



Greendell Park Community Centre

Employee and Volunteer Manual



Greendell Park Community Centre

Employee and Volunteer Manual Acknowledgement Form

I acknowledge that I have received a copy of the Greendell Park Community Centre Employee Manual, which provides general information and highlights the Community Centre's core values, expectations of employees, and the rules and policies under which they operate.

Reference to Greendell Park Community Centre in this manual will be referred to as the "Community Centre," or separately as Greendell CC or Greendell Park CC.

I recognize that the Community Centre has not explained every policy, rule, or benefit in detail in this manual, and that this will be considered no more than a general summary of the Community Centre's expectations of employees and policies. I understand that it's my responsibility to review the manual and be familiar with the policies and procedures; I will consult with my manager regarding any questions I have about the manual.

In addition, I understand and agree that:

- The Community Centre may implement additional information, guidelines, policies and procedures in the future, which I will be required to read.
- I agree to be bound by the policies and procedures outlined in this employee manual.
- I acknowledge the receipt of the employee manual, I understand its contents, and I have no further questions at this time.

Each employee and board member has the responsibility to read, understand and comply with the policies and procedures outlined in this employee manual.

Employee or Board Member name (please print)

Employee or Board Member Signature

Date



Greendell Park Community Centre

Message from the President

Welcome to Greendell Park Community Centre

Our goal is to provide affordable, quality programs for all ages; equal access and participation; and a safe enjoyable environment. We will strive to be sensitive to the expectations of members and residents; and open and accountable in our administration. We encourage active participation by our members as volunteers and advocate Fair Play in all of our programs.

If you have just joined us recently, I welcome you to our Community Centre and hope that your time with us will be a positive experience, where you can contribute to the growth of your career or volunteer work, the Community Centre and its programs as well as the overall well being of the community as a whole.

As a new employee or board member, you may have many questions about our Community Centre. Our employee manual has been prepared with this in mind. I encourage you to read it closely; I trust it will offer you guidance towards our overall team effort and your individual contribution to that effort.

I offer you my very best wishes for a satisfying and rewarding time with us.

Fred Schneider, President

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Our History

It all started in 1947 when Mert Firth of 127 Greendell Avenue organized the first a community barbeque on the banks of the Red River. This would be the start of the Greendell Park Community Centre.

In 1946 Bird Construction cleared an area of land (where the community centre now stands) which it used as a staging area for construction of the homes being built in the cities latest housing development. From the remnants of the cleared Bird Construction site area residents convinced Bird construction to donate scrape building materials and on the now vacated staging area a meager club house was built. Some say the "Falcon" logo was chosen in honor of Bird Constructions generous donations. A small outdoor rink flooded with a garden hose connected to a neighbouring kitchen sink was the first recreational area.

On April 2, 1949 as recorded on handwritten minutes a meeting was called to officially form the "Greendell Park Community Centre". Membership dues were set at \$ 2.00 per family and a motion to request present a formal plan to the city for a recreational facility covering approximately 4 acres was passed.

From these humble beginnings over 60 years ago the Greendell Park Community Centre now provides sports and community programming to over 5000 families. A proud community centre with a rich heritage deeply rooted in the neighbourhood in which it was built to serve.

History at a glance:

- 1946 Bird Construction clears the land where the club now stands.
- 1947 Mel Firth (the club's first President) holds a community BBQ.
- 1949 the Greendell Park Community Centre is officially formed.
- 1949 club membership dues set a \$ 2.00 per family.
- 1950 club hosts the first "annual Greendell Picnic".
- 1950 no expenditure over \$ 10.00 could be made without the President's approval.
- 1951 club becomes a popular Saturday night dance hall complete with 25 cent beers.
- 1967 new clubhouse is constructed.
- 1969 Minnetonka school rent additional classroom space at the Greendell clubhouse.
- 1973 St. Vital city council votes no to a swimming pool to be located at the Greendell site.
- 1977 a construction of a clubhouse additional and playground are completed.
- 1980 no expenditure over \$ 800.00 could be made without the Board's approval.
- 1986 Dakota Community Centre was built and River Park South residents are no longer Greendell members as boundaries are redrawn.
- 1986 board institutes a \$ 3.00 activity fee to make up for drop in membership.
- 1990 Greendell hires an office administrator and purchases its first computer.
- 1993 board pens our "Mission Statement".
- 1997 Greendell celebrates its 50th Anniversary.

What We Do

Greendell Park Community Centre's Mission Statement

Our goal is to provide affordable, quality programs for all ages; equal access and participation; and a safe enjoyable environment. We will strive to be sensitive to the expectations of members and residents; and open and accountable in our administration. We encourage active participation by our members as volunteers. We advocate Fair Play.

What We Represent

Our Mission:

Our goal is to provide affordable, quality programs for all ages; equal access and participation; and a safe enjoyable environment. We will strive to be sensitive to the expectations of members and residents; and open and accountable in our administration. We encourage active participation by our members as volunteers.

Our Vision:

To be the agent of change in our market place, and to set the standards by which community service is measured.

Our Values:

- Integrity and honesty in our community;
- Fair and equitable coaching and instructing;
- Safe and enjoyable facilities and equipment;
- Provider of innovative community focused programming.
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Our Purpose:

To provide a our members, who are made up of residents within our defined catchment area, with a central location providing fun, safe, affordable programming for both young and old alike.

Our Goal:

To be recognized within the city of Winnipeg as the leading community centre for providing innovated community focused programming delivered in a professional, efficient and fiscally responsible manner.

Conditions of Employment

Probationary Period

The first three months of your employment with the organization is your probationary period.

During this time, if either party finds dissatisfaction in the arrangement, the employment can be terminated for any reason within the statutory notice period.

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Performance Reviews

You and the board director that is responsible for overseeing your specific job duties are strongly encouraged to discuss job performance and goals on an informal, periodic basis. The Board of Directors and or the board director that is responsible for overseeing your specific job duties will also conduct a yearly performance evaluation.

Performance evaluations are conducted in order to provide you and the board director that is responsible for overseeing your specific job duties with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Termination

The Community Centre may terminate your employment at any time **“for cause,”** with no notice or pay. These causes fall under the following guidelines:

- Violence or improper conduct;
- Insubordination;
- Dishonesty.

We may terminate your employment **“without cause,”** by providing you with written notice, or pay equal to the amount of wages the required notice would be.

If you wish to resign, you are to provide written notice to your immediate the board director that is responsible for overseeing your specific job duties. You are liable for the amount you would have earned during any period for which you fail to give notice. The Community Centre may deduct that from any money otherwise payable.

Upon termination of your employment, you will deliver all documents, papers, plans, tools, materials and other property in your possession, digital or otherwise, relating to Greendell Park Community Centre. You may not keep copies of these documents and supplies.

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Compensation

Workers Compensation

Employees are protected if they are injured during working hours under the Province of Manitoba Workers Compensation Act.

If you injure yourself at work, even if it's a minor injury, you must report it to the board director that is responsible for overseeing your specific job duties immediately, or you may lose your right to get compensation.

The board director that is responsible for overseeing your specific job duties will record the details of the injury and a report will be sent to the Workers Compensation Board.

If the claim is accepted, there may be compensation for medical and hospital costs, and compensation for loss of earning capacity.

Vacation, Holidays and Leave

Statutory Holidays

Paid statutory holidays occur on the following days:

- Christmas Day;
- New Year's Day;
- Louis Riel Day;
- Good Friday;
- Victoria Day;
- Canada Day;
- Labour Day;

Vacations

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Length of service is by calendar year of an employee's anniversary (as of Dec. 31), not the month of anniversary. For example, if employment commences on Dec. 1, 2006, three weeks' vacation will begin on Jan. 1, 2011, not Dec. 2, 2010.

This time worked is accrued vacation and is not paid out until an employee leaves the Community Centre.

Vacations must be arranged in advance and approved by the board director that is responsible for overseeing your specific job duties. Seasonal restrictions may apply depending on the club's needs.

Vacation Scheduling for the First Six Months of the Year

Each year up to Oct. 1, employees with the greatest seniority will be allowed to preselect vacation times for the first six months of the upcoming calendar year. On and after Oct. 1, decisions about vacation dates from January to June are based on a first-come, first-served basis for all employees.

Vacation Scheduling for the Second Six Months of the Year

Employees with greater seniority are given preference for vacations in the second six months of the year, providing they book vacation prior to April 1 of that year. On and after April 1, decisions about vacation dates from July to December are based on a first-come, first-served basis for all employees.

In the event two employees' vacation time slots conflict and both cannot be away at the same time, precedence will be given to the employee who booked his or her vacation first.

Employees must take vacation by the end of the calendar year. While it is not policy to pay employees in lieu of time off for vacation, we may consider it in exceptional circumstances.

Paid and Unpaid Leaves

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Maternity Leave

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>)...

Parental Leave

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Bereavement Leave

For employees with more than 30 days' employment, an unpaid leave of up to three days may be taken for bereavement.

Before taking this leave, the employee must give the Community Centre notice, amount of time required, date the leave commences, and relationship to the deceased.

For employees with more than three months' employment, there is some paid bereavement leave.

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Compassionate Care Leave

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Sick Leave

Employees who have been employed for a full year are allowed up to eight days (64 hours) absence per calendar year without deduction from pay for personal illness.

Employees with less than one year of employment are entitled to a prorated allowance. There are no paid sick days during the three-month probationary period. Absence for part of a day and appointments for health care may also be applied toward this allowance.

All other absenteeism must be made up, or will be deducted from your pay. If overtime can be arranged or vacation time is available, the employee may apply this time to avoid a pay deduction.

Employees are expected to be on the job every day, unless illness makes it impossible. If you cannot report to work, the board director that is responsible for overseeing your specific job duties must be notified immediately, so that alternate plans can be made. If the illness is extended, the manager must be kept informed.

Employees who abuse their sick benefits or have a high rate of absenteeism will be reviewed, taken into consideration during performance reviews, and could lead to disciplinary action, including dismissal.

Absenteeism

Every employee is important to our operation. Regular attendance during scheduled hours of work is necessary to run a successful business.

If you are unable to report for work, you or a member of your family should call your manager as soon as possible. If the illness becomes extended, you must keep the board director that is responsible for overseeing your specific job duties posted on your progress.

Since absenteeism and tardiness are measurements of an employee's value to the Community Centre, they are taken into account in performance reviews and when employees are being considered for promotion.

An employee who is excessively absent or late to work will be asked to discuss the matter with the board director that is responsible for overseeing your specific job duties. While the Community Centre will do what it reasonably can to assist employees with valid reasons for their absence or lateness, excessive absence and tardiness cannot be allowed to continue and may lead to disciplinary action, including dismissal.

Appointments

Doctors and Dentist Appointments

Employees are expected to schedule medical and dental appointments outside of working hours to minimize interference during work.

If an appointment during office hours is unavoidable, the employee may make up this time or have it applied toward their sick-leave allowance.

To keep lost time to a minimum, appointments that are located far from the office should be scheduled at the beginning or the end of the day.

You must let the board director that is responsible for overseeing your specific job duties know in advance of these appointments.

Other Appointments

Time taken for appointments, other than those for medical attention, must be booked as vacation or made up that day.

Permission to attend these appointments during business hours must be obtained beforehand from the board director that is responsible for overseeing your specific job duties.

On the Job

Coffee and Lunch Breaks

Employees are one 15 minute per 4 hours of work.

These breaks generally take place at assigned times. We request that individuals stick with these times. However, if conditions don't permit it, a flexible schedule is acceptable.

Employees wishing to get coffee from within the building to take back to their work area may do so at any time, provided it's acceptable to the board director that is responsible for overseeing your specific job duties and coworkers and doesn't interfere with the work they do.

Attendance and Punctuality

Regular attendance and punctuality are important to the efficient operation of the Community Centre's business. You are expected to be at work on time and to come to work as scheduled. Poor attendance and excessive lateness is disruptive and may lead to disciplinary action up to and including termination.

Any employee that doesn't report to work for three consecutive days without providing notification to the Community Centre is considered to have resigned voluntarily.

Persistent absenteeism and lateness will not be tolerated and is subject to a disciplinary procedure.

Making-up Lost Time

Arrangements to make-up lost time must be made in advance with the board director that is responsible for overseeing your specific job duties.

Working lunch hours must not include time spent at your desk eating lunch. Making up time is a way of accommodating short absences without using your vacation time or paid sick time.

Traffic Violations

Parking Tickets

The Community Centre will not pay for parking tickets. If you are issued a parking ticket, it's your responsibility to pay the issuing authority directly.

Moving Vehicle Violation

If you are issued a moving-vehicle violation, such as a speeding or camera-generated ticket, while on Community Centre business, it's your responsibility to pay the issuing authority directly.

Deductions from pay for these offences are allowed under the Employment Standards Code.

Code of Conduct

Integrity, honesty, fair dealing and compliance with applicable laws govern Greendell Park Community Centre.

The Code of Conduct policies don't cover all possible situations that may occur, but are designed to provide a frame of reference to measure your activities. Employees should seek guidance when they are in doubt about the proper course of action in a given situation, as it's the ultimate responsibility of each employee to "do the right thing," a responsibility that cannot be delegated.

Employees should always be guided by the following basic principles:

- Avoid any conduct that could damage or risk the Community Centre and its reputation
- Act legally and honestly
- Put the Community Centre's interests ahead of personal or other interests when at work.

Equal Employment Opportunity

The Community Centre's policy is that there will be no discrimination in any employment practice against any qualified employee or applicant for employment because of his or her protected group status, including race, color, gender, national origin, religion, creed, age, marital status, or sexual orientation. This policy covers all aspects of employment, including:

- Hiring, placement, upgrading, demotion, and recruitment.
- Selection for training and apprenticeship.
- Rates of pay or other forms of compensation.
- Layoff or termination.

We follow provincial and federal laws prohibiting discrimination in hiring and employment.

Families and Relatives (Nepotism)

The Community Centre's hiring and development decisions will be fair and objective.

Immediate family members and partners of employees may be hired as employees or consultants only if the appointment is based on qualifications, performance, skills and experience and provided that there is no direct or indirect reporting relationship between the employee and his or her relative or partner.

These principles will apply to all aspects of employment, including compensation, promotions and transfers, and also in the case of a relationship developing after the respective employee has joined the Community Centre.

Provided that they are equally suited as other candidates, priority may be given to children of employees with respect to internships, training periods, employment during holidays and similar short-term assignments.

Work Place Relationships

From time to time, employees may find themselves in conflict with another employee. We ask that all employees have a measure of tolerance for the different personalities and habits of others. However, when there is real difficulty between people, we would like them to take the following course of action:

1. Try to resolve the issue. Have a private conversation with the person; make sure it's private and away from others. Many of these difficulties stem from misunderstandings, or a lack of realization on how their behaviour can affect others. Increase your chances of success by looking at the situation in a way that is fair and reasonable to everyone involved, admit to any fault or contribution you might have made towards the problem, express your concerns with polite and diplomatic language, use common sense, and discuss in a manner that you would like to be treated.
2. If step one doesn't work or you are uncomfortable with this approach, discuss the problem with your manager. If the other employee works in a different area, your manager may be required to speak to the board director that is responsible for overseeing your specific job duties
3. If there is still no resolution and the problem is of a serious nature, the board director that is responsible for overseeing your specific job duties will go to the President and Board of Directors. The Board of Directors may have outside sources brought in to resolve the issue.

We expect our employees to interact with each other in a professional and respectful manner. We hope that employees will recognize behaviour within themselves. To help us create a positive environment, bring out the best in others, and make the workplace enjoyable and efficient, please:

- Address coworkers politely.
- Don't use foul language.
- Don't practice unwelcome pranks and practical jokes on others.
- Don't engage in displays of public criticism that are humiliating to others.

Anyone who repeats these offences can expect to be reprimanded, and may be considered unsuitable for the workplace.

Outside Community Centre Activities and Work

Outside of the Community Centre, no activities shall be pursued if they interfere with the employee's responsibilities for the Community Centre, create risks to the Community Centre's reputation, or conflicts with the interests of the Community Centre.

When in doubt about an activity, employees should consult the board director that is responsible for overseeing your specific job duties.

The following positions and activities are deemed acceptable only if prior authorization is received from your manager:

- Board member;
- Officer;
- Employee;
- Partner;
- Consultant.

Authorization will be withheld if the position or activity is likely to conflict with the Community Centre's interests or the employee's responsibilities.

Corporate Opportunities

Employees must not compete with the Community Centre. Nor can they take personal advantage of business opportunities that they discover during the course of their employment, unless the Community Centre expressly waives its interest in pursuing such opportunity.

If employees want to pursue business opportunities that might be of interest to the Community Centre, they should inform the board director that is responsible for overseeing your specific job duties, who will discuss with the opportunity with the Community Centre President and Board of Directors.

Even if the Community Centre decides against pursuing the opportunity, the employee may only seize the opportunity on his or her own behalf if it is clear that doing so will not result in direct or indirect competition with the Community Centre's operations.

Conflict of Interest

A conflict of interest can arise in any number of situations. It may occur when a team member's immediate family or friends obtain a personal benefit at the expense of the Community Centre. A conflict of interest is:

"Any activity, investment, interest or association that interferes or might appear to interfere with our independent judgment or objectivity in performing our jobs or fulfilling our legal or ethical duties."

We expect that employees will not:

- Perform services outside of work, which interfere with job performance or fulfillment of legal and ethical obligations, unless discussed with and approved by the club.
- Exploit the Community Centre's relationships with employees, customers, vendors, contractors or other business partners for personal gain, personal business activities, or any other business activity not directly related to the Greendell Park Community Centre.

As it is not possible to list every situation in which a conflict or an appearance of a conflict, of interest could arise, all employees are encouraged to objectively evaluate their own personal circumstances.

Any employee who has concerns about a potential conflict of interest should disclose the situation in confidence to his or her board director that is responsible for overseeing their specific job duties for review or approval.

Use of Community Club Property

Operation of Community Centre Vehicle

No employee shall operate a vehicle, for Community Centre use, without a valid driver's license.

It is the responsibility of every employee who operates or may operate a motorized vehicle or a self propelled piece of industrial equipment of any kind to provide the community centre with a yearly copy of their current and valid driver's license.

It is also the responsibility of every employee who operates or may operate a motorized vehicle or a self propelled piece of industrial equipment of any kind to notify the community centre immediately should there be any change what so ever in their driver's license.

Where required by Provincial law all employees must obtain specific training and or certification for specialized equipment such as fork lifts or heavy equipment.

Use of Community Centre Sports Equipment

Equipment for various sports and community based programs may be issued to members and or their children for use during a specific event, season, tournament, etc. It is the responsibility the convenor who oversees that specific sport or program to ensure the equipment is returned to the club in the condition it was in when it was originally issued.

Use of Community Centre Sports Uniforms

Uniforms for the various sports and community based programs may be issued to members and or their children for use during a specific event, season, tournament, etc. It is the responsibility the convenor who oversees that specific sport or program to ensure the uniforms are returned to the club in the condition they were in when they were originally issued.

Copyright and Ownership of Work

All of your "works" are the property of the Greendell Park Community Centre, which is the sole owner of all patents, copyrights, and other rights (including moral rights) relating to works. The term "works" includes all items you create or make discoveries, concepts, ideas and fixed expressions that come to be as a direct result, and during the course, of your employment with the Community Centre.

Privacy Act

Employees

We are required by law to maintain employment records for all employees. Employees may be granted access to review the information they contain, but all information contained within the file will at all times remain the property of the community club.

We follow the Manitoba Employment Standards Code with in all matters pertaining to employment (additional information regarding Manitoba Employment Standards Code is available online at <http://www.gov.mb.ca/labour/standards>).

Members and Patrons

We require our members' permission before collecting personal information. You must explain to our members' why we collect information and how it will be used.

Our members have the right to see their files within 30 days of requesting them, and can at anytime withdraw our right to keep a file on them. This only applies to basic membership, contact and credit history information. Payment records, etc. must be retained because they are necessary for accounting, tax and legal reasons.

Generally, information we have about individuals cannot be shared with third parties without the individual's permission first. Permission to share private information, which is a daily part of our business, can be obtained in advance by disclosing the intention to share.

The major steps we take to be compliant are:

1. **Disclosures:** When collecting information for file-keeping purposes, we make a disclosure that outlines why we need the information, and invite members, if they wish to see the full copy of our Privacy Policy. This disclosure statement will go on our registration forms. It's not required on single transaction documents like sales invoices and equipment loan agreements because the information collected is the minimum necessary to complete a specific transaction and by entering into this, we have implied consent.
2. **Privacy Code:** A privacy code is available to our members upon request. This code outlines why we collect information, what we do with it, the members' right to review it, and withdraw permission.
3. **Privacy Policy and Procedure Manual:** We are adopting a Privacy Policy and Procedure Manual for staff that explains in detail the law and how it is applied.
4. **Privacy Officer:** The Privacy Officer for the Greendell Park Community Centre is the current President. He oversees the application of the Privacy Act and makes decisions about unusual situations.
5. **Third-Party Agreements:** Third-party agreements are required for Civic Provincial and Federal governing bodies we, as a non-profit Community based service organization must answer to as well as other third parties who see confidential information, to ensure they understand and respect these privacy laws.

Before releasing information to anyone not covered by our “normal course of operations” disclosures (e.g. councils, agencies, governmental departments, etc.) we must get specific permission before releasing information.

Reference on one of our members must provide us with a signed release from the individual whose personal information we are about to share.

Confidentiality

We depend on all of our employees to keep Community Centre information private and confidential.

You may learn about, or create personal, private, confidential, or proprietary information, including personal information about the community club’s strategies, new programs, key processes, etc., and information provided by members and vendors that they have deemed confidential.

You will not, either during the course of your employment or at any time after that, for any reason whatsoever, directly or indirectly:

1. Disclose Greendell Park Community Centre confidential information - which includes the confidential information of anyone affiliated with the Greendell Park Community Centre or any of our members - without our advance written consent.
2. Use for your own purposes or for any purposes other than those of the Greendell Park Community Centre, any confidential information that you acquire through your employment.

Confidential information is any confidential or proprietary information of the Greendell Park Community Centre or associated organizations, including research and development information, plans or projections; membership lists, advertiser lists, supplier lists, member demographic analyses, equipment lists, and any other non-public information concerning our business.

Confidential Information also includes:

1. Information that has or could have commercial value or other utility in the business in which the Community Centre is engaged or contemplates engaging.
2. Information of which the unauthorized disclosure could be detrimental to the interests of the Community Centre, regardless of whether the information is identified as “confidential” by the Community Centre.

Confidential information does not include information disclosed publicly in published materials, or information generally known to the public.

Fraud, Protection of Community Centre Assets, Accounting

We insist on honesty and respect for the Community Centre’s assets and property.

Employees must never engage in fraudulent or dishonest conduct involving the property or assets or the financial reporting and accounting of the Community Centre or any third party. This may not only entail disciplinary action but also result in criminal charges.

Employees must safeguard and make only proper and efficient use of the Greendell Park

Community Centre property. Employees must seek to protect the Community Centre's property from loss, damage, misuse, theft, fraud, embezzlement and destruction. These obligations cover tangible and intangible assets, including trademarks, know-how, confidential or proprietary information and information systems.

To the extent permitted under applicable law, the Community Centre reserves the right to monitor and inspect how its assets are used by employees, including inspection of all e-mail, data and files kept on Community Centre network terminals.

Bribery and Corruption

Employees must never, directly or indirectly, offer or promise any personal or improper financial or other advantage in order to obtain or retain a business or other advantage from a third party, whether public or private. Nor must they accept any such advantage in return for any preferential treatment from a third party.

Employees should be aware that the offering or giving of improper benefits in order to influence a decision could result in disciplinary action and criminal charges. Improper benefits may consist of anything of value for the recipient, including employment or consultancy contracts for closely related parties.

Gifts, Meals and Entertainment

Employees will not be influenced by receiving favours, or influence others by providing favours. Employees may only offer or accept reasonable meals and symbolic gifts, which are appropriate under the circumstances, and will not accept or offer gifts, meals, or entertainment if such behaviour could create the impression of improperly influencing a business relationship.

When in doubt, ask the board director that is responsible for overseeing your specific job duties for guidance.

You cannot offer or accept from any third party the following gifts:

- Money;
- Loans;
- Kickbacks;
- Similar monetary advantages.

Blogging and Social Networks

The Community Centre recognizes that employees may express themselves through their personal websites, blogs or online social networks. We value our employee's creativity and honor your right to engage in these forms of personal expression on your own time, should you choose to do so.

However, issues can arise when a personal blog identifies or appears to be associated with the Greendell Park Community Centre or when a personal blog is used in ways that violate the Greendell Park Community Centres' right or the rights of its employees. Therefore, the following rules apply to personal blogs and online social networking; violation of these rules will lead to discipline, up to and including termination:

- You must not use the Community Centre's property to create or maintain your website, blog and online social networks, nor May you do so on the Community Centre's time.

- You must not disclose any information, relative to the Community Centre's business in any of your personal websites, blogs or online social networks.
- If you identify yourself as an employee of the Greendell Park Community Centre, whether by explicit statement or by implication, you must make clear that the views expressed are yours and don't necessarily reflect the views of the Community Centre.
- All of our Community Centre policies apply to anything you write in a personal website, blog or online social network.
- You must not reveal the Community Centre's trade secrets, policies, inventions, strategies, services and products, employee information or any other confidential information.
- A website, blog or online social network may not be used to harass or threaten another employee.

A personal website, blog and online social networks may be read by many people – including potential applicants, competitors, and Community Centre customers – exercise good judgment when deciding what to include. The Community Centre will take appropriate legal action to prevent the defamation of its employees, customers, or others associated with it.

Internet and Network Acceptable Use Policy

This policy is designed to help you understand the Community Centre's requirements and expectations for the use of the Internet and our computer network equipment used to access the Internet.

Generally speaking, access is provided for business-related purposes. For example: to research relevant topics, communicate with customers, vendors, and regulators; and obtain useful business information.

Proper use of the Internet requires that you respect all copyrights, software licensing rules, property rights, and the privacy of others. You must also remain security-conscious and ensure that files you receive electronically are scanned for virus contamination. You are cautioned not to use the Internet for any purpose that would reflect negatively on the Community Centre, its employees, or customers.

Personal use is allowed provided that it doesn't interfere with the intended business uses of the Community Centre's resources, Internet, and technology equipment or incurs unnecessary costs to the Community Centre without prior authorization.

Unnecessary or unauthorized Internet usage causes network congestion. It slows other users' access, reduces effective work time, consumes supplies, and ties up printers and other shared resources. Unlawful Internet usage may harm the Community Centre or the user's reputation and expose the Community Centre to legal liabilities.

Please also be aware that:

1. In addition to the monitoring and recording of Internet activity that takes place in the public domain, computers, network servers, and back-up systems, we automatically retain records of all activity that the equipment is involved in. Some of this activity is viewed or examined when analyzing or diagnosing computer performance issues. Employees should realize that when using Community Centre equipment, there is no assurance of privacy.
2. The display, storage recording or distribution of any kind of sexually explicit or

discriminatory (as it pertains to race, color, religion, national origin, gender, marital status, age, sexual orientation, or disability) image or document on any Community Centre computer is a violation to the Community Centre.

3. The Community Centre may identify and block inappropriate or sexually explicit Internet sites. If you feel your access is justified, exceptions must be approved through your supervisor and coordinated with the system administrator. If you find yourself connected accidentally to a site that contains sexually explicit or offensive material, you must disconnect from that site immediately, regardless of whether that site had been previously deemed acceptable by any filtering program, unless an exception has been justified and granted
4. Violations of Community Centre policy also include the uploading, downloading or transmission of:
 - Chain letters, distasteful jokes, video clips of jokes, etc
 - Any rude or abusive language or negative characterizations of others or of the Community Centre.
 - Any Community Centre or vendor trade secrets or confidential information. Employees must know what is and is not acceptable based on their position and function within the Community Centre.
 - Resumes or other activities related to seeking employment outside of the Community Centre unless expressly authorized to do so.
 - Solicitations or advertisements other than for the Community Centre, its affiliates, or subsidiaries unless authorized.
 - Any materials or programs, including access and registration codes, which are in violation of copyright protections.
 - Installing, downloading, or uploading from the Internet, by CD, USB or other media types, any software, programs, toolbar search engine helpers, animated icons, or files unless explicitly authorized by the system administrator and the Community Centre.
 - Any attempt to disable or overload any computer system or to circumvent any system intended to protect the privacy or security of another user.
 - Any virus, worm, or trapdoor program code.
 - Sending e-mails or otherwise transmitting anything anonymously or under an alias unless authorized.
 - Any other activity restricted by local, provincial, federal, or international laws. Use of any Community Centre resources for illegal activity may be grounds for immediate dismissal. The Community Centre will cooperate with law enforcement authorities.
5. Any files downloaded via the Internet or transmitted onto a Community Centre computer or other device becomes the property of the Community Centre. Any such file may be used only in ways that are consistent with applicable licenses or copyrights.
6. The Community Centre reserves the right to inspect all files stored on Community Centre-owned hardware, and any personal media brought on Community Centre premises by employees, to ensure compliance with this policy.
7. Subscribed services, whether free or on a cost basis (i.e., newsgroups, blogs, etc.), and participation in chat sessions will require prior Community Centre approval. A list may be published from time to time of the services, which are automatically approved, and no separate authorization is needed.
8. All outgoing e-mail and postings must be viewed as though it were traditional business correspondence. Improper spelling and grammar reflect poorly on the professional image of the Community Centre and its employees. We require all employees to use proper grammar and full punctuation when communicating by email.
9. E-mails effectively become permanent records, and consequently great care should

be taken in terms of the appropriateness and accuracy of statements made in these communications.

10. Use of the Internet for extended periods of time, such as file downloads longer than 10 minutes each, video and audio streaming, and use of push technologies such as PointCast, Internet Channels or other recurring, regularly scheduled downloads, will be permitted on a case-by-case basis by the employee's manager and the network administrator. These activities should be completed during non-peak periods
11. Although customer service is vital to our success, so is our obligation to help prevent identity fraud against any of our customers. For this reason, employees will not reveal confidential customer information in response to an e-mail request unless the identity of the email sender is absolutely verified.

User identifications and passwords help maintain individual accountability for computer usage. These are meant to be confidential. Community Centre policy prohibits the sharing of user identifications or passwords. If you don't use a computer as part of your daily work activities, you may access any computer that is designated for this purpose, during appropriate break times.

Enforcement

Violations of this policy may result in disciplinary actions. Depending on the severity or frequency of the violations, this could include:

- Suspension and or termination of Internet or computer privileges. This could then result in a position reassignment, and the employee's compensation may be affected.
- Termination of employment.
- Personal liability under applicable local, provincial, federal, or international laws.

Workplace Safety

Safety Policy

We take employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules:

- Horseplay, roughhousing, and other physical acts that may endanger employees or cause accidents are prohibited.
- Employees must follow their manager's safety instructions.
- Employees in certain positions may be required to wear protective equipment, such as safety glasses, work boots, or earplugs. Your manager will let you know if your position requires protective gear.
- Employees in certain positions may be prohibited from wearing dangling jewelry or apparel, or may be required to pull back or cover their hair for safety purposes.
- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used at all times. Don't use equipment for anything other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their manager. The Community Centre will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to their manager.

A detailed description of our safety policies and regulations please refer to the regulations outlined by Manitoba Workplace Health and Safety.

Workplace Security

It's every employee's responsibility to help keep our workplace secure from unauthorized intruders.

We have a security system and steps to lock up, which are taken each day, to ensure security from fire and theft in our buildings, storage area and warehouses.

If you are last to leave work in the evening, you are responsible for doing the following

- Lock all doors and windows.
- Set alarm code
- Close and lock parking lot gates

After-hours access to the workplace is limited to employees who need to work late. If you are going to be working past our usual closing time, please let your manager know.

All visitors must check in at the office before proceeding to any other area.

Please do not compromise our security in any way. Passwords, keys, gates and lights are valuable tools, which should be treated with utmost care and discretion.

If you have questions about security, please talk to your manager.

What To Do In An Emergency

In the event of an emergency, such as a fire, serious injury or accident, immediately call 911 to alert police or rescue workers.

If you hear a fire alarm or an emergency that requires evacuation, the procedure to evacuate the facilities is XXXXX

We will hold periodic drills to familiarize everyone with the steps and routes they should take. Remember that every second counts – don't return to the workplace to retrieve personal belongings or work-related items. Once you have exited the building, head toward the XXXXX to meet with staff.

Harassment

General Harassment

Harassment includes objectionable conduct, slurs, derogatory comments or unwelcome jokes relating to:

- Physical size or weight;
- Race;
- Ethnic background;
- Political activity;
- Religion;
- Marital or family status;
- Gender;
- Source of income.
- Mental or physical disability

Sexual Harassment

Harassment of this type includes inappropriate touching, sexual advances or repeated requests for dates that are known to be unwelcome. Sexual harassment also consists of any objectionable conduct, slurs, jokes and comments relating to:

- Gender;
- Gender determined characteristics;
- Sexual activity;
- Sexual orientation.

Harassment is against the law and includes activities in the workplace and offsite when connected to work. Every employee is entitled to a work environment free of harassment. We will take corrective action toward any employee who harasses another employee.

It is recommended that any person who feels they are being subjected to such harassment should:

1. Communicate to the offending person to stop the behaviour.
2. If you are uncomfortable doing this, or unsuccessful, immediately report the matter to your manager.
3. A complete investigation of the matter will follow. The investigation will include discussions with the parties and if necessary, any other persons required to verify activities alleged in the complaint.

Violations of this policy will result in disciplinary action, including possible discharge of the offender. Any person who retaliates in any way against a person making a harassment complaint or giving evidence in an investigation will be considered part of the harassment. Retaliations directed at someone found guilty of harassment are also prohibited and these actions will be considered harassment as well.

Employees making a complaint have a responsibility to cooperate in the investigation. Anyone involved in the process is required to keep information they are given confidential. The Community Centre will not disclose the name of the person making the complaint, the alleged harasser, or the circumstances of the complaint to anyone, except where disclosure is necessary to investigate the complaint, take corrective action, or are required by law.

Any individual established as making a false claim will also face disciplinary action, up to and including discharge.

Employees have the right to file a complaint with the Manitoba Human Rights Commission. Complaints must be filed within six months of the incident. To file a complaint, or obtain information from the commission, phone (204) 945-3007.

Violence Prevention Policy

Any individual physically assaulting another individual in the workplace (or offsite if connected to their employment) will be terminated from employment.

Making threats of violence is also considered serious and are prohibited. Offenders making threats can expect disciplinary action, and if the threat is of a significant nature, the employee will be discharged.

Anyone aware of violence or a threat of violence connected to the workplace, from any source, must bring this matter to the attention of management. Keep in mind that this could include threats from fellow employees, customers or other members of the public. In response to any known threat, management will be responsible for taking precautions, including warning relevant employees of the risk of violence.

Employees are encouraged to discuss with management any personal security concerns they have for themselves or coworkers, so that these can be assessed and any necessary plans to manage the risk made.

We will ensure, as reasonably practical, that no employee is subject to violence in the workplace.

The Community Centre will not disclose the names of the complainant or the circumstance of the complaint except where required to investigate the complaint, to take corrective action, or where required by law. Employees involved in an investigation are also required to keep information gained as part of the investigation confidential. The Violence Prevention Policy is not intended to discourage or prevent the complainant from exercising any other legal rights under any other law.

Any individual established as making a false claim will also face disciplinary action, up to and including discharge.

Abusive and Irate Members or Patrons

For some employees, there may be occasional dealings with customers who are irate or use abusive language.

If you encounter members and or patrons who are constant or extreme in this behaviour, you should report the matter to the director responsible for your specific job duties. Depending on the circumstances, the director may re-assign the member or patron to another employee, contact the member or patron to change his or her behaviour, or upon board approval revoke membership or not allow the patron access to club or its facilities and or programs.

Employees who have been threatened with violence, or feel a member or patron could possibly become violent should also warn their director responsible so that appropriate precautions can be taken, including warning other staff of the risk.

Smoking

Smoking is not allowed in our buildings at any time, day or night. Employees are only permitted to smoke during their working breaks, which are taken on a scheduled basis. Employees are asked to be considerate of where they dispose of cigarettes and ashes.

Alcohol and Illegal Drugs

We are committed to providing a safe, comfortable, and productive work environment for our employees. We recognize that employees who abuse drugs or alcohol at work, or who appear at work under the influence of alcohol or illegal drugs, harm themselves and the work environment.

As a result, we prohibit employees from doing the following:

- Appearing at work under the influence of alcohol or illegal drugs.
- Conducting Community Centre business while under the influence of alcohol or illegal drugs (whether or not the employee is actually on work premises at the time).
- Using alcohol or illegal drugs on the worksite.
- Using alcohol or illegal drugs while conducting Community Centre business (whether the employee is on or off work premises).

- Possessing, buying, selling, or distributing alcohol or illegal drugs on the worksite.
- Possessing, buying, selling or distributing alcohol or illegal drugs while conducting Community Centre business (whether or not the employee is actually on work premises at the time).

Illegal drug use includes more than just outlawed drugs (e.g. cocaine or heroin). It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

This policy covers times when employees are on call, but not working, and times when employees are driving Community Centre vehicles or using Community Centre equipment.

Employees who violate this policy may face disciplinary action, up to and including termination.

Community Centre-Sponsored Events

We don't prohibit employees from consuming alcohol at social or business functions that we sponsor where alcohol is served. However, even at these functions, employees may not consume alcohol to the point of intoxication or where they endanger their own or others' safety. In addition, employees involved in security and who work with heavy or dangerous machinery or materials may not consume any alcohol at these functions if they will be returning to work the same day.

Cell Phones/PDA's While Driving

In Manitoba, using a cell phone and PDA while driving is illegal.

The Community Centre is committed to promoting employee safety at all times, including safe cell phone/PDA use while driving. It's not a requirement to use these devices to conduct business; however, the Community Centre realizes that there may be times when a cell phone/PDA is required for an emergency while driving.

We encourage our employees to practice and promote safety as their highest priority. Stopping your vehicle in a safe place before using your cell phone or PDA is always the safest course of action.

Conclusion

This manual will be used as a guide for the operation of the Greendell Park Community Centre.

We encourage you to discuss any matter concerning yourself or about the Community Centre's welfare with your manager, and we trust you to:

- Ensure customer satisfaction by dealing in good faith with all customers and providing quality products and services with courteous, professional, and prompt service.
- Create a workplace based on mutual respect among coworkers, volunteers, members and patrons.