



Vernon Students' Association
Okanagan College

Policies & Procedures Manual

VSAOC Manual Welcome & Introduction Page

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	An introductory statement for the VSAOC Policy & Procedure Manual
Final Accountability:	General Manager

Vernon Students' Association - Okanagan College Manual Welcome Page

On behalf of the Vernon Students' Association - Okanagan College and your fellow staff members, please accept our warmest welcome to the Association. We wish you every success while working with us and hope that you will enjoy all the satisfaction that comes from a career in providing services to college students!

This Association Manual was developed to help you understand our business and our culture, describe some of the expectations the Association has for all Association individuals, and to outline the current policies, programs, and benefits that are available to eligible employees.

You should familiarize yourself with the content of this Manual as soon as possible, for it will answer most questions you may have about working at the Association.

This Manual is not designed to address every circumstance or question about policies or procedures, nor is it our intention to take away from your creativity in how you do your work. Our guidelines help you with your work life and ensure that expectations are clear.

From time to time, the need may arise to change policies described in this Manual. The Association, therefore, reserves the right to revise, supplement, or rescind any policies or portion(s) of the Manual as it deems appropriate, and you will be advised of changes through the appropriate process. This Manual is not a promise of specific treatment in a specific situation. We hope that you will take pride in being a member of our team and that your experience with the Association will be challenging, enjoyable, and rewarding.

Again, welcome aboard! We look forward to working with you.

Sincerely,

Eric Reist
General Manager
Vernon Students' Association - Okanagan College

VSAOC Core Policies

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	Outline key core policies deemed essential to the conduct of Association business
Final Accountability:	General Manager

We have certain core policies deemed essential to the conduct of our business included in our Association Manual which must be strictly observed. Discipline or discharge may result from failure to adhere to our core policies.

The following must occur to make sure that the Association core policies are understood for your own protection, the protection of the Association and your co-workers/board members:

1. It is the individual's responsibility to read and understand the Manual sections outlined below. Click on the core policy links below and open each individual core policy.
2. If you do not understand or have questions about any of the information in this Manual, you must ask Eric Reist, General Manager, for clarification before returning the signed "Manual Receipt and Acknowledgement Form".
3. The individual must print and sign the "Manual Acknowledgment Form" prior to the end of the Orientation Session and return the signed form to Eric Reist, General Manager, by the end of the Orientation Session.

Our policies, including our core policies, may change from time to time with or without notice. The Association, therefore, reserves the right to revise, supplement, or rescind any policies or portion(s) of the Association Manual as it deems appropriate, and you will be advised of changes through the appropriate process.

The Core Policies are divided into the following major categories:

Regulatory Conduct
Business Conduct
Computer & Equipment Use
General Guidelines
Benefits & Association Information
Employee Relations
Our Working Hours
Safety

VSAOC Core Policies

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Final Accountability: General Manager

Regulatory Conduct

003	Equal Employment Opportunity	Describes the Association's position on equal employment opportunity for all individuals and provides examples of where this policy is applied.
004	Harassment	Association policy regarding discrimination and harassment. Includes examples of inappropriate conduct, legal definitions, and the Association process for reporting and investigating offences.
005	Workplace Privacy	Association policy statement regarding an individual's expectation to privacy while on Association premises or when using Association property.
006	Privacy Laws & Legislation	Overview of provincial privacy laws and legislation and how they impact managers, board members and employees.

Business Conduct

007	Classification of Individuals	Lists and defines the different types of relationships between the Association and individuals for the purposes of (including) payroll and benefits administration and the application of Association Manual guidelines
008	Code of Conduct	Association expectations regarding the code of conduct of individuals associated with the Association. Includes summary of actions considered improper conduct.
009	Conflict of Interest	Association policy regarding conflict of interest and examples of situations that must be disclosed to an Association official.
010	Personal Activities during Working Hours	Association guidelines clarifying appropriate levels of personal activities during working hours
011	Dating Co-Workers	Association policy and guidelines regarding relationships that have progressed beyond a platonic friendship
012	Outside Employment or Appointments	Guidelines regarding individuals accepting employment or appointments outside the Association.
013	Intellectual Property	Association policy regarding intellectual property, including definitions of intellectual property and consequences of improper use.
014	Drug & Alcohol Free Workplace	Association policy regarding the use or possession of illegal drugs or alcohol at work. Also describes Association practices for assisting individual's whose work is affected by substance abuse.

VSAOC Core Policies

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015	Workplace Violence	Policy regarding violence in the workplace. Includes list of actions the Association interprets as violence and items the Association considers to be weapons.
016	Off-Duty Conduct	Includes examples of unacceptable conduct while individuals are off-duty. Includes references to Chat rooms, instant messaging, and blogging
017	Alcohol Consumption at Association Events	Document establishing a protocol for the responsible consumption of alcohol at Association events
018	Privacy of Personal Information	Position of the Association regarding the internal use of personal information provided by individuals to the Association. Also describes the Association policy on providing this information to individuals or institutions external to the Association.
019	Confidential Information - Classification and Handling	Association procedures relating to the handling of confidential information, including definitions and examples for each data classification category.
020	External Association Communications	Describes the authorization process for speaking in a public forum on behalf of or as a representative of the Association.
021	Legal Inquiries or Actions	Guidelines on what to do if confronted with a legal inquiry or action in the course of Association business.

Computer & Equipment Use

022	Computer & Network Use	Guidelines for use of Association computers and network. Includes examples of unethical or inappropriate use.
023	Email Use	Guidelines for email use within the Association, including email privacy and etiquette.
024	Internet Use	Guidelines for appropriate and inappropriate Internet use within the Association, specific policies on Internet use, and requirement for signed statements from every employee/board member regarding Internet use. Includes references to blogging.
025	Use of Portable Electronic Devices	Guidelines for use of portable electronic devices including cell phones, wireless email devices, camera phones, and digital recorders.

General Guidelines

026	Dress Code	Association guidelines for appropriate dress at work, including examples of inappropriate attire.
027	Attendance	Provides the Association perspective regarding being on time for work.

VSAOC Core Policies

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028	Gifts & Gratuities	Association policy regarding the receipt of gifts or gratuities from customers or suppliers.
029	Probationary Period	Describes the Association policy on the probationary period for all new hires or individuals hired into new positions.
030	Bulletin Boards	Guidelines and procedures for posting information on Association bulletin boards.
031	Smoking Areas	List of designated smoking areas.

Benefits & Association Information

032	Summary of Benefits & Association Information	List of all Association benefits and core information, along with health care benefits provided by the Association. Includes a table showing waiting period for each benefit and which benefits are paid by the Association vs. the individual.
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Employee Relations

033	Problems, Concerns or Suggestions in the Workplace	Recommended practices for raising concerns or suggestions within the Association.
034	Discipline & Termination of Employment	Policy emphasizing the prerogative of the Association to apply discipline, modify its performance improvement process or terminate employment based on the principles described in the document.
035	Performance Improvement Plan	Overview of the process the Association follows when an individual's performance is not meeting expectations.

Our Working Hours

036	Our Working Hours	Provides information on official office hours, core hours, and the Association policy regarding flextime.
037	Lunch & Breaks	Association guidelines on the length, entitlement and scheduling of lunches and breaks.
038	Overtime	Association policy regarding approval of and payment for overtime hours worked.
039	Time Off Reporting	Describes why and how the Association tracks absences from work.

VSAOC Core Policies

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Safety

040	Safety at Work	General description of practices and tips for safety in the workplace. Includes Association policy on the use of home electrical appliances at work.
041	Injury & Illness at Work	Procedures regarding work-related injuries or illnesses, including definitions and reporting incidents.
042	Emergency Contacts	List of phone numbers to contact in event of an emergency at work.

Additional Information

Related Documents

Vernon Students' Association - Okanagan College Constitution & By-Laws (2011)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

If you have questions, comments or suggestions regarding this document, contact Eric Reist, General Manager, ereist@okanagan.bc.ca

Equal Employment Opportunity

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to provide equal opportunity
Final Accountability:	General Manager

Overview

We do not discriminate at our Association. We welcome diversity and the synergy stemming from all perspectives as a result of different backgrounds and experiences.

We provide respect and equal employment opportunities for all Association individuals and applicants for positions regardless of race, color, national origin, political belief, religion, marital or family status, physical or mental disability, gender, sexual orientation, age, or irrelevant record of offence.

Decisions pertaining to recruitment, hiring, training, transfers, dismissals, layoffs, counseling, compensation, hours of work, benefits and performance reviews are based on job performance, merit, and qualifications. Family members and relatives may be considered for employment on their merits in accordance with our policies on this subject.

Our practice has been and will continue to be one of honest evaluation of each individual's qualifications and Association contributions.

Guidelines

We base all employment decisions on the principles of equal employment opportunity and with the intent to further the Association's commitment to equal opportunity. We are committed to ensure that all people-related actions, such as recruitment, hiring, promotion, compensation, benefits, layoffs, returns from layoffs, Association sponsored training, educational tuition assistance, and social and recreational programs are administered without regard to race, color, religion, national origin, sex, age, handicap, or status.

Any individual who feels they, or another individual, have been the subject of discriminatory treatment should report it immediately to the General Manager. The Student Council will investigate all complaints.

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to provide equal opportunity
Final Accountability:	General Manager

Additional Information

Related Documents

Vernon Students' Association - Okanagan College Constitution & By-Laws (2011) (leadership - p.3)
(Human Rights Representative - p. 10, 11)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

External Resources

BC Human Rights Coalition: <http://www.bchrcoalition.org/files/lawoverview.html>

Human Rights Tribunal (for enforcement of human rights legislation in BC: <http://www.bchrt.bc.ca/>

If you have questions, comments or suggestions regarding this document, contact Eric Reist, General Manager, ereist@okanagan.bc.ca

Harassment

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to prevent and deal with harassment
Final Accountability:	Individuals

Overview

We are committed to providing a positive working environment where everyone is treated with respect. We all share in this responsibility.

If you question—even for a second—the appropriateness of your behavior, words, or actions, stop yourself from continuing down this pathway. If you do not know or understand your audience, don't take a chance at making someone uncomfortable. Keep it clean and keep it professional.

Off-limits: Sexual material or innuendo, off-color pictures or emails, racial references, advances, touching, leering, derogatory remarks towards or about anyone or group.

Rule of Thumb: Behave with people you come in contact with at work as you would with someone's conservative great-grandmother whom you are meeting for the first time, until you clearly understand your audience's boundaries. You may never have absolute clarity about tolerance for familiarity in behavior, and even if no one complains, your conduct may still have crossed the line.

Keep it professional at all times.

Guidelines

The guidelines outlined in this document apply to behavior on Association premises, during travel related to your work, at conferences, training sessions and seminars attended by you for work, and during work-related telephone, electronic, and other communications.

It's impossible to list every inappropriate conduct that may occur on the job. Unlawful discrimination or harassment includes unwelcome or offensive verbal or physical conduct, hostile or offensive activity that threatens, intimidates, offends, demeans, or coerces and may impair an individual's ability to do his or her job. Discrimination and harassment takes on many forms including:

- Gestures or physical acts
- Slurs

Harassment

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to prevent and deal with harassment
Final Accountability:	Individuals

- Taunting
- Verbal abuse or racial epithets
- Comments or jokes
- Implicit or explicit coercive and inappropriate behavior used to control, influence, or affect the career, salary or job of any employee, board member or Association member.
- Displaying derogatory objects, cartoons, posters, drawings, or pictures
- Failure to consider or hire an individual for a job based on their race, color, religion, national origin, sex, age, family status, etc.

Reported incidents will be investigated and if verified, the person harassing another individual on Association premises will be subject to disciplinary action, up to and including termination. Retaliation by an individual for reporting an incident is not tolerated. Any individual showing retaliation toward another for bona fide reporting of an incident in good faith will be subject to disciplinary action up to and including termination.

If an inappropriate situation arises:

1. If comfortable doing so, speak to the individual. Tell the offending individual that their behavior is unwelcome and ask them to stop.
2. Report the incident. If, after asking the other individual to stop their behavior, the activity continues, you may report the inappropriate behavior to the General Manager.
3. An investigation will be conducted. Once a complaint is received, an investigation is undertaken immediately and all necessary steps are taken to resolve the situation. Two individuals conduct all interviews (General Manager & President). In most cases, both the complainant and the individual who is alleged to have acted inappropriately are interviewed, along with any individuals who may be able to provide relevant information.
4. Appropriate action will be taken by the Association. Upon completion of the investigation, and where it is warranted, the Association will promptly take corrective measures, which could include counseling, reprimand or dismissal. If the complaint was filed in good faith, no documentation whatsoever is placed in the complainant's file, regardless of whether or not the complaint is upheld.
5. Confidentiality is maintained. A complete written record is kept of each complaint that proceeds to an investigation, including how it was investigated and resolved. Every attempt will be made to ensure all information gathered is kept as confidential as possible.
6. Anonymous complaints are not dealt with under these guidelines.

Harassment

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to prevent and deal with harassment
Final Accountability:	Individuals

The Details

This section is meant to provide you with a quick and general reference. For complete, up-to-date legislated definitions, refer to the BC Human Rights Code.

Harassment

Harassment is a form of discrimination and includes any conduct—be it verbal, physical, or by innuendo—that is likely to cause offense or humiliation to any person based on the prohibited grounds of discrimination provided in the *Human Rights Code*.

Examples of harassment, or discriminatory conduct that may constitute harassment, include:

- Employment decisions made on the prohibited grounds in the *Code*, rather than on merit, which includes decisions made as a result of submission to or rejection of harassment. This would include implicit or explicit coercive and inappropriate behavior used to control, influence, or affect the career, salary or job of any employee
- Comments that promote disability, ethnic, racial, age, sexual, or religious stereotyping
- Jokes or comments that draw attention to a person's disability, age, ethnic, racial or religious background or affiliation, gender or sexual orientation and that are embarrassing or offensive
- Derogatory remarks, verbal abuse, or threats directed towards members of one gender or regarding one's sexual orientation or with respect to a person or group's ethnic, racial, or religious background or affiliation.

Sexual Harassment

Sexual harassment is defined as one or more incidents involving unwelcome conduct of a sexual nature, by men towards women, by women towards men, between men, or between women.

Specific examples of unwelcome conduct of a sexual nature that may constitute sexual harassment include:

- Requests for sexual favors
- Advances, propositions, touching or leering
- Persistent unwanted contact or attention after the end of a consensual relationship
- Sexually suggestive comments or gestures
- Stalking or persistent attempts to contact another person

Harassment

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the steps the Association takes to prevent and deal with harassment
Final Accountability:	Individuals

- Sexually degrading words used to describe a person
- Inquiries or comments about a person's sex life or sexual behavior
- The display of sexually suggestive or pornographic material causing embarrassment or offense told or carried out after the person showing the material has been informed that it is embarrassing or offensive, or that by its nature is known or ought reasonably to have been known to be embarrassing or offensive
- Sexual stories or jokes causing embarrassment or offense told or carried out after the person telling the story or joke has been informed that it is embarrassing or offensive or that are by their nature known or ought reasonably to have been known to be embarrassing or offensive.

Additional Information

Related Documents

Vernon Students' Association - Okanagan College Constitution & By-Laws (2011)
(Human Rights Representative - p. 10, 11)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

External Resources

BC Human Rights: <http://www.ag.gov.bc.ca/programs/hrc/>

BC Human Rights Coalition: <http://www.bchrcoalition.org/files/lawoverview.html>

Human Rights Tribunal (for enforcement of human rights legislation in BC: <http://www.bchrt.bc.ca/>

Canadian Human Rights Reporter - Information on the Basics: <http://www.cdn-hr-reporter.ca/basics.html>

If you have questions, comments or suggestions regarding this document, contact Eric Reist, General Manager, ereist@okanagan.bc.ca

Workplace Privacy

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline the expectations to privacy at work
Final Accountability:	General Manager & Student Council President

Overview

We respect your personal privacy and your right to an expectation of privacy in personal matters at work. However, as a general rule of thumb, we should all consider that anything we do while on Association premises or create on Association time using Association resources might be read, checked or monitored by management at any time.

Guidelines

Your work output is generally considered Association property. As such, others in the Association may review it at any time. In addition, business equipment belonging to the Association and supplied for the purposes of your work (e.g. computers, desks, cabinets) should not be considered your private property. There may be occasions when another individual is required, for business purposes, to access your office equipment in your absence.

Email and Internet activity conducted using Association property is subject to monitoring at any time.

Additional Information

Related Documents

Vernon Students' Association - Okanagan College Constitution & By-Laws (2011)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

If you have questions, comments or suggestions regarding this document, contact Eric Reist, General Manager, ereist@okanagan.bc.ca

Privacy Laws & Legislation

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To provide an overview of provincial privacy laws & how they impact the Association
Final Accountability:	General Manager & Student Council President

Overview

Privacy legislation is to be taken seriously and affects the way we do business.

Very simply: All private information the Association obtains from any person, including our members, partners, employees and candidates must be accompanied by disclosure for the reason of collection, consent for its use, and a guarantee that the information will be safeguarded and only used for the purposes of original collection.

For example, as a manager or board member, virtually nothing you write about a job candidate or Association employee can be considered off limits to the candidate. Scribbles on a performance review, comments about an individual on a piece of paper, or comments on interview notes are now accessible information.

Every individual has a right to view anything written about him or her, whether that information is located in the Association personnel files, in an email, or in the margin of a manager's notebook.

However, there is no reasonable expectation of privacy when using the Association email system and Internet. For more information, please see our practices on Internet and Email use.

Guidelines

The Association Privacy Officer is Eric Reist, General Manager. If you have any questions about Federal or Provincial privacy legislation and how it affects your job, please contact this person.

Managers, Employee & Board Members Privacy

Here are some specific examples of how privacy legislation affects you as a manager:

- All written, recorded or scribbled notes (including drawings) about an individual are considered private information about that individual and the Privacy Officer is responsible for making sure the information is accessible to that individual. Any communication about an individual, regardless of form, must be filed in personnel records.
- An applicant who is interviewed has the right to ask for interview notes from every individual who interviewed that person.
- If Human Resources or a manager put together a report about an individual—whether it be a case for termination, performance review, or recommendation for promotion—the information must be in the individual's file and accessible to him or her.

Privacy Laws & Legislation

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To provide an overview of provincial privacy laws & how they impact the Association
Final Accountability:	General Manager & Student Council President

- Resumes of all applicants must be kept on file for a year and kept secure.
- Storage of an individual's personal information—performance, salary, date of birth, medical or personal issues—should be consolidated wherever possible. The Privacy Officer needs to know what information is stored where. This includes personal information stored on home computers, lap tops, removable disks, etc.
- Circulation of home addresses, birthdays, telephone numbers, and cellular telephone numbers (unless paid for by the Association), etc. is not allowed.
- As a manager, you are not necessarily allowed to see an individual's files. There may be no reason for you to know private information, particularly medical information.
- Without exception, all emails and Internet access that use the Association network belong to the Association.
- Anyone with access to private information must sign a special confidentiality agreement, particularly as it relates to medical information and non-disclosure after parting with the Association.

The Details

The Personal Information Protection and Electronics Documents Act (PIPEDA) is the Canada Federal legislation act currently in place. Unless a province has developed its own privacy act, it is automatically governed by the PIPEDA. Privacy legislation can be compared to the Employment Standards Act in that a Company with multiple offices across the country needs to be aware of provincial differences. At this time, Quebec, Alberta and British Columbia are the only provinces with their own privacy legislation.

Collecting private information is different than collecting and using business information. For instance, conducting a survey for marketing purposes is fine if the information being collected is for business-to-business use and not business-to-consumer or employee. An example of business-to-business use would be collecting an individual's business email or mailing address. A retailer asking for personal information prior to conducting a cash transaction would be business-to-consumer use.

Principles of BC Privacy Legislation

1. **Accountability:** An individual or individuals (Chief Privacy Officers) must be designated as accountable for the organization's compliance with privacy legislation.
2. **Identifying purposes:** The purpose for collecting private information needs to be clear. For example, "We need this information to be able to contact someone in the case of an emergency".

Privacy Laws & Legislation

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3. **Consent:** Knowledge and consent of individual are required for information collection.
4. **Limiting Collection:** Collection of information is limited to that which is necessary to carry out the purposes identified by the Company. For example, you can't ask for an individual's waist measurement as an "add on" question if the information is not relevant to the purpose of collection.
5. **Limited Use, Disclosure, Retention:**
 - Personal information will only be used for the purpose originally communicated
 - Personal information will not be disclosed to others
 - Personal information is only retained for the period of time necessary for fulfillment of those purposes.
6. **Accuracy:** Keep information up to date and accurate.
7. **Safeguards:** Keep the information safe. More sensitive material requires stronger safeguards.
8. **Openness:** The Association needs to communicate policies and practices relating to managing personal information.
9. **Individual Access:** An individual has the right to ask to be informed of the existence, use, and disclosure of his/her personal information. This means that any individual has the right to see his or her files and ask what we have used the information for. We must be prepared to answer. For example, "We provided your manager with your performance review file on Feb 05, 2003. On Sept 06, 2003, we provided Great West Life with your new salary for updated LTD benefits calculations".
10. **Challenging Compliance:** An individual has the right to address any concerns regarding compliance with the above principles to the Chief Privacy Officer.

Additional Information

Related Documents

- 018 Privacy of Personal Information
- 022 Computer & Network use
- 023 Email Use
- 024 Internet Use

External Resources

- Office of the Information and Privacy Commissioner of BC: <http://www.oipcbc.org/>
- Privacy Commissioner of Canada: <http://www.privcom.gc.ca/>
- BC Exemption from PIPEDA (Federal Regulations):
<http://canadagazette.gc.ca/partII/2004/20041103/html/sor220-e.html>

Privacy Laws & Legislation

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Final Accountability:	General Manager & Student Council President

- BC Ministry of Management Services: www.msar.gov.bc.ca/foi_pop/Privacy/default.htm

If you have questions, comments or suggestions regarding this document, contact Eric Reist, General Manager, ereist@okanagan.bc.ca

Classification of Individuals

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To list the different types of relationships between the Association & individuals
Final Accountability:	General Manager & Student Council President

Overview

We are all equally important to the Association's success, but occasionally, we may have different classifications.

Each individual in the Association is classified into an appropriate position in order to provide uniformity and equality in the administration of payroll and benefits and the application of Association guidelines.

See the "Definitions" below for a list and description of each classification category. In many cases, government regulates the definition of each status. For more information, visit the government links provided at the end of this document.

Definitions

"Everyone" refers to the aggregate of all individuals defined below:

- **Employee:** Describes any person working for the Association who is paid directly through our payroll system
- **Employees eligible for standard benefits:** An employee entitled to health and all other standard benefits available in the Association.
- **Regular Full-time:** An individual who is scheduled to work our regular workweek (EXAMPLE: 37.5 or more hours per week).
- **Regular Part-time:** An individual who is consistently scheduled to work less than EXAMPLE: 37.5 hours per week. EXAMPLE: 20 hours per week is the minimum number of hours for benefit eligibility.
- **Regular:** An individual who is hired in a longer-term capacity and is anticipated to successfully complete the probationary period.
- **Temporary:** An individual who is hired by the Association for a pre-established period, perhaps during peak workloads, for special projects, or to provide vacation relief.
- **Consultant/Independent Contractor/Freelancer:** An individual who has been contracted via a business contract to perform a specific task or service. Services are paid via an invoice through Accounts Payable. These individuals are not eligible for Association benefits.
- **Board Member (Student Council):** An individual who is elected according to the criteria established in the Association Constitution & By-laws. The Student Council shall be the governing body of the Association.
- **Member of the Association:** An individual who is registered as a student at Okanagan College – Vernon Campus, and who meets all of the eligibility criteria outlined in the Association Constitution & By-laws (By-law II – p.4,5).

Classification of Individuals

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Document Purpose:	To list the different types of relationships between the Association & individuals
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

VSAOC Constitution & By-Laws (2011)

External Resources

- BC Employment Standards Branch: Employee or Independent Contractor Fact Sheet: <http://www.labour.gov.bc.ca/esb/facshts/employee.htm>
- CCRA – Employee vs self-employment criteria: <http://www.cra-arc.gc.ca/E/pub/tg/rc4110/rc4110-e.html>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Code of Conduct

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association expectations regarding code of conduct
Final Accountability:	General Manager & Student Council President

Overview

We foster a fun and casual environment – but one that has boundaries. One of our fundamental principles is an expectation that all individuals, business acquaintances, business, and property be treated with respect.

If you spend a fraction of a second questioning the appropriateness of your actions, carefully reconsider the action, proceed with caution, or back away until you have considered all possible consequences.

Guidelines

Everyone is expected to know, understand, and adhere to Association practices in order to protect the best interests of the Association and individuals within it. We expect you to respect the rights and feelings of others and demonstrate personal integrity and professionalism.

Please refrain from doing anything that would be considered improper conduct. Be aware that anyone in the Association is subject to dismissal for engaging in serious improper conduct.

By “improper conduct” we mean conduct that involves illegal, fraudulent, dishonest, or unethical behavior, or serious negligence in the performance of your duties.

The Details

Following are some examples of activities that we view as improper conduct. This is by no means an exhaustive list, and we expect everyone to exercise good judgment. However, these are actions for which you can assume immediate disciplinary action will be taken, up to and including termination of employment, or impeachment of a board member or expulsion of an Association member :

- Theft
- Abuse of Association property or equipment
- Sexually, verbally, physically, or mentally abusing or harassing any person associated with the Association – on or off premises
- Habitual tardiness or absence
- Solicitation or acceptance of personal gifts or gratuities in exchange for preferential business treatment
- Failure to comply with our policy regarding solicitation for charities or personal businesses
- Falsifying Association records
- Disclosing confidential or proprietary Association information to unauthorized persons

Code of Conduct

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association expectations regarding code of conduct
Final Accountability:	General Manager & Student Council President

- Engaging in activity that is determined to be a serious conflict of interest with the Association
- Possession, use or sale of illegal substances on Association premises
- Being under the influence of alcohol or illegal substances at any time on Association premises or while on Association business
- Insubordination or failure to carry out instructions
- Job abandonment

Additional Information

Related Documents

VSAOC Constitution & By-Laws (2011)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Conflict of Interest

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy regarding conflict of interest
Final Accountability:	General Manager & Student Council President & All individuals

Overview

We are ethical individuals and an ethical Association. We have a reputation to uphold and we want to make sure that our behavior and business practices are sound and reflect our professionalism. At the same time, we never want to stifle off-hour activities, creativity, or the ability to engage in outside interests.

We trust your judgment, but if you are unsure of a situation that may place you in a conflict of interest, please refer to the guidelines below or discuss the situation with Eric Reist, General Manager.

Partial list of potentially sensitive areas: Engaging in outside work; financial transactions with a potential client, supplier, or competitor; participating in an appeal or grievance where the individual is directly involved; a financial matter where the member is directly involved, especially matters pertaining to grant/loan allocations; receiving gifts from a supplier.

Guidelines

Our Association, our clients, and the outside world, place high expectations on integrity. It is important that a high standard of ethical, moral, and legal conduct be upheld when business is conducted both internally and externally.

Individuals may, from time to time, pursue personal and private business interests and ventures, and may participate in other forms of decision-making organizations. It is the responsibility of every individual to clarify such outside activities with the Association. In such cases, the individual must provide a full written disclosure to the General Manager so that an assessment can be made and any potential conflicts of interest may be prevented.

The Details

The following situations require full written disclosure to and approval by the General Manger and Student Council:

- You are engaged in any outside professional work
- You, your spouse, or a member of your immediate family is engaged in a business similar in nature to the Association.
- You are engaged in outside work that will interfere with your primary job due to your work hours or attendance at the Association, or that is in some way hostile or adverse to the Association
- You accept a retainer, commission, consulting fee, or any other fee arrangement or remuneration

Conflict of Interest

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy regarding conflict of interest
Final Accountability:	General Manager & Student Council President & All individuals

- You, or any member of your immediate family, directly or indirectly borrows from, lends to, invests in or engages in any substantial financial transaction with a client, potential client, supplier or competitor. Members of immediate family include spouse, children, and any other relative sharing your household. This does not apply to professionally managed mutual funds, provided that the fund manager is not a member of your immediate family
- You perform outside work during regular Association working hours and make use of the Association's facilities, equipment, labor, or supplies to conduct this outside activity
- You receive gifts from a supplier or competitor
- You work with an employer whose business is in competition with ours or services our clients
- Your work requires use or disclosure of proprietary information of our business or our clients
- Supervisors, managers, and senior individuals in a sensitive or influential position must disclose the existence of any relationship with another co-worker that has progressed beyond a platonic friendship.

If you engage in any approved outside work, you are under obligation to advise your client that the work is in no way by, for, or in the name of the Association.

Failure to disclose or discuss information related to any of the above points may lead to corrective action, including dismissal.

Additional Information

Related Documents

VSAOC Constitution & By-Laws (2011) (By-Law XI - p.13)

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Personal Activities During Working Hours

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association guidelines clarifying appropriate levels of personal activities
Final Accountability:	General Manager & Student Council President & All individuals

Overview

We recognize that it is unrealistic to forbid employees to deal with personal matters during working hours. However, we want to be clear about what we mean by “appropriate levels” of personal activities. We define appropriate levels of personal activities during working hours as no more than 30 minutes per day.

Remember, this is a paid benefit of the Association and we trust your ability to work within these guidelines. While it is difficult to determine how much time each of us spends on personal activities during the work day, it is each of our responsibility to ensure that such activities do not exceed 30 minutes per day, and that individual job accountabilities and deadlines are met.

Guidelines

Personal activities during working hours include:

- Computer use
- Internet use
- Email use using your personal web mail and personal email account
- Instant Messaging Use
- Cell phone conversations
- Land line phone conversations
- Errands
- Other activities that are not work-related

Any personal activities during working hours must adhere to all guidelines included in the “Core Company Policies” section in this Handbook and must not interfere with job accountabilities and deadlines.

Additional Information

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Dating Co-Workers

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding relationships
Final Accountability:	General Manager & Student Council President

Overview

Our Association has a strict policy that prevents harassment - including sexual harassment in the workplace which applies to all Association individuals - including employees, managers, board members, Association members and contracted individuals. To prevent harassment, it is common for some employers to prohibit their staff from dating, or entering into consensual romantic relationships with co-workers. We do not feel that such a prohibition is necessary, provided:

- Both parties mutually and voluntarily consent to the relationship;
- No undue pressure was brought by either party towards the other to engage in a relationship;
- The relationship does not affect the performance of the duties of involved parties in any way; and
- The relationship does not negatively impact the work environment.

The Association believes that an environment where individuals maintain clear boundaries between their personal and business interactions is most effective for conducting business.

Guidelines

Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries between work on Association time and the activities of individuals outside of work. Individuals must not let relationships which are pursued in their free time affect their work performance. This applies whether or not the relationship was formed during employment. Individuals who fail to respect those boundaries may be subject to discipline.

Individuals in supervisory or other influential roles are subject to more stringent requirements under this policy due to their ability to influence others. Supervisors should disclose the existence of a consensual relationship with a co-worker to the General Manager. It may be necessary to change reporting relationships to avoid perceptions of favouritism or undue influence.

The provisions of this policy apply regardless of the sexual orientation of the parties involved.

Dating Co-Workers

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding relationships
Final Accountability: General Manager & Student Council President

The Details

Definitions

For the purposes of this policy, the terms used are defined as follows:

Term	Definition
Work Venue	The place or places where an individual provides services for the Association, including travel away from a fixed location, attending conferences or seminars, and performing special assignments away from a normal work location.
Dating	Entering into a consensual romantic relationship with another co-worker.
Personal Exchange	Intimate behavior which includes public displays of affection towards another individual.
Intimate Contact	Cuddling, kissing, fondling, touching, or other similar physical contact of a romantic nature.
Reasonable Person	A standard used to denote a hypothetical person who exercises “those ordinary qualities of attention, knowledge, intelligence and judgment which society requires of its members for the protection of its own interest and the interest of others.” The phrase does not apply to a person’s ability to reason, but rather the prudence with which he or she acts under the circumstances.
Working Hours	Hours during which the individual provides services for the Association

During working hours and at work locations, Association individuals are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges.

During non-working hours, such as lunches, breaks, and before and after work periods, individuals are not precluded from having appropriate personal relationships at work locations as long as their conversations and behaviours could in no way be perceived as offensive or uncomfortable to a reasonable person.

Individuals who allow personal relationships with co-workers to adversely affect the working environment, will be subject to the appropriate provisions outlined in the “Discipline and Termination of Employment” policy. Failure to modify behavior and observe appropriate standards of workplace conduct shall be viewed as a serious disciplinary matter.

Dating Co-Workers

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding relationships
Final Accountability:	General Manager & Student Council President

Intimate Contact on Association Premises

Individuals are strictly prohibited from engaging in intimate contact that would in any way be deemed inappropriate by a reasonable person while anywhere at any of our Association work locations, whether during working hours or not.

Off-Duty

Individual's conduct outside of working hours and work location is generally regarded as private, as long as such conduct does not create problems within the workplace.

Disclosure of Relationships

Supervisors, managers, and any senior individual in a sensitive or influential position must disclose the existence of any relationship with another co-worker that has progressed beyond a platonic friendship. Disclosure must be made in writing to the General Manager confirming that the relationship is consensual. This disclosure will enable the Association to determine whether any conflict of interest exists because of the relative positions of the individuals involved.

Conflicts of Interest

Where problems or potential risks resulting from the relationship are identified, the Association will work with the parties involved to consider options for resolving the conflict. The initial solution will be to make sure that the parties involved no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived advantage or disadvantage.

Reassignment

In some cases, more extreme measures may be necessary such as a transfer to another position or department. The individual with the more senior position will be considered for transfer first to avoid any perception of retaliation against the less senior person. Refusal of reasonable alternative positions, if available, may be grounds for discipline. Continued failure to work with the Association to resolve such a situation in a mutually agreeable fashion may ultimately be deemed insubordination and therefore serve as cause for termination.

Dating Co-Workers

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding relationships
Final Accountability:	General Manager & Student Council President

Termination of Relationship

By disclosing in writing that the relationship is consensual, both parties to the relationship shall agree that they are both free to end the relationship at any time, and that upon termination of the relationship, not to allow the break-up to negatively impact the performance of their respective duties. Failure of either party to observe these provisions will result in disciplinary action up to and including termination.

Additional Information

Related Documents

- 0021 Core Association Policies

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Outside Employment or Appointments

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding Outside Employment
Final Accountability:	General Manager & Student Council President

Overview

There may be times when each of us considers taking a second job to supplement income or job experience. This is within the Association guidelines, as long as the second job doesn't conflict or interfere with work at the Association. We do, however, require that additional jobs be disclosed to our General Manager in writing or email. If you are asked to consider appointment to a governing board of another Company or organization, this should be disclosed to our General Manager as well to avoid any potential conflict of interest.

Guidelines

If you are considering taking another job or appointment or a voluntary position in another Company or organization, please keep the following in mind:

- You must discuss the situation with our General Manager in advance to avoid any potential conflict of interest. The General Manager will need to know the Company you will be working for and what type of work you will be performing, and will provide you with written approval to proceed with any outside position.
- Be aware that we expect our work requirements, including any mandatory overtime, will take precedence over any other job or position you may hold.
- If the second job or voluntary position does constitute a potential conflict of interest to the Association, written approval from the General Manager and the Student Council is required if you are to continue working in both positions.

Outside Employment or Appointments

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding Outside Employment
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

VSAOC Constitution & By-Laws (2011) (By-Law XI - p.13)
002 Core Association Policies

Please note that in the event of a difference in operating protocol for the Association between these policies and the above noted Constitution & By-laws, the final authority rests with the Constitution & By-Laws.

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Intellectual Property

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding work produced for the Association
Final Accountability: General Manager & Student Council President

Overview

We all receive compensation to create, develop, investigate, and compile intellectual and material property for the Association. As individuals, employees and independent contractors or consultants, everything we create, develop, investigate, and compile belongs to the Association, unless clearly outlined otherwise in a contractual agreement.

Guidelines

Work produced for the use of the Association, by an individual, during or outside working hours, on or off of the Association's premise, belongs to the Association.

Such information should not be taken outside of the Association, nor divulged to anyone other than authorized persons, and should be used for the benefit of the Association only.

Intellectual property generally refers to the product of intellectual or creative activity, which is protected under the law. Improperly divulging or using intellectual information may lead to corrective action up to and including dismissal.

Additional Information

Related Documents

002 Core Association Policies

External Resources

- Canadian Intellectual Property Office (CIPO): http://strategis.gc.ca/sc_mrksv/cipo/welcome/welcom-e.html
- Strategis, the Canadian Business and Consumer Site - for more general information: <http://www.strategis.gc.ca/engdoc/main.html>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Drug and Alcohol-Free Workplace

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding drugs and alcohol in the workplace
Final Accountability:	General Manager & Student Council President

Overview

We recognize that the state of your health affects job performance and the quality of work performed. Drug and alcohol abuse adversely affect your health and will inevitably result in problems at work.

We don't test for the use of illegal drugs or alcohol abuse unless you are employed in a safety-sensitive position, but we do prohibit use of these substances on Association premises or while you are acting as a representative of the Association.

TIP: Workers Compensation Board regulations also provide that employees will not report to work when their faculties are impaired by alcohol or drugs. Individuals must be free from the effect of alcohol and controlled substances that impair job performance and endanger other employees. The use, possession, sale, distribution, or manufacture of illegal controlled substances is prohibited. No alcoholic beverages will be brought onto or consumed on Association premises except in conjunction with authorized Association events.

Guidelines

The manufacture, distribution, dispensation, possession, or use of an illegal controlled substance is not permitted on Association premises. Also prohibited is the use, sale, possession, distribution, dispensing, manufacture, or transfer of an illegal controlled substance on non-working time if those activities affect the reputation of the Association.

Compliance with this drug/alcohol policy is a condition of employment. This policy is applied equally to anyone working on Association premises including full or part-time employees, board members, temporary employees, contractors or consultants.

If an individual has a problem with drug or alcohol abuse:

- You may be eligible for a medical leave of absence in order to obtain treatment. You should not, in any event, work when you are impaired from performing your work safely.
- You should be aware that the Association retains the right to require an individual to obtain treatment from a rehabilitation program as a condition of continued employment.

Drug and Alcohol-Free Workplace

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding drugs and alcohol in the workplace
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

- 008 Code of Conduct
- 017 Alcohol Consumption at Association Events

External Resources

- WorkSafe BC - Impairment:
<http://regulation.healthandsafetycentre.org/s/Part4.asp#SectionNumber:4.19>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Workplace Violence

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding violence in the workplace
Final Accountability:	General Manager & Student Council President

Overview

We are committed to maintaining a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. No one should ever feel threatened or unsafe while on our premises. Anyone who engages in any physical assault, threatening behavior or verbal abuse in the work setting will be immediately removed from the premises and may be subject to disciplinary action, immediate termination of employment, and possibly criminal penalties.

If anyone feels unsafe or threatened while at work, please notify the General Manager immediately. We will not discriminate against workplace violence victims. All concerns, regardless of severity will be handled fairly, promptly and without retaliation for bringing a valid claim forward. (This exoneration does not apply to false claims. The claim must be a valid and proper claim for immunity to apply). If the Association finds that a claim of workplace violence was made in bad faith, the Association will take disciplinary action against the person who made the bad faith claim, up to and including discharge.

Guidelines

We all have a responsibility to prevent violence in the workplace. You can help by reporting anything you see that might indicate that an individual is in trouble or the Association policies are being disregarded. All reports will be investigated and the information will be kept confidential.

If you engage in any violence in the workplace, or threaten violence in the workplace, you will be removed from the premises and may be subject to disciplinary action, immediate termination of employment, and criminal penalties. No talk of violence or joking about violence in the workplace will be tolerated.

When we say “violence”, we are referring to physical or verbal assault toward another person, shooting, rape, stabbing, shoving, pushing, harassing, intimidation, verbal abuse, coercion, callous or intentional disregard for the physical safety or well being of others, brandishing weapons, obscene phone calls, serious threats, or threatening any of those activities. No employee, customer or anyone coming into contact with Association individuals should ever feel threatened while on our premises.

Workplace Violence

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding violence in the workplace
Final Accountability:	General Manager & Student Council President

The Details

In order to ensure a safe environment for everyone, we strictly enforce the following:

- Weapons or firearms even if properly registered are not permitted on Association property or in vehicles parked on Okanagan College property. Individuals are not authorized by law to carry a weapon or firearm while performing Association business outside Association premises. Weapons include: any device from which a projectile may be fired, guns, knives, any simulated firearm, sling shots, clubs, metal knuckles, explosives, and other items with the potential to harm another person.
- Desks, cabinets, telephones and computers are Association property. The Association reserves the right to search these areas or view email and data stored on your computer.
- Any conversations overheard during monitoring for quality control, or private messages retrieved, that can be deemed threatening to other individuals can and will be used as a basis for disciplinary action or termination of employment.

Additional Information

Related Documents

002 Core Association Policies

External Resources

- WorkSafe BC - Regulations on violence in the workplace:
<http://regulation.healthandsafetycentre.org/s/Part4.asp#SectionNumber:4.27>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Off-Duty Conduct

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding off-duty conduct
Final Accountability:	General Manager & Student Council President

Overview

Teamwork is essential in our Association and everyone has the right to work in an environment free of inappropriate conduct by other individuals and employees, including threatening or harassing behaviour.

Do our rules apply to electronic medium? The answer is yes. Just because we stick the word “electronic” or “cyber” in front of an action or activity doesn’t change what it may fundamentally be, be it a transaction, a sale, a slander, or a crime. Inappropriate conduct shouldn’t be more acceptable because it happened online using a hip new technology.

It makes no difference how inappropriate conduct occurs, whether on Association or personal time. Once it’s public knowledge, the team loses trust in, and respect for each other. We don’t have to like our co-workers or agree with everything in our work environment, but we do need to be polite, ethical, lawful, and professional while on or off-duty.

Guidelines

Off-Duty Conduct

You may be disciplined, up to and including termination, for inappropriate off-duty conduct, whether verbal, written or through any form of blogging, that:

1. Damages the Association’s reputation and goodwill with the Community.
2. Materially and adversely affects your job performance or the job performance of other employees.
3. Uncooperative or insubordinate conduct towards supervisors, employers, guests and/or regulatory agencies or otherwise engaging in conduct that does not support the Association’s goals and objectives.
4. Divulging private information of the Association or of other to any person or entity who is not authorized to receive that information.
5. Makes libelous, slanderous or maliciously false statements towards or concerning the Association, any of its employees, services or products.

Off-Duty Conduct

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding off-duty conduct
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

002 Core Association Policies

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Alcohol Consumption at Association Events

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding alcohol consumption at events
Final Accountability:	General Manager & Student Council President

Overview

Some people think Association parties or events are merely opportunities to have fun and relax. But, an Association party or social event is essentially a casual business event. Drinking to excess is inexcusable and is dangerous for your physical well being and the well being of others - particularly when driving.

It can also result in embarrassing and inappropriate situations with event attendees. Consider up front that your behavior will likely be observed by everyone - your subordinates, peers, executives - and perhaps their spouses!

Take responsibility for your actions. Avoid the potential for unsafe outcomes and a depreciation of your reputation stemming from excessive alcohol consumption and inappropriate behavior at Association events. Accept responsibility for your own alcohol consumption and moderate your intake of alcohol.

Guidelines

Employees and other Association individuals are invited to Association events on the condition of understanding and accepting the following:

- You must accept responsibility for your own alcohol consumption; and
- You must moderate your intake of alcohol; and
- You must co-operate with the Association's efforts to ensure your safety; and
- You must not return to work while under the influence of alcohol;
- You must assist the Association to apply this policy to other employees and guests, and
- You must not drive yourself or any employees while under the influence of alcohol.

The Association reserves the right to ban from future events any Association individual (or other guests) who ignore or violate these rules.

At Association events where alcohol is served, the Association may take the following actions:

- remind the attendees of this policy and of their obligations as guests of the Association event;
- provide a selection of non-alcoholic beverages as alternatives to alcoholic beverages;
- limit the amount of alcohol to be consumed by any or all employees and guests;
- prevent an attendee who shows outward signs of impairment from continuing to consume alcohol;

Alcohol Consumption at Association Events

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding alcohol consumption at events
Final Accountability:	General Manager & Student Council President

- appoint a designated driver or provide alternate means of transportation to attendees who show outward signs of impairment; or
- prevent an attendee who shows outward signs of impairment from leaving the event unaccompanied.

Additional Information

Related Documents

- 002 Core Association Policies
- 014 Drug and Alcohol Free Workplace

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Privacy of Personal Information

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding privacy of personal information
Final Accountability:	General Manager & Student Council President

Overview

When you join the Association, you give us information about yourself for payroll, benefits, contact purposes and emergency purposes. Our General Manager is our designated privacy officer and is responsible for ensuring that your personal information remains confidential throughout your tenure with the Association. It is not collected, used, or disclosed except in accordance with the guidelines of the Personal Information Protection Act. You have the right to request to see your personal information as well, and should address such requests to the General Manager.

Guidelines

If your personal information changes, you are responsible to give the General Manager the correct information. Personal information includes data provided for benefits purposes such as social insurance number, marital status, name and number of dependents, health information, phone numbers, etc.

We will only release your personal information to third parties at your request, or with your permission to verify your employment or when required to satisfy legitimate investigative or legal requirements.

We will not provide reference information beyond verifying dates of employment or last position held without your written permission. With your permission we will provide additional reference information concerning your general working habits, reason for termination or resignation, attendance record, salary verification, and whether or not we would rehire you.

The Details

We recognize and respect your right to privacy. To maintain this right we have adopted these basic principles:

- We only collect personal information that is required by the Association for business, personnel and legal purposes.
- The information collected and maintained in our records is protected from disclosure in accordance with provincial privacy laws.

Privacy of Personal Information

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding privacy of personal information
Final Accountability:	General Manager & Student Council President

- Anyone with access to this information is required to adhere to these policies and practices. Violations of this policy may result in disciplinary action.
- Internal access to personal records is restricted to those having an authorized, business-related need-to-know.
- Access to personal records by third parties, including law enforcement and other governmental agencies, is only provided pursuant to statutory authority such as court order or subpoena.
- The Association does not release your personal information to outside sources without your written approval, unless legally required to do so.
- Individuals are authorized to access the personal information maintained about them in the Association records. They may submit documentation to correct inaccuracies or provide written comments in disagreement with any material contained in their Association records.
- The personal information in possession of the Association is destroyed when it is no longer required.

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Privacy Laws & Legislation
- 000 Providing and Checking References

External Resources

- B.C. Privacy Commissioner: <http://www.oipcbc.org/>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Confidential Information - Classif. & Handlings

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding classification & handling of info.
Final Accountability: General Manager & Student Council President

Overview

In the course of day-to-day business, we all come into contact with sensitive information including items such as our business processes, pricing, customers, orders, contracts, Human Resources information. We all have a responsibility to use good judgment and safeguard sensitive Association information. Our rule of thumb is to consider all information you gain at work as confidential and not to be discussed with others unless they work for the Association and have a legitimate business reason for needing the information.

Guidelines

We define confidential information as any information that would put the Association at a competitive disadvantage if improperly communicated or information that cannot be communicated due to contractual or legal obligations.

All data stored must be classified for data sensitivity. This enables the General Manager to implement the appropriate back up and restoration procedures and ensure that confidentiality is maintained.

Please take care to follow the guidelines listed below:

- Confidential Association information must not be divulged to anyone other than authorized persons and should be used only for the Association's benefit.
- Communicating confidential material to a co-worker should only be done when it's essential for that person to perform his or her job. (e.g. payroll and HR information).
- Confidential information going through internal or external mail should be marked as such on the outside of the envelope.
- When faxing confidential material take steps to ensure that the recipient obtains the information directly.
- Confidential information in hard copy form should be kept in a secure, locked location. Sensitive documents being disposed of should be shredded.
- Individuals are responsible for protecting the security of confidential information on the computer network. Passwords should not be revealed to anyone under any circumstances.
- All sensitive files being transferred electronically should be password protected.
- Individuals are expected to keep a clean desk. This means that when you leave work for the day or are absent from your desk for extended period, all sensitive information is locked in your desks or storage

Confidential Information - Classif. & Handlings

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding classification & handling of info.
Final Accountability:	General Manager & Student Council President

cabinet(s). This includes papers and computer storage media such as disks and CD's.

- Improperly divulging or using confidential information may result in corrective action including counseling, reprimand or termination.

The Details

Examples of Confidential Information

Sensitive Association information includes, but is not limited to:

- Confidential information relating to products, product design projects and processes
- Schedules and estimates
- Information presented at council meetings
- Marketing information
- Financial information, accounting data and practices
- Pricing
- Business plans and strategies
- Security information
- Negotiations and contracts
- Customer information
- Personal information about employees, and other Association individuals.

Classification Scheme

To ensure the proper handling and disposal of Association data and information, it is necessary to classify each piece of data. The General Manager is responsible for ensuring that individuals understand how sensitive information is classified and handled in the Association. This section describes the categories we apply within the Association. If you have questions about how to classify a specific document, please contact the General Manager.

General

Information that has been released to the public by management is considered general information. This includes information from our public website, media releases, and marketing brochures.

Shredding of this information is not required for disposal.

Confidential Information - Classif. & Handlings

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding classification & handling of info.
Final Accountability: General Manager & Student Council President

Proprietary

All data and information used in conducting day-to-day business is considered Proprietary and is not intended for discussion or disclosure outside the Association.

Computer output of Proprietary information should be marked as such at the bottom of each page.

Shredding of this information for disposal is desired but not required.

Restricted

Information about our employees and other Association individuals is considered Restricted. In addition, any information about our customers and members is considered restricted. Computer output of restricted information should be marked as such at the bottom of each page.

Shredding of this information for disposal is required.

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Logon ID and Passwords
- 000 Centralized Filing System

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

External Association Communications

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding external communications
Final Accountability:	General Manager & Student Council President

Overview

There may be opportunities or situations when we are individually approached to publish, interview, discuss or present to organizations or the press on behalf of the Association. It is important to our Association that all external communication on behalf of the Association be pre-approved by the General Manager and Student Council.

Guidelines

Before you engage in any external communication that is about or may have an impact on our Association, you must obtain written or electronic approval from the General Manager and Student Council. This includes but is not limited to:

- Print or electronic publications
- Speeches
- Interviews
- Online discussion groups
- Commenting to the press
- Discussions with members of industry organizations or professional associations.

The Details

Association information released externally must be controlled in such a way as to protect and preserve the Association's interest. Information must be managed to prevent unauthorized disclosure, modification, destruction or use.

Written or electronic approvals must be obtained from the General Manger and Student council before proceeding with the following:

- All external communication distributed via the general media (including newspapers, magazines, radio, TV, etc.) or by printed media (including brochures, handbills, leaflets, and direct mail)
- Advertising
- Literature, and other such material relating to the Association, its products, services, or facilities
- Initiation of any campaign that will receive financial support from the Association or in which the

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- Association will play a significant role
- Association information that is communicated, shared or processed by vendors, customers or third party providers.

Additional Information

Related Documents

002 Core Association Policies

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Legal Inquiries or Actions

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding legal inquiries or actions
Final Accountability:	General Manager & Student Council President

Overview

Most of us don't have to deal with legal conflicts on a day-by-day basis, so when we are confronted by them we don't always know how to respond. In an effort to direct legal inquiries to the proper locations, the following procedure should be followed.

Use the following rule of thumb if you receive notice of any legal inquiry or action:

- If an employee, former employee, or job applicant has a legal inquiry or requests a legal action, direct the inquiry to the General Manager.
- If a customer, office visitor, or any other outside presence has a legal inquiry, direct the inquiry to the General Manager.

Additional Information

Related Documents

- 002 Core Association Policies
- 000 External Association Communication

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Computer and Network Use

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding computer and network use
Final Accountability:	General Manager & Student Council President

Overview

Our information systems are a tool we provide to assist you in the performance of your job. If used properly, the Association computers and network are valuable resources for increasing our daily efficiency and effectiveness. If used improperly, however, they can cause problems on business and personal levels.

We expect that you use our computer system in a professional and appropriate manner, keeping in mind that use of the system is a privilege, not a right. Open access to communications systems, information and servers is based on mutual trust and respect for other users.

Guidelines

We reserve the right to control information technology resources and will remove harmful, unlawful, abusive or objectionable material if necessary.

Privileges will be revoked for misuse of resources, including, but not limited to, the placing of unlawful information, computer viruses or harmful programs on or through the computer system in either public or private files.

We reserve the right to withdraw access to the facilities (computers or network) from any user if they demonstrate unethical, inappropriate or uncooperative use of the system.

Inappropriate use of our Association computer(s), network and information resources is grounds for prompt disciplinary action, including counseling, reprimand, or termination. Responsible person(s) may be prosecuted and required to repay the Association or others for any loss incurred.

The Details

In more official terms, the following are guidelines for determining the appropriate and inappropriate use of our computer network.

Unprofessional Use

Here are some examples of what we mean by unprofessional use of our computer system:

- Users may not act as though they intend to break the law by, for instance, attempting to guess a pass

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Document Purpose:	To outline Association policy & guidelines regarding computer and network use
Final Accountability:	General Manager & Student Council President

- word or gain unauthorized access to remote computers.
- The privacy of other users must be respected.
- Individuals may not attempt to monitor or read another user's files or communications without proper authority.
- Abusive or offensive language must not be used in any communications.
- Information made available to others is to be accurate. Making false or misleading claims about any subject (or person) and publishing them constitutes fraud or libel, and may result in legal prosecution.
- Unauthorized access to networks, computers or databases is forbidden.
- It is illegal to use the Internet to gain unauthorized access to other computers or databases that are not in the public domain.
- Users may not leave terminal sessions logged on, allow others to use their password, or make confidential information available to casual users.

Inappropriate Use

Following are examples of what we mean by inappropriate use of our computers and network:

- Non-work related commercial activities are not allowed on Association premises, neither should Association equipment be used for these activities. Unofficial work of a personal, non-profit nature is permitted, as long as it's done after hours, business-related work is not interrupted, and the guidelines in this document are followed.
- Users must not attempt to harass others by using the facilities to deliver obscene, vulgar, threatening, or unnecessarily repetitive information.

Additional Information

Related Documents

002 Core Association Policies

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Email Use

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding email use
Final Accountability:	General Manager & Student Council President

Overview

Everyone with access to a computer in the Association also has access to our email system. Email is a key communication tool, and we all like to have fun and flexibility in how we write and communicate. However, keep in mind that an email message is equivalent to an Association memo. You should use the same care in creating an email message that you do creating any other Association document. Ask yourself if you would want your email message to be reviewed by other un-intended recipients.

We need to balance our need for freedom of expression, humor, and creativity with respect for each other, the speed and accessibility of email, and the law. When using our email system, use the application appropriately, and co-operatively.

Guidelines

Our General Manager manages the creation and maintenance of all email accounts and passwords, as well as the installation and maintenance of email software on Association computers and our network. Individuals are responsible to purge and manage their own inboxes and personal folders.

Incidental and occasional personal use of electronic mail is permitted so long as it is not abused. Personal use of your Association email account must be treated in the same way as personal use of our telephone system – ie kept to a minimum. We strongly encourage all individuals to use their personal email accounts instead of using the Association's email account for personal use.

Remember that personal messages are handled in the same manner as business-related messages. Every email message sent to, or received by an individual in the Association using Association resources is considered an Association record. The contents of any email can be monitored without an individual's permission.

Chain letters are not allowed, no matter how inspirational, informative or alarming they seem to be. Anyone found to be distributing email chain letters within the Association will be contacted by the General Manager immediately.

Email Use

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding email use
Final Accountability:	General Manager & Student Council President

The Details

Email Privacy

Individuals using the email system should expect that messages sent on Association business or with the use of Association facilities are available for review by any authorized representative of the Association for any purpose related to Association business. The Association reserves the right to access the contents of email communications at any time and for any reason. It is a violation of the Association policy for anyone to use the email and computer systems to satisfy idle curiosity about the affairs of others, with no substantial business purpose for obtaining access to the files or communications of others.

Email communications may be monitored at any time and for any reason, including but not limited to, breaches in security, violations of law, or infringement of Association rules. If indications of illegal activity or violations of Association policy or security are noted during monitoring, the individual(s) involved will be reported in accordance with Association policy.

Do not send interactions or material that may be considered offensive to others, including, but not limited to, racial or off-color jokes, pornographic or sex-related links or content, or jokes based on age, national origin, ethnicity, religion, pregnancy, marital status, sexual orientation, disability or any other legally protected category.

If you receive interactions or material that may be considered offensive as described in the previous sentence, it is your responsibility to advise the sender to discontinue sending you inappropriate emails or messages. If you are not comfortable advising the sender to stop sending these types of message, please contact the General Manager for assistance.

Email Etiquette

Treat email like regular business correspondence and follow the guidelines of email etiquette:

- When receiving an email, we ask that you provide a response to the sender within the same business day – even if it's simply to acknowledge receipt of the email and that you will get back to the sender by xxxx.
- Use courteous language.
- Do not send unsolicited emails without a specific business-related purpose.
- Avoid “flaming” people. If you use antagonistic words or critical comments it can hurt people and cause awkward situations. Email is not the place to make negative comments. If there is a problem, resolve it in person, and avoid war of words on email.

Email Use

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- Remember that few people like “spam.” When sending unsolicited emails, make sure there is value to the recipient, or they will likely consider it “spam” and delete it unread.
- Always be aware that nothing on email is private. There is no such thing as a private email, even once a message has been deleted. Before you click “send,” consider what may happen if the message is read by someone else, like your manager. The general rule of thumb is to not send personal or confidential emails. Better safe than sorry.

Refer to 000 - EffectiveEmailCommunication.docx for guidelines on how we structure emails in our Association.

Out-of-office Email Notification

When you are out of the office and unable to retrieve email in a timely manner, we ask that you turn on your “out of office assistant”. This will generate an automatic reply email and notify senders that you are not available to respond to them. For your convenience, you may want to use the following templates as guidelines to develop your out-of-office message:

1. Out of the office – limited access to email: Thank you for your email. I will be out of the office traveling on business from [date] to [date] and will have irregular access to email. I will respond to your message as soon as I can. If the matter is urgent, you are welcome to call my cell at {mobile number} or contact [person] at [contact information]. Thank you, and have a great day!
[Standard email signature]
2. Out of the office – no access to email: Thank you for your email. I will be out of the office from [date] to [date] and will not have access to email. I will respond to your message when I return on [date]. If the matter is urgent, please contact [person] at [contact information] Thank you, and have a great day!
[Standard email signature]

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Effective Email Communication
- 000 Remote Access to our Network

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Internet Use

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding Internet use
Final Accountability:	General Manager & Student Council President

Overview

The Association provides internet services, electronic e-mail, and other electronic devices and services as important tools to support the Association's business and assist individuals in performing their job duties.

It is the responsibility of every individual to ensure the Association's communication systems are used for authorized purposes only in accordance with our policies.

The systems must be used in a fashion that does not improperly disclose confidential or sensitive information to unauthorized individuals or in violation of federal, provincial, or local law.

Further, the Association wishes to protect its computer systems from attack by worms and viruses exposed to its systems and unauthorized use of its computers through personal e-mails, instant messaging, blogs, and unauthorized websites.

Individuals must conduct themselves honestly and appropriately on the internet, and respect the copyrights, software licensing rules, property rights, privacy, and prerogatives of others, just as in any other business dealings.

Any communication in which the Association's communication systems are used, including correspondence such as e-mail, constitute Association property. Any unauthorized use of the Association's communication systems is strictly prohibited.

The Association has the right to view all files that have been downloaded and to monitor all electronic and internet and e-mail usage at any time.

Guidelines

Authorized Use

The following activities are considered appropriate use of Association-provided internet access:

- Appropriate communicating with colleagues, customers, prospects, and suppliers regarding business matters in a professional manner.
- Researching topics relevant to your specific job requirements, or your area of study.

Internet Use

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- Conducting other business activities that are directly relevant to your specific job requirements or productivity.
- Using the internet for appropriate personal use in line with our Personal Activities during Working Hours Policy. This includes personal banking, personal use of instant messaging, personal use of personal e-mail accounts or web mail, planning a vacation.

When using the Association-provided internet regarding business matters, please remember:

- Special care is required when participating in chat room, newsgroup, blogs, instant messaging, and e-mail communications. Only those authorized to speak to the media, to analysts, or in public gatherings on behalf of the Association are allowed to speak officially in the name of the Association to newsgroups, chat rooms, blogs, or any other electronic medium.
- Nothing sent on the Internet should be considered private. Don't send information that is Association confidential.
- All existing Association policies apply to your conduct on the Internet, especially those that deal with property protection, privacy, misuse of resources, discrimination and harassment, and information and data security.
- Show consideration for other users by not monopolizing system resources and adhering to the security measures we've put in place to maintain system integrity.

Unauthorized Use

Although this list is not exhaustive, the following activities are considered prohibited:

- Transmitting chain or threatening letters.
- Using the Internet for illegal activities, or to transmit spam.
- Disabling or circumventing security measures put in place by the Association such as firewalls, authorization, virus protection, etc. and thereby putting Association computers and information at risk.
- Visiting sites that are considered inappropriate, pornographic or "obscene." If you connect unintentionally to a site that contains sexually explicit or offensive material, you must disconnect from the site and mediate and advise the General Manager.

Individuals should be aware that when transmission is accomplished using Internet addresses and domain names registered to the Association, the transmission may be perceived by others to represent the Association. **Users are advised not to use the Internet for any purpose that would reflect negatively on the Association.**

Internet Use

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Document Purpose:	To outline Association policy & guidelines regarding Internet use
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- All software downloaded from the Internet becomes the property of the Association.
- You may not upload any software licensed to the Association or data owned or licensed by the Association without appropriate authorization.
- All downloaded files must first be scanned for possible virus infection, including viruses, worms, Trojan horses, or trapdoors.
- Uninstalling protective software, such as firewalls and security software put in place by the Association, is prohibited.
- Honestly disclose who you are when you send e-mail, register accounts, or conduct other Internet transactions.
- Displaying any kind of sexually explicit image or document on any Association system is a violation of our policy on sexual harassment. Sexually explicit material may not be archived, stored, distributed, edited, or recorded using the Association network or computing resources.

Social Networking Websites and Applications

The following are examples of social or professional networking websites or applications:

- Blogs
- Chat rooms
- Facebook
- MySpace
- YouTube
- LinkedIn
- Instant messaging

Access during Working Hours

You may access these websites and applications during working hours providing that:

- Your work deadlines are not affected.
- The guidelines provided in all sections of the Core Association Policies of this Handbook are adhered to, particularly our “Personal Activities during Working Hours” Policy.
- The Association and its members, stakeholders, vendors, or employees’ reputation and goodwill are not damaged.
- Private information of the Association or any Association Individual is not divulged to any person or

Internet Use

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entity that is not authorized to receive that information.

Access during Off-duty Hours

If you access these websites or applications during off-duty hours, you must follow the Association guidelines outlined in the "Off-Duty Conduct" policy.

Signed Statements

Everyone with Association internet access is required to provide signed confirmation that they:

- Acknowledge they have received, read and understand the Internet Use policy;
- Will abide by the terms specified in the Internet Use policy;
- Recognize that Association security software may record their internet activity, including all transmissions, file transfers and internet locations accessed;
- Recognize that any message sent or received will be recorded and stored in an archive file for management use;
- Acknowledge they have no privacy expectations for any internet activity they may undertake, including both internal and external email communications; and
- Recognize that violation of the Internet Use policy may result in discipline, suspension, or termination. Additionally, if the violation resulted in criminal conduct, management will provide the records to the appropriate authorities for possible criminal prosecution.

Additional Information

Related Documents

- 002 Core Association Policies
- 010 Personal Activities during Working Hours
- 000 Logon ID and Passwords

External Resources

- General guidelines to e-mail and internet in the Workplace: <http://www.info-law.com/guide.html>

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Use of Portable Electronic Devices

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding portable electronic devices
Final Accountability:	General Manager & Student Council President

Overview

Within existing guidelines, the Association supplies and maintains cell phones and/or wireless e-mail devices for some individuals.

When using a wireless device, we ask that you use good judgment in how you use them and follow the guidelines included in this document.

The Association does not permit individuals to possess or use cameras or recording devices on Association property at any time without explicit permission in writing.

Guidelines

Guidelines for all Wireless Devices

We ask that you adhere to the following guidelines regarding use of wireless devices:

- **USING ASSOCIATION-PAID CELL PHONES WHILE DRIVING IS STRICTLY PROHIBITED.** If you must use the cell phone while operating a vehicle, you must pull over to a safe place and park the vehicle. Alternatively, you may use a cell phone while driving if you are using a blue tooth device.
- Turn wireless devices off during meetings, or at least turn the ringer on low or vibrate. If you must use your wireless device during a meeting, excuse yourself from the meeting and step outside so that others are not disturbed.
- If you are expecting a phone call that you must take while in a meeting, advise meeting participants in advance.
- If you leave your wireless device on while you're in the office, please keep the ringer on low so that others are not disturbed when it rings.
- We know there are many options for personalizing wireless device ring tones. Please ensure that your ring toner selection is not offensive or disturbing to others. Offensive language, obscenities, jarring phrases or loud music are not considered acceptable.
- As a general rule of thumb, wireless phone conversations should be considered public. Therefore, we ask that you do not discuss Association confidential information on a wireless device. You're likely mobile or in public when you're on a wireless device and you never know who may be listening. As well, unless you have an encrypted wireless device, anyone with a scanner can eavesdrop on your call. It's a good to

Use of Portable Electronic Devices

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Document Purpose:	To outline Association policy & guidelines regarding portable electronic devices
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- keep this guideline in mind for sensitive personal information, too (e.g., credit card numbers).
- If the Association has supplied you with a wireless e-mail device for business purposes, it must be password protected so that Association sensitive information does not get into the hands of unauthorized individuals.
 - If the Association is paying for your wireless device, we ask that you review your bill monthly and ensure that the plan you have is the most cost-effective one for your needs.
 - Personal calls may be placed and received on an Association-paid wireless device as long as they do not interfere with Association business hours nor incur additional cost to the Association. Costs incurred for personal use of Association-supplied wireless devices are the responsibility of the individual.
 - Use discretion when using your wireless device while out of town as roaming and long distances charges can add up very quickly.
 - Protect your wireless device from theft, loss or damage. If your device becomes lost, stolen or damaged, please notify the General Manager immediately.
 - Do not loan your Association-supplied wireless device to family or friends, and use discretion when lending it to a co-worker.
 - At any time, you may be asked to produce the phone for return or inspection. Individuals unable to present the phone in good working condition within the time period requested (for example, 24 hours) may be expected to bear the cost of a replacement.
 - You must return your Association cellular phone or wireless device immediately upon discharge or separation from the Association.

Guidelines for Personal Calls and Personal Wireless Devices

While at work individuals are expected to exercise the same discretion in using personal cellular phones as is expected for the use of Association phones. Excessive personal calls during the work day, regardless of the phone used, can interfere with individual productivity and be distracting to others.

A reasonable standard the Association encourages is to limit personal calls during work time to no more than three per day as needed. Individuals are therefore asked to make any other personal calls on non-work time where possible and to ensure that friends and family members are aware of the Association's guidelines. Of course, flexibility will be provided in circumstances demanding immediate attention.

Use of Portable Electronic Devices

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Document Purpose:	To outline Association policy & guidelines regarding portable electronic devices
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- The Association will not be liable for the loss or theft of personal cellular phones brought into the work place.
- Periodically, you may need to use your personal wireless devices for business purposes. Reimbursement for such use should be discussed and approved in advance by the General Manager.

Cameras and Recording Devices

The increasingly widespread use of camera phones or “phonecams” in the workplace has resulted in legal and operational concerns for many businesses. Issues such as invasion of privacy, sexual harassment, spying, and loss of productivity associated with phonecams have prompted the Association to prohibit their use at work.

Effective immediately, no individual may possess or use a phonecam or digital camera anywhere on Association property or while performing work for the Association unless prior approval by the General Manager is obtained.

The possession or use of tape recorders, dictaphones or other types of voice recording devices anywhere on Association property or while performing work for the Association is also strictly prohibited, unless the device was provided to you by the Association and is used solely for legitimate business purposes.

Violations of our guidelines for our “Camera Phones and Recording Devices” policy above will result in discipline up to and including immediate termination.

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Our Office Equipment

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Dress Code

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding appropriate attire for work
Final Accountability:	General Manager & Student Council President

Overview

We all want to be comfortable at work; however, it's important that we maintain a standard of professionalism in our appearance at the office. In general, our dress code can be described as "business casual". To some degree, our job function determines our dress code. It is important that those of us whose job responsibilities put us in front of customers and the public dress in a professional and presentable manner.

Guidelines

What we wear says a lot about us. As a Student Association, we want to communicate in our dress that we are:

- Organized and run our business in an orderly manner
- Business-focused, and
- Sensitive to the values of those with whom we come into contact.

The Association translates this into the following general guidelines:

- We expect you to be neat, clean and well groomed in your personal habits and clothing.
- We ask that you use good judgment. If your attire is something you'd wear around the house or to play sports, it's probably not appropriate for the office.
- Shoes must be worn at all times. No flip-flops, athletic shoes, or slippers.

The Details

Inappropriate Clothing

Inappropriate clothing includes, but is not limited to:

- Jeans (The exception to this is Friday's. In keeping with Okanagan College practice, Friday's are Jean's Friday, and jeans and t-shirts are acceptable)
- T-shirts (refer to above exception)
- Muscle shirts
- Tank tops
- Tube tops
- Halter-tops
- Shorts or skirts shorter than mid-thigh

Dress Code

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding appropriate attire for work
Final Accountability:	General Manager & Student Council President

- Strapless sundresses (without jackets)
 - Clothing with foul language or obscene images
 - Torn or patched clothing
 - Sweat pants or sweat suits
 - Hats.
 - Tight fitting or revealing clothing
- The presence or absence of undergarments should not be known by others.

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct

External Resources

- WCB guidelines on protective equipment: <http://regulation.healthandsafetycentre.org/s/Part8.asp>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Attendance

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding punctuality and attending work
Final Accountability:	General Manager & Student Council President

Overview

Much of our work is interdependent on others, so being ready for work at your appointed time is expected. Punctuality reflects a positive interest and attitude toward your job. Habitually arriving late for work is not acceptable.

If you have chronic attendance issues, or if you have trouble getting to work on time, please talk to the General Manager who may be able to work with you to help you with your attendance needs.

Guidelines

Prompt and regular attendance is required to maintain an effective business. If you're going to be late for work or meetings, we kindly ask that you notify the General Manager no later than your regular starting time.

Individuals and the General Manager are responsible for ensuring that everyone adheres to our regular workday start and end times. Individuals who are unable to observe appropriate attendance standards may be subject to disciplinary action up to and including discharge.

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct
- 036 Our Working Hours
- 039 Time Off Reporting
- 000 Incidental Sick Time and Personal Time

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Gifts and Gratuities

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding gifts and gratuities
Final Accountability:	General Manager & Student Council President

Overview

Let's say you have a really good working relationship with one of our suppliers. A holiday comes around and he wants to take you out for lunch. At lunch, he presents you with a gift — maybe some chocolates, a basket of goodies, or tickets to a sporting event. Maybe you attended a local conference and won an expensive bottle of wine. Are these things yours to keep?

Here's our rule of thumb: If the supplier providing gifts is an existing Association vendor, or the Association paid for an event where gifts are received, these gifts belong to the Association and everyone should have an opportunity to enjoy them.

Guidelines

We think everyone in the Association should have the chance to enjoy perks from purchasing relationships built on Association time using Association money. While the purchase of an occasional lunch or coffee may be acceptable, all other gifts from suppliers should be turned back to the General Manager. This includes holiday gifts, tickets to sporting events, airline bonuses, gifts-with-purchase, bottles of wine, chocolates, etc.

We feel a little differently about rewards programs such as air miles or airline mileage programs. These are perks for your additional efforts required when traveling on behalf of the Association or using your own credit card for Association purchases. Accumulating travel air miles may have tax consequences, which remain the responsibility of the employee.

Please note that you are not permitted to receive, give, pay, promise or offer gifts or anything of value to our customers or suppliers for the purpose of securing or appearing to secure preferential treatment.

The Details

Any gift, for example bottles of wine, corkscrews, cheese boards, holiday ornaments, hockey tickets, etc. should be given to the General Manager. These items can be used for special events like a holiday draw, or for prizes at the Association year end events.

Gifts and Gratuities

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding gifts and gratuities
Final Accountability:	General Manager & Student Council President

For example...

If an item arrives that is addressed to a particular individual or team at the Association (e.g. a basket from Company XYZ), the administration person who supports the Team receiving the gift should put the edible goodies out for all to share, or if feasible, keep the basket for a raffle or a holiday party prize. The administration person should also announce by email the name of the organization that sent the gift, in order to give the sender some recognition.

Additional Information

Related Documents

- 002 Core Association Policies
- 009 Conflict of Interest

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Probationary Period

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding period of probation
Final Accountability:	General Manager & Student Council President

Overview

A period of probation allows for a period of mutual evaluation. The probation period provides the new hire with a chance to decide whether the Association is a good fit for them and it provides the Association with time to decide whether the new hire's skill set and values meet or exceed our expectations. This is how we mutually confirm that there is a good fit between us.

Both individuals and the General Manager have a responsibility to communicate mutual expectations to ensure long-term success.

Guidelines

Throughout the new hire's orientation period, informal discussions are held to ensure that skill set and required compatibility standards are met.

Prior to the completion of probation period in a new position, a performance review is completed by the General Manager. The individual's performance is evaluated and reviewed to ensure that the new hire has the opportunity to fulfill their personal potential as well as meet the standard required for the duties of the position.

Probation may be extended once prior to the end of the first period of probation if it is determined that additional performance evaluation is needed.

For individuals transferred or promoted into new positions, this period allows the individual and the General Manager the opportunity to assess adaptability into the new department and/or role.

Need to Insert Probationary Period Length Language

Probationary Period

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding period of probation
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Performance Review Process
- 000 New Hire Orientation Checklist

External Resources

- BC Employment Standards – Termination of Employment Fact Sheet <http://www.labour.gov.bc.ca/esb/facshts/termination.htm>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Bulletin Boards

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding use of Association Bulletin Boards
Final Accountability:	General Manager & Student Council President

Overview

There are a number of VSAOC bulletin boards located throughout the campus on which we post job openings, legal notices and other information of interest to members in our Association. These bulletin boards are for Association use only and nothing should be posted on them without the prior approval of the General Manager.

Guidelines

Please respect the following guidelines for information posted on Association bulletin boards:

- Do not display Association confidential or proprietary information. Remember that items posted are likely to be read by outside visitors.
- Consider the sensitivities of others if you are posting jokes or cartoons. Review our Code of Conduct and Discrimination and Harassment practices if you are uncertain about whether an item is appropriate or not for public display.
- Information that is not related to Association business or activities is not permitted on the bulletin boards. This includes, but is not limited to, requests for solicitation, notices of non-Association endorsed events, or advertising of any kind.
- All notices should have an expiry date on them so it's clear when they may be removed.
- Most notices can be posted electronically on our website or sent via email. The same rules for posting on bulletin boards apply to electronic posts, as well as the Association's rules for using its computer systems. Our bulletin boards should only be used when the information is best communicated via display of a printed notice.

Unapproved notices, notices posted in unapproved locations, or notices that do not adhere to the guidelines provided above will be removed immediately.

Bulletin Boards

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding use of Association Bulletin Boards
Final Accountability:	General Manager & Student Council President

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct
- 004 Harassment
- 019 Confidential Information - Classification and Handling

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Smoking Areas

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding designated smoking areas
Final Accountability:	General Manager & Student Council President

Overview

In keeping with government regulations and in consideration of the comfort of all individuals within the Association, smoking is not permitted anywhere inside the Association premises. Smoking is only permitted outside in designated areas and must be at least 3 metres away from the windows, doorways and air intakes of public places to protect indoor air quality.

Our designated outside smoking areas are:

- The two outdoor gazebo's located on the campus

The cleanliness of these areas is maintained by the people who use them. Please keep these areas clean.

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct

External Resources

- BC TAKES STEPS TO REDUCE EXPOSURE TO SECOND-HAND SMOKE
- <http://www.health.gov.bc.ca/tobacco/>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Summary of Benefits and Association Information

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding benefits and Association information
Final Accountability: General Manager & Student Council President

Overview

Comprehensive benefits are important to attract qualified individuals to the Association, to remain competitive within the industry, and to ensure you remain with us. We offer a competitive benefits package that makes sure all your basic medical and insurance needs are covered, as well as other perks to make your working experience as rewarding as possible (These benefits only apply to paid employees – board members are not eligible for these benefits).

General Benefits

This table is intended as a summary overview. To the extent that it differs from the more detailed policies on any particular topic, those policies will be taken as accurate.

Topic	Details
Weekly working hours – excluding lunch	40 hours
Core Hours	For individuals entitled to flex hours, our core hours are 7:30 am to 4:00 pm.
Vacation entitlement	<p><u>Hourly Full-time and Part-time Employees</u></p> <ul style="list-style-type: none"> - 0-1 year of employment: 4% of basic earnings (accrued basis) - 2-7 years of employment: 6% of basic earnings (accrued basis) - 8+ years of employment: 10% of basic earnings (accrued basis) <p>Vacation accruals will be paid to employees before leaving on vacation or at the end of the year.</p>
Pay Schedule	Monthly

Summary of Benefits and Association Information

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding benefits and Association information
Final Accountability: General Manager & Student Council President

Association-paid Holidays	<ul style="list-style-type: none"> - New Year's Day - Good Friday - Easter Monday - Victoria Day - Canada Day - BC Day - Labour Day - Thanksgiving - Remembrance Day - Christmas Day - Boxing Day
Training and Development	<ul style="list-style-type: none"> - A budget per individual is set for training and development and it is up to the General Manager and Student Council to determine an annual training plan. - Employees are eligible for tuition reimbursement based on bona-fide current job requirements.
Social Activities	Various Association-paid social activities including a year end holiday party.
Retirement Savings Plan	The Association provides the General Manager with an RRSP Plan, in which the Association contributes \$500.00 per month to the GM's RRSP Plan.
Association paid sick days and personal days	The Association provides 12 sick and personal days per year for times when you are unable to make it to work for various reasons. These days are at full pay.

Health Care Benefits

Our General Manager will explain our benefits package to you during your initial orientation and have you complete any necessary documentation for enrollment in the programs for which you are eligible.

All benefit plans have established eligibility requirements. We reserve the right to amend any of these benefit plans at any time, but rest assured that we will notify you in advance of any changes.

Group Health Plans

- Dental
- Extended Health (including prescriptions, vision, medical equipment, chiropractic services, physiotherapy, etc)

Summary of Benefits and Association Information

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding benefits and Association information
Final Accountability: General Manager & Student Council President

- Life Insurance
- Accidental Death and Dismemberment
- Long Term Disability.
- Best Doctors Services

Health Care Plan Details

Our health plans are summarized below to provide information about waiting periods and cost sharing only. For specific information on coverage limits and eligibility, please refer to the detailed description of benefits provided by our insurance carrier, available from the General Manager, or you may view it online at the link provided at the end of this document.

Benefit	Waiting Period	Premium Cost Sharing
Dental Benefits	Immediate upon employment	Association pays 100% of premiums
Extended Health Benefits	Immediate upon employment	Association pays 100% of premiums
Life Insurance (mandatory benefit)	Immediate upon employment	Association pays 100% of premiums
Best Doctors Services	Immediate upon employment	Association pays 100% of premiums
Accidental Death and Dismemberment (mandatory)	Immediate upon employment	Association pays 100% of premiums
Long Term Disability	Immediate upon employment	Association pays 100% of premiums

Summary of Benefits and Association Information

Document Owner: General Manager & Student Council President
Document Used By: General Manager & Student Council President
Document Purpose: To outline Association policy & guidelines regarding benefits and Association information
Final Accountability: General Manager & Student Council President

Employee Wage Grid Details

Classification	September 1, 2008	September 1, 2009	September 1, 2010
General Manager	\$21.53/hr	\$22.07/hr	\$22.62/hr

In each additional year, the General Manager will receive a wage increase that matches the yearly increase to the Canadian Consumer Price Index (CPI), as a percentage point. Employer will provide an additional \$5.00 per hour in pay to the employee after 15 years of service.

Additional Information

If you have questions, comments or suggestions regarding this document, contact Eric Reist
 ereist@okanagan.bc.ca

Problems, Concerns, or Suggestions in the Workplace

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding resolving workplace problems
Final Accountability:	General Manager & Student Council President

Overview

Workplace problems, concerns, and challenges may arise in the workplace and should not be kept to ourselves. We value an open environment where we discuss our problems, concerns, challenges with the appropriate person.

Our Association is made up of skilled, intelligent people who have individual ideas and opinions about the best way to get things done. While we may not be able to implement every idea or initiative brought forward to the Association, we always value and welcome suggestions from individuals.

Guidelines

We foster an environment where problems, challenges, and concerns are openly discussed to ensure that there is a method for proposed resolution.

Suggestions are welcome and expected, and we think that most workplace concerns can be resolved through open and honest discussions with each other and management.

Any individual may express a suggestion or concern to any level of management within the Association. However, we recommend that individuals discuss work-related concerns, questions and suggestions first with the General Manager.

The Details

Problems or Concerns in the Workplace

Dissatisfaction or problems should not be kept to yourself. If you have any concerns that you would like to discuss, or believe that you have been treated unfairly or unjustly by someone within the Association, please use the steps below to address your concerns as soon as possible.

The purpose of the following procedures is to bring complaints or misunderstandings out in the open and to assist in resolution. The Association strives to resolve the disputes in the manner described below, of course, every situation is unique, so the Association may deviate from the following process:

1. Problems or concerns should first be discussed directly with the other individual/s involved in the

Problems, Concerns, or Suggestions in the Workplace

Document Owner:	General Manager & Student Council President
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Document Purpose:	To outline Association policy & guidelines regarding resolving workplace problems
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dispute. It is hoped that by direct contact, both parties will be able to arrive at resolution together in a manner which respects the needs of both parties.

2. If the problem is not resolved to your satisfaction, it should then be discussed with the General Manager. Quite often, a solution can be found in a short time. If the matter is complicated, the General Manager may need time to resolve the problem and may use whatever methods are appropriate.
3. If the problem is still not resolved to your satisfaction, you may submit a written statement to the General Manager and Student Council describing your concern, as well as how you feel the issue can be resolved. This step will involve a scheduled meeting.
4. Depending on the specific nature of the concern, the General Manager and Student Council may obtain additional information that will enable them to render a fair decision to you in a few days. The General Manager may direct the problem or concern appropriately within the Association, or to outside community resources if necessary. The General Manager will then advise you as to where the concern has been referred and its status.
5. If appropriate, the General Manager and Student Council will assemble a review team to examine the issue and promptly communicate the team's findings to you.

Suggestions

Any individual may bring forward a suggestion to any level of management within the Association. Individuals may also submit suggestions formally to the General Manager and Student Council. These suggestions are reviewed weekly by General Manager and directed to the appropriate person(s) or team within the Association.

Additional Information

Related Documents

- 002 Core Association Policies
- 000 Conflict Resolution and Communication

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Discipline and Termination of Employment

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding discipline and termination
Final Accountability:	General Manager & Student Council President

Overview

Our Association generally uses a performance improvement plan to help individuals solve performance issues. However, some types of misconduct or performance issues cannot be approached through a performance improvement plan. The Association will respond to performance issues or instances of individual misconduct with disciplinary action appropriate for the specific situation.

Our practices and procedures provide guidance for the standards of conduct expected from individuals in the Association. However, no list of rules can cover every situation. Therefore, the Association reserves the right to act upon any conduct it considers detrimental to its best interests.

Individuals are expected to conduct themselves in a manner that advances the best interests of the Association at all times. If you have any questions on the appropriate behavior in any situation that is not addressed as part of our practices and procedures, please see the General Manager.

Guidelines

The Association's preference is to use the guidelines outlined in its Performance Improvement Plan Practice. Circumstances or the seriousness of the problem, however, may warrant disciplinary action outside of the performance improvement approach.

For example, a performance improvement plan may not be appropriate when:

1. The conduct at issue involves severe performance deficiencies, performance problems related to skill or ability, or certain types of inappropriate conduct.
2. The initial steps of progressive discipline do not assist the individual in correcting the problem.
3. The individual occupies a position requiring the exercise of effective management and leadership.
4. The individual's actions or inactions may seriously impair the Association's ability to carry out its mission.

If the Association determines that these, or similar circumstances exist, the Association may determine that a performance improvement plan is inappropriate.

Moreover, under certain circumstances, the General Manager and Student Council may determine that although the performance improvement approach should be utilized, certain steps in the approach should be

Discipline and Termination of Employment

Document Owner:	General Manager & Student Council President
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Final Accountability:	General Manager & Student Council President

omitted or repeated.

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct
- 000 Performance Review Process
- 035 Performance Improvement Plan

External Resources

- BC Employment Standards Branch - Termination of Employment Fact Sheet: <http://www.labour.gov.bc.ca/esb/facshts/termination.htm>
- BC Employment Standards Branch - "Just Cause" Fact Sheet: <http://www.labour.gov.bc.ca/esb/facshts/justcaus.htm>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Performance Improvement Plan

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding performance improvement
Final Accountability:	General Manager & Student Council President

Overview

We all want to feel successful and competent in our jobs. If a situation arises where our performance is consistently not meeting the defined expectations of our position, the General Manager may discuss it with us and a performance improvement plan may be put into place.

We are committed to helping individuals improve their performance as long as the individual is willing to accept constructive feedback and work with us to meet expectations.

Guidelines

If an individual's performance does not meet expectations, it may be all that's needed is a casual, on-the-job discussion between the individual and the General Manager to clarify and/or reinforce expectations. However, there are occasions when the performance issue is more serious. In those cases, we will follow a formal process, and may use a performance improvement plan that will provide:

- An individual with a written warning that performance isn't meeting expectations and that improvement is necessary;
- A fair and consistent process for everyone;
- A written outline of performance issues, the corresponding action required, and a reasonable time during which performance must be improved;
- The individual with an opportunity to understand clearly what will happen if performance isn't improved.

The Details

Our performance improvement plan includes three steps:

1. Verbal Warning - If an individual fails to correct a performance issue that was discussed informally, the General Manager will communicate a more formal verbal warning. This is a serious warning directing the individual to improve or correct specified problems. It involves a formal discussion in a private area with the General Manager who outlines what the problems are, what must be done to correct them and what assistance is available for the individual. The General Manager makes a written note of this discussion and retains the note for future reference. This note is not placed in the employee's personnel file.

Performance Improvement Plan

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding performance improvement
Final Accountability:	General Manager & Student Council President

2. **Written Warning** - If performance doesn't improve after a verbal warning, the General Manager issues a formal written warning. A copy of this warning is placed in the individual's personnel file. This warning may possibly be the last chance for the individual to improve performance, so it should be taken seriously. The individual and the General Manager meet in a private area to set specific reasonable written goals, deadlines for improvement and available assistance for immediate improvement. A written record of the discussion, signed by the individual stating that they've read and understood the requirements, is given to the individual and a copy is placed in his or her file.
3. **Dismissal** - If performance continues to fall short of expectations by the time of the specified deadline, the individual may be dismissed.

Unfortunately, there are times when the match between our Association and an individual may not be the best for us or the individual. There are times when the best way forward is to sever employment with the Association. In these cases, we treat individuals fairly and in accordance with prevailing legal standards.

Additional Information

Related Documents

- 002 Core Association Policies
- 008 Code of Conduct
- 000 Performance Review Process
- 034 Discipline and Termination of Employment

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Our Working Hours

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding regular work week hours
Final Accountability:	General Manager & Student Council President

Overview

Our regular working week consists of 40 hours and our regular working day consists of 8 hours, plus an unpaid lunch break. This doesn't mean we can't ask you to work more hours in a week to accommodate deadlines and heavy workload periods, but it does mean that our pay and expectations are based on each full-time individual adding value and being productive for a minimum of 40 hours per week.

Our general business hours are 7:30 a.m. to 4:00 p.m., Monday to Friday. We want everyone to be productive and have a life. If we want to be able to respond to the needs of our members and be creative, we understand that sometimes it requires a flexible work environment.

We support flexible working hours if your job function allows it and the General Manager agrees. However, collaboration and face-to-face time are key ingredients for running our business successfully. We need to know that individuals will be in the office during certain periods so that we can make contact for the purposes of brainstorming, decision-making, information dissemination, and making the most of creativity.

Guidelines

Our workweek consists of five working days, Monday through Friday, and our normal business hours are 7:30 a.m. to 4:00 p.m.

Flextime

Flextime, or flexible working hours, is a benefit we offer to eligible individuals that allows you flexibility to set the start and end times of your working day to suit your needs. Outside of our core working hours you may schedule your working hours in whatever way best suits you and the General Manager. We ask, however, that once you and the General Manager have agreed on your regular working hours in writing that you stick to that schedule so your co-workers can predict your availability.

Here are a few guidelines we ask you to keep in mind when setting your work schedule:

- Flexible work schedules are not available for all positions due to the nature of varying job responsibilities. Please confirm with the General Manager that you are eligible for flextime.

Our Working Hours

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding regular work week hours
Final Accountability:	General Manager & Student Council President

- All individuals should be at work during the core hours, Monday to Friday. We encourage everyone to set up ad-hoc meetings during these times and ask that personal appointments be scheduled outside these hours where possible.
- If you're working from home outside of core hours but within our regular work day, we require that you check email and voice mail regularly and stay logged in online and be available for phone calls.

Additional Information

Related Documents

- 002 Core Association Policies
- 027 Attendance

External Resources

- BC Employment Standards Branch - Hours of Work and Overtime Fact: Sheet: http://www.labour.gov.bc.ca/esb/facshts/hours_of_work_and_overtime.htm
- BC Employment Standards Act –Hours of Work and Overtime: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#part4

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Lunch and Breaks

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding lunch and breaks
Final Accountability:	General Manager & Student Council President

Overview

We can't stay productive and efficient without a few breaks during the day. Lunch breaks are unpaid, usually 30 minutes to one hour in length. We're all entitled to a 15 minute paid break for every 2 consecutive hours worked, as well. Breaks are intended to be just that—a break in the middle of a 2 hour stretch—so we suggest that they're taken mid-morning and mid-afternoon.

Guidelines

We allow flexibility in the timing of your breaks, but some job functions may require coordination and scheduling of lunch and coffee breaks. You should schedule your lunch break no later than 5 hours after you start work. The length of your lunch break—whether ½ an hour or an hour—is up to you since that time is not paid. However, the length you choose will affect the overall length of your paid workday.

The point of breaks is to break up your workday and help you stay refreshed and productive. Therefore, we don't allow regular skipping of breaks in order to accumulate time off or shorten your workday.

Additional Information

Related Documents

- 002 Core Association Policies
- 036 Our Working Hours
- 000 Our Lunchroom

External Resources

- BC Employment Standards Branch - Hours of Work and Overtime Fact Sheet: http://www.labour.gov.bc.ca/esb/facshts/hours_of_work_and_overtime.htm
- BC Employment Standards Act – Hours of Work and Overtime: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#part4

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Overtime

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding overtime hours
Final Accountability:	General Manager & Student Council President

Overview

Sometimes we need you to work extra hours in order to get the job done. We appreciate your willingness to work additional hours. We'll bank your time to a time bank provided suitable arrangements have been made or compensate you for those extra hours – in accordance with government statutory requirements – but remember that the overtime worked must be pre-approved by the General Manager.

Guidelines

It is necessary at certain busy periods in the year for the Association to require individuals to work overtime. This overtime is paid at the rate of 1½ times the regular hourly rate for all time worked in excess of 40 hours per week in a given payroll week (Saturday through Friday). This does not allow for any sick time or authorized paid leave taken in that week to be included in the regular 40 hours. You must be in attendance and actually work over 40 hours each week before overtime will be paid for excess hours.

The Details

Overtime Approval

Paid overtime requires written authorization:

- Before working overtime, you must request authorization from the General Manager for payment for the extra hours
- Both the request and the authorization must be in writing (email is sufficient)
- The written authorization must be attached to your timesheet when submitted to the General Manager.

Overtime Rates

We multiply your hourly rate by:

- 1.5, for all hours worked between 8 and 11 hours per day and between 40 and 48 hours per week.
- 2, for all hours worked in excess of 11 hours per day and 48 hours per week.

Banking Overtime

Authorized overtime, once worked, is always paid out in the next pay period unless the General Manager approves banking it. We don't mind banking overtime for you, but you should know we're required

Overtime

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding overtime hours
Final Accountability:	General Manager & Student Council President

by legislation to pay out banked time at least every six months (e.g. the first pay period in July and the first pay period in January). Banked overtime hours are determined using “Overtime rates”.

Working Holidays

If we ask you to work on a paid holiday, you can choose to either:

- Work the holiday and receive appropriate overtime and additional average days pay as provided by statute, or
- Take an alternate day off with full regular pay.

Additional Information

Related Documents

- 002 Core Association Policies
- 036 Our Working Hours
- 037 Lunch & Breaks
- 000 Shift Premiums
- 000 Time Sheet Procedures

External Resources

- BC Employment Standards Branch - Hours of Work and Overtime Fact Sheet: http://www.labour.gov.bc.ca/esb/facshts/hours_of_work_and_overtime.htm
- BC Employment Standards Act - Overtime Wages for Employees not Working under an Averaging Agreement: http://www.qp.gov.bc.ca/statreg/stat/E/96113_01.htm#section40

If you have questions, comments or suggestions regarding this document, contact Eric Reist ereist@okanagan.bc.ca

Time Off Reporting

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding reporting time off
Final Accountability:	General Manager & Student Council President

Overview

There are many legitimate reasons why you may not be able to make it into work some days, but it's our practice to keep track of absences from work. We track absences to facilitate payroll processes, track vacation balances, and monitor efficiency and costs.

If you are planning to be absent from the office for any reason during business hours, we ask that you notify the General Manager in advance.

The General Manager must be aware of individual absences in order to understand the best way to deal with incoming calls and visitors. Furthermore, the General Manager needs to know about all absences because they are also responsible for cross checking monthly absences recorded on timesheets and cross-referencing reports with Payroll.

If our General Manager becomes aware of an individual's absence without receiving documentation to support the absence, he or she will contact the individual to confirm the reason for absence for time tracking purposes. This follow up is part of our General Manager's job responsibilities and we kindly ask you to cooperate when asked for confirmation or a reason for your absence.

This practice applies equally to everyone, regardless of an individual's position in the Association.

Additional Information

Related Documents

- 002 Core Association Policies
- 027 Attendance
- 000 Monthly Time Sheet Form
- 000 Absence Approval Form
- 000 Incidental Sick Time and Personal Time
- 000 Time Off to Vote
- 000 Jury Duty
- 000 Time Sheet Procedures

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Safety at Work

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding maintaining a safe workplace
Final Accountability:	General Manager & Student Council President

Overview

We all want to stay healthy and avoid accidents at work. In most cases, using good judgment protects your safety as well as the safety of others. If someone becomes seriously ill or injured at work, contact the General Manager immediately. If emergency medical attention is necessary, call 911. Report any potential safety hazard to the General Manager, who sits on the Okanagan College Safety Committee.

Guidelines

Safety Tips

Using good judgment ensures your safety and the safety of others:

- Walk, don't run, up and down stairs
- Do not overload or put heavy objects on top of filing cabinets
- Wipe up all liquids spilled on floors immediately
- Don't lift heavy objects by yourself
- Don't leave file drawers open and unattended
- Notify the General Manager immediately if you notice anything that may pose a safety hazard at work.

If an accident does occur while you are working, please report it immediately to the General Manager. Report every accident or injury, no matter how small it may seem at the time, so that the necessary paperwork can be completed.

If medical treatment is required, you may go to your personal physician or a hospital emergency room. If the General Manager determines you can't drive to the doctor or hospital, someone from the Association will make sure you get there as quickly as possible. In cases where medical treatment is required, let the General Manager know because a report to the Workers' Compensation Board may be required.

Additional Information

Related Documents

- 002 Core Association Policies
- 015 Workplace Violence
- 000 Safety Committee and Practices
- 000 First Aid

Safety at Work

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding maintaining a safe workplace
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041 Injury and Illness at Work
042 Emergency Contacts

External Resources

- WorkSafe B.C.: <http://www.worksafebc.com/>
- Impairment at Work: <http://regulation.healthandsafetycentre.org/s/Part4.asp#SectionNumber:4.19>
- Improper Workplace Activity: <http://regulation.healthandsafetycentre.org/s/Policies-Part4.asp#SectionNumber:R4.25-1>
- BC NurseLine for Medical Information: <http://www.healthservices.gov.bc.ca/bchealthcare/nurseline.html>

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Injury and Illness at Work

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding injury and illness at work
Final Accountability:	General Manager & Student Council President

Overview

We are committed to making our workplace as safe as possible. We work hard to make sure we keep our facility and work environment up to Worker's Compensation standards.

Unfortunately, accidents can still happen. If anyone is injured or becomes ill while doing their job, report the incident to the General Manager immediately. If medical attention is required, the General Manager is responsible to make sure it's provided in as timely a manner as possible.

Medical attention will be provided by our designated first aid officer. If necessary, the first aid officer will call 911 to summons ambulance service.

Guidelines

If anyone becomes injured or sick while on the job:

- The work-related injury or illness must be reported to the General Manager immediately or as soon as is practical
- In the event that an injury or illness requires medical attention, the General Manager is responsible to ensure that they are transported to the nearest appropriate medical facility. The Association will pay for any transportation charges incurred.
- The General Manager and the first aid attendant must complete and submit an illness and injury report to the Workers' Compensation Board within three working days of the incident. Contact the General Manager for further information and the appropriate forms.

Serious incidents must be reported immediately to the General Manager, regardless of whether or not the General Manager is aware of any resulting injury or illness:

- Any incident that kills, causes risk of death, or seriously injures a worker
- A major leak or release of a dangerous substance
- A major structural failure or collapse of a structure, equipment, construction support system, or excavation.

Injury and Illness at Work

Document Owner:
Document Used By:
Document Purpose:
Final Accountability:

The Details

Definition of Work-Related Injury or Illness

A work-related injury or disease is one that arises out of and in the course of employment or is a recognized industrial disease arising out of and due to the nature of employment. To be covered by Worker's Compensation benefits, for a personal injury, the worker must have been in the course of working when hurt, and the injury must have been caused or exacerbated by something to do with the job. In the case of disease, the contracted disease must be recognized as one that is caused by the work or work environment.

Reporting Work-Related Accidents, Injuries or Illnesses

It's everyone's responsibility to report all work-related injuries and illnesses to the General Manager immediately following their occurrence. Failure to report work related injuries and illnesses in a timely manner may result in the denial of benefits under Workers' Compensation Board regulations.

Upon being advised of an incident, the General Manager will immediately go to the scene of the occurrence to assure prompt medical attention for the individual(s) involved and address any safety hazards which may have caused or contributed to the incident.

Lost Time from Work

If you lose time from work following a work-related injury or illness, a claim will be made for Worker's Compensation benefits. You must file a claim with the Workers' Compensation Board in order to establish a claim. Once your claim is accepted, you will be paid for time loss according to the current worker's compensation guidelines. If you require further information on the administration of lost time from work, contact the General Manager.

Additional Information

Related Documents

- 002 Core Association Policies
- 015 Workplace Violence
- 000 Safety Committee and Practices
- 040 Safety at Work
- 000 First Aid
- 042 Emergency Contacts

Injury and Illness at Work

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding injury and illness at work
Final Accountability:	General Manager & Student Council President

External Resources

- WorkSafe B.C. – FAQ Injury and Incident Reporting:
http://www.worksafebc.com/claims/report_injury/incident_and_injury_faqs/default.asp

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca

Emergency Contacts

Document Owner:	General Manager & Student Council President
Document Used By:	General Manager & Student Council President
Document Purpose:	To outline Association policy & guidelines regarding emergency contacts
Final Accountability:	General Manager & Student Council President

Overview

Emergency Contacts In case of emergency, call our designated first aid attendant, or the following direct phone numbers for help:

- **First Aid Attendant:** Eric Reist: Ext 2213 or 306-2891 (cell)
- **Ambulance:** 911
- **Fire:** 911
- **Police:** 911
- **Building Security:** Ext. 2211

These important phone numbers are also located in the front office on the message board

Additional Information

Related Documents

- 002 Core Association Policies
- 040 Safety at Work
- 000 First Aid
- 041 Injury and Illness at Work

If you have questions, comments or suggestions regarding this document, contact Eric Reist
ereist@okanagan.bc.ca