

Seguin Valley

GOLF CLUB



Staff – Company Manual

Seguin Valley Golf Club

Issue April 2014

Seguin Valley Golf Club Employee Manual

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Seguin Valley Golf Club

Come Celebrate!

OUR VISION & MISSION

THE CELEBRATION OF FRIENDSHIP

Our vision is to provide a place to build relationships and promote the development of our local community, colleagues and friends through the game of golf.

We believe in encouraging others to achieve their full potential through fostering the core values of golf – Honesty, Integrity, Sportsmanship and the Celebration of Friendship.

Our mission is to be the most desirable golf community in our region by creating an atmosphere of excitement, warmth and fun for our customer.

Our workplace will be challenging and rewarding for all of our staff. Management will seek out and recognize quality and effort wherever it is demonstrated.

Welcome to the Seguin Valley Golf Club Guest Services Team.

Whether you have joined us for a part time or full time job; we want you to enjoy working here. This manual has been designed to assist you in understanding our policies and procedures. If you require any further explanation on any items please ask your manager for assistance. We do expect all employees to adhere to all policies and procedures while employed at Seguin Valley.

OUR AIM IS QUALITY SERVICE

You succeed in your job if you:

MAKE EVERY GUEST HAPPY BECAUSE THEY CHOSE SEGUIN VALLEY

Treat our guests as if you are the host. From the kitchen, show pride and care in *every* plate you present.

On grounds, remember – you are caring for an environment of *Landscape Art*. Your courteous behaviour around players affects their whole experience.

ONTARIO HEALTH AND SAFETY ACT

DUTIES OF WORKERS

A Worker Shall, work in compliance with the provisions of the Health & Safety Act and it's regulations; use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn.

Report to his or her employer or manager the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker. Report to his or her employer or manager any contravention of this Act or the regulations or the existence of any hazard of which he or she knows. All personnel are expected to carry out their tasks in an efficient manner.

An honest day's work is expected of everyone.

Employees must be reliable and punctual. It is preferred that staff arrive at least 15 minutes before the start of a shift so that you are prepared for work in your area and can be oriented to the day's activities.

Employees are required to be in uniform prior to signing in.

All personnel are expected, under direction, to operate vehicles and equipment in a safe manner.

All staff are expected to perform routine manual labour and other duties as directed by management.

Know the locations of the First Aid Kits and MSDS's(Material Safety Data Sheet) – in the Maintenance Building and the Kitchen.

Great staff take the initiative to perform beyond the duties of their job description.

No Worker Shall, remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately; Use or operate any equipment, machine, device or work in a manner that may endanger himself, herself or any other worker; or engage in any prank, contest, feats of strength, unnecessary running or rough and boisterous conduct.

HEALTH AND SAFETY POLICY

Management of Seguin Valley is vitally interested in the health and safety of its employees. Seguin Valley is committed to meet all legislative requirements. Protection of employees from injury or occupational disease is a major continuing objective. Seguin Valley will make every effort to provide a safe, healthy work environment. All managers and workers must be dedicated to the continuing objective of reducing risk of injury.

“As Owner of Seguin Valley, I give you my personal promise that every reasonable precaution will be taken for the protection of workers.” – Mike Feldman

Managers will be held accountable for the health and safety of workers under their supervision. Managers are responsible for ensuring that machinery and equipment are safe and that workers work in compliance with established safe work procedures.

Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.

All workers are to report unsafe unhealthy conditions immediately. It is in the best interest of all parties to consider health and safety in every activity.

Commitment to health and safety must form an integral part of this organization, from the owners to the workers.

SAFETY AND ACCIDENTS

Report all accidents immediately to the Manager on duty. Your Manager is to fill out a Form 7 for WSIB and you are to take a functional abilities form to be filled out by your doctor or Health Care Practitioner. If there are any safety issues that you have, inform the manager on duty and/or someone from the safety committee.

Safety Committee Members: Current season Health and Safety committee members will be posted on the Health and Safety Board

VIOLENCE AND HARASSMENT POLICY

Reference: The Occupational Health and Safety Act, Section 1 (1), 25 (2) (3.1), 27 (2), 32 (0.1– 0.7), 43 (1-8) (10), 52 (1), 55 (1), 70 (2) The Ministry of Labour, Health and Safety, Workplace Violence and Harassment April 2010

Violence

Violence is an act of verbal aggression, or an act or threat of physical aggression, which produces damaging or hurtful results.

Every employee must be in compliance with this policy. All employees are urged to raise any concerns about workplace violence and to report any violent incidents or threats to the Workplace Coordinator. Whenever a concern or incident, or a change in the workplace occurs, a reassessment of the risk hazards previously identified will be conducted. The Golf Course prohibits any form of retaliation against an employee who demonstrates the goal of zero tolerance for violence in the workplace and brings forth a concern in good faith.

Employees are to report all incidents or potential incidents of violence to the JHSC and/or manager. Reporting of incidents can be confidential. Reprisals will not be made against the reporting employee. Complaints will be investigated by the JHSC. Employees will be notified of any potential risks by memo or discussion. We will review our Violence and Harassment Policy yearly.

What to do:

Immediately report the incident to Workplace Coordinator and/or manager and police. Seek medical attention, if necessary. Fill out an incident report: Document what took place before, during, and after the assault – Include names of witnesses and their accounts of the situation, dates and times.

The JHSC will report all assault incidents to the MOL within 7 days.

Harassment

Workplace harassment is the persistent mistreatment to an employee by a guest, coworker, supervisor or employer who subjects others to behavior that humiliates, demoralizes or otherwise undermines the victim's credibility, effectiveness and personal wellbeing. *It is the intent and characteristic of the incident, number of incidents, regularity and the pattern of the incidents that reveal harassment.

What to do:

Talk to someone you trust about your experiences. This could be a coworker, JHSC member or manager. Firmly tell the harasser that their behavior is unacceptable and unwanted. Ask them to stop.

Keep a journal of all the events. Record the date, time, details of what happened, witnesses and the outcome of the event. Keep copies of all letters, emails, notes and faxes from harasser.

Report the incidents to Workplace Coordinator and /or manager.

Fill out an incident report: Document what took place before, during, and after the incident – Include names of witnesses and their accounts of the situation, dates and times.

The JHSC will discuss the incident and carry out an investigation. If necessary it will be directed to the MOL and/or the police.

Seguin Valley Golf Club Code of Conduct:

NON-DISCRIMINATION: No person shall be subject to any discrimination in employment, including hiring, salary, benefits, advancement, discipline, termination or retirement, on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, or social or ethnic origin.

HARASSMENT OR ABUSE: Every employee shall be treated with respect and dignity. No employee shall be subject to any physical, sexual, psychological or verbal harassment or abuse.

HEALTH AND SAFETY: Employers shall provide and promote a safe and healthy working environment. Seguin Valley has written health and safety policies and standards and implements systems to reduce worker injury and accidents at the workplace.

DISCIPLINARY POLICY

Infractions of Seguin Valley policy, regulations or code of conduct in some cases could result in the following without previous notice:

Being sent home without pay

Suspension without pay

Termination

Depending on the situation employees will receive one verbal notification, one written notification followed by termination.

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY PURPOSE:

To ensure support for and compliance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

DEFINITIONS: *Taken from the Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07*

Assistive Device – shall mean an auxiliary aid such as communication aid, cognition aid, personal mobility aid and medical aid (i.e. canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services offered by Seguin Valley.

Barrier -means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability

Disability - means any degree of physical disability including, but not limited to, diabetes, epilepsy, brain injury, paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog, other animal, wheelchair or other remedial appliance or device; mental impairment or developmental disability; learning disability or dysfunction in understanding or using symbols or spoken language; or mental disorder.

Support Person – means in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Dignity– service is provided in a way that allows the person with a disability to maintain self respect and the respect of other people.

Equal Opportunity– service is provided to a person with a disability in such a way that they have an opportunity to access Town goods or services equal to that given to others.

Integration– service is provided in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

POLICY

Accessible Customer Service: Seguin Valley Golf Inc. shall make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Assistive Devices: Seguin Valley Golf Inc. permits a person with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by Seguin Valley Golf Inc.

Communication: Seguin Valley Golf Inc employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

Service Animals and Support Persons: Seguin Valley Golf Inc. shall allow a person with disability, who requires to be accompanied by a support person or guide dog into Seguin Valley Golf Inc.'s premises that are owned or operated public facilities. The person is permitted to keep the guide dog with them unless the animal is otherwise excluded by law.

RESPONSIBILITIES

Responsibilities of Management:

- O Educate employees and ensure compliance with all aspects of the policy.
- O Demonstrate behaviours that are consistent with the policy.

- O Provide support and guidance to staff members in fulfilling the policy.
- O Ensure all staff are trained according to the requirements of the legislation.
- O When aware of areas of non-compliance ensure appropriate action is taken.

Responsibilities of Employees:

- O Comply with all aspects of the policy.
- O Demonstrate behaviours that are consistent with the policy.
- O Participate fully in training as it relates to this policy.
- O When aware of areas of non-compliance ensure the supervisor or manager is notified.

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND CHEMICAL HANDLING

Further training will be provided at the start of the season for all managers and staff in addition to this manual.

This policy applies to all Employees, contractors and visitors at Seguin Valley that have the need to enter our kitchen, grounds or maintenance areas and/or to handle chemicals in either facility.

Employees are:

Responsible for wearing the supplied PPE as required. Responsible for understanding how to use and maintain their PPE, as well as, to understand its limitations.

Responsible for informing the manager when PPE needs to be restocked. Responsible for ensuring that fellow employees are wearing the appropriate PPE for the task.

Responsible for informing any visitors of required PPE for entry into kitchen and maintenance areas.

Responsible for providing the required PPE to visitors on site if needed.

WORK REFUSALS

An employee can refuse to perform work if he or she has reason to believe that: The equipment to be used is likely to endanger him or her or another worker. The physical condition of the workplace is likely to endanger him or her or another worker the equipment, machinery or physical condition of the workplace is likely to endanger any worker or contravenes the Occupational Health and Safety Act.

MODIFIED WORK PROGRAM

The purpose of this procedure is to make every reasonable effort to provide suitable modified work to any employee who is unable to perform his/her normal duties as a consequence of injury or illness.

Procedure for Employees absent from work on Compensation, Short-Term Disability (STD), Long-Term Disability (LTD).

All employees absent from work must keep in touch with their supervisor at least once per week.

Restriction forms must be filled out by the doctor on each visit and returned to Department Manager and Claims Manager. It is expected that anyone who is disabled will be seeing his or her doctor every week or at least every two weeks. Where appropriate, contact frequency will be determined by Human Resources

When necessary, Department Manager will clarify modified work details with the doctor if it is not possible to accommodate an employee's restrictions the employee will remain on leave.

If the employee's condition deteriorates while on modified duties, the supervisor will notify the office and the treating physician will reassess the employee as soon as possible

Follow up involves assessing the employee's ability to perform the modified duties safely and will continue until the employee has returned to full duties the physical limitations of the injured worker will be reviewed and available modified work will be presented to the employee.

Modified work may include: working fewer hours or taking more frequent rest breaks, obtaining assistance from a co-worker for more difficult tasks, physical changes to the work environment or assignment to another job or special project work

HOUSEKEEPING SAFETY PROCEDURES

Ensure that there are a sufficient number of garbage containers in work area and are regularly cleaned out.

Use a hand truck (dolly) for taking out heavy garbage bags. Do not drag them on the floor.

Keep working surfaces clean and dry. Clean with an approved cleaning product.

Keep storage areas free from clutter. Keep stacked items accessible.

Keep aisles clear of empty cartons, hand trucks, brooms, pails, mops, etc.

Ashtrays outside must be emptied into the pail on the patio, then into garbage outside.

Post “Caution, wet floor” markers out when needed.

Use pylons to mark areas that may cause injury (holes, up rooted bricks, etc.,) and notify manager.

MANUAL MATERIAL HANDLING

Size up the load and check overall conditions. Do not attempt to lift alone if it appears too heavy, or awkward. Check adequate space for movement and good footing.

Look for slivers, staples, sharp ends, etc., when handling materials or packages, if possible, remove them.

Make certain of good balance. Keep feet, shoulders wide apart; one foot beside and the other foot behind the article to be lifted.

Bend knees, do not stoop. Keep back straight, not vertical. Use body weight to start the load moving and then lift by pushing up with your legs. Keep your arms and elbows close to your body when lifting and carrying. Be sure you can see where you are going.

Do not twist the body. To change direction, move your foot position then your whole body.

Push handcarts slowly when nearing corners in order not to bang your hands against corners. Do not leave equipment in aisles or passageways. Do not block emergency exits.

Handle Compressed Gas cylinders with care. Broken valves can cause serious injury to you and others. Do not handle roughly as these cylinders can explode if dropped. Compressed gas cylinders must be stored and used with restraining straps to prevent upset.

PRIVACY POLICY

Staff are not to distribute any personal information for any employee or customer unless authorized by that person. This includes last name, phone numbers, email address, postal address, work hours or any other personal information.

PAYROLL

The pay period runs from Saturday to Friday on a biweekly cycle. Cheques will be issued to your department manager for distribution Friday following the end of the pay period.

The August Civil Holiday is not a statutory holiday and staff will not receive holiday pay for this day. Vacation pay will be issued on every cheque.

SCHEDULES

Time sheets must be maintained by each staff member and are tallied as follows: Everyone must record in at shift start and shift end and anytime they leave the course. You must only record hours *yourself* in and out.

Hours will start to be calculated starting at the scheduled start time or if late at the time you signed in. Hours will end when you sign out. Time recorded outside the normal scheduled shift must be initialed by a Manager within 24 hours. This is your responsibility.

Employees who are late will receive disciplinary action.

CELLULAR PHONES AND PORTABLE MEDIA PLAYERS

Employees will be permitted to use or carry Mobile Phones while on duty. The Phone use shall not be abused. The use of cell phones is an alternate method to communicate with your supervisor/coworkers while on shift. Mobile Device use during lunch hours will be permitted. This policy will be enforced by all department managers. Violating this policy will result in suspension or termination. It is against Seguin Valley policy to use earphones.

INTERNET USAGE POLICY

Staff who are approved to use the computers as part of their jobs are permitted to use any “approved Websites” in the execution of their job requirements. A list of the sites is below. Use of any other websites on Seguin Valley computers, either during work hours or after, is prohibited. Enforcement of this policy will be the responsibility of your managers and the internet usage is monitored by the software running on the servers.

Use of web mail will be allowed for any work related activities.

Violation of our internet policy will result in suspension or termination.

Current Approved Sites: tee-on.com, seguinvalley.com, canada411.com, yellowpages.ca, mapquest.com/ca, weather.ca, local golf courses, pगतour.com, cpga.com, ontariopga.com, google maps

TELEPHONES

Except in the case of emergency, you are not permitted to make or receive personal calls at Seguin Valley. Our telephones are important business tools and are a primary way for business to be conducted at Seguin Valley. Phone lines must remain clear for customer inquiries. Management positions with Cellular Phones provided as part of their jobs are allowed use. All other employees must limit use. You are at Seguin Valley to work, not partake in social use.

STAFF PARKING

The parking lot is designated staff parking. Please save the best spots for our valued customers.

LOST & FOUND

Lost and found items (clubs, equipment, jewelry and attire) are to be handed into the Clubhouse to be redeemed by the owner. These are not to be removed from the clubhouse without management authorization.

ALCOHOL & DRUG POLICY

Employees, managers and owners are accountable to follow and ensure guests are following our alcohol policy.

Staff Policy:

Staff are to abstain from drinking alcohol and drug use before and while they are working. This will result in immediate termination. Staff are not to drink while in uniform. Vaping, like smoking, is not permitted while on shift, or when off shift in any of the public areas such as the patio or near entry to the club.

All alcohol servers must be Smart Serve certified within 60 days of employment and at least 18 years of age.

Supervisors must be informed of prescription drug use that might interfere with the safe operation of equipment. Alternate jobs may be temporarily assigned. Supervisors must be informed if there is potential for unsafe operation from a guest.

Substance use on property but employee is off Shift: Seguin Valley is a fun and social place to work. We have hired the best people from our community and trust our team members a great deal. We encourage our employees to participate in our golf events. We expect that you will remember you are representing Seguin Valley even though you are off duty.

When you are off duty you can therefore are not to enter any “Employee Only” areas, such as the kitchen, behind the counters in the proshop or bar, maintenance buildings.

Respect the law and don't drive under the influence.

Serving Policy:

Screen all guests for signs of intoxication prior to serving them alcohol. Alcohol is not to be served to anyone who appears to be intoxicated or who is under 19 years of age. Card all patrons who appear to be 25 or under. Discuss with your supervisor what those signs of intoxication are.

Alcohol is not to be served to the point of intoxication.

Beverage cart servers are to track alcohol consumption of golfers while on the course and communicate this with other beverage cart servers or dining room staff.

Report patrons who seem intoxicated to the manager ASAP. They are not to drive a vehicle, including a golf cart.

As a licensed facility, the Golf Club and staff are responsible and accountable for our guests while drinking alcohol at Seguin Valley.

All alcohol beverages must be supplied by Seguin Valley. If you see anyone on the course or in the parking areas with bottled beer or coolers or alcohol not purchased at Seguin Valley you must report it to the Marshall or

Pro Shop immediately. Customers bringing their own alcohol must leave it in their vehicle or they will be denied playing privileges.

We follow the AGCO liquor service times. Events have contacts with specified service hours. Alcohol does not need to be opened before presenting to customer. Cooler bags are permitted.

Alcohol sampling must be arranged through General Manager and under our license. A Smart Serve certified Seguin Valley employee must be present for sampling.

SMOKING/VAPING POLICY

All buildings at Seguin Valley are smoke-free, as are all areas with continuous roof cover, i.e. the Patio at the dining room and front entry.

Staff smoke breaks may be taken only while on a scheduled break. Staff are only permitted to smoke in the designated "smoking area" located at the rear of the building near the loading door. While on duty staff members are NOT permitted to smoke in any other area of the facility, including the golf course. Maintenance Staff are permitted smoking in the supervisor designated areas.

All other outdoor areas are out of bounds for smoking including the cart wash area and the kitchen back delivery doors.

Employees who are engaging in customer service roles (eg. Marshals/Starters) are not permitted to smoke while on duty.

Cigarette butts are not considered an acceptable form of litter and smokers are required to please keep these areas as tidy as the rest of the facility.

EMPLOYEE PURCHASES – PRO SHOP

All employees are able to purchase merchandise from the Pro Shop at a discounted rate. All purchases must be approved by a Manager. No property may be removed without proper receipts. Theft of property will result in immediate termination of employment. Employees who wish to have a charging account must leave a signed credit card imprint, CVC code and signature. Accounts will be cleared out on your card each month.

EMPLOYEE GOLF PRIVILEGES

Employees are entitled to free golf with cart.

NO teetimes will be booked in advance, walk-on only at the discretion of the General Manager or Owners and staff may be bumped in favour of paying customers.

Play may not be allowed in prime time weekends. Employees are required to sign in at the pro shop prior to playing. Dress code and etiquette rules apply.

GOLF COURSE TRAVEL POLICY

Further Safe operations training will be performed to all staff at the beginning of the golf season.

The use of golf carts, beverage carts and turf maintenance mowing equipment are an integral part of any golf course operation. With this necessity there are some risks that are present on and around the golf course. It is of the utmost importance that ALL staff are aware of the risks and dangers that exist. The terrain and conditions we operate vehicles on at Seguin Valley is ever changing as is working in the presence of golfers.

FUELING AND STAFF VEHICLE POLICY

This policy has been developed to ensure that staff is fueling/operating their carts, utility vehicles, beverage carts and golf course mowing equipment in a safe manner. Fuel is highly combustible and can be very dangerous if not done in a safe and efficient manner.

All employees will be trained in safe fueling procedures at the beginning of the golf season.

The carts and equipment we operate should be treated as if it were your own vehicle. Carts should be checked for flat tires, oil levels and fuel levels BEFORE operating. If something does not appear or function properly a Supervisor should be informed so that corrective measures can be taken. If a machine does not function properly do not return it to the fleet. The staff vehicles should also be cleaned with all tools and garbage removed so that it is ready for the next operator or customer.

Smoking on or in ANY Seguin Valley vehicle is prohibited and is subject to discipline!

Fuel may not be used for personal purposes.

All fuel that is dispensed must be recorded.

Employee Meals: Staff are able to purchase from the menu or BBQ pit. Items are discounted from the menu prices. The kitchen must prioritize the meals of our customers prior to staff meals. From time to time the kitchen may offer employees on shift overages from banquet meals.

Staff Uniform Policy: First impressions and consistent image are important priorities for Seguin Valley. In order to insure our customer service representatives are easily identified we insist on a staff uniform. Your supervisor will review what your uniform shall consist of and the expectations for your job.

Gratuity: Each server who is serving customers in the dining room and on the refreshment cart is entitled to keep their cash tips. Tips that are by Debit or Credit shall be removed at the time of customer payment. Refer to Tip Pooling policy

Automatic Gratuities Large events are charged a service charge. They service charges are distributed once per season and apply to all employees of those events.

Seguin Valley

GOLF CLUB



I have reviewed and understand the Seguin Valley Employee Manual.

Employee Name:

Signature:

Date: