. This operation is used to indicate when a form is completed and filed.

Note: This operation is not indicated in the manual procedures.

Situation	Action
Filing/Completed:	
Forms H-332M, H-332P, and H-332R after data capture, placed in a box identified "from OID".	The **Control Supervisor** will scan these forms once they will have been completely processed. This will identify if the production plan is behind or ahead of schedule. Refer to the General Processed Form Protocol. (re: H-300B, p. 25, C. Filing)

Referral Operation:

Situation	Action
Forms H-332R (Types 1, 2 and 3) received in the Referral Operation from the Control Operation.	The **Referral Supervisor** will scan the forms and assign them to a Referral clerk. This activity will identify how many forms have to be processed in the Referral Operation and identify which clerk did the work. Refer to the General Processed Form Protocol. (re: H-300B, p. 27, IV. Referral)

VR Search Operation:

Situation	Action
Searching:	
Forms H-332R received in the VR Search Operation from the Referral Operation.	The **VR Search Supervisor** will scan the forms and assign them to a VR Search clerk. This will identify how many forms have to be processed in the VR Search Operation and identify which clerk completed the work. Refer to the General Processed Form Protocol. (re: H-300B, p. 43, V. VR Search Operation)

Verification Operation:

Situation	Action
Verifying:	
Forms H-332M, H-332P and H-332R received in the Verification Operation from either the Control, the VR Search or the Referral operations.	The **Verification Supervisor** will scan the forms and assign them to a Verification clerk. This will identify how many forms have to be processed in the Verification Operation and identify which clerk completed the work. Refer to the General Processed Form Protocol. (re: H-300B, p. 51, VI. Verification Operation)

All Operations:

Situation	Action
Special cases to DQ:	
Forms H-332M, H-332P and H-332R placed in the box identified "to DQ" to resolve special cases.	The **supervisor of the operation** will scan the forms that are being sent to DQ, in order to identify their location and to know how many problem cases were identified. Refer to the Shipped Form Protocol.

Conclusion: It is necessary to scan a form each time the form ***is going through a different element, i.e. operation, working activity, clerk, location, etc.***

C. Batching: How to Prepare the Documents to Send to OID

Batching is the preparation of forms for data capture. It is an activity in the Control Operation, in the Phase 1 and Phase 2. When preparing a document for batching, not only will you need to scan the documents to be sent to OID (using the Shipped Form Protocol, "batching"), but you must also complete a Data Capture Work Ticket Form (Form No. 7-6100-22).

Procedures to Complete the Data Capture Work Ticket Form

Job name	=	Study name (e.g., Reverse Record Check)
Division	=	Census Operations
Customer	=	Name of the person responsible for sending the batch of documents
Telephone No.	=	Telephone of the person responsible for sending the documents
Date	=	Date the documents were sent
Method of capture	=	Check "EP94"
Data output	=	Mainframe
Pracas	=	2546 (for Reverse Record Check only)
FRC	=	846
Step	=	The step number will vary depending on the forms being batched. OID will insert the required step number.
Data set name	=	CEDQ.DCAP.R319.GRPXXXXX H332 H332M H332P H332R CEDQ = Census Data Quality DCAP = Data capture GRP = The five digits on the top-right corner of the Data Capture Work Ticket Form
Verified	=	Check "Yes".
Number of records	=	Insert the total number of forms being sent for data capture (e.g., 3 batches of 25 documents = 75 documents) **Note:** On each Data Capture Work Ticket Form, there is only one type of forms, not more than 5 batches per form and all the batches are the same size.
Batches	=	Insert the total of batches being sent to OID. All batches are numbered starting at batch 1 in order to follow a sequence and for fast reference (e.g., from batch 1 to batch 6).
Comments	=	Special instruction (e.g., attention of Mrs Ghislaine Lafortune)

D. Shipping

Shipping is another activity to be done through the Phase 1 in the Control Operation. Very careful attention has to be given to this task, in order to not lose or disclose ANY CONFIDENTIAL INFORMATION.

The supervisors are responsible for handling the mailing of the shipments of the RRC materials to the ROs. These materials will be the RRC tracing materials and the RRC-317/RRC-319, transfers. All these documents have to be double wrapped. The employee will complete a RRC Shipment Invoice (Form RRC-318) for the RO as per the procedures given to him/her. (Refer to the Form H-300A, Phase 1 – Initial Search.) The canary copy of this form will be inserted in the envelope containing the documents, and you will fax the white copy to the RO. Once these white copies have been faxed, they will be placed in a basket identified as "RRC-318 for filing".

The package/envelope has to be double wrapped and a label indicating the address and the contact at the census RO has to be clearly indicated on each envelope. The second envelope is a secure envelope. CONFIDENTIAL / CONFIDENTIEL has to be indicated. The envelope has to be very well taped.

E. Situation/Action Table for Phase 1, Initial Search

Control Operation:

Situation	Action
Receipt:	
There is no SPIN indicated on the Form RRC-318 for the Form RRC-317 and the corresponding Form RRC-319.	Ensure the SPIN is not written on another Form RRC-318, or on the attached printout. Add the SPIN to the Form RRC-318 and change the total and the cumulative total accordingly (if needed).
The SPIN for a Form RRC-317 is indicated on the Form RRC-318, but the form is not included in the shipment.	Ensure there are no remaining Forms RRC-317 in the shipment. If the missing form is still not found, contact the RO. If the RO does not have the required form, refer the problem to the Assistant Processing Manager. Change the total and the cumulative total accordingly (if needed).
The Form RRC-318 for the receipt of Forms RRC-317/RRC-319 is not attached.	Ensure the form is not among the materials in the package. Fax a memo to the RO, asking for a copy of the Form RRC-318 for the shipment.
The Final Interview Status (FIS) is not marked on the Form RRC-319 or the FIS was marked more than once.	Place in Data Quality (DQ) box.

Situation	Action
There is no Form RRC-317 attached to a Form RRC-319 or there is only a Form RRC-317 and no Form RRC-319 is attached.	Ensure that the missing form has not been attached to another form. Ensure that the package in which the forms were received is empty. If the missing form is still not found, contact the RO. If the RO does not have the required form, refer the problem to the Assistant Processing Manager.

Clean-up Operation:

Situation	Action
Sorting:	
There is no cover page identifying the group of a pile of Forms H-332.	Refer the non-identified pile of Forms H-332 to the person responsible for the FTS.

VR Search Operation:

Situation	Action
Searching:	
The VR corresponding to the PROV/FED/EA printed in Columns 2, 3, and 4 of Section 3 of the Form H-332 is not in the VR Library.	Ensure the VR has not been misplaced. Check if other clerks have the required VR. If the problem still exists, advise the Library Supervisor and place the Form H-332 on hold until the requested VR is found. If the problem still persists for more than five working days, advise your Assistant Processing Manager of the situation.

Verification Operation:

Situation	Action
Verifying:	
Forms H-332 with an auto-result of A, B or E are received.	Return them to Control Operation for filing. Advise the Control Supervisor.
An EA box or boxes corresponding to a certain PROV/FED/EA cannot be located.	Ensure the EA box is not misplaced. Provide the PROV/FED/EA number to the dock master in DA I and advise him that the corresponding EA box cannot be located. Place the Form H-332 on hold and do a follow-up every two days. If the problem persists, consult your Assistant Processing Manager.
No census questionnaire corresponding to the household number printed in Column 5 of Section 2 of the Form H-332 is located.	Ensure that it is the correct EA box. Ensure the census questionnaire has not been misfiled in the EA box. If the census questionnaire still cannot be located, place the form on hold and refer the case to the Assistant Processing Manager and provide him/her with PROV/FED/EA/Hhld number.
There is doubt about a name match for a selected person (SP) and/or Household members and/or Other Adult.	Ensure that the name match procedures have been followed and code the Form H-332.

Note: If you encounter a situation which is not covered in the previous situations, refer to your Assistant Processing Manager.

F. Situation/Action Table for Phase 2, Edits and Reworks

Referral Operation:

Situation	Action
Referral Activity:	
You cannot locate the source document (Form RRC-317 or Form RRC-319) corresponding to the designated SP.	Ensure you have the correct SP folder. Ensure you are using the right "Address Source" printed in Section 1 on the Form H-332R. If so, refer the file to the Assistant Processing Manager.
You cannot locate the SP's file.	Ensure you have the right SPIN. Ensure the file has not been misplaced in the filing cabinet and refer the file to the Assistant Processing Manager.

VR Search Operation:

Situation	Action
The VR corresponding to the PROV/FED/EA printed in Columns 2, 3, and 4 of Section 3 of the Form H-332R is not in the VR Library.	Ensure the VR has not been misplaced. Check if other clerks have the required VR. If problem still exists, advise the Library Supervisor and place the form on hold until the requested VR is found. If problem still persists for more than five working days, advise your Assistant Processing Manager of the situation.

The address indicated in Section 2 on Form H-332R (if updated) or printed in Section 1 on Form H-332R (if confirmed as the same) contains a collective dwelling name, but it is indicated in Section 1 of the VR.	Ensure the address indicated on Form H-332R is correct. If not, correct the address according to the procedures in Referral and advise the clerk of the error. List the Hhld No. from Section II of the VR, in Column 5, Section 3, of the Form H-332.

Verification Operation:

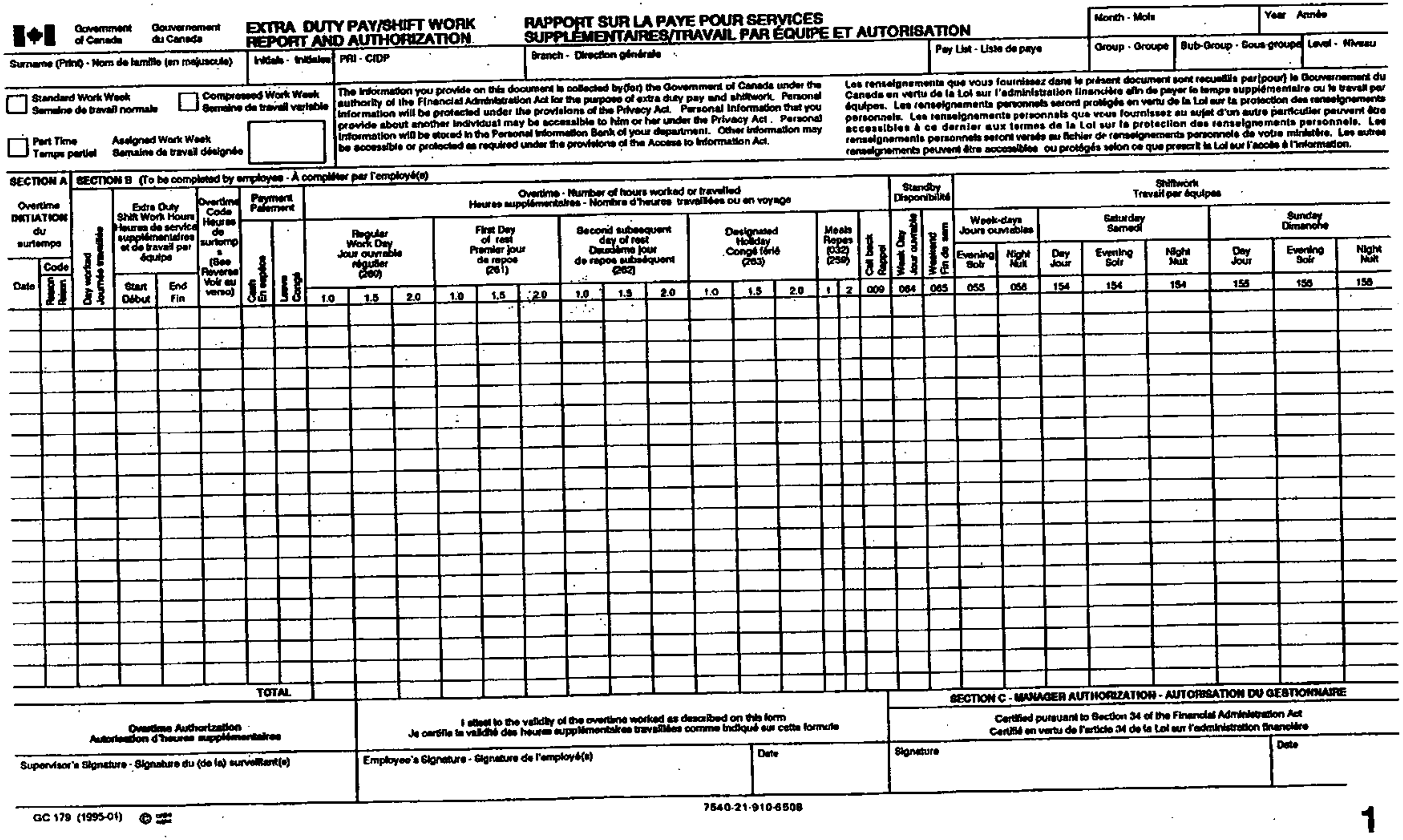
Situation	Action
An EA box corresponding to a certain PROV/FED/EA cannot be located.	Ensure the EA box is not misplaced. Ensure the PROV/FED/EA number is correct. If the PROV/FED/EA number is correct, provide it to the Assistant Processing Manager and advise that the corresponding EA box cannot be located.
No census questionnaire corresponding to the household number printed in Column 5 of Section 3 of the Form H-332R is located.	Ensure it is the correct EA and the correct questionnaire. Ensure the census questionnaire has not been misfiled in the EA box. If the census questionnaire still cannot be located, place the form on hold and refer the case to the Assistant Processing Manager and provide him/her with the PROV/FED/EA/Hhld number.
There is doubt about a name match for a SP and/or Household members and/or Other Adult.	Ensure that the name match procedures have been followed and code the Form H-332.

Note: These situations constitute only a small portion of various possibilities. If you encounter a situation which is not covered in the previous situations, refer to your Assistant Processing Manager.

NOTES

VIII. Appendices

Appendix 1 — Extra Duty Pay/Shift Work Report and Authorization



Government of Canada Gouvernement du Canada

EXTRA DUTY PAY/SHIFT WORK REPORT AND AUTHORIZATION

RAPPORT SUR LA PAYE POUR SERVICES SUPPLÉMENTAIRES/TRAVAIL PAR ÉQUIPE ET AUTORISATION

Month - Mois

Year Année

Surname (Print) - Nom de famille (en majuscule)

Initials - Initiales

PRI - CIDP

Branch - Direction générale

Pay List - Liste de paye

Group - Groupe

Sub-Group - Sous-groupe

Level - Niveau

☐ Standard Work Week Semaine de travail normale

☐ Compressed Work Week Semaine de travail variable

☐ Part Time Temps partiel

Assigned Work Week Semaine de travail désignée ☐

The information you provide on this document is collected by(for) the Government of Canada under the authority of the Financial Administration Act for the purpose of extra duty pay and shiftwork. Personal information will be protected under the provisions of the Privacy Act. Personal information that you provide about another individual may be accessible to him or her under the Privacy Act. Personal information will be stored in the Personal Information Bank of your department. Other information may be accessible or protected as required under the provisions of the Access to Information Act.

Les renseignements que vous fournissez dans le présent document sont recueillis par(pour) le Gouvernement du Canada en vertu de la Loi sur l'administration financière afin de payer le temps supplémentaire ou le travail par équipes. Les renseignements personnels seront protégés en vertu de la Loi sur la protection des renseignements personnels. Les renseignements personnels que vous fournissez au sujet d'un autre particulier peuvent être accessibles à ce dernier aux termes de la Loi sur la protection des renseignements personnels. Les renseignements personnels seront versés au fichier de renseignements personnels de votre ministère. Les autres renseignements peuvent être accessibles ou protégés selon ce que prescrit la Loi sur l'accès à l'information.

SECTION A		SECTION B (To be completed by employee - À compléter par l'employé(e))																														
Overtime INITIATION du surtemps		Day worked Journée travaillée	Extra Duty Shift Work Hours Heures de service supplémentaires et de travail par équipe		Overtime Code Heures de surtemps (See Reverse Voir au verso)	Payment Paiement		Overtime - Number of hours worked or travelled Heures supplémentaires - Nombre d'heures travaillées ou en voyage															Standby Disponibilité		Shiftwork Travail par équipes							
Date	Code		Start Début	End Fin		Cash En espèces	Leave Congé	Regular Work Day Jour ouvrable régulier (260)			First Day of rest Premier jour de repos (261)			Second subsequent day of rest Deuxième jour de repos subséquent (262)			Designated Holiday Congé férié (263)			Meals Repas (032) (259)		Call back Rappel	Week Day Jour ouvrable	Weekend Fin de sem	Week-days Jours ouvrables		Saturday Samedi			Sunday Dimanche		
	Reason Raison																								Evening Soir	Night Nuit	Day Jour	Evening Soir	Night Nuit	Day Jour	Evening Soir	Night Nuit
								1.0	1.5	2.0	1.0	1.5	2.0	1.0	1.5	2.0	1.0	1.5	2.0	1	2	009	064	065	055	056	154	154	154	156	156	156
						TOTAL																										

Overtime Authorization
Autorisation d'heures supplémentaires

Supervisor's Signature - Signature du (de la) surveillant(e)

I attest to the validity of the overtime worked as described on this form
Je certifie la validité des heures supplémentaires travaillées comme indiqué sur cette formule

Employee's Signature - Signature de l'employé(e)

Date

SECTION C - MANAGER AUTHORIZATION - AUTORISATION DU GESTIONNAIRE

Certified pursuant to Section 34 of the Financial Administration Act
Certifié en vertu de l'article 34 de la Loi sur l'administration financière

Signature

Date

GC 179 (1995-01)

7540-21-910-6508

1

Appendix 2 — Form H-910 – 1996 Work Force Report

1996 Census of Canada

1996 Work Force Report

Recensement du Canada de 1996

Rapport de l'effectif de 1996

Form Formule H-910

Week ending – Semaine se terminant le Y–A M D–J

Employee name – Nom de l'employé _____

Employee number – Numéro de l'employé

	Program element Élément de programme	Phase Étape	Regular hours Heures régulières	Overtime hours Heures supplémentaires 3	4
Saturday Samedi					
Sunday Dimanche					
Monday Lundi					
Tuesday Mardi					
Wednesday Mercredi					
Thursday Jeudi					
Friday Vendredi					
Total week Total des heures pour la semaine	→				

8-4600-34: 1995-12-08

Supervisor – Surveillant

Statistics Canada Statistique Canada

Canada

Appendix 3 — Employee Daily Attendance Form

1996 CENSUS / RECENSEMENT 1996
DA III SPECIAL STUDIES / AD III ETUDES SPÉCIALES
Employee Daily Attendance
Présence quotidienne des employés

Week Date **Date de la semaine:**	**From:** **Du:**				**To:** **Au:**			
Employee Name **Nom de l'employé**		**Saturday** **Samedi**	**Sunday** **Dimanche**	**Monday** **Lundi**	**Tuesday** **Mardi**	**Wednesday** **Mercredi**	**Thursday** **Jeudi**	**Friday** **Vendredi**
	AM							
	PM							
	OT/TS							
	Late/Retard							
	AM							
	PM							
	OT/TS							
	Late/Retard							
	AM							
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	PM							
	OT/TS							
	Late/Retard							

C:/RITA/EMP-ATT.XLS

Appendix 4 — Program Elements and Phase Codes

Program element – Élément de programme

2020 – Head office processing
Dépouillement au bureau central

2021 – Automated coding
Codage automatisé

2546 – Reverse record check
Contre-vérification des dossiers

2547 – Vacancy check
Vérification des logements inoccupés

2550 – Coverage Research Study
Étude portant sur la couverture du recensement

2510 – Outgoing Error Rate Study
Étude sur le taux d'erreur de sortie

1980 – Edit sample study
Étude de l'échantillon de contrôle

2018 – Regional processing
Dépouillement régional

9220 – Sick leave (certified)
Congé de maladie (avec certificat)

9210 – Sick leave (uncertified)
Congé de maladie (sans certificat)

9999 – Leave without pay
Congé sans solde

Phase codes – Codes d'étape

HOP – DBC

HO0010 – DA I Receipt and registration – AD I Réception et enregistrement
HO0011 – DA I VR library maintenance – AD I Entretien de la bibliothèque des RV
HO0020 – DA II Data analysis regular clerks – AD II Analyse des données - Préposés ordinaires
HO0021 – DA II Data analysis income clerks – AD II Analyse des données - Préposés au revenu
HO0030 – DA III 2C and ships – AD III 2C et navires
HO0040 – Management/Administration – Gestion/Administration
HO0050 – Special projects – Projets spéciaux
HO0051 – No work assigned – Aucun travail attribué

DQ – QD

DQ0010 – DA III RRC Control/clean-up – AD III Contrôle/derniers rappels - CVD
DQ0011 – DA III RRC VR search – AD III Recherche dans les RV - CVD
DQ0012 – DA III RRC Verification – AD III Vérification - CVD
DQ0013 – DA III RRC Referral – AD III Renvoi - CVD
DQ0014 – DA III RRC Data quality referral – AD III Renvoi relatif à la qualité des données - CVD
DQ0015 – DA III Vacancy check – AD III Vérification des logements inoccupés
DQ0016 – Edit sample study – Étude de l'échantillon de contrôle
DQ0017 – Coverage Research Study – Étude portant sur la couverture du recensement
DQ0018 – Outgoing Error Rate Study – Étude sur le taux d'erreur de sortie
DQ0019 – Collective Dwelling Study – Étude sur les logements collectifs
DQ0020 – Automated Match Study – Étude sur l'appariement automatisé
DQ0021 – Management – Gestion
DQ0022 – Special projects – Projets spéciaux
DQ0023 – No work assigned – Aucun travail attribué

AC – CA

AC0001 – Mother tongue – Langue maternelle
AC0002 – Home language – Langue parlée à la maison
AC0003 – Non-official language – Langue non officielle
AC0004 – Place of birth – Lieu de naissance
AC0005 – Indian band/First Nation – Bande indienne/première nation
AC0006 – Place of residence - 1 year ago - inside Canada – Lieu de résidence - 1 an auparavant - au Canada
AC0007 – Place of residence - 1 year ago - outside Canada – Lieu de résidence - 1 an auparavant - hors du Canada
AC0008 – Place of residence - 5 years ago - inside Canada – Lieu de résidence - 5 ans auparavant - au Canada
AC0009 – Place of residence - 5 years ago - outside Canada – Lieu de résidence - 5 ans auparavant - hors du Canada
AC0010 – Major field of study – Principal domaine d'études
AC0011 – Ethnic origin – Origine ethnique
AC0012 – Citizenship – Citoyenneté
AC0013 – Population group – Groupe de population
AC0014 – Place of work – Lieu de travail
AC0015 – Relationship to Person 1 – Lien avec la Personne 1
AC0016 – Management/Administration – Gestion/Administration
AC0017 – Special projects – Projets spéciaux
AC0018 – No work assigned – Aucun travail attribué

RP – DR

RP0001 – TARF – FDAT
RP0002 – MIS/QCIS – SIG/SICQ
RP0003 – Management/Administration – Gestion/Administration
RP0004 – Special projects – Projets spéciaux
RP0005 – No work assigned – Aucun travail attribué

Appendix 5 — COD Monthly Report

Page 1

MONTHLY TIME ALLOCATION
REPORT FOR THE MONTH OF SEPTEMBER

96/09/20 10:50:19

Name	Week	Group	Op	P. E.	Phase	Rate	Hours	Salary	O
JOHN DOE	960906	CR 4 1	0096	2546	DQ0010	105.99	22.500	317.97	
	960906	CR 4 1		9952		105.99	7.500	105.99	
	960906	CR 4 1	0096	9999	DQ0010	105.99	7.500	105.99	
					WEEK SUBTOTAL:		37.500	529.95	
	960913	CR 4 1	0096	2546	DQ0010	105.99	37.500	529.95	
					WEEK SUBTOTAL:		37.500	529.95	
	960920	CR 4 1	0096	2546	DQ0010	105.99	37.500	529.95	
					WEEK SUBTOTAL:		37.500	529.95	
					EMPLOYEE SUBTOTAL:		112.500	1,589.85	
ADELE FLOURDE	960906	CR 2 1		9952		80.95	7.500	80.95	
	960906	CR 2 1	0096	9999	DQ0010	80.95	30.000	323.80	
					WEEK SUBTOTAL:		37.500	404.75	
	960913	CR 2 1	0096	2546	DQ0010	80.95	35.500	383.16	
	960913	CR 2 1	0096	9999	DQ0010	80.95	2.000	21.58	
					WEEK SUBTOTAL:		37.500	404.75	
	960920	CR 2 1	0096	2020	HO0011	80.95	7.500	80.95	
	960920	CR 2 1	0096	2546	DQ0010	80.95	26.000	280.62	
	960920	CR 2 1	0096	9999	DQ0010	80.95	4.000	43.17	
					WEEK SUBTOTAL:		37.500	404.75	
					EMPLOYEE SUBTOTAL:		112.500	1,214.25	
MARTHA ROBINSON	960906	CR 2 1	0096	2546	DQ0010	80.95	30.000	323.80	
	960906	CR 2 1		9952		80.95	7.500	80.95	
					WEEK SUBTOTAL:		37.500	404.75	
	960913	CR 2 1	0096	2546	DQ0010	80.95	30.000	323.80	
	960913	CR 2 1	0096	9999	DQ0010	80.95	7.500	80.95	
					WEEK SUBTOTAL:		37.500	404.75	
	960920	CR 2 1	0096	2020	HO0011	80.95	6.000	64.76	
	960920	CR 2 1	0096	2546	DQ0010	80.95	31.500	339.99	
					WEEK SUBTOTAL:		37.500	404.75	
					EMPLOYEE SUBTOTAL:		112.500	1,214.25	
ALFRED McCOREY	960906	CR 2 1	0096	2546	DQ0010	80.95	30.000	323.80	
	960906	CR 2 1		9952		80.95	7.500	80.95	
					WEEK SUBTOTAL:		37.500	404.75	

Page 2

MONTHLY TIME ALLOCATION
REPORT FOR THE MONTH OF SEPTEMBER

96/09/20 10:50:20

Name	Week	Group	Op	P. E.	Phase	Rate	Hours	Salary	O
	960913	CR 2 1	0096	2546	DQ0010	80.95	37.500	404.75	
					WEEK SUBTOTAL:		37.500	404.75	
	960920	CR 2 1	0096	2020	HO0011	80.95	6.000	64.76	
	960920	CR 2 1	0096	2546	DQ0010	80.95	31.500	339.99	
					WEEK SUBTOTAL:		37.500	404.75	
					EMPLOYEE SUBTOTAL:		112.500	1,214.25	
PIERRE SORRELL	960906	CR 2 1	0096	2546	DQ0010	80.95	28.500	307.61	
	960906	CR 2 1		9952		80.95	7.500	80.95	
	960906	CR 2 1	0096	9999	DQ0010	80.95	1.500	16.19	
					WEEK SUBTOTAL:		37.500	404.75	
	960913	CR 2 1	0096	2546	DQ0010	80.95	30.000	323.80	
	960913	CR 2 1	0096	9999	DQ0010	80.95	7.500	80.95	
					WEEK SUBTOTAL:		37.500	404.75	
	960920	CR 2 1	0096	2020	HO0011	80.95	7.000	75.55	
	960920	CR 2 1	0096	2546	DQ0010	80.95	30.000	323.80	
	960920	CR 2 1	0096	9999	DQ0010	80.95	0.500	5.39	
					WEEK SUBTOTAL:		37.500	404.75	
					EMPLOYEE SUBTOTAL:		112.500	1,214.25	
						TOTAL:	562.500	6,446.85	

Appendix 6 — Leave Application and Absence Report

Government of Canada / Gouvernement du Canada

LEAVE APPLICATION AND ABSENCE REPORT
DEMANDE DE CONGÉ ET RAPPORT D'ABSENCE

Type of application - Genre de demande
☐ Original or Première ou ☐ Amendment to original / Modification de la première demande

If amendment, please indicate type of leave (code) and start date of original request
S'il s'agit d'une modification, veuillez indiquer le type de congé (code) et la date de la première demande
TYPE OF LEAVE (CODE) / TYPE DE CONGÉ (CODE) ▶ | Date of original request / Date de la première demande D-J M Y-A

Surname (Print) - Nom de famille (en majuscules) | Given name / Initials - Prénom / Initiales | S.I.N. - N.A.S.

Department - Ministère | Branch / Division / Section - Direction / Division / Section | Address / Adresse

Type	Code	From - Du Hour Heure	D-J	M	Y-A	To - Au Hour Heure	D-J	M	Y-A	Days Jours	OR OU	Hours and decimals Heures et décimales
Vacation / Vacances	1 1 0	:				:						.
Sick (Uncertified) / Congé de maladie (sans certificat)	2 1 0	:				:						.
Sick certified / Congé de maladie (avec certificat)	2 2 0	:				:						.
Sick without pay / Congé de maladie non payé	2 3 0	:				:						.
Furlough / Congé d'ancienneté	3 1 0	:				:						.
Compensatory / Compensatoire	8 1 0	:				:						.
FOR ALL OTHER LEAVE TYPES SEE REVERSE - VOIR AU VERSO POUR TOUT AUTRE TYPE DE CONGÉ												
Family related responsibilities / Obligations familiales		:				:						.
Other paid leave / Autre congé payé		:				:						.
Leave without pay / Congé non payé		:				:						.

For all other leave types requested, give reason(s) here and/or quote article and sub-article of applicable collective agreement.
Pour tout autre type de congés, indiquez ci-dessous la (les) raison(s) et/ou citez l'article de la convention collective applicable.

Sick leave declaration: I declare on my honour that due to illness or injury, I was incapable of performing the duties of my position during the entire period of absence for which leave is requested as indicated.
Déclaration de congé de maladie: Je déclare sur mon honneur avoir été incapable, par suite de maladie ou de blessure, de remplir les fonctions de mon poste durant toute la période d'absence pour laquelle j'ai demandé un congé.

Physicians certificate form NHW 500 – certificat médical, formule SBS 500.

☐ Completed and attached / Rempli et annexé ☐ To follow / À suivre
☐ Unobtainable - statement attached / Impossible à obtenir - déclaration annexée

Employee's signature - Signature de l'employé(e) | Date

I request leave as stated above
Je demande un congé pour la raison indiquée ci-dessus

Compressed work week / Semaine de travail comprimée ☐ Yes / Oui ☐ No / Non

Recommended - Recommandé

Supervisor's signature - Signature du superviseur | Date

Report of accident on duty
Rapport relatif à un accident durant les heures de service
☐ Attached / Annexé ☐ To follow / À suivre ☐ Previously submitted / Soumis antérieurement

Approved by authorized officer - Approuvé par l'agent autorisé

Signature | Date

Leave Credits / Solde de congés	Leave recorded / Congé enregistré	Pay form (if applicable) / Formule de paye (au besoin)
Code / Code — Hours / Heures		

Appendix 7 — The General Processed Form Protocol

FTS 2.0 PROTOCOL SHEET - GENERAL PROCESSED FORM

1. **ACTION (NEW)**

2. **ASSISTANT PROCESSING MANAGER**
   - BELIA VELHO
   - BONNIE KOHOKO
   - NATHALIE GENDRON

3. **SUPERVISOR**
   - BARCODES FOR 7 DIFFERENT SUPERVISORS

4. **PHASES**
   - PHASE 1
   - PHASE 2
   - PHASE 3

5. **OPERATION**
   - CONTROL
   - CLEAN-UP
   - VR SEARCH
   - VERIFICATION
   - REFERRAL
   - FILING CABINETS

6. **ACTIVITY**
   - RECEIPT
   - SORTING
   - SEARCHING
   - VERIFYING
   - REFERRAL ACTIVITY
   - FILING/ COMPLETED

7. **CLERK** - Specify Clerk

8. **FORM**
   - RRC-317 / RRC-319
   - H-332
   - H-332M
   - H-332P
   - H-332R

Appendix 8 — The Shipped Form Protocol

FTS 2.0 PROTOCOL SHEET - SHIPPED FORM

1. **ACTION (NEW)**

2. **ASSISTANT PROCESSING MANAGER**
   - BELIA VELHO
   - BONNIE KOHOKO
   - NATHALIE GENDRON

3. **SUPERVISOR**
   - BARCODES FOR 7 DIFFERENT SUPERVISORS

4. **PHASE**
   - PHASE 1
   - PHASE 2
   - PHASE 3

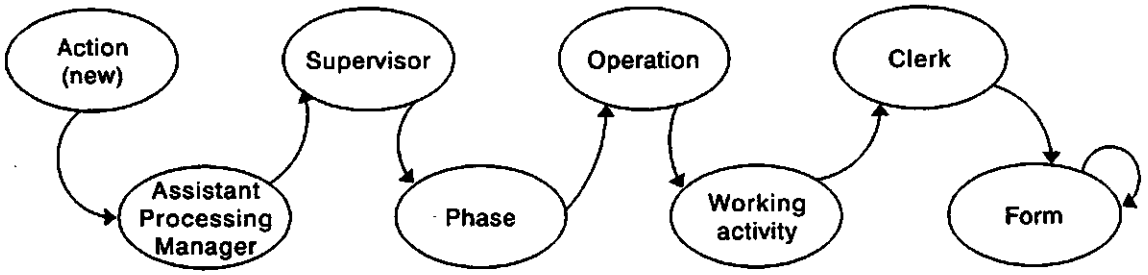
5. **EXTERNAL LOCATION**
   - HALIFAX
   - MONTREAL
   - TORONTO
   - EDMONTON
   - VANCOUVER
   - DQ
   - OID

6. **EMPLOYEE**
   (Employee Generic Bar-Code)

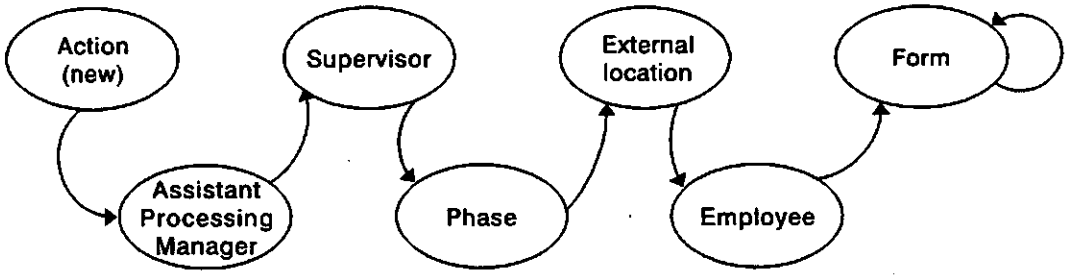
7. **FORMS**
   - RRC-317/ RRC-319
   - H-332
   - H-332M
   - H-332P
   - H-332R

Appendix 9 — FTS Reading Flow Charts by Operation

Class = FT - General Processed - Form



Class = FT - Shipped - Form



Appendix 10 — Situation/Action Table for Phase 3, Classification