

SECTION D: PERSONNEL

POLICY NUMBER: 1

POLICY NAME: Hiring

APPROVAL DATE:

REVISION DATE:

1. The GM or his designate will consider any suitable candidates for employment.

Procedure

Management

1. All management positions which become available will be advertised stating the required qualifications for employment.
2. Only those submissions with a resume of qualifications and experience will be considered.
3. All interviews shall be conducted with a minimum of two people and conform to **Alberta Employment Standards Code**.
4. If necessary to avoid conflict, the GM may consult with the Board.

Other Positions

1. Other positions may be advertised at the discretion of the GM or designate.
2. All interviews shall be conducted with a minimum of two people.
3. If necessary to avoid conflict, the GM may consult with the Board.

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POLICY NUMBER: 2

POLICY NAME: New Hires

APPROVAL DATE:

REVISION DATE:

2.01 The GM shall develop and maintain an orientation checklist.

Procedure

1. The GM will ensure all employees read the required documents (i.e. Employee Handbook) and receive proper orientation for their specific job.
2. The GM will ensure the new hires sign a form acknowledging that he/she has read the required documents.

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POLICY NUMBER: 3

POLICY NAME: Employment Agreements

APPROVAL DATE:

REVISION DATE:

3.01 All employment agreements between AGCC and an employee must be in writing and signed by the GM.

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POLICY NUMBER: 4

POLICY NAME: Employment Rules and Regulations

APPROVAL DATE:

REVISION DATE:

4.01 All employment rules and regulations will follow the federal, provincial and municipal laws.

Procedure

1. The GM and Office Manager will keep up to date on all laws, rules and regulations and review annually.

SECTION D: PERSONNEL
POLICY NUMBER: 5
POLICY NAME: Management Staff Interaction
APPROVAL DATE:
REVISION DATE:

5.01 Management dealings with staff and volunteers will be conducted in a fair, dignified, non-argumentative, responsive, and respectful manner.

Procedure

Accordingly, management will:

1. Operate with personnel procedures that clarify personnel rules for staff, provide for effective handling of grievances, and protect against wrongful conditions.
2. Acquaint staff with their rights as an employee.
3. Use methods of collecting, reviewing, transmitting, or storing information that protect against improper access to the material.

SECTION D: PERSONNEL
POLICY NUMBER: 6
POLICY NAME: Job Evaluations for Employees
APPROVAL DATE:
REVISION DATE:

6.01 Evaluations for all employees are to be done annually by the GM or designate. Performance evaluation is a necessary and beneficial process, which provides annual feedback to staff members about job effectiveness. The performance review is intended to be a fair and balanced assessment of an employee's performance. To assist supervisors and department heads in conducting performance reviews, the AGCC provides an employee evaluation form.

Procedure

1. The GM or designate will perform the assessment and provide a completed copy of the evaluation form to the employee.
2. A meeting will occur to discuss the assessment.
3. The original signed copy must be maintained in the employee file and a copy given to the employee.

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POLICY NUMBER: 7

POLICY NAME: Pay Grids

APPROVAL DATE:

REVISION DATE:

7.01 All positions will have a pay grid developed by the GM.

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POLICY NUMBER: 8

POLICY NAME: Overtime

APPROVAL DATE:

REVISION DATE:

8.01 All overtime work must be approved by the GM or designate.

8.02 Overtime pay or time off in lieu will be given according to the **Alberta Employment Standards Code**.

SECTION D: PERSONNEL

POLICY NUMBER: 9

POLICY NAME: Dress Code

APPROVAL DATE:

REVISION DATE:

9.01 Excellent service includes a neat and professional look. Uniforms and name tags are key to professionalism. All employees of the AGCC are expected to appear clean, neat and professional.

SECTION D: PERSONNEL
POLICY NUMBER: 10
POLICY NAME: Alcohol Awareness Training
APPROVAL DATE:
REVISION DATE:

10.01 All Food & Beverage Managers and restaurant staff are required to adhere to the **Alberta Gaming, Liquor and Cannabis Regulations**.

SECTION D: PERSONNEL

POLICY NUMBER: 11

POLICY NAME: Staff Discipline

APPROVAL DATE:

REVISION DATE:

11.01 Any employee conduct that, in the opinion of AGCC Management, interferes with or adversely affects good business practices is sufficient grounds for disciplinary action. This action can be a verbal warning, a written warning, a period of suspension or immediate discharge.

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POLICY NUMBER: 12

POLICY NAME: Terminating an Employee

APPROVAL DATE:

REVISION DATE:

12.01 The GM or Department Head may terminate an employee in accordance with the **Alberta Employment Standards Code**.

Procedure

1. Written documentation on any concerns or incidents regarding an employee should be kept on file.
2. In the event that an employee needs to be terminated, ensure that more than one person is in the room when firing.

SECTION D: PERSONNEL
POLICY NUMBER: 13
POLICY NAME: Grievance Policy
APPROVAL DATE:
REVISION DATE:

13.01 A grievance shall be defined as any difference between employees and the AGCC in the Personnel Policies concerning the interpretation, application or administration of these policies; or in any alleged violation of the policies.

13.02 All persons aggrieved shall have the right to be present at all steps of the grievance procedure.

13.03 Records of grievance procedures will be kept in the personnel files.

13.04 Under normal circumstances, a grievance shall be commenced within fourteen (14) days of any action causing the need for grievance.

13.05 If any legal action has been initiated by either party at any stage, no further action will take place until the conclusion of the legal action.

Procedure

Step 1

If an employee has a grievance, he/she should meet with the supervisor to verbally express the grievance. The grievance could also be submitted in writing. If the grievance is not resolved, proceed to step 2.

The staff member may bypass their supervisor and go directly to step 2 if they wish.

Step 2

The grievance shall be submitted in writing to the immediate manager (who will consult with the GM), and shall render a decision within seven (7) working days from receipt of grievance. The staff member may have support with them when presenting their case.

The staff member may bypass their manager and go directly to step 3 if they wish.

Step 3

If a satisfactory resolution is not obtained in *Step 2*, the grievance shall be submitted in writing within seven (7) working days to the GM who shall hear the grievance within seven (7) working days and shall render a decision in writing within seven (7) working days from date the grievance is heard.

- Time limits may be extended by mutual agreements in writing.
- Should the AGCC fail to comply with any time limit in the grievance procedure, the employee may take the grievance to the next step unless the parties have mutually agreed in writing, to extend the time limits.
- The manager is responsible to inform an employee involved in a dispute of the grievance procedure process.
- It is the responsibility of those investigating grievances to ensure no judgement or decision is made until all parties have had an opportunity to respond and collaborate or disagree to all other important information.

Step 4

If satisfactory resolution is not obtained in *Step 3*, the grievance shall be submitted in writing to the AD HOC Grievance Committee which shall act as a final arbitrator and shall render a decision in writing within seven (7) working days from the date the grievance is heard.

Grievance Committee consists of three members which are appointed by the President:

- 1) One peer
- 2) One management staff
- 3) One Board member

Where members of the grievance committee are involved in the grievance they must declare conflict of interest and a replacement be sought.

SECTION D: PERSONNEL

POLICY NUMBER: 14

POLICY NAME: Harassment

APPROVAL DATE:

REVISION DATE:

- 14.01 The AGCC is committed to maintaining a harassment free environment where all the individuals are treated with respect, dignity and in a fair manner. Harassment in the workplace is offensive and can intimidate others. It is unacceptable, illegal and will not be tolerated.
- 14.02 Harassment is a form of discrimination. Discrimination in the workplace can happen in a variety of ways including race, color, ancestry, gender, sexual orientation, family status, and social income, place of origin, religion, age, language or disability. One of the most common forms of harassment is sexual harassment.
- 14.03 Sexual harassment is an unwanted sexual solicitation or advance made by a person who knows or ought to know that it is unwelcome. A reprisal or threat by someone in a position of authority, after a sexual advance is rejected, constitutes sexual harassment. Sexual harassment can include: verbal abuse or threats, unwelcome remarks, jokes, innuendo or taunting, displaying pornographic or other offensive or derogatory pictures, practical jokes which cause awkwardness or embarrassment, unwelcome invitations or requests, leering or other gestures, pinching, punching or physical assault. Sexual harassment is particularly serious when a person who has some authority over the victim commits it.
- 14.04 Behaviour does not need to be intended in order to constitute sexual harassment and can be sexual harassment whether it is directed by a male or female. Sexual harassment is not restricted to conduct by senior employees against more junior ones. Sexual harassment is no less serious when it occurs outside of working hours or away from the Athabasca Golf and Country Club. While the AGCC does not wish to interfere with employees private lives, sexual harassment will be treated the same irrespective of when or where it occurs if it arises in the context of employment responsibilities or employment relationship.
- 14.05 If any person, employee, guest or member, feels harassed in any manner it may be reported to the General Manager as soon as possible. If the individual affected does not feel comfortable reporting the incident to the General Manager then it may be reported to the President of the AGCC.

Complaint Procedure

Employees, contractors and their staff who feel that they have been harassed, have several options available to them, which should be initiated as soon as possible after the alleged incident.

1. Inform the GM or President of the concern(s).
2. The GM or President will investigate further which includes meeting with the offender.
3. The GM or President will render a decision within 7 days of receiving the complaint.
4. Either the offender or the complainant may move on to the grievance procedure as per Policy 13, Step 4.
5. If any legal action has been initiated by either party at any stage no further action will take place until the conclusion of the legal action.