



# **Acadia Students' Union**

## ***Part Time Staff Policy Manual 2017 - 2018***

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## 1.1 MISSION STATEMENT

The Acadia Students' Union is a student governed organization dedicated to serving its members through effective representation and communication. The Students' Union offers innovative and quality services while providing a variety of opportunities, which enhance the overall University experience of the students of Acadia. The Acadia Students' Union believes in and upholds the values of integrity, excellence and respect, while recognizing the importance of fun, community spirit and the tradition upon which the Union was founded.

## 1.2 EMPLOYEE WELCOME MESSAGE

On behalf of the ASU, I welcome you to our organization and wish you every success here.

We believe that each Employee contributes directly to the ASU's growth and development. We hope that you will take pride in being a member of our organization.

This handbook was designed to outline some of the expectations we have of our Employees as well as the policies, programs, and benefits available to eligible Employees. Employees should familiarize themselves with the contents of this handbook as quickly as possible, as it will answer many questions about employment with the ASU.

We hope your experience here will be challenging, enjoyable, and rewarding.

Yours sincerely,

Ian Morrison  
General Manager

## 1.3 ASU EXECUTIVE

**President-Grace Hamilton-Burge**  
585-2131

**Office #620, ASU Students' Centre**  
[gracehamilton-burge@acadiau.ca](mailto:gracehamilton-burge@acadiau.ca)

The President is the CEO and official spokesperson for the organization. This role includes overseeing the entire organization and representing the student perspective to the community. The President leads the organization.

**VP Finance & Operations-Liam Schreiter**  
585-2124

**Office #621, ASU Students' Centre**  
[liamschreiter@acadiau.ca](mailto:liamschreiter@acadiau.ca)

The VP Finance & Operations is responsible for preparing and adhering to the ratified budget of the Union. Overall this position is responsible for the organization's financial performance.

**VP Student Life-Emily Murray**  
585-2125

**Office #616, ASU Students' Centre**  
[emilymurray@acadiau.ca](mailto:emilymurray@acadiau.ca)

The VP Student Life is responsible for directing the Union's ratified Clubs, House Councils, and Internal Organizations. This position is also responsible for the Axe Yearbook and the Student Handbook.

**VP Events & Promotions-Malcolm Anderson**  
585-2126

**Office #618, ASU Students' Centre**  
[malcolmanderson@acadiau.ca](mailto:malcolmanderson@acadiau.ca)

The VP Events & Promotions plans ASU sponsored theme weeks, such as Frosh Week and Frost Week. The VP Events & Promotions also chairs the Campus Life Committee and coordinates the Union's website and social media platforms.

**VP Academic & External-Sam Nixon**

585-2127

[samnixon@acadiau.ca](mailto:samnixon@acadiau.ca)

The VP Academic & External helps students resolve academic problems, articulates the Union's position to government agencies, and advocates student rights on post secondary issues. This position is actively involved with hiring faculty, and establishing academic policy and represents the ASU in external student organizations, such as Students Nova Scotia and the Canadian Alliance of Student Associations.

## **1.4 ASU FULL TIME STAFF**

**General Manager-Ian Morrison**

585-2122

Office #622A, ASU Students' Centre

[ian.morrison@acadiau.ca](mailto:ian.morrison@acadiau.ca)

Responsible for the overall operation of the business aspects of the Union and the Students' Centre as well as provision of continuity and advice as a resource person. The General Manager advises the ASU Executive, the Grad Class Executive and coordinates the Emergency Trust Program. The position is responsible directly to the President of the Students' Union.

**Building Services & Event Manager-Alicia Johnson**

585-2133

Mail Level, ASU Students' Centre

[alicia.johnson@acadiau.ca](mailto:alicia.johnson@acadiau.ca)

Responsible for the day-to-day operation of the building, Alicia is also responsible for ASU special events, carrying out facility bookings, Technical Services, Custodial Services, and providing oversight to ratified Clubs and House Councils. The Building Services Manager arranges entertainment bookings and negotiates event contracts on behalf of the Union, under the direction of the Campus Life Committee.

**Accounting Manager-Mary Lou Eye**

585-2121

Office 622B, ASU Students' Centre

[meve@acadiau.ca](mailto:meve@acadiau.ca)

Responsible for maintaining, on a day-to-day basis, the Union approved systems for handling intake and output of Union monies and for preparing payroll for all hourly rated staff members. This includes invoicing and inputting the Union's accounting data.

**Cajun's Manager-Kira Awrey**

585-2138

Cajun's, ASU Students' Centre

[kira.awrey@acadiau.ca](mailto:kira.awrey@acadiau.ca)

Responsible for the day-to-day operation of Cajun's clothing store, including ordering and stocking of merchandise, training, scheduling, supervision, and evaluation of part time staff. Kira also coordinates custom orders for clubs, houses, organizations, and community groups. She also facilitates the recruitment and posting process for the ASU's part time student staff. Contact Kira for all your custom clothing needs.

**Custodian-Steve Martin**

585-2115

Office #101, ASU Students' Centre

[stephen.martin@acadiau.ca](mailto:stephen.martin@acadiau.ca)

Responsible for maintaining the cleanliness of the Axe, Main Level, Michener Lounge, and the Information Desk and kitchen area. In addition to these duties, Steve assists with the efficient day-to-day operation of the building, including room and technical setups.

**Health Plan Administrator-Cindy MacDonald**

585-2167

Office #610, ASU Students' Centre

**cindy.macdonald@acadiu.ca**

Responsible for the administration of the student Dental and Health Plans, as well as the provision of support and assistance to the ASU President and Executive.

**Food Services Manager-Jennifer Kennedy**

**585-2158**

**Mail Level, ASU Students' Centre**

**jennifer.kennedy@acadiu.ca**

Responsible for the administration and operation of many aspects of the ASU's food service program, including the day-to-day operation of Union Market convenience store, AxeHandle Grill Line, Perkin's coffee shop, and catered events.

**Food & Beverage Manager-Courtney Jennex**

**585-2146**

**Office #501, ASU Students' Centre**

**courtney.jennex@acadiu.ca**

Responsible for the administration and operation of the Axe, the Axe kitchen, and all Outside Bar events. This includes staffing and providing security services for ASU sanctioned events and activities. Courtney also sits on the Campus Life Committee.

## **1.5 PROFESSIONAL DEVELOPMENT**

The most obvious benefit of being an Employee with the ASU is the financial one. Our students earned over \$275,000 last year. Other benefits include:

**\*Involvement** Being involved in campus activities and find out what's happening on campus.

**\*Training** Receiving training in life skills that will be valued additions to future employment opportunities.

**\*Customer Service** Learning the importance of serving people courteously and effectively.

**\*Community** Being part of an organization making a significant contribution to the quality of campus life.

**\*Contribute** Providing input into ASU programs and policies, as well as of your own performance as an ASU Employee.

**\*Personal Growth** Having the opportunity to experience personal growth and development.

## 1.6 OPERATIONAL CHART



## 2.1 STUDENT EMPLOYEE POSITIONS

The Employee groups governed by this manual include all Part Time Student (Salary or Hourly-Rated) Employees (Hereafter referred to as “Employee” or “Employees”)

Specifically, but not to limit the generality of the foregoing, these groups shall include:

- Axe Lounge & Bar Services
- AxeHandle
- Cajun’s
- Craft Expo
- Building Managers
- Custodians
- Information Desk & Mail Sorters
- Perkin’s
- Technical Services
- Union Market

This policy manual does not govern the following groups: Executive Officers, members of the SRC, Full Time Staff, Casual Labour, or Honorarium recipients with an Honorarium reviewed by the SRC or any of its Committees.

## **2.2 HIRING PROCEDURES**

1. Acadia Students' Union shall designate, from time to time, a staff member who shall coordinate and enact all aspects of this Policy.
2. Applications for employment with Acadia Students' Union will be posted on the Union's website. Notification of postings will be made by an all-student e-mail, as well as any other means of promotion and social media as determined.
3. To apply, applicants must submit a cover letter, resume, and copy of their most recent unofficial Acadia transcript prior to the competition deadline.
3. The applications will be gathered, pre-screened, and distributed to the appropriate Manager.
4. The applications are screened by the Manager and successful candidates will be invited for an interview with a Selection Committee.
5. Only applicants successful in securing an interview will be contacted.
6. A set of questions, to be used in the interview process, shall be drafted and provided to the members of the Selection Committee.
7. The successful applicant is notified in writing or electronic mail of their selection and they must accept the offer in writing or by electronic mail and complete the necessary tax, information, and payroll forms.
8. Unsuccessful applicants will be notified by letter or electronic mail.

Formal training procedures will be conducted with all Employees before actual employment begins. It is important that all Employees participate in the ASU's training programs and ongoing staff meetings.

## **2.3 ACADEMIC STANDARDS**

The ASU strives to maintain a balance between academic standing and extracurricular activities. An Employee's academic record may be reviewed from time to time to ensure proper standards are being maintained. Employees will be required to sign a release form allowing their respective Manager to access their employment eligibility from the Registrar's Office at the conclusion of each academic term.

Employees must be registered in at least one half-credit course per term.

Employees must attain a Sessional Grade Point Average not less than 2.00 when marks are checked following the conclusion of the fall term (based on marks attained in the September-December period) and an average Sessional Grade Point Average of no less than 2.00 when marks are checked following the conclusion of the winter term (based on marks attained in the September-April period). Should the Employee not attain a Sessional GPA of 2.00, they shall be dismissed from their employment, with no notice required. Summer session(s) are not considered an academic term.

The Manager reserves the right to periodically check academic records.

## **2.4 CONFIDENTIALITY**

During their employment, Employees may come in contact with information of a confidential nature. Employees are required to maintain confidentiality with respect to such information.

## **3.1 PAYROLL INFORMATION**

All Employees are paid twice per month with two week's pay being held in arrears. To receive remuneration, an Employee must complete the necessary forms, as outlined in Policy #2.2 Hiring Procedures.

Any problems with hours or pay-related matters should be reported to your immediate supervisor immediately, including if an Employee has not been paid or has not been setup on payroll. The ASU will not correct a payroll-related problem if it is not reported immediately and in no case later than one month after its occurrence.

Four percent vacation pay is added onto the Employee's rate of pay and included in the Employee's remuneration. Employees are expected to report any payroll related problems,

Cheques are deposited by way of a system of direct deposit to the bank account of the Employee on the 15th and the last day of each month. If these dates fall on a weekend or a holiday, then remuneration will be available on the preceding business day.

Employees are expected to provide the correct banking information to facilitate the direct deposit process. Failure to do so will result in an administration charge of \$25.00 being levied against the Employee to redirect the payment.

Pay for statutory holidays is remitted according to established legislation.

Employees will be provided with their pay remittance stubs and a T4 income tax receipt online no later than February 28. The Employee will be provided with the necessary information to access these receipts by their supervisor. Problems accessing the online system should be reported to the Accounting Manager.

## **3.2 RATES OF PAY**

The rates of pay for the Employee groups covered under this Handbook will be reviewed annually during the budgeting process.

## **3.3 RECORDING HOURS OF WORK**

Employees are expected to record their hours of work, to be submitted and approved by their supervisor. An Employee must obtain the permission of their supervisor to work in excess of their scheduled hours of work. Employees found willingly submitting false hours of work will be subject to immediate dismissal.

## **3.4 PAY ADVANCES**

The ASU does not provide pay advances on unearned wages to Employees.

## **4.1 FIRE SAFETY POLICY**

ASU policy dictates the following:

1. Under no circumstances is it permissible to hang, tie, suspend, or otherwise attach any material of any kind to a portion or part of any sprinkler or sprinkler related system.
2. Under no circumstances is it permissible to paint or to otherwise alter any part of a sprinkler system, including sprinkler heads.
3. Fire Code regulations stipulate that at least eighteen inches (18") of clearance be maintained below and around each individual sprinkler head.
4. Under no circumstances is it permissible to block any exit or corridor of the Students' Centre, in such a manner as to inhibit the safe egress of all persons during a fire or other type of emergency.
5. It is not permissible to maintain, for even a short period, any significant quantities of combustible material, in such a manner as to pose a fire threat within the area concerned, or in such a way as to pose a threat to the safe egress of all persons during a fire or other type of emergency. (i.e. boxes, clothing, garbage under a stairwell or in a corridor.)



6. During loading or unloading where an exit will be blocked, staff must be notified by delivery persons, and a sign must be posted stating the exit is temporarily blocked. Further, such blockage must be kept minimal.

It is not permissible to store or place material or equipment in such a manner as to inhibit or prevent access to fire extinguishers or alarm stations.

### **Fire Alarm Procedures**

#### ***Procedure upon hearing a fire alarm:***

1. Make sure people in your vicinity are aware of the alarm.
2. Evacuate the building in an orderly manner; assisting others where it is safe to do so.
3. Ensure that people are located at least 50 metres away from the face of the building.
4. The Building Services & Event Manager, Food & Beverage Manager (or designate), and a representative of Security will meet at the Marshalling Area, located inside the North West exit of the Students' Centre (Stairwell "B").
5. All other staff and building users will remain outside until instructed to return by Security or local Fire Department.
6. The Primary Evacuation location for the Students' Centre is any adjacent parking lot, approximately 20 m from the face of the building.

#### ***Procedure if a fire is discovered:***

1. Sound alarm by voice, proceed to the nearest alarm station and pull the alarm.
2. Evacuate the building.
3. Call Security (extension #1103 or 585-1103) and identify the building, location, and the type of fire.

### **GENERAL**

1. Ensure that room capacities are not exceeded.
2. Ensure that exits and hallways are not obstructed in any manner.

## **4.2 WORK SCHEDULES**

Schedules will be provided by the appropriate Manager or designate at least one week in advance. An Employee is required to abide by the schedule as presented. Should a staff member be unable to work a given shift, he/she is responsible for finding a replacement. The Manager or designate will take reasonable steps to accommodate staff scheduling requests. Employees shall not be scheduled for more than 40 hours in any given week.

There may be a specific procedure for notification of a shift change within each department, which will be established and enforced by the Manager for that department.

## **4.3 STAFF MEETINGS**

Staff meetings will be held within each staff group on a regular basis. All Employees are expected to familiarize themselves with the discussion that takes place at the staff meeting. Depending on your department or area of employment, attendance at staff meetings may be mandatory. Employees who do not attend mandatory staff meetings may be subject to disciplinary action under Policy #5.9 Progressive Discipline.

## **4.4 SMOKING**

Smoking is not permitted on the Acadia University campus.

## **4.5 EMERGENCIES & EMERGENCY CLOSINGS**

1. Emergencies occurring during regular working or after regular working hours should be reported to the Building Manager on duty or Safety and Security. Authorized personnel will then be dispatched to address the situation.
2. Building systems (i.e. fire systems, electrical systems) can only be handled by authorized personnel.

At times, emergencies such as severe weather, fires, fire alarms, or power failures can disrupt ASU operations. In extreme cases, these circumstances may require the closing of the Students' Centre or any of its operations. When operations are officially closed due to emergency conditions, time off from scheduled work will be unpaid.

## **4.6 EVENT ADMISSION & DOOR POLICY**

### **Axe**

After 9:00 pm, all patrons in the Axe must be 19 years of age or older. Prior to 9:00 pm, underage Acadia students are permitted access to the Axe. Acadia students, faculty, staff, and alumni are required to produce a valid Acadia ID and will be required to produce a government issued picture ID. The aforementioned group is permitted to sign in and be responsible for one of age guest. Each guest must carry two pieces of ID. One should be a Provincial/State Drivers License or a Provincial/State Identification Card, or other government issued picture ID that states the owner's birth date and contains his or her signature. The second should be another piece of ID that corroborates name, age, and birth date.

ASU Employees must ensure that the Door Policy of the Axe is strictly enforced.

### **MacKeen Room & Bar Events Outside the Axe**

These events may be wet/dry. Underage Acadia students are permitted in this room with a dry stamp. Non-Acadia students under the age of 19 are not permitted to be signed in. The only exception is for house formal events, in which Acadia students are permitted to sign in and be responsible for one underage guest, provided those organizing the event give notice of such to the ASU. Otherwise Acadia students are permitted to sign in and be responsible for one of age guest.

Each guest must carry two pieces of ID. One should be a Provincial/State Drivers License or a Provincial/State Identification Card, or other government issued picture ID that states the owner's birth date and contains his or her signature. The second should be another piece of ID that corroborates name, age, and birth date.

ASU Employees must ensure that the Door Policy of MacKeen Room & Bar Events Outside the Axe is strictly enforced.

## **5.1 ATTENDANCE & PUNCTUALITY**

All Employees will work their regularly scheduled shifts throughout each term. If an Employee is unable to work scheduled hours, it is the Employee's responsibility to find a substitute. Any unexcused absences, including failure to notify your supervisor when unable to find a substitute, may result in disciplinary action, in accordance to Policy #5.9 Progressive Discipline.

Every Employee is expected to start work at their scheduled time. Any Employee consistently late for work may be required to meet with their supervisor. Each Employee has a responsibility to check with their supervisor concerning the time they are expected to report to work. Each Employee has a responsibility to check the work schedule on a regular basis.

## **5.2 BREAKS, REST PERIODS, & LUNCH HOURS**

An Employee is entitled to a fifteen-minute break if he or she is scheduled to work four or more hours continuously. All breaks, however, are given at the convenience of the Manager or designate. Please advise your Manager or designate of a desired break time and he or she will try to accommodate your request. The Manager or designate must be free always to handle priority situations.

Lunches and breaks more than 15 minutes are classified as unpaid leave.

## **5.3 CUSTOMER SERVICE**

The objective of the ASU is to offer effective and courteous service to all members of the University or local community and visitors to the campus. All Employees must conduct themselves always in accordance with the philosophy of the ASU regarding the public.

The ASU does not have an organization-wide policy about laptop use, computer use, cell phone use, or texting; however, it is expected that use of any such devices in no way interferes with an Employee's top priority of meeting, greeting, and serving both our internal and external customers. There may be a specific requirement within each department, regarding laptops and use of electronic devices which will be established and enforced by the Manager for that department.

## **5.4 EQUITY IN THE WORKPLACE**

To provide equal employment and advancement opportunities to all individuals, employment decisions at the ASU will be based on merit, qualifications, and abilities. The ASU and any organization under the jurisdiction of the Union shall not discriminate on the grounds of age, race, colour, religion, creed, sex, sexual orientation, physical or mental disability, irrational fear of contracting an illness or disease, ethnic, national, or aboriginal origin, family status, marital status, source of income, political belief, affiliation or activity, or any individual's association with another individual or class of individuals having the characteristics enumerated herein.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **5.5 IMMEDIATE SUSPENSION & DISMISSAL**

Immediate dismissal may result from workplace activities, which include, but are not limited to theft, drunkenness, use of drugs, endangering persons or property, failure to meet the Academic Standards policy of the ASU, or insubordination. Dependent upon severity, actions of the above noted nature while off-duty may result in for immediate dismissal.

The Employee may grieve this decision through the office of the General Manager.

## **5.6 MEDICAL LEAVE**

Employees will not receive pay for absence from workdays caused by illness/injury received outside of work.

## **5.7 PERSONAL APPEARANCE**

All Employees are expected to project a professional appearance when working. Please be aware of the following apparel requirements:

- All staff must wear the appropriate staff shirt for their department
- All staff must wear either khaki pants or jeans (pants cannot be ripped or torn)
- All staff must wear closed toed shoes
- Pants cannot hang below the waist

There may be an additional and specific dress requirement within each department, which will be established and enforced by the Manager for that department. Failure to comply with this Policy will result in disciplinary action.

## **5.8 PROBLEM RESOLUTION**

The ASU is committed to providing the best possible working conditions for its Employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the ASU supervisors and management.

The ASU strives to ensure fair and honest treatment of all Employees. Managers and Employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If Employees disagree with established rules of conduct, policies, or practices, they can express their concern, in writing, to their Manager. The Manager, in turn, will respond to the concern within 5 calendar days of its receipt, after consulting with appropriate management, if necessary. The Manager will document the response. No Employee will be penalized, formally or informally, for voicing a concern within the ASU in a reasonable or professional manner. Should the matter not be resolved satisfactorily, the Employee can appeal the matter to the General Manager.

Not every problem can be resolved to everyone's total satisfaction. However, through discussion and understanding, Employees and Management can develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

## **5.9 PROGRESSIVE DISCIPLINE**

The ASU can dismiss an Employee immediately, as outlined in Policy 2.3 and Policy 5.5. Otherwise, the ASU will enact a policy of Progressive Discipline.

Any Employee found to in any way willingly infringe upon the guidelines set out in this manual or the general operating procedures of Acadia Students' Union, or any Employee not performing their duties or unacceptably performing their duties, may be subject to progressive disciplinary action or dismissal.

The ASU recognizes that there are certain types of Employee problems that are serious enough to justify either an immediate dismissal or a suspension, without going through the usual progressive discipline procedure.

In other less serious infringements as deemed legitimate by the supervisor, the following procedure will take place:

**First Infringement:** The Employee will receive a verbal warning. The warning will be kept on file. In addition, the Employee may be subject to a suspension. During a period of a suspension, the Employee cannot work or work as a substitute for another Employee. The Employee may be prohibited from attending licensed ASU events or activities.

**Second Infringement:** The Employee will receive a formal written warning, again put on their file. In addition, the Employee may be subject to a suspension. During a period of a suspension, the Employee cannot work or work as a substitute for another Employee. The Employee may be prohibited from attending licensed ASU events or activities.

**Third Infringement:** A third infringement during a period of one year after the first entry will result in the dismissal of that staff member from Acadia Students' Union. This action will be documented and placed in the Employee's file.

Disciplinary decisions may be appealed to the General Manager of Acadia Students' Union whose decision will be final. The General Manager will review the facts of the case and determine whether a review is warranted. After choosing to review a disciplinary decision, the General Manager may decide that the disciplinary action taken is not severe enough and he or she may implement an alternative series of actions.

Officially lodged customer complaints, properly documented, will serve as just cause for disciplinary action.

## **5.10 RESIGNATION**

Resignation is a voluntary act initiated by the Employee to terminate employment with the ASU. Employees who wish to leave the Union's employ should provide written notice at least two weeks in advance. The Employee receives pay to the last day worked plus any vacation pay entitlement.

If an Employee does not provide notice as requested, the Employee may be considered ineligible for rehire.

## **5.11 SOCIAL MEDIA**

Employees are prohibited from using social media as a means of posting anything that may be viewed as confidential, proprietary, or privileged information. Furthermore, Employees must maintain respect for the organization when mentioning, tagging or referencing the ASU. Any staff found to not be upholding what would be considered appropriate social media conduct in their role as an ASU employee may be subject to discipline up to and including termination.

## **6.1 OCCUPATIONAL HEALTH & SAFETY POLICY STATEMENT**

As the employer, Acadia Students' Union promises to take all reasonable precautions to prevent harm to workers. The ASU will strive to create and maintain a work environment, which will attempt to eliminate all known safety hazards, train all staff in relation to safety issues, and provide all required personal protective equipment for appropriate staff.

Managers and supervisors will be trained and held accountable and responsible for ensuring that staff under their supervision comply with the policy and programs, use safe work practices, and are properly trained.

A core value of this policy is the cooperation of Management and Employees with the Joint Occupational Health and Safety Committee. This value requires participation in OH&S initiatives, adherence to Policies and Procedures described by the Committee, and continued support for the Committee and its members.

It is a duty of all Employees to report to their Manager/Supervisor, as soon as possible, any hazardous conditions, injuries, accident, or illness related to the workplace. The ASU also supports and encourages participation of the Employee in the creation and maintenance of a healthy and safe workplace.

The ASU will, where needed, take the appropriate measures to ensure Employees have and use personal protective equipment, clothing, devices, and materials designed for personal protection. These measures may include disciplinary action.

## **6.2 VIOLENCE PREVENTION STATEMENT**

Acadia Students' Union recognizes the potential for violent acts directed against staff. The ASU also acknowledges the potential for physical and emotional harm because of these violent acts. No forms of violence will be tolerated in the workplace. Every effort will be made to identify possible sources of violence and implement procedures to eliminate or minimize the risks they create.

## **6.3 SAFE WORK PRACTICES**

Safe work practices are ways of controlling hazards and doing jobs with a minimum of risk to people and property. To reduce risks, the ASU has established a set of safe work practices.

Management must understand and fully endorse these safe work practices and ensure that:

- safe work practices are in writing;
- all employees understand the safe work practices that apply to them;
- all equipment used and purchased complies with the established safe work practices;
- supervisors ensure that all safe work practices are followed; and
- safe work practices are reviewed annually and recorded.

Safe Work Practices have been drafted for the following uses:

1. Bar and Technical Equipment
2. Cleaning Up Broken Glass
3. Cleaning Up Possible Contaminants
4. Cleaning Up Possible Major Contaminants
5. Dealing With Irate Patrons and Staff

6. Emergency Procedures
7. Fire Extinguishers
8. First Aid
9. Handling Mail
10. Loading or Unloading Equipment
11. Moving Beer Kegs
12. Moving Beer or Liquor
13. Moving Furniture, Boxes, or Materials
14. Office Machinery
15. Portable Ladders
16. Step Ladders
17. Walk-In Cooler Units

### **1. Bar and Technical Equipment**

Bar and technical equipment includes the ice machine, dishwasher, sound, and light equipment.

- Any work conducted on these devices should be limited to setting the equipment up for use and routine cleaning and maintenance
- Read the owner's/instruction manual prior to utilizing all equipment
- Any problems beyond those listed above should be referred to your manager or the appropriate management personnel on duty

Only equipment which complies with CSA standards will be used.

### **2. Cleaning Up Broken Glass**

Cleaning up broken glass must be done with great care.

- Glass must be cleaned up as soon as possible
- The area immediately around the broken glass must be secured
- The area must be thoroughly swept
- Glass must be disposed of in a proper container labeled "Broken Glass"
- The area must be vacuumed
- Gloves must be worn when picking up broken glass

### **3. Cleaning Up Possible Contaminants**

Cleaning up possible contaminants must be done with great care. Contaminants include materials such as towels, hand towels, sanitary napkins, needles, syringes, oral equipment, or any other matter that may have been exposed to human bodily fluids.

- Contaminants must be cleaned up as soon as possible
- The area must be thoroughly swept

- Contaminants must be disposed of in a proper garbage container
- Gloves must be worn when picking up contaminants
- Apprise the duty custodian that the contaminant has been disposed of and the area must be immediately cleaned

#### **4. Cleaning Up Possible Major Contaminants**

Cleaning up possible major contaminants must be handled with great care. Reference must be made to the nearest Material Safety Data Sheets. Major contaminants include materials such as acids, ammonia, or any toxic substance.

- Major contaminants must be cleaned up as soon as possible
- The area must be secured immediately
- The Department of Safety and Security and the University's Physical Plant must be contacted immediately

#### **5. Dealing With Irate Patrons and Staff**

Employees may encounter patrons or other staff in irate or confrontational circumstances. Employees should approach these types of situations with caution and rely on the training that has been provided to them. Should the interaction degenerate to a hostile matter, the employee is advised to seek assistance or help and not to place themselves in any physical danger.

- Remain calm always
- Attempt to discuss the matter in a rational way away from other patrons
- Talk through the matter with the other individual using neutral language
- Seek assistance if necessary
- Do not, under any circumstances, risk personal safety
- Report the matter to the duty supervisor as soon as possible
- The Department of Safety and Security should be contacted and apprised of the matter, if necessary

#### **6. Emergency Procedures**

An employee may encounter an emergency circumstance that requires immediate attention. This may include a fire alarm, threatening phone call, bomb threat, terrorist attack, theft, attempted theft, or hazardous situation. In general, ASU staff should not attempt to solve the matter by themselves. Rather, the emphasis should be placed on notifying appropriate personnel and, if necessary, safe evacuation of the building, according to the Policies and Procedures of the Part Time Policy Manual.

- Employees must remain calm in matters of an Emergency Procedure
- Report the matter to the appropriate personnel
- The Department of Safety and Security is designated as first responder (extension #1103)
- Should #911 be contacted, the Department of Safety and Security is automatically alerted

#### **7. Fire Extinguishers**

In general, ASU staff should not attempt to extinguish a fire. Rather, the emphasis should be placed on sounding the alarm and safely evacuating the building, according to the Policies and Procedures of the Part Time Policy Manual. Fire Extinguishers should be used only in cases in which the fire prohibits the individual from exiting the building in the quickest and easiest way possible.

Always keep fire extinguishers visible and easy to get at. Fire extinguishers must be properly maintained to do the job. When using an extinguisher, follow the clearly labeled instructions contained on the unit.

Good housekeeping is essential in the prevention of fires. Fires can start anywhere and at any time.

### **8. First Aid**

An employee may encounter a staff member or building user who requires emergency first aid treatment. The ASU has designated personnel within its staff structure with first aid certification. These personnel are: Building Services Manager, Bar Services Manager, Full Time Custodian, Building Managers, Bar Services Assistant Manager, and Cajun's Assistant Manager.

- Employees must remain calm in matters requiring First Aid
- In minor matters, such as minor cuts, twists, or abrasions, tend to the individual utilizing the nearest first aid kit
- Gloves should be used
- The individual may need to be removed from the immediate area for treatment
- In more serious matters, contact the designated staff member with first aid credentials or the Department of Safety and Security and ask them to immediately report to the area for treatment and further assessment
- Any matters requiring first aid or treatment because of an accident are reported to the duty management personnel for action and follow-up

### **9. Handling Mail**

Employees must utilize care when handling mail, parcels, or packages which are delivered or sent through the mail system. All mail that is handled must be done so by way of strict observance of the applicable Canada Post guidelines. Mail that contravenes Canada Post standards (including opened mail) or appears suspicious in nature must be reported to the duty supervisor immediately.

- Proper footwear must be worn when handling mail and, in no cases, any footwear in which the bare toe is exposed
- Gloves must be worn when handling parcels which are opened or have become opened through the delivery process
- Employees must seek assistance when handling a parcel which is too heavy to move
- Stacking heavy parcels on top of one another is prohibited
- Flyers, catalogues, or advertising mail must not be placed in any area which blocks a door, walkway, or access area
- Use a stepladder when reaching for keys on the key board
- The following mail must not be handled:
  - Mail that is or contains any dangerous substance or articles prohibited by law or defined as a dangerous good
  - Mail that may soil, taint, or damage mail or mail equipment, expose a person to danger, or emit offensive odors
  - Mail that contains food perishables or live animals that do not meet applicable shipping requirements
  - Mail that is improperly or insecurely packed or wrapped
- Mail Sorters and all mail handlers will be provided with appropriate training to handle mail



### **10. Loading or Unloading Equipment**

Employees must utilize due care when loading, unloading, or moving equipment. Employees are advised to seek assistance when loading or unloading equipment, when needed or if the item exceeds 30 kg.

- Appropriate footwear must be worn and, in no case any footwear in which the bare toe is exposed
- Steel-toe footwear is required for equipment which would damage the foot when dropped
- Use more than one person to move the piece of equipment when appropriate
- Rope or cordon off a stairwell (with appropriate signage) if the stairwell is to be utilized for a time in excess of five continuous minutes
- Do not stack or pile equipment or leave equipment unattended in a stairwell, doorway, or hallway
- Inspect the piece of equipment prior to moving

### **11. Moving Beer Kegs**

Employees must utilize due care when loading, unloading, or moving kegs. Employees are advised to seek assistance when lifting beer kegs, when needed or if the item exceeds 30 kg.

- Appropriate footwear must be worn and, in no case any footwear in which the bare toe is exposed
- Steel-toe footwear is required for kegs which would damage the foot when dropped
- Rope or cordon off a stairwell (with appropriate signage) if the stairwell is to be utilized for a time in excess of five continuous minutes
- Utilize at least two people to lift a keg
- Do not stack kegs more than two high

Do not stack, pile, or leave kegs unattended in a stairwell, doorway, or hallway.

### **12. Moving Beer or Liquor**

Employees must utilize due care when loading, unloading, or moving beer or liquor. Employees are advised to seek assistance when lifting beer or liquor, when needed or if the item exceeds 30 kg.

- Appropriate footwear must be worn and, in no case any footwear in which the bare toe is exposed
- Steel-toe footwear is required for loads which would damage the foot when dropped
- Rope or cordon off a stairwell (with appropriate signage) if the stairwell is to be utilized for a time in excess of five continuous minutes
- Inspect the boxes or carrying devices prior to use
- Do not stack, pile, or leave beer/liquor unattended in a stairwell, doorway, or hallway
- Do not stack or pile boxes of beer or liquor more than two high

### **13. Moving Furniture, Boxes, or Materials**

Employees must utilize due care when loading, unloading, or moving furniture, boxes, or materials. Employees are advised to seek assistance when lifting boxes or materials, when needed, or if the item exceeds 30 kg.

- Appropriate footwear must be worn and, in no case any footwear in which the bare toe is exposed
- Steel-toe footwear is required for loads which would damage the foot when dropped

- Rope or cordon off a stairwell (with appropriate signage) if the stairwell is to be utilized for a time in excess of five continuous minutes
- Inspect the boxes, materials, or carrying devices prior to use
- Do not stack, pile, or leave boxes or materials unattended in a stairwell, doorway, or hallway

#### **14. Office Machinery**

Office machinery includes telephones, fax machines, cash registers, debit machines, photocopier units, office fans, or any other electronic equipment commonly found in an office or retail setting.

- Any work conducted on these devices should be limited to setting the equipment up for use, rectifying paper jams, changing tapes, changing toner, cleaning, and routine maintenance
- Read the owners/instruction manual prior to utilizing all office equipment
- Any problems beyond those listed above should be referred to your manager or the appropriate management personnel on duty
- Only office equipment which complies with CSA standards will be used

#### **15. Portable Ladders**

A portable ladder is a one-part ladder or extension ladder. Ladders can be used safely if they are given the respect they deserve.

Before using any ladder, make sure that it is in good condition and is the right ladder for the job being done.

- When setting up a ladder, secure the base and "walk" the ladder up into place
- The ladder should be set at the proper angle of one foot (1') horizontal to every four feet (4') vertical
- Before using a ladder, make sure it is secured against movement
- When in position, the ladder should protrude three feet above the intended landing point
- Employees shall not work from the top two rungs of a ladder
- Don't overreach while on a ladder. It is easier and safer to climb down and move the ladder over a few feet to a new position
- Always face the ladder when using it. Grip it firmly and use the three-point contact method when moving up or down
- The minimum overlap on an extension ladder should be one metre unless the manufacturer specifies the overlap
- Keep both metal and wood ladders away from electrical sources
- Ladders must meet CSA standards, Class 1 or 2 (Class 3 or household duty ladders are not considered acceptable in the workplace)

#### **16. Step Ladders**

A stepladder is a ladder in which any two-part ladder is tied together. As with all ladders, make sure that the stepladder is in good condition, and is the right ladder for the job. Stepladders are to be used only on clean and even surfaces.

- No work is to be done from the top two steps of a stepladder, counting the top platform as a rung
- When in the open position ready for use, the incline of the front step section shall be one foot horizontal to six feet vertical
- The stepladder is only to be used in the fully opened position with the spreader bars locked

- Tops of stepladders are not to be used as a support for scaffolds
- Don't overreach while on the ladder. Climb down and move the ladder over to a new position
- Ladders must meet CSA standards, Class 1 or 2 (Class 3 or household duty ladders are not considered acceptable in the workplace)

### **17. Walk-In Cooler Units**

A Walk-In Cooler is any fridge or freezer unit which requires the user to walk inside to access product.

- Be aware that cold temperatures affect you both mentally and physically.
- Tell someone, your supervisor or another co-worker, that you are going to work in the Walk-In Cooler if there is not one in the immediate vicinity.
- Check the emergency release to ensure it is working.
- Always prop or partially prop the door open before entering.