



Fort Frances Chamber of Commerce
PERSONNEL POLICY

August 2004

Table of Contents

1. Introduction
2. Objectives of the Fort Frances Chamber of Commerce
3. Hours of Work and Overtime
4. Time Sheets
5. Payroll and Procedures
6. Leave
7. Employee Records
8. Smoking
9. Probationary Period
10. Performance and Salary Review
11. Standard of Conduct
12. Alcohol and Drug Use
13. Confidentiality
14. Housekeeping
15. Discipline
16. Grievance/Appeals
17. Human Rights
18. Occupational Health and Safety
19. Workplace Hazardous Materials Information System WHMIS and MSDS
20. End of Employment

Fort Frances Chamber of Commerce

Employment Practices Manual

1. Introduction

The Fort Frances Chamber of Commerce (Chamber of Commerce) originated from the Fort Frances Board of Trade which was established in 1907. The Chamber of Commerce is a non-profit organization which is overseen by a number of volunteer officers, consisting of a Board of Directors, who establish priorities and activities for the Chamber of Commerce to meet its overall objectives. An Executive Committee is elected from the general membership and aside from a number of other responsibilities, forms the Personnel Committee for the Chamber of Commerce. The Personnel Committee establishes and reviews working conditions for employees of the Chamber of Commerce. The purpose of this manual is to summarize working conditions for employees, to act as a point of reference for new employees and for an annual review by existing staff. The actual duties for each employee are outlined in specific work descriptions.

2. Objectives of Fort Frances Chamber of Commerce

As the voice of business for the Fort Frances area, the objectives of the Chamber of Commerce are to improve trade and commerce and the economic, civic and social welfare of the District. Specific goals and objectives will be developed by the Board of Directors on or before February 28 of each year.

3. Hours of Work and Overtime

The Chamber of Commerce office is generally open Monday to Friday 8:30 am – 4:30 pm. The regular hours of work for employees is to coincide with the specific work description for each employee.

On a number of occasions throughout the year, Chamber of Commerce activities will require employees to attend events outside of the normal hours of work. Hours worked outside of the regular workday will be taken as compensatory time off at a time which is mutually convenient to both the employee and the Personnel Committee. At the first Executive meeting of each month, employees will provide a summary of hours worked, leave taken and compensatory time accumulated and liquidated in the previous month.

From time to time it may be necessary to adjust regular hours of work to accommodate Chamber of Commerce activities or a buildup of compensatory time. This might include moving lunch breaks to accommodate lunch-hour meetings, or closing the office during regular work periods. Each situation will be reviewed and adjusted accordingly by the Personnel Committee.

There are nine designated holidays through the year when the office will be closed and employees allowed to enjoy the holiday. They include:

New Years Day	Good Friday	Victoria Day
Canada Day	Civic Holiday	Labour Day
Thanksgiving	Christmas	Boxing Day

4. Time Sheets

Every employee of the Chamber of Commerce will complete a semi-monthly time sheet to record their hours of work and leave. Each time sheet should clearly detail the name of the employee, the dates worked and the hours of work per day with a total for the pay period. Each employee is responsible to correctly and accurately record hours of work.

5. Payroll Period and Procedures

Employees are paid on a semi-monthly basis. Deductions are made in keeping with statutory requirements which include Income Tax, Canada Pension Plan, Employment Insurance and other deductions that are warranted, such as advances or payroll deductions for purchases.

All garnishment orders must be honoured.

The Employment Standards Act requires confidentiality of Payroll and Personnel Records.

Employees must inform the Chamber Manager immediately of any change in personal information; such as change in address, phone number, marital status, and dependent status or other payroll information.

Requests for access to Personnel records shall be in writing to the Personnel Committee.

Personal information on active employees will not be given out (unless requested by Police or otherwise subpoenaed) without the employee's permission. If a Financial institution calls for information required to grant credit, the Chamber of Commerce will only verify or deny information provided by the employee. Letters of employment status will be provided upon request.

6. Leave

Employees will receive annual leave in accordance with their individual compensation package. Leave will be taken at a time which is convenient to both the Chamber of Commerce and the Chamber Manager. Unless approved by the Personnel Committee, leave will not be carried over from year to year. Where agreement cannot be made between the two parties, the Personnel Committee will schedule the leave or pay out the accumulated hours.

Aside from the Chamber Manager, other casual or part time staff will be compensated for annual leave as per the existing provincial labour regulations.

Paid Sick Leave and Personal Needs Leave (bereavement, jury duty, illness in family, etc.) will be accumulated at the rate of one day per month. Carry over of unused credits will not be brought forward from old to new calendar year.

Maternity and parental leave will be granted as required under the Employment Standards Act

Employees who are unable to report for work and must take unscheduled leave are required to notify the Chamber Manager at 274-5773 or a member of the Personnel Committee as soon as possible.

Sick leave longer than three days will require a doctor's note and the employee is encouraged to file for medical leave benefits with the local unemployment office. Lengthy absences may require the position to be filled with a temporary employee until the employee is able to return to work.

Medical appointments should be booked on time off. However, as this is not always possible, employees will be granted unpaid time off to attend appointments.

7. Employee Records

All employees of the Chamber of Commerce will have an employee file stored and locked in the office. The employee file is the property of the Chamber of Commerce and cannot be removed from the office. The employee files will contain the following confidential information:

Resume
Personal Information - Address, Phone, SIN, DOB, Emergency Contacts

Updated TD1 - signed by employee
Performance Reviews
Payroll Information
Benefit Information
Records/Minutes of Meetings with Employee
Other Employee Information

8. Smoking

The FFCC office is a smoke free environment.

9. Probationary Period

Full time employees of the Chamber of Commerce will start employment under a three-month probationary period. Casual or fixed term employees (less than three months) will be in a probationary period for the full term of their employment.

10. Performance Review Procedures/Salary Review

By the end of February, the Chamber Manager will meet with the Personnel Committee for the purpose of formally reviewing performance during the last year and to establish goals and objectives for the next 12 month period. This will be documented in narrative form and retained on the Chamber Manager's Personnel File.

On a quarterly basis (Executive Committee Meetings - April, June, September and December) the Chamber Manager will table the established goals and objectives and report on progress. The results of this review will be documented and retained on the Chamber Manager's Personnel File.

Salary for the Chamber Manager, including increases and a bonus formula (if applicable), will be reviewed with the Personnel Committee at the February Executive Committee Meeting. The Executive Committee will take a recommendation to the subsequent Board of Directors Meeting and approved changes will be implemented March 1st.

11. Standard of Conduct

Chamber of Commerce employees are expected to take pride in their work and maintain a professional image and identity in the community. They will welcome all visitors and members into the office and treat them with kindness and respect. Discrimination in any form or foul or unacceptable language, will not be accepted. All employees are obligated to perform their duties honestly, efficiently and courteously.

12. Alcohol and Drug Use

Misuse of alcoholic beverages or prescription drugs while on duty is not acceptable and may lead to immediate dismissal.

13. Confidentiality

From time to time Chamber of Commerce employees obtain confidential information related to Chamber or member activities or interests. Chamber of Commerce employees must protect the privacy of this information and not disclose confidential information without the approval of the Executive Committee.

14. Housekeeping

Each employee is responsible for their work area which should be kept organized and neat. The display area should be reviewed regularly to ensure member information and sale items are properly displayed.

15. Disciplinary Procedures

When unacceptable performance or behavior by an employee occurs, the Chamber of Commerce will follow a series of progressive disciplinary steps. The purpose of disciplinary action is to correct unacceptable results and not punitive. The disciplinary process will generally follow an oral reprimand - written reprimand – suspension - dismissal sequence, but infractions of a serious nature could result in an initial response at an advanced level.

Written confirmation of disciplinary meetings and decisions will be provided to the employee and retained on the employee's file.

16. Grievance/Appeal Procedures

The Chamber of Commerce will offer employees an opportunity to bring concerns to the Personnel Committee. These concerns may deal with disciplinary procedures, harassment or discrimination in the workplace by another employee or member. These concerns should be documented and presented to the Personnel Committee or a member of this committee at the first opportunity to do so.

Employees will be allowed to look at any written warnings or reports and will be given the opportunity to acknowledge or disagree with any written material. Employees may submit their own signed reports refuting any incident.

17. FFCC Human Rights Policy

It is the objective of the Fort Frances Chamber of Commerce to provide an environment in which the worth, dignity and rights of the employees and members are respected.

The Fort Frances Chamber of Commerce is totally committed to the Ontario Human Rights Code and forbids harassment in the workplace because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, handicap, age, marital status, family status or record of offences. It also prohibits unwelcome sexual solicitations or advances, or a reprisal because an advance has been refused

Sexual harassment and/or discrimination in any form is prohibited. Should an employee feel that they are being harassed or discriminated against, the employee should contact a member of the Personnel Committee and immediately file a complaint. The Board of Directors will ensure that all complaints are investigated. Persons found guilty of violating these principles will be subject to disciplinary action up to and including termination.

18. Occupational Health and Safety Policy

It is the policy of Chamber of Commerce that every effort shall be made to protect the health and safety of employees, members and visitors to our office.

All employees must accept responsibility for the prevention of accidents in the work they direct or perform and must follow safety procedures and practices as established by the Occupational Health & Safety Act and WHMIS Regulations and are expected to be aware of provisions therein. An OH&S policy will be prepared and maintained by the Chamber Manager and reviewed with the Personnel Committee at the February Executive Meeting.

19. Workplace Hazardous Materials Information System WHMIS and MSDS

WHMIS regulations have been added to the OH&S legislation to ensure workers are informed about hazardous substances (controlled products) in the workplace. A WHMIS binder detailing all hazardous materials is displayed in the office.

Suppliers must label controlled substances. The label may be part of the product itself, but will be identified by a distinctive border. It will contain the following information:

- Name of product
- Supplier name, address and phone
- Appropriate hazard symbol
- Risk statement
- Precautionary measures
- First Aid measures
- Reference to the Material Safety Data Sheet (MSDS)

20. End of Employment

Employees, who are not on fixed-term employment, are required to provide the Chamber of Commerce with a minimum of two weeks notice of termination. Earlier notification would be appreciated to ensure adequate time to find and train a replacement. Similarly, employees who are released by Chamber of Commerce will be provided with a minimum of two weeks notice.