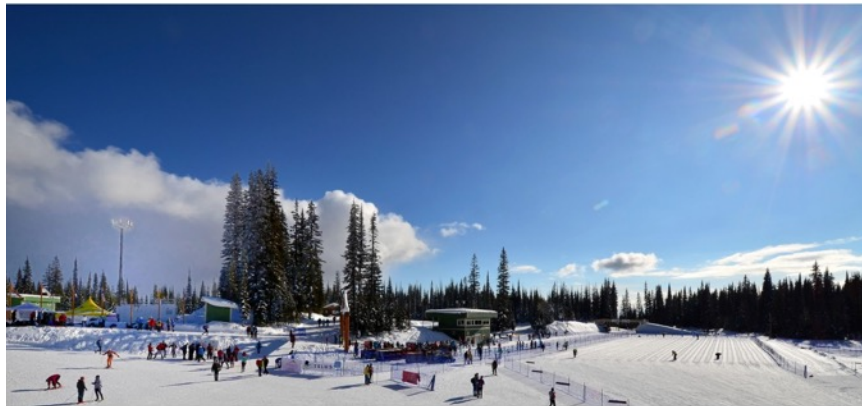




SLNC Employee Manual

Standards of Employment



Updated: August 2016

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Welcome

We are pleased to welcome you to Sovereign Lake Nordic Centre. Congratulations on becoming a member of our outstanding team!

Our mission is to meet and exceed the expectations of each valued guest, through warm and personal service. What makes a visit to our resort a truly memorable experience is not simply our beautiful location and surroundings, but the friendly service and recognition each guest receives.

As a member of our team, you are **committed to excellence** we must strive for excellence in the way we perform our jobs on a daily basis. Take pride in the fact that as a great employee you are contributing to the success of the club.

The purpose of our employee manual is to assist you to become an excellent member of our team by understanding our operations, policies and philosophy. It explains what is expected of you as an employee. If you ever have any problems or questions, always feel free to discuss them with your supervisor or the manager.

We offer our employees a friendly, positive and organized work environment. We encourage a team philosophy. We are committed to always treat you fairly and with respect.

We sincerely hope that you will enjoy your experience working with us. We hope that you will find personal satisfaction and learn new skills, all the while exceeding the expectations of our customers. I look forward to working with you.

Troy Hudson, General Manager SLNC

A handwritten signature in cursive script, reading "Troy Hudson".

Our Mission

To provide exceptional winter experiences for our guests in a relaxed, comfortable yet professional setting.

We want to meet and exceed the expectations of each valued guest, through a high level of warm and personal service. See things from the clients' perspective. Treat everyone as you would wish to be treated.

1. **Smile, you are on stage.** As soon as you enter the property you are an ambassador for Sovereign Lake Nordic Club. In casual conversation amongst ourselves and with members, you are being heard and judged. Be aware of your actions, body language and conversations at all times. Do not engage in idle gossip.
2. **Always maintain positive eye contact.** Always greet club members and guests with a "Good morning", "Good afternoon", "Good evening."
3. **If you do not know a guest's name,** introduce yourself to customers. Try to remember clients' names if possible. We have name tags for tall staff members.
4. **If a guest looks as if they need assistance – help them.** This can occur at any time anywhere on the property. Open doors for clients. Offer help with bags. *We are inviting our customers into our home and they should be treated as such.*
5. **Practice teamwork at all times.** Create a positive, happy workplace. Recognize that personal contribution of everyone in our company adds to our business success. Encourage each other and recognize excellence among our co-workers. Be sensitive to each other's needs. Treat each fellow co-worker with the same respect and courtesy with which you treat our guests.
6. **Be knowledgeable about the lodge and all amenities.** Know hours of operation, etc., and be able to answer customers enquiries. Read through the website and ask your superior questions if you do not know the answers. Always recommend our services (lessons, events, and programs) first. Stress quality and convenience. (*See Appendix C*)
7. **Any employee who receives a guest's complaint or request "owns" that complaint or request.** The situation must be resolved immediately. If an employee requires assistance or cannot resolve the problem, they must immediately consult the Indoor Lead, General Manager or another employee for help.
8. **Never say "No."** If unable to satisfy a guest's request, always provide an alternative. Again, if you require help, consult your manager and get back to the guest immediately.

9. It is every employee's responsibility to ensure that the buildings and grounds are always clean. If you see garbage, pick it up. Show initiative. Keep yourself busy. There are always tasks to complete. (*See Appendix A*)
10. Know your role during an emergency situation and be aware of the appropriate procedures. (*See Appendix B*)
11. Notify a manager immediately of any hazards, injuries or equipment needs. Also notify a manager of any maintenance or repair required to SLNC's property or equipment.
12. Remember, if you see or have a problem, always feel free to discuss it with a manager.

Description of Property

In 1938, the founders of the SLNC recognized that the major attributes of Silver Star Provincial Park were the outstanding natural environment and abundant dry snowfall. This attitude has not changed in over 75 years with the joint trail networks of Sovereign Lake Nordic Club and Silver Star Mountain Resort providing over **105km of daily groomed trails**, making it the largest continuously groomed network of cross country ski trails in Canada. Over the long-term, the high altitude of Silver Star Provincial Park may also give SLNC an advantage over ski areas at lower elevations as it may insulate us from the negative effects of climate change. These attributes, along with our world-class grooming and outstanding early season ski conditions continue to provide some of the best cross country skiing in the world.

The Sovereign Lake Nordic Club is dedicated to the promotion of cross country skiing as an inclusive lifelong activity for all ages and abilities. Committed to the provision of high quality facilities, programs and services, the SLNC operates a world-class cross country ski venue located within Silver Star Provincial Park for the recreational, social and economic benefit of Vernon and the North Okanagan Region.

Employee Policies

Fair Treatment

Our policy is to treat each employee with dignity and respect and to be fair at all times, regardless of position. As an equal-opportunity employer, we will always attempt to select the best-fit for the job based on knowledge, skills, abilities, experience and relevant qualifications.

Harassment

There is a zero-tolerance policy regarding intimidation, coercion or harassment of any kind. This includes harassment from the general public, board members, other staff or club volunteers. This policy includes sexual harassment, which is described as any unwelcome

comment or conduct directed at any employee by a member of management, other employee, or guest. Problems of this nature must be reported immediately to a manager. All races, genders, ages, religions, culture, ethnicity, sexual orientations, & physical abilities are welcome at Sovereign Lake Nordic Centre. We will never discriminate against anyone for any reason, and all are treated equally.

Probationary Period

The first three months of your employment is a probationary period. This gives both the employer and the employee a chance to determine whether we meet each other's initial expectations. At the end of the probationary period, the General Manager will conduct a performance evaluation with each new employee. This review will cover such areas as: performance, job skills, disciplinary and safety records, attendance, cooperation with fellow workers (the ability to be a team player) and most importantly, responsiveness to clients. You will become a regular employee, once the introductory period has been successfully completed. You will also be required to attend a New Staff Orientation presentation at the start of the season.

During the probationary period you may be released at any time solely at the discretion of SLNC Management.

As a regular employee, your job performance will be evaluated on an annual basis by the appropriate manager. You will be evaluated on the same criteria used for the probationary period. Evaluations become part of your employee file and are used in selecting employees for promotion. You are entitled to review your personal file at any time with one day's notice. For a copy of the Staff Performance Evaluation Form ([See Appendix D](#))

You may discuss any problem at any time with your manager. Paycheque questions or problems must go through the Inside Lead first then the General Manager.

All staff working with youth (instructors and coaches in particular) are required to complete a [Criminal Record Check](#). This is done online and is free of charge for non-profit organizations. Should there be associated costs with attaining this check SLNC will pay all associated fees.

Staff Training

Training Check-List

You will go through a training program when you start your new job. You will be assigned a trainer who will ensure you receive the proper skills and training to perform your job well. A training check-list (*See Appendix E*) should be completed at the end of your introductory period. Your assigned training check-list will be attached to your personnel file as confirmation that you fully understand your responsibilities on the list. Do not sign the check-list unless you feel confident that you understand all the items on the list and that they have been fully explained to you.

Arriving at Work

It is important that you are always on time. If, for any reason, you are going to be late, always call your supervisor or manager directly. If you are late or absent, you place extra burden on your fellow employees. Frequent or unexplained absences from work or lateness in reporting to work can be cause for termination. If working the afternoon shift (Tuesday-Thursday), staff must arrive 15 minutes ahead of time and ensure that they check in with the appropriate supervisor.

Demeanour

Please avoid getting outwardly stressed, frustrated and/or angry in public. Personal conversations or disagreements should take place out of earshot or view from any clients.

Front Desk

Please do not linger around the Front Desk. Everyone should be busy. Refer to the Daily Tasks Checklist (*See Schedule A*)

Non-Smoking Policy

Please be aware that we are a non-smoking facility. If you smoke, smoking is only permitted outside away from any building and only permitted during your coffee or meal break.

Cell Phones & Music Devices

Cell phones, personal music players (i.e. MP3, iPod, etc.) are not permitted while on shift. Employees with cell phones must have them turned off during work hours and stored in the staff office. Emergency calls may be received through the main switchboard only. In special circumstances where a current emergency is ongoing, management permission must be received in order for cell phones to be allowed.

Rolling Equipment and machinery

Only authorized employees may operate club vehicles. You must possess a valid driver's license and a copy must be on your personal employee file before use of vehicles is permitted. Vehicles should be left clean, organized and in good working condition. Staff training will take place for all Rolling Equipment at the start of the season. A performance evaluation will be conducted for each staff member to ensure that they can safely operate and maintain club equipment. For a copy of the Machinery Checklists ([see Appendix F](#))

Employee Problem-Solving Procedure

As professionals, we must always respect other members of our team. Any conflict must be brought to the attention of your supervisor or the manager for resolution.

If the problem cannot be resolved talking to your manager, or if you are uncomfortable talking to them, then you are encouraged to go SLNC's General Manager or any Departmental Manager. No employee following this procedure will be reprimanded in any way. Should you require additional support outside the Management staff then there is permission to approach a board member with a dispute.

Meetings

1. Staff Meetings will be held monthly by the SLNC General Manager from November to April. Generally the second Wednesday of each month at 5:00pm in the lodge.
 - Nov 1st, 2016
 - Dec 14th, 2016
 - Jan 11th, 2017
 - Feb 8th, 2017
 - March 8th, 2017
2. Department Meetings are at the discretion of the Department Manager. Special department meetings are generally mandatory. ([see Appendix G](#) for SLNC Staff Organization Chart)
3. Daily Team Meetings are held each morning at 8:30AM and will take roughly 5 minutes each day to ensure that our venue is safe and that everyone is up to speed on daily grooming, events, etc... This will be presented by the Inside Lead or the General Manager.

Human Resources

Keeping in Touch

It is important to keep each other informed and “in the loop.” Each department has different communications tools and you should be responsible for checking those communications tools at the start of each shift to keep yourself informed. For example all counter staff have a daily check in log book that describes if there are any uncompleted tasks to do from the day prior. This is your basic communication tool between the entire department. Instructors also have a similar book.

Employee File

It is important to keep your human resources file current. We need to be able to contact you in case of an emergency. Please inform your department manager of any personal record changes, phone numbers, etc. See Staff Directory ([Appendix H](#)) for more information.

Employment privacy

Every employee is entitled to individual privacy. We require a release signed by the employee for any information other than confirmation of employment and position held. All voice-mail and e-mail messages contained on SLNC’s operations systems are the property of SLNC. SLNC does not have video surveillance within any of its buildings at this time. We may be investing in a security system for our buildings this season but they are not placed to watch staff day to day.

After Hours

What you do with your free time is your own business. However, if another job or other outside activity comes into conflict with your job at SLNC, you will be asked to make other arrangements or resign. Employees are reminded that they must conduct themselves in a professional manner while at the Club. Our Clients may judge the Club on your behaviour.

Social Media Policy

This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a public manner.

The following principles apply to professional use of social media on behalf of Sovereign Lake Nordic Centre as well as personal use of social media when referencing Sovereign Lake Nordic Centre:

- Employees need to know and adhere to SLNC’s mission, Staff Manual, and other company policies when using social media in reference to SLNC
- Employees should be aware of the effect their actions may have on their images, as well as Sovereign Lake Nordic Centre’s image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Sovereign Lake Nordic Centre may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Sovereign Lake Nordic Centre, its employees, or clients.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, or that can create a hostile work environment.
- Employees are not to publish post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with their manager.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to their manager.
- If employees find or encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a manager.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee’s responsibilities at Sovereign Lake Nordic Centre. Sovereign Lake Nordic Centre’s computer systems are to be used for business purposes only. When using Sovereign Lake Nordic Centre’s computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Youtube, etc.), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable law, after-hours online activity that violates Sovereign Lake Nordic Centre’s Code of Conduct (see [Appendix I](#)) or any other company policy may subject an employee to disciplinary action or termination.
- If employees publish content after-hours that involves work or subjects associated with SLNC, a disclaimer should be used, such as this: “The postings on this site are my own and may not represent Sovereign Lake Nordic Centre’s positions, strategies or opinions.”

- Employees are to keep Sovereign Lake Nordic Centre related social media accounts separate from personal accounts.

Food and Drink

Pop, Juice, Tea and Coffee are available in the staff room. If the supply is running low, please advise the Office Leader. Do not take stock from the Front Counter Fridge.

Staff are permitted to purchase product from the Food Retail Services fridge. All staff receive a 20% discount on food. These discounts apply to Management, Counter Staff, Instructors and First Aid Patrollers ONLY.

Volunteer events such as races and work parties are supplying free meals to our volunteers. This is different from counter products.

Meals can be eaten anywhere except at the front desk. Employees are encouraged to mingle with Clients when on breaks which helps to foster the club atmosphere.

Drunkenness is not tolerated on SLNC property under any circumstances.

Disciplinary Policy

Each employee will be treated fairly and equally. Should an employee not follow the rules and guidelines contained in this manual, you will receive one verbal warning and one written warning. A second written reprimand may result in the termination of your employment. Reasons for reprimand include: tardiness, absenteeism, lack of job priority, lack of hygiene and/or presentation, not working to lodge standards, hangover, outwardly stressed.

Immediate termination may result from: insubordination, reporting to work under the influence of drugs or alcohol, fighting, rudeness to clients, theft, or harassment.

During the 3 month Probation Period (for new staff) you may be released at any time solely at the discretion of SLNC.

SLNC maintains a zero tolerance policy regarding theft.

Nothing should be taken off the property without permission, including toilet paper, coffee, food, inventory, etc. An employee stealing from SLNC or a fellow employee will be immediately terminated.

Terminations – Voluntary or Involuntary

While we hope that any employee who leaves us does so voluntarily, there may be times when an employee is terminated by Sovereign Lake Nordic Centre Management. No matter what the reason, anyone terminated by Management must return all Sovereign Lake Nordic Centre Property including keys, tools, etc., and leave the work environment immediately.

Salary and Wage Policy

Our policy is to pay salaries, wages and benefits that are competitive within our industry and at the top end of local levels. We also do our best to ensure that each position is paid according to its comparative value considering skill, effort, required knowledge and responsibility. Starting salary is based on these factors and is established by the General Manager.

Promotion

Promotions are based on performance. SLNC promotes from within whenever possible. When a position becomes available, people already employed by SLNC, who have expressed a desire and have the right attitude and qualifications to perform the job will be considered first, before outside applicants.

Work schedule

Your work schedule is posted on your department's bulletin board. This schedule may change from time to time due to unexpected business volume or sickness of co-workers. Switching shifts with other employees is generally discouraged and should be done with the manager's or Inside Leads approval.

Sick Time

Employees phoning in sick must contact their supervisor or assistant directly if they will not be showing up for work. This must be done as far in advance of your shift as possible to allow time to replace you. Do not leave a message on an answering machine. If you call in at a time when the Lodge is closed, you must call back when the Lodge opens. Excessive absences may be subject to termination in accordance with BC labour laws.

Full-Time/ Averaging Agreement

If you regularly work 30 hours or more a week, SLNC considers that you are a full-time employee.

••Leaders are discouraged from allowing or scheduling overtime, other than extraordinary circumstances. No overtime is permitted without your manager's prior approval.

- 8 Hour shift workers receive two 15 minute breaks and a 30 minute lunch break paid.
- 5 Hour shift workers (Evening Shift Counter Staff / Instructors) receive one 15 minute break paid.
- 4 Hour shift workers (Instructors) do not receive any paid breaks.

Time Clock

You are responsible for clocking in and out for each shift. Failure to do so may result in lost hours. Punctuality is expected. You are expected to arrive for a shift 5 to 15 minutes before you start work, so that you are actually starting to work at your scheduled time. If you arrive late for a shift, you will lose 15 minutes of worked time. All staff will record their hours on our manual time sheets and will be submitted weekly to the Senior Staff for approval. This will take roughly 2 minutes at the end of your shift.

If you leave work during your shift, other than on resort business, you must sign out when you leave and back in when you return.

All time sheets will be completed every Sunday to be approved on Monday by Management.

Statutory Holidays

There are a maximum of five paid statutory holidays each year are as follows:

- New Year's Day
- BC Family Day
- Good Friday
- Remembrance Day
- Christmas Day

If you do not work on a statutory holiday, you will be paid for that day at your normal day's wages, calculated at your hourly rate. A normal day's wage is based on the hours worked in the four week period immediately preceding the week of the statutory holiday, divided by the number of days worked.

Because of the nature of our industry, a number of our staff members will be required to work on a holiday. **If you work a holiday**, you will receive one and one-half times your hourly rate for all hours worked that day, plus a regular day's pay OR an alternate day off with pay.

*** To qualify for the statutory holiday provisions, a employee must have worked for 30 calendar days prior to the statutory holiday.*

Paid Vacation

Accrued vacation pay is calculated at four per cent of the employee's gross earnings for the first five years and six per cent in future years. Any time off outside regular vacation will be handled in accordance with the current labour laws.

Leave of Absence

Leave of absences are not normally granted for extended periods of time. Employees wishing to take time off in excess of their normal vacation time, may be asked to resign and reapply when they return. If their job is still available, we will give them first priority as long as they have left in good standing.

A leave of absence will impact the employee's annual review date and possible wage increase. Leave time is considered time not employed. Approval for a leave of absence request is entirely at the discretion of the General Manager. Time of year will also be a mitigating factor.

Overtime

The work week begins at 12:01 a.m. on Monday and is two calendar weeks long, ending on Sunday 12:00am. (Paycheques will be available the following Friday after noon.) You will be paid one and one-half times your regular rate of pay for all hours over eighty worked in a two-week period unless you are on salary.

Vacation and sick leave are not included in actual work hours for purposes of overtime pay. All overtime must be authorized in advance by your supervisor. No unauthorized overtime is permitted.

Report-To-Work Pay

You will be paid a minimum of four hours pay if you report for work as scheduled and your supervisor sends you home due to insufficient work. If you ask to leave work, you will be paid only for the time worked.

If the expected volume of work changes, the schedule may be altered accordingly with 24-hour notice by any Leader or the Manager.

If you attend a mandatory meeting of less than two hours on your days off, you will be paid for two hours.

Breaks

Hours Worked	break period	paid for
2 - 5 hours	no break	
5 ½ hours	½ hour break unpaid	5 hours
6 hours	½ hour break unpaid	5 ½ hours
7 hours	½ hour break unpaid	6 ½ hours
8 hours	½ hour break unpaid	
	15 minute break paid	7 ½ hours
8 ½ hours	½ hour unpaid break	
	15 minute paid break	8 hours

Payday

You will be paid on every second Friday by direct deposit. Direct deposit is advised and you will need to provide an email address to receive your pay stub as well as a VOID blank cheque for our accountant from your bank. If you do not provide direct deposit information then staff will receive their cheques in their inbox on Friday by noon.

Workers' Compensation Insurance

All employees are automatically covered under our Workers' Compensation Insurance (WCB) plan from their first day of work. The cost of this plan, which provides medical payments and wages in the event of occupational injury, is fully paid for by SLNC. **You are responsible to immediately report any work related injury, regardless of the severity, to management. An incident report must be filed ASAP within 24 hours of the incident/injury.** (see [Appendix J](#) for the Staff Incident Report Form)

Dress Codes

The entire Staff of the Lodge is representative of the quality offered to our clients

Standards for all employees:

- Good quality clothing must be worn while on duty
- Name tags are provided for each employee and must be worn
- Wear only your name. Do not wear the name of another employee
- Lost name tags are replaced for \$5.00 each
- Practice good hygiene; please use deodorant and always have clean hands
- Washed and tidy hair
- A maximum of one (small) earring or stud are permitted per ear
- One small nose stud is permitted (no hoop rings are allowed)
- No other visible body piercing is allowed. No tongue, lip or eyebrow jewelry
- Large Tattoos must be covered
- No excessive make-up or jewelry. Jewelry must be conservative.
- No excessive perfume or cologne (We have staff with perfume allergies)
- Clothing must be clean and in good condition (no ripped clothing)

SLNC has the right to determine what is considered appropriate dress. If your clothing choices are unsuitable, the manager will discuss this matter with you.

Language

Profanity is not permitted at any time while on shift.

It is also not permitted while off shift at the Centre. If we can hear it, so can our clients. Positive professional language is required at all times will on club premises.

General Information

Staff Parking

All staff are asked to park away from the main entrance to the Lodge. Preferably on the Biathlon Range side of the parking area.

Telephone Calls

Personal or social calls are not permitted while you are at work. Please ensure that you accept emergency calls only during work hours.

Mail

Personal mail must NOT be addressed care of Sovereign Lake. Discuss with Manager if something is required to be received c/o SLNC.

Internet

Wireless internet is available throughout the main lodge, free of charge and employees with personal laptop computers may access this service from the staff room, or as a patron in the Front Seating during breaks. At no time is downloading or use of torrent sites permitted. Personal computers are not to be plugged into the business network. Surfing the net on resort computers is not permitted, except as required to do a required task as part of your job. This includes personal emails while on shift.

Safety & Security

Safety

- A safe work environment is the responsibility of all employees and management. *Safety must always be first and foremost.*
- All Government and safety regulations will be complied with and we will do everything reasonable and necessary to protect the life, safety and health of our employees and clients.
- If a guest or fellow employee is suddenly hurt or ill, call or go for help immediately. Immediately call for an ambulance (911) if necessary.

SLNC

- Know which staff members are certified first aid attendants and where the first aid kits and AED are kept. DO NOT move an injured person until a certified first aid attendant says it is OK. You open yourself up to liability otherwise.
- Familiarize yourself with the instructions on any equipment or machinery you may use or operate. Always use any required safety equipment or clothing when operating equipment. (see [Appendix K](#) for Safety Protocol Checklist)
- Practice proper lifting and carrying techniques with other staff and on designated training events. Always be aware of your surroundings.

Fire Emergency Procedures

If you discover a fire or smell smoke, locate your superior and evacuate all public to the upper parking lot immediately. Fire extinguishers are located on each floor and are checked every season to ensure they will function properly when required. Attempt only to extinguish a SMALL fire—one that has just started. Do not place yourself or anyone else at risk attempting to fight a fire.

The front desk staff is responsible for immediately calling the fire department in the event of a fire. Contact the General Manager and Office Lead immediately if they are not on site.

In the event of a life threatening injury SilverStar Pro Ski Patrol are available to attend the scene and will arrive within 5-10 minutes of an incident. These shorter approach times create much better odds for a critical patients survival. They are to be called immediately after a 911 call.

On weekends we have at minimum of 1 Ski Patroller on site who has medical training. They are to be our first responders followed by the GM and then Don Wylie if available. Additional staff will have basic St. John first aid training.

Stretcher loading and unloading will be a component of first aid training.

Security System

Sovereign Lake Nordic Centre has a security system that monitors and records on a 24 hour basis. The purpose of this system is to protect the property of the Lodge and the security and safety of our employees and clients. Opening and Closing Staffer provided with a designated staff code number that is traceable through the security provider.

Appendix A

Staff Manual Agreement Conditions of Employment

I, _____ confirm that I have received a copy of the Staff Manual and agree that I am responsible to read and comply with the Conditions of Employment, including Sovereign Lake Nordic Club policies and procedures.

If I have any questions, I understand that I can ask my immediate supervisor or Manager for clarification.

I further understand that I am responsible for reading all memos and procedures as provided by management that may affect my job.

A copy of this Agreement will be kept in your personal file.

Signature

Date

General Manager

Date

Appendix B

SLNC Emergency Response Plan

Purpose

SLNC's procedure for emergency response is designed so that staff have clear and simple direction when responding to emergencies. The Emergency Response Plan (ERP) must be followed in any emergency so that a breakdown does not occur. Staff will be given specific duties by the Club Manager or the on duty supervisor in the event of an emergency consistent with this ERP.

Application

The ERP applies to:

- All SLNC Staff, Management and Board Members
- SLNC Ski Patrols and Volunteers

Responsibility

The Club Manager is responsible to:

- ensure all SLNC staff are aware of and follow the Emergency Response Plan.

First Aid Assistance – Day Lodge/Parking Lot/Stadium

Where a member/guest or staff requires first aid assistance they are to report the injury, regardless of severity to a SLNC staff member. The staff member will provide first aid assistance and document the incident for investigation purposes. Where the injury is more serious the person can hail any person nearby and request assistance from SLNC staff.

Where first aid response is beyond SLNC staff's ability they will stabilize the injured person and ensure emergency services are called.

Should a SLNC staff member be injured a WorkSafeBC Form 6/7 will be completed, a copy placed on the personnel file and a copy submitted to WorkSafeBC. The Club Manager is responsible for completing and investigation and submitting it to the board for review.

First Aid Assistance – On Trails

Where a member/guest or staff requires first aid assistance on the trails or where a medical emergency is reported to SLNC staff the following procedure must be followed.

1. Identify the location of the injured person and document it (all Trail intersections have a CODE)
2. Inform the Club Manager or on duty supervisor,
3. The Club Manager/on duty supervisor will dispatch a SLNC staff member and/or a member of the Nordic Ski Patrol **with a hand held radio** and first aid emergency equipment to the scene,
4. The Nordic Ski Patroller (if present) is in charge of the patient until turned over to a higher medical authority. If no Patroller is present, SLNC staff will manage and be in charge of the incident scene even if they are not the individual providing emergency first aid,
5. The Club Manager/on duty supervisor will ensure a staff member controls the lodge radio as a communication link to the incident scene,

SLNC

6. The SLNC staff member/Nordic Patroller responding will assess the incident scene, inform the lodge of the situation and advise of any resources required (ambulance/helicopter/other),
7. Radio contact with the incident scene is to be maintained until the injured person is evacuated,
8. Radio contact will be maintained on SLNC's repeater channel.

Building Evacuation

In the event of a fire or other emergency that requires a building to be cleared, SLNC staff will inform all club members/guests and staff to leave the building in question in an orderly fashion. The mustering point for the day lodge is the far end of the upper parking lot (adjacent wax building entrance) leaving room for emergency vehicles.

The mustering point for other buildings will be determined as required and generally be in close proximity to the building but a safe distance away.

Fire

Building/Equipment Fire

In the event of a fire SLNC staff will evacuate the building/machine as per the evacuation procedure. SLNC staff may respond to small fires with portable fire extinguishers located in the various buildings/on groomers however they are not to respond to fires that can not be controlled by the small extinguisher.

Forest Fire

In the event of a forest fire SLNC staff are not to respond. The area is to be evacuated as per the evacuation procedure and the fire is to be reported to the Ministry of Forests, Lands and Natural Resource Operations, Vernon Fire Centre as well as the SilverStar Fire Department.

Hazardous Materials Spills

- Any spill of a petroleum product >100 litres must be reported to PEP,
- Any spill of anti freeze > 5 litres must be reported to PEP,
- Any spill to water must be reported to PEP,
- All spills, regardless of size must be cleaned up using absorbent pads, (kitty litter or grey pads for anti freeze),
- Fuel tank nozzles must be stored in an upright position or be contained in a bucket or other drip containment apparatus,
- A spill kit is located in the Maintenance Building, on snowcats and is to be used in the event of a spill,
- All spills must be reported to the Club Manager, investigated and then reported to the Board.

Emergency Contact Numbers

Emergency	911
RCMP Vernon	(250) 545-7171
SilverStar Volunteer Fire Department	(250) 549-1556
BX Fire Hall	(250) 545-7432
Ambulance (BX)	(250) 542-4303
Provincial Emergency Program (PEP)	1-800-663-3456
Vernon Fire Centre (Forest Fires)	(250) 545-3400/545-3401
Troy Hudson (General Manager) cell	(250) 558-8916
Frances Weeks (Inside Lead) cell	(250) 308-0010
Don Wylie (Outside Lead) cell	(250) 938-7218

APPENDIX C

Hours of Operations

Sovereign Lake Nordic Centre is open 8:30- 5pm daily all winter long, including holidays. Exceptions to this are on Christmas Day where the lodge closes at 2pm. Tuesday through Thursday evenings the club operates until 8:30 PM for Programs nights and Public Night Skiing.

APPENDIX

Staff Code of Conduct

At all times employees are to:

- treat our members, customers and other employees with respect and dignity and maintain a working environment that is free from discrimination or harassment.
- support the role of management and consistently demonstrate alignment to organizational decisions
- respect confidentiality of information specifically ensuring that all member information is maintained confidential to the organization.
- treat all our partners, associates and service suppliers with respect
- follow the guidelines set out in the conflict of interest policy

Expectations:

At all times employees shall demonstrate the following attributes

- initiative
- willingness to learn
- willingness to follow directions
- honesty
- dependability.
- enthusiasm.
- loyalty.

SOVEREIGN LAKE NORDIC CLUB - EMPLOYEE PERFORMANCE REVIEW



Employee Name: _____
Review Period: _____ to _____
Date: _____

REVIEW GUIDELINES

This review will be completed using the following scale:

1 = Unsatisfactory
 2 = Marginal
 3 = Meets Requirements
 4 = Exceeds Requirements
 5 = Exceptional

EVALUATION

	5	4	3	2	1	Comments
Demonstrates Required Job Skills and Knowledge						
Has the Ability to Learn and Use New Skills						
Presents a Professional Appearance to Guest and Club Members						
Treats Guests and Members With Respect and Courtesy						
Uses Available Resources in an Effective Manner						
Listens to Direction and Can Take Constructive Criticism						
Meets Attendance Requirements and is Respectful of Other Employees Time						
Demonstrates Effective Problem Solving Skills Under Stress						
Completes Tasks Effectively and in a Timely Fashion						
Honours Workplace Commitments						

Additional Comments:

SLNC

- punctuality.

Incident / Close Call Reporting Form

Date of incident:		Company:	
Date reported:		Location:	
Reported by:		Type of job:	

Describe incident / close call (draw diagram on other side if helpful) <input checked="" type="checkbox"/> Category	
	close call
	bodily injury/illness
	lost time
	dangerous goods spill
	fire
	vehicle incident / damage
	ATV incident / damage
	other equipment damage
	other (describe)
	other (describe)
Names/contact info of any individual or witnesses involved in incident / close call:	
If first aid was rendered, name of attendant:	

Describe immediate and root cause of incident / close call:			
		Immediate cause(s) <input checked="" type="checkbox"/>	Root cause(s) <input checked="" type="checkbox"/>
		failure to follow safe work procedures	inadequate work planning, engineering, design
		improper use of equipment/ tools/lockout	inadequate polices, procedures
		failure to warn or instruct	inadequate communications
		body motions – pushing, pulling repetition	inadequate supervision
		improper use of PPE	inadequate risk/hazard assessment
		inadequate awareness of surroundings	mental, physical stress/fatigue
		poor housekeeping	inadequate maintenance/ inspections
		worksite conditions – weather congestion, layout, (circle)	inadequate physical abilities
		other	other