



ALBERTA WHITEWATER ASSOCIATION

# EMPLOYEE HANDBOOK

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# ALBERTA WHITEWATER ASSOCIATION

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# ALBERTA WHITEWATER ASSOCIATION

## SECTION 1 – INTRODUCTION

### Letter of Introduction

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We are fortunate to share a unique environment here at Alberta Whitewater Association, with a dedicated, highly skilled team that has a proven foundation built on mutual respect. Each of us brings unique skills and has a measurable and essential contribution to make to help achieve our common goals. Above all, while working safely, we must focus on continuously achieving quality standards in everything we do in order to meet and even exceed our members' expectations.

The keys to our ongoing growth, competitive advantage, and success in the future are:

- Supporting a work environment that thrives on innovation to identify new solutions to new and old challenges;
- Ensuring the work we do, and that of our fellow employees and volunteers, is performed safely;
- Continuously striving for new and more efficient methods and processes within our facility to decrease costs;
- Developing and implementing initiatives to reduce scrap and waste, and maximizing the recycling of materials;
- Reviewing and enhancing our internal and external business partnerships to strive for greater productivity.

This Association has consistently endeavoured to follow our terms and conditions of employment in the past and is willing to address employee concerns for the future.

Our strength is based on open communication and cooperation and you are encouraged to bring matters of concern forward to be addressed by your respective supervisory member of management.

Sincerely,

Eric Lund  
President



# ALBERTA WHITEWATER ASSOCIATION

## Mission

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Within a safety focused work environment based on mutual respect, Alberta Whitewater Association will exceed its customers' expectations through progressive technologies and innovative methods.

## Vision

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1. Alberta Whitewater Association will create a safe and considerate working environment.
2. Alberta Whitewater Association will encourage originality, innovation and promote enthusiasm in meeting the requirements of our customers.
3. Alberta Whitewater Association will endeavour to cultivate profit growth through efficient production methods and procedures.
4. Alberta Whitewater Association will create a distinctive and progressive corporate culture.
5. Alberta Whitewater Association will make positive contributions to the community in which we operate and strive to become a model corporate citizen.

## Principles

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1. **COMMUNICATION** - The most effective communication begins with listening. Leadership needs to set the example with active listening, especially when the information may be negative. An open environment encouraging discussion enhances involvement; feedback encourages improvement.
2. **TEAMWORK** - Teamwork is a necessity. Do not be limited by your job description but rather, act according to the situation. Draw on the skills and expertise of the team to achieve results.
3. **RESPONSIBILITY** - Each employee must understand his/her responsibilities clearly and execute them accordingly. Each Manager is responsible to assign and communicate those responsibilities.
4. **HANDS ON APPROACH** - Be available to contribute where required, visualize the situation, take the necessary action.

## Quality Policy

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The policy of Alberta Whitewater Association is to be added if available.

## Environment Policy

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The policy of Alberta Whitewater Association is to be added if available.



# ALBERTA WHITEWATER ASSOCIATION

## Open Door Policy

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Alberta Whitewater Association's open door policy encourages employees to discuss issues of concern openly and candidly with any member of management including the Executive Director and/or the Board of Directors.

Employees will be assured full confidentiality regarding all issues or concerns discussed. Employees bringing out issues under this policy will not be discriminated against nor will they suffer any reprisal.

We will be honest and open with you and we trust you will do likewise.

## Mutual Trust

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These two words best sum up our approach at Alberta Whitewater Association.

We believe each employee is a mature and responsible adult who deserves the full trust and respect of the Association and co-workers. Each of you will be treated with individual respect, dignity and fairness.

Obviously, not every person who applies for a job at Alberta Whitewater Association is hired. We were quite selective in choosing you. We are sure you were equally selective in choosing Alberta Whitewater Association as your place of employment.

As you read further in this manual, it will become more evident to you why mutual trust is important.



# ALBERTA WHITEWATER ASSOCIATION

## SECTION 2 – EMPLOYMENT POLICIES

### Human Rights Policy

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#### Intent

Alberta Whitewater Association is committed to building and preserving an open, inclusive and healthy working environment for its employees based on mutual respect. In accordance with the [Alberta Human Rights Act](#), Alberta Whitewater Association does not condone or tolerate acts of discrimination or harassment in the workplace against or by any employee. Alberta Whitewater Association is also committed to upholding the Act in all of its practices and policies.

The intent of Alberta Whitewater Association's Human Rights Policy is to provide a working environment for all employees that fosters openness and tolerance. This Policy is intended to ensure that Alberta Whitewater Association's practices and the practices of all our employees are free from direct and indirect discrimination as well as any form of harassment. Under the Alberta Human Rights Act, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment.

#### Definitions

All definitions are taken from the [Alberta Human Rights Commission](#).

**Discrimination:** Discrimination at work occurs when someone is refused a job, promotion or a training opportunity because of resistance to harassment based on any of the grounds listed below; someone is refused a place to live or denied services normally provided to members of the public based on any of the grounds listed above; the harassment causes an unfavourable influence on decisions affecting job performance; and/or the harassment is insulting or intimidating.

**Harassment:** Harassment occurs when an employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, place of origin, gender, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Alberta human rights law prohibits workplace harassment based on these grounds.

**Sexual Harassment:** Sexual harassment is any unwelcome sexual behaviour that adversely affects, or threatens to affect, directly or indirectly, a person's job security, working conditions or prospects for promotion or earnings; or prevents a person from getting a job, living accommodations or any kind of public service. Sexual harassment is unwanted, often coercive, sexual behaviour directed by one person toward another. It is emotionally abusive and creates an unhealthy, unproductive atmosphere in the workplace.



# ALBERTA WHITEWATER ASSOCIATION

## Policy

Alberta Whitewater Association will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights Act. We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Act, up to the point where it causes undue hardship for Alberta Whitewater Association. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Act.

In accordance with workplace rights set out under the *Alberta Human Rights Act*, as well as the *Alberta Human Rights Commission* every employee has a right to freedom from:

- Discrimination when accessing and using goods and services. Every person has the right to equal treatment with respect to services, goods and facilities, without discrimination because of race, religious beliefs, colour, gender, physical disability, mental disability, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or class of persons, or of any other person or class of persons.
- Unequal treatment with respect to employment without discrimination because of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.
- Sexual harassment which can range from subtle to overt, from co-workers and supervisors.
- Workplace harassment, the *Alberta Human Rights Act* protects employees against harassment in and away from the workplace, if harassment is based on one of the protected grounds and the incidents occur in connection with their employment.

The Act states that every person has a right to equal treatment with respect to employment without discrimination or harassment because of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.

The right to equal pay states that where employees of both sexes perform the same or substantially similar work for an employer in an establishment the employer shall pay the employees at the same rate of pay.

## Application of this Policy

Alberta Whitewater Association will not tolerate any form of harassment or discrimination against any individual, including job candidates, employees, managers, or clients, on any grounds. This commitment applies to, but is not limited to, such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.



# ALBERTA WHITEWATER ASSOCIATION

Every Alberta Whitewater Association employee shall be held personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination and/or harassing behaviour. As such, employees must report every incident of harassment and/ or discrimination immediately -- whether it was observed, happened to them personally, or if the problem was reported to them.

## **Duty to Accommodate**

Alberta Whitewater Association will work to ensure that individuals protected under the Act are able to work effectively, by making adjustments or modifications to the work, or the work environment, up to the point of undue hardship.

Alberta Whitewater Association will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. Alberta Whitewater Association encourages individuals to make any needs for accommodation known to their immediate supervisor, and to work with them in addressing the issue(s).

## **Accommodation**

Accommodation shall be provided for individuals where a disability or religious requirement requires that the work be modified or adjusted to address the needs of the individual, based on protected grounds of discrimination under Human Rights legislation.

Alberta Whitewater Association shall provide accommodation as appropriate, using a consultative approach that involves the Association, the individual, and as appropriate, healthcare professionals, and other third parties that are required to assist in the accommodation process.

Accommodation may be temporary, or permanent, based on the requirements of the individual.

## **Accommodating Employees with Disabilities**

Any employee requesting accommodation must make a request to their Manager or Immediate Supervisor. The Manager is responsible for ensuring that a written description of the accommodation plan is prepared for any employee.

Alberta Whitewater Association shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners.

In the creation of an accommodation plan, Alberta Whitewater Association shall:

1. Identify the need for accommodation.
2. Determine objectives for performance in the role, and potential barriers.
3. Create a plan for achieving the objectives in an alternative manner.
4. Examine the options for accommodation, and select the most appropriate avenue for accommodation.
5. Implement the accommodation process.
6. Provide training as appropriate.
7. Review and revise based on feedback.



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## **Inability to Accommodate**

In the event an employee cannot be accommodated in their current position it will be reasonable to accommodate an individual in another position.

The Human Resources Department, working with appropriate Alberta Whitewater Association officers and the employee will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise.

Where an employee is placed in an alternate position, Alberta Whitewater Association shall ensure that the employee has the requisite qualifications and skill-sets necessary for success in the position, is capable of performing the tasks associated with the position, and that the employee agrees that the alternate work is acceptable.

## **Job Redesign**

In the event that the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

## **Accommodating Job Applicants**

Alberta Whitewater Association will meet all legislative requirements in providing accommodation to job applicants as well as employees.

Any applicant to Alberta Whitewater Association that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our Human Rights obligations.

## **Religious Accommodation**

Alberta Whitewater Association is committed to respecting the religious beliefs and practices of all employees. Alberta Whitewater Association will strive to accommodate employees that require any type of accommodation or must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation. Employees that require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work. In the event that a day of religious observance falls on a day the employee is scheduled to work, and the organization is unable to accommodate the request, the employee shall be entitled to use standard provisions for time off with pay, or receive the day off without pay.

Dress Code: We will strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, or where the work uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

Break Policy: We recognize that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, we will work to accommodate the employee's needs, short of undue hardship. Where possible, Alberta Whitewater Association shall allow for a modified schedule for breaks.



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## **Employee that Requires Accommodation**

The employee will be required to notify the Supervisor regarding their request for accommodation, providing information regarding their needs. The employee must cooperate with Alberta Whitewater Association in the process of determining a reasonable accommodation.

The Human Resources Department will assist in the creation and implementation of the accommodation plan. The Human Resources Department shall document all forms of accommodation granted annually, including numbers of religious days granted, and shall compile data for reporting on accommodation types and costs.

Where the accommodation required necessitates an investment in materials, equipment or increased budget for the position, requests for financing must be directed to Supervisor.

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint through the Alberta Whitewater Association Human Resources department.

## **Undue Hardship**

Alberta Whitewater Association shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create undue hardship for the organization, or where the accommodation would create a health and safety hazard.

Where the provision of accommodation is found to cause undue hardship on the organization, Alberta Whitewater Association shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible.

## **Responsibility**

The process of accommodating individuals is a shared obligation of Alberta Whitewater Association, and the employee. Management staff should be the first point of contact for employees when requesting a form of accommodation. Together, in consultation with a Health & Safety Representative, and, where appropriate, healthcare practitioners and other required third parties, they will work to determine the most appropriate form(s) of accommodation to meet the needs of the individual.

## **Reporting Procedures**

While Alberta Whitewater Association will ensure to adhere to following the Human Rights Act in all of its practices, it is essential that employees adhere to the Act as well. In the event that any employee feels they are being discriminated against or harassed, the following reporting procedures have been put into place:

### Informal Procedure

If you believe you have been harassed or have faced discrimination you may:



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- Confront the individual personally, or in writing, clearly stating the unwelcome behaviour/action and requesting that it stop immediately; or
- Discuss the situation with the individual's supervisor, your supervisor or any other supervisor.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the occurrence to his/her supervisor or a manager.

## Formal Procedure

If you believe you have been harassed or discriminated against you may make a written complaint to the management team. The written complaint must be delivered to (Association Representative/Job Title) and include the following information:

- The date and time of each incident you wish to report.
- The name of the person(s) involved in the incident(s).
- The name of any person or persons who witnessed the incident(s).
- A full description of what occurred.

## **Investigating Reports of Harassment or Discrimination**

Once a written complaint has been received, Alberta Whitewater Association will complete a thorough investigation. Harassment and discrimination should not be ignored as silence can, and often is, interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:

**Complainant** – The person who has made a complaint about another individual who they believe committed an act of violence against them.

**Respondent** – The person whom another individual has accused of committing an act of violence.

The investigation will include:

- Informing the accused of the complaint.
- Interviewing the complainant, any person(s) involved in the incident and any identified witnesses.
- Interviewing any other person(s) who may have knowledge of the incident(s) or complaint.
- Statements from all parties involved will be taken and a decision will be made.
- If necessary, Alberta Whitewater Association may employ outside assistance or request the use of legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.



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A copy of the complaint, detailing the complainant's allegations, shall be provided to the respondent(s) and contain the following information:

- The respondent is invited to reply in writing to the complainant's allegations.
- The reply will be made known to the complainant before the case proceeds.
- Alberta Whitewater Association will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

If the complainant decides not to lay a formal complaint, Senior Management may decide that a formal complaint is required, which will be based on the investigation of the incident, and will file such document(s) with the person(s) against whom the complaint is laid.

If it is determined that personal harassment or discrimination has occurred, appropriate disciplinary measures will be taken immediately.

## **Confidentiality**

All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

Alberta Whitewater Association will do everything it can to protect the privacy of the individuals involved and to ensure that the Complainant and the Respondent are treated fairly and respectfully. Alberta Whitewater Association will protect this privacy so long as doing so remains consistent with the enforcement of this Policy and adherence to the law.

## **Disciplinary Measures**

If it is determined by the Association that any employee has been involved in the harassment or discrimination of another employee, immediate disciplinary action will be taken, up to and including immediate dismissal without further notice.

## **Fraudulent or Malicious Complaints**

This Human Rights Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations of personal harassment may cause both the accused person and the Association significant damage. If it is determined by the Association that any employee has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

## **Managing and/or Coaching**

Counselling, performance appraisal, work assignment, and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a manager/supervisor's responsibilities in these areas.

## **Roles in Maintaining a Positive Work Environment**



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We all have the responsibility to assist in eliminating and preventing discrimination and harassment and violence in the workplace and to report all acts of discrimination, harassment and violence which threaten, or perceive to threaten, a healthy and safe work environment.

We shall continuously endeavour to eliminate and prevent harassment and discrimination in the workplace and trust that all of our employees will assist in this elimination and prevention. If you are a co-worker who has witnessed discrimination, harassment or violent act(s) or behaviour(s) in the workplace, you are required to immediately report the incident to a member of the management team.

## Employer's Role

Alberta Whitewater Association's management team is legally responsible for creating and maintaining a healthy and safe workplace free from harassment and violence. Further management is legally responsible for the provision of training of this Policy and will ensure all employees receive adequate training of the contents.

Managers must be sensitive to the climate in the workplace and address potential problems before they escalate. If a manager becomes aware of harassment in the workplace and opts to ignore it, the manager and Alberta Whitewater Association risk being named co-respondent in a complaint and may be found liable in legal proceedings.

Alberta Whitewater Association must ensure as much as practical, that no employees are subjected to harassment in the workplace. We will ensure to take corrective action regarding any employee who harasses another employee.

Alberta Whitewater Association will not disclose the name of any complainant or alleged harasser, or the circumstances of the complaint to anyone except where disclosure is necessary to investigate the complaint or take corrective action, or; required by law.

When an employee has asked their manager to deal with discrimination or harassment, the manager will:

- Support the employee without prejudice or bias of the situation.
- Work with the employee and document the action(s)/incident.
- Have the employee sign a complaint.
- Contact senior management and provide details of the incident on behalf of the employee.

## Employee's Role

If you are a co-worker who has witnessed discrimination/harassment in the workplace:

- Inform the harassed person that you have witnessed what you believe to be discrimination/harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been discriminated against or harassed, then the incident shall be considered closed.
- Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable.
- Encourage the discriminated or harassed person to report the incident to his/her Manager.



# ALBERTA WHITEWATER ASSOCIATION

## Employee Hiring

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### Intent

Alberta Whitewater Association practices equal opportunity, and fair hiring processes when filling positions, and hires only the most qualified individuals to ensure the success of our business. Alberta Whitewater Association has adopted this policy to ensure that all employees and potential candidates are considered for employment opportunities in a fair and consistent manner.

### This Policy Shall:

1. Provide guidelines for personnel requests;
2. Detail procedures for all job postings;
3. Describe the application process for potential candidates;
4. Outline the interview process;
5. Discuss employee eligibility for internal transfers;
6. Summarize the process for background checks and references;
7. Supply procedures for offers of employment;
8. Present resolutions for conflict in the hiring process.

### Policy

#### **Personnel Requests**

Alberta Whitewater Association requires that all requests for new or additional personnel be directed in writing to the Alberta Whitewater Association Board for approval. Personnel requests shall include the position title, essential job functions, necessary qualifications, reasons for the opening, and the hours/shifts required.

#### **Job Postings**

##### Internal:

- Alberta Whitewater Association requires that all new postings of employment be circulated internally on the Association message board and through Human Resources for a period of one week before being made public.
- This process is designed to give current Alberta Whitewater Association employees first priority in consideration for new employment opportunities within the Association, and to promote applicable employees whenever possible.
- Qualified applicants under the employ of Alberta Whitewater Association shall remain subject to the normal hiring processes, including interviews, etc.

##### External:

- After a period of one week, if internal postings have not yielded a sufficient field of fully qualified candidates to choose from, Alberta Whitewater Association shall make public any new employment opportunities.
- External job postings shall be based on necessity and budget requirements.
- Human resources shall be responsible for the placement of all recruitment advertisements.



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## **Application Process**

- Alberta Whitewater Association requires that all applicants complete an application for the consideration of employment.
- Applicants must also submit a resume and letters of reference.
- Alberta Whitewater Association will review all properly completed applications, and interview the most qualified candidates.
- Candidates that for any reason do not meet the requirements for employment shall remain classified as applicants and may re-apply once each month for reconsideration.

## **Interviews**

- Interviews shall be scheduled and conducted by Human Resources and the hiring manager.
- Interview questions shall be compiled and reviewed by Human Resources to ensure their effectiveness.
- Upon completion of all scheduled interviews, the results shall be reviewed by the hiring manager.
- The hiring manager shall make hiring decisions at his/her discretion.
- Applications and resumes of applicants that were not selected for employment shall be forwarded to Human Resources to ensure the appropriate retention of information.
- Human Resources shall notify applicants interviewed but not selected for employment regarding the closure of the position.

## **Internal Transfers**

- Employees are encouraged to apply for internal job openings, and will have their applications considered on the basis of their qualifications and potential for success at the position.
- Employees applying for internal job postings must first obtain the consent of their department manager.
- Internal applicants who are not selected for the position shall be notified by Human Resources.
- In the event that an employee is selected for employment pertaining to an internal job posting, following their transfer to the new position they will begin a new performance review period.

## **References and Background Checks**

- The hiring manager and Human Resources shall conduct reference and background checks on all potential candidates for employment at Alberta Whitewater Association.
- Background checks are designed to protect the safety of our members by minimizing the hiring of potentially dangerous individuals with violent criminal backgrounds.
- References shall be checked to ensure a candidate's qualification for the position.

## **Offer of Employment**

- Alberta Whitewater Association shall give a conditional offer of employment to applicants that have been selected through the application and interview process.



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- Job offers shall be contingent on the applicant's agreement to Association policies, successful reference and background checks, the ability to pass a drug test for a risk- or safety sensitive position, and any other condition applicable to the position that are required of the employee.
- Should the applicant accept an offer of employment from Alberta Whitewater Association, he/she will be considered an employee, and provided with a start date and required location to report for duty. Employee orientation shall be provided, and will include workplace policies, rules and regulations, and other job specific information designed to assist the employee in his/her duties. Authorization forms and policies shall be signed during this period of orientation.

## **Potential Hiring Conflicts**

### Family Members:

- Alberta Whitewater Association shall accept applications from, and consider a member of an employee's immediate family for employment if the candidate has all the requisite qualifications.
- An immediate family member shall not be considered for employment if by doing so, it might create a direct or indirect managerial/subordinate relationship with the family member, or if his/her employment could create a conflict of interest either real or imagined.
- For the purposes of this policy, immediate family members shall be defined as: Wife, Husband, Mother, Father, Brother, Sister, Son, Daughter, or any In-Laws.

### Employee Relationships:

- Employees engaging in romantic relationships and employees that become married or live in the same household may continue their employment with Alberta Whitewater Association provided that there is neither a direct or indirect managerial/subordinate relationship between the employees, or a conflict of interest, real or imagined, created as a result of the relationship.
- In the event that either a managerial/subordinate, or conflict of interest issue arise, Alberta Whitewater Association will work with the employees to accommodate them in a reasonable fashion. Possible resolution may require one of the employees to transfer to another position within the Association. If this is not possible, one of the employees must resign.

### Former Employees:

- A former employee that left Alberta Whitewater Association on amicable terms may be eligible for reemployment.
- Former employees that left Alberta Whitewater Association without proper notice, or whose employment was terminated for disciplinary reasons, shall not be eligible for reemployment.



# ALBERTA WHITEWATER ASSOCIATION

## Employee Privacy of Information Policy

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### Intent

Protecting the privacy and confidentiality of personal information is an important aspect of the way Alberta Whitewater Association conducts its business. Collecting, using, and disclosing personal information in an appropriate, responsible, and ethical manner is fundamental to Alberta Whitewater Association's daily operations.

All employees of Alberta Whitewater Association are entitled to the rights of personal privacy. Employees are under no obligation to reveal their age, race, religion, political alliances, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, same-sex partnership status, family status, disability or the receipt of public assistance.

### Policy

#### Applicability

This Privacy Policy informs everyone of Alberta Whitewater Association's commitment to privacy and establishes the methods by which privacy is ensured. This Privacy Policy applies to all personal information within Alberta Whitewater Association's possession and control.

Personal information is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social insurance number, nationality, gender, health history, financial data, bank account numbers, opinions, and personal views.

Consent occurs and is obtained when an individual signs an application or other form containing personal information, thereby authorizing Alberta Whitewater Association to collect, use, and disclose the individual's personal information for the purposes stated on the form. Implied consent is granted by the individual when he/she signs the application or form. This allows Alberta Whitewater Association to obtain or verify information from third parties (such as banks, credit bureaus, lenders, or insurance companies) in the process of assessing the eligibility of an employee or job candidate.

#### Policy Statements

1. Alberta Whitewater Association assumes full accountability for the personal information within its possession and control. This organization has appointed the Executive Director as custodian of all privacy matters and legal compliance with privacy laws.
2. Alberta Whitewater Association obtains personal information directly from the individual to which the information belongs. Individuals are entitled to know how Alberta Whitewater Association uses personal information and this organization will limit the use of any personal information collected only to what is needed for those stated purposes.
3. Alberta Whitewater Association will obtain individual consent if personal information is to be used for any other purpose. Alberta Whitewater Association will not use that information without the consent of the individual. Except in situations that are permitted by Privacy Legislation.



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4. Under no circumstances will Alberta Whitewater Association sell, distribute, or otherwise disclose personal information to third parties. However, limited disclosure may be required as part of Alberta Whitewater Association fulfilling its stated business duties and day-to-day operations.
5. Alberta Whitewater Association vows to protect personal information with the appropriate security measures, physical safeguards, and electronic precautions. Alberta Whitewater Association maintains personal information through a combination of paper and electronic files. Where required by law or disaster recovery/business continuity policies, older records may be stored in a secure, offsite location.
  - Access to personal information will be authorized only for the employees and other agents of Alberta Whitewater Association who require the information to perform their job duties, and to those otherwise authorized by law.
  - Alberta Whitewater Association's computer and network systems are secured by complex passwords. Only authorized individuals may access secure systems and databases.
  - Active files are kept in locked filing cabinets.
  - Routers and servers connected to the Internet are protected by a firewall, and are further protected by virus attacks or "snooping" by sufficient software solutions.
  - Personal information is not transferred to volunteers, summer students, interns, or other non-paid staff by e-mail or any other electronic format.
6. Alberta Whitewater Association may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:
  - Alberta Whitewater Association is under obligation by law to disclose personal information in order to adhere to the requirements of an investigation of the contravention of a regional or federal, under the purview of the appropriate authorities.
  - An emergency exists that threatens an individual's life, health, or personal security.
  - The personal information is for in-house statistical study or research.
  - The personal information is already publicly available.
  - Disclosure is required to investigate a breach of contract.

## Personnel Files

The purpose of the employee files is to maintain current employee data and information for business and employment related purposes, or where authorized or required by law. A personnel file is a record of facts about the employee and related employment status changes. It also contains a record of events including promotions, transfers, absenteeism, performance appraisals, letters of discipline and so on.

Employee files are the property of Alberta Whitewater Association, and may be reviewed upon request by the employee. Employees may challenge the accuracy of documentation in their personal file(s), request that corrections be made, and request that a written note of their comments be added as an annotation to the documentation.

## Confidentiality



# ALBERTA WHITEWATER ASSOCIATION

Alberta Whitewater Association shall maintain separate personal files for each employee, which will include Personnel information, Payroll information, and Medical information. All files will be stored and kept confidential using appropriate safe guards, and only authorized personnel shall have access to these files.

At no point will any information contained within any of the employees' files be communicated publicly without the prior written consent of the employee, unless required by law or as permitted under the Freedom of Information or Privacy Legislation.

## Included Information

Any documentation that is to be placed in an employee file must be forwarded to the Human Resources Department, and the employee should be notified that the documentation is being placed in their file, and the nature of the documentation. All information placed into employee files must be accurate.

## Personnel Files

Documents stored in Alberta Whitewater Association personnel files shall include (but not be limited to):

- Employment application including the employees resume and references
- Current personal information, including address, phone number, etc.
- Employment contract/Offer of Employment
- Family emergency contact form
- Employee Handbook and Policy Manual signed acknowledgement and agreement forms
- Documented disciplinary actions
- Documentation of complaints filed by the employee
- Performance reviews/performance improvement plans
- Career planning documentation
- Attendance records
- Dates of vacation taken
- Accident / incident report forms involving the employee
- Records of recognition / commendation

## Payroll Files

Documents stored in Alberta Whitewater Association payroll files shall include (but not be limited to):

Alberta Whitewater Association employment history, citing dates of positions held and levels of compensation

- Employment Contract
- Tax forms
- Records of taxable benefits
- Records of contractual bonuses, incentives, or salary increases
- Records of accrued sick leave, vacation, and overtime
- Documentation of rewards / bonuses
- Compensation records
- Commission records (where appropriate)
- Records of any loans / advances granted, with appropriate repayment information



# ALBERTA WHITEWATER ASSOCIATION

## Medical Documentation

Staff members' medical information shall be held strictly confidential. Employee medical information shall be maintained in a sealed envelope within the Personal or Payroll file or kept in a separate file and stored using appropriate safeguards.

Employee medical files shall only be made available to Human Resources staff and the employee whose records are retained in the file.

Documents stored in Alberta Whitewater Association medical files shall include (but not be limited to):

- Medical documentation for any required absence(s)
- Workers compensation Insurance claim forms
- Accident / incident forms resulting in an injury to the employee
- Functional abilities forms required in any Return to Work (RTW) process
- Documentation regarding forms of reasonable accommodation required as part of any RTW process and plans, including documentation of any updates or dialogue during this period

## File Maintenance

In maintaining personal files the following guidelines apply:

- Information regarding employment status shall be kept on file.
- Information placed in the file will be accurate.
- All information placed in employee files will be maintained for a period of six (6) years after their last date of employment with Alberta Whitewater Association.

## Viewing Files

Alberta Whitewater Association employees shall be allowed to review their files. Employees that wish to review their files must submit a request to view the files a minimum of three (3) business days prior to the date of review. Employees must be accompanied by a Alberta Whitewater Association Human Resources Representative while viewing their file(s).

Notwithstanding the above, employees *may not* review any documentation that would violate the confidentiality of another employee.

Any former employee of Alberta Whitewater Association that requests access to their personal file(s) must provide photo identification. The request and viewing processes shall be the same as for current employees of Alberta Whitewater Association.

Employees/former employees may request copies of documentation included in their personal file(s).

## Third Party Requests

Any third party that requests access to any personal file(s) must provide photo identification and written authorization stating that they are permitted by the employee to review their file. The request and viewing processes shall be the same as for current employees of Alberta Whitewater Association.



# ALBERTA WHITEWATER ASSOCIATION

All information maintained in Alberta Whitewater Association personal files are the sole property of Alberta Whitewater Association. The removal of any documentation or information from personal files by employees or third parties is strictly prohibited.

## Inquiries

Any questions or concerns regarding this Privacy Policy can be addressed by contacting us at [admin@albertawhitewater.ca](mailto:admin@albertawhitewater.ca). Alberta Whitewater Association will investigate and respond to concerns about any aspect of the handling of personal information. This organization will address concerns to the best of its abilities.

In the event that an employee feels that their personal privacy is being intruded upon, Alberta Whitewater Association encourages them to confront the person and politely ask them to cease their line of questioning. If this is not possible, and the situation is extreme in nature, then the employee should contact their manager or Human Resources to deal with the problem.

## Ending Employment

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### Intent

Alberta Whitewater Association employs this policy to ensure that the termination of employees is handled with due diligence, and with a minimum of disruption to Association business. This policy is designed to define the types of employee termination, the responsibilities of terminated employees, the subsequent Human Resources actions required, and information regarding employee benefits.

The Association reserves the right to terminate an employee with or without cause and with or without prior written notice in accordance with applicable laws.

Upon notice of an employee's resignation / termination, managers must immediately alert Human Resources to the change in personnel, along with all pertinent information (e.g. reason for leaving, last day of work, scheduling of an exit interview etc.).

### Policy

#### Resignation

Resignations are generally due to new employment, failure to return to work in a timely manner after an approved leave of absence, permanent or long-term disability where the employee is unable to perform his or her job duties (with or without reasonable accommodation), or the death of an employee.

Alberta Whitewater Association also considers that an employee has resigned their position if they have abandoned their job. Job abandonment is defined as the failure to report back to work after five (5) consecutive business days missed without prior notification to their Manager/ Supervisor.

In the case of a voluntary resignation it should be confirmed by the employee, in writing. Voluntary resignations are binding on the employee and Alberta Whitewater Association and



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cannot be changed except by mutual agreement. Alberta Whitewater Association requests that those employees voluntarily resigning their positions give at least two (2) weeks written notice to allow the Association time to find a suitable replacement. Failure to give adequate notice may result in an unable to rehire status. In accordance with Alberta Employment Standards, employees who have worked for the Association for a period of three (3) months to two (2) years are only required to provide one (1) week of notice of resignation. If an employee has been with Alberta Whitewater Association for less than three (3) months, no notice is required.

## **Layoffs/Restructuring**

From time to time Alberta Whitewater Association may be required to layoff or terminate an employee due to organizational restructuring. Alberta Whitewater Association will take an employee's service record into consideration prior to any such layoff or termination. In the event that the employee has previously demonstrated that he/she is a valuable Association asset, Alberta Whitewater Association in consultation with the employee, may explore the possibility of a transfer within our organization.

## **Just Cause**

Just Cause terminations are generally due to unsatisfactory performance, misconduct, or failure to meet the expectations of the Association. Whenever possible, Alberta Whitewater Association managers will give warnings pertaining to unwanted behaviour. In the event that the employee fails to correct the behaviour, or violates Association policy in other respects, they may incur disciplinary action, up to and including termination.

Depending on the severity of the offence, an employee may be terminated without warning. In all cases of Just Cause Termination, Managers will inform the employee of the rationale for their termination of employment.

## **Retirement**

We are committed to showing respect and recognition to any employees who have reached the age of sixty five (65), with the understanding that there is no mandatory retirement age in Canada. The following is a guide for the retirement process, and the actions required on the part of both management and the employees to ensure a smooth transition.

Employees must provide at least two (2) weeks' written notice of their intent to retire, along with their departure date to their manager. However, employees considering retirement should discuss the matter with their manager and Human Resources at least six (6) months prior to the intended date in order to ensure sufficient time for workforce planning and preparation of the necessary paperwork. In accordance with Alberta Employment Standards, employees who have worked for the Association for a period of three (3) months to two (2) years are only required to provide one (1) week of notice of resignation. If an employee has been with Alberta Whitewater Association for less than three (3) months, no notice is required.

Once the retirement date is established, a signed letter confirming retirement must be provided to the manager who then forwards the letter to Human Resources for appropriate action.

## **Exit Interviews**



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Exit interviews are conducted to recognize underlying trends that are affecting morale and retention; gather information about working for Alberta Whitewater Association to identify any areas/issues that could be improved or addressed in order to retain high calibre employees; and to determine we are doing well to ensure that these practices continue.

An Exit Interview Form should be completed for each interview. The form will ensure that the information is collected in a fair and consistent manner.

Employees should be encouraged to take part in an exit interview. The interview should only be conducted with employees who are resigning from their current post to leave Alberta Whitewater Association; moving to another post in a different Department of Alberta Whitewater Association; or transferring to an outsourced employer.

The exit interviews will follow this process:

1. The exit interview will take place in the employee's final week of employment. However, sometimes flexibility may be necessary with this timescale as a result of annual leave etc
2. The employee's direct manager or an employee from Human Resources will carry out the exit interview with the employee who is leaving. However, if the employee has said that they do not want their manager to carry out the interview, then Human Resources will conduct the interview with the employee.
3. The purpose of the interview is to find out information about why the employee is leaving. The Exit Interview Form follows a series of questions to be asked and as with any interview; responses to questions should be probed and explored as appropriate. Confidentiality must be assured to encourage open discussion.
4. The interviewer should:
  - Explain the purpose of the interview to the employee;
  - Ensure it is conducted in an informal and relaxed manner;
  - Reassure the employee that any comments they make will have no bearing on future events, e.g. a request for a reference.
5. A copy of the completed Exit Interview Form should be given to the employee's manager and to Human Resources dependent on who conducted the interview. If the employee requests a copy, please provide one. The original should be kept on the employee's personal file.

Plan for the interview to ensure that the time you have set aside for the exit interview is used effectively and the maximum amount of information is obtained, you should:

- Ensure you have all appropriate information about the employee who is leaving, e.g. length of service details and a copy of the Exit Interview Form.
- Book time out of your working day to carry out the interview and ensure that you are not interrupted. Finding a private room away from the normal workplace is recommended as this will encourage an open discussion to take place.

## **Last Day of Employment Procedure**

### Returning Association Property

Employees are expected to return all Association property, including (but not limited to) keys, parking passes, security passes, keys, Alberta Whitewater Association Identification, as well as any client lists. This includes confidential business information that may be on the employee's personal devices (laptop, iPad, tablet, cell/smart phone etc.). It is the responsibility of the



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immediate supervisor to ensure that staff members leaving Alberta Whitewater Association return all items which are the property of the Alberta Whitewater Association.

## Confidential Information

All employees privy to Alberta Whitewater Association confidential information must be debriefed by an Association officer no later than their last full day of employment.

## Termination of Employee Benefits

The employee should be informed that all health and dental coverage or insurance will be stopped on the last day of employment, unless otherwise agreed upon in a written separation agreement. Short and long-term disability and Life Insurance will be stopped on the last day of employment.

## Final Pay & Record of Employment

Employees will be paid all accrued, unused vacation pay through the last date of employment. The employee will receive his/her final paycheque in accordance with applicable federal, state and provincial laws.

Severance pay is granted at the discretion of Alberta Whitewater Association. In the event that severance pay is granted, it shall be based on the length of service given to the Association, level of responsibility, and the rationale for separation, etc. No employee is entitled to severance pay when a termination is due to just cause.

Human Resources will prepare a Record of Employment for the departing employee, and fulfill all reporting duties. The Record of Employment may be filed electronically in which case a copy of the record can be obtained from Service Canada.

## Eligibility for Rehire

Employees who are terminated for just cause or job abandonment will not be eligible for rehire. If an employee is rehired, and has failed to disclose an involuntary termination at another Alberta Whitewater Association location, the employee may be terminated for falsification of employment records.

## Providing Employment References/Verification

Employees who end employment with Alberta Whitewater Association may request a written Employment Reference or Verification. In all cases, these requests must be completed by a representative from Human Resources.

If you receive a request to obtain information about a previous employee of Alberta Whitewater Association, please inform the caller that you are not authorized to conduct Employment References/ Verifications and provide them with the appropriate contact information as noted above.



# ALBERTA WHITEWATER ASSOCIATION

## SECTION 3 – COMPENSATION AND BENEFITS

### Hours of Work

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#### Intent

Alberta Whitewater Association believes it is important to establish work hours so that employees know the expectations of their job. We may require employees to work extra hours in order to ensure that specific projects, programs or assignments are completed on time.

Alberta Whitewater Association is committed to providing employees with appropriate compensation for extra hours worked, in accordance with the law. This policy will clarify eligibility to receive time off in lieu or extra pay; outline the number hours in a regular workweek and the types and amount of extra compensation; and articulate the procedures employees must follow in order to be compensated for extra hours worked.

#### Policy

##### Hours of Operation

The normal hours of work for all full-time employees will be eight (8.0) hours per day. The hours of work will vary depending on the programs being run. The days of work may be from Monday to Sunday and will vary depending on the programs being run.

The Alberta Whitewater Association operates on a flex schedule program that is tailored to the needs of its programs. The hours of work for all part-time and casual employees shall depend upon the operational requirements of Alberta Whitewater Association.

##### Breaks/Rest Periods

In accordance with Alberta Employment Standards Legislation each full-time employee will be allowed a half hour unpaid lunch period after working five (5) consecutive hours in each workday. Such break times may be varied to suit the workload or the work schedule of the employee, at the discretion of the employee's Manager/Supervisor. Although not legislated, Alberta Whitewater Association also gives employees two fifteen (15) minute breaks, again these break times may be varied to suit the workload or the work schedule of the employee, at the discretion of the employee's Manager/Supervisor.

##### Office Closure

Alberta Whitewater Association offices may be closed under special circumstances such as;

- Extreme weather conditions i.e., heavy snowfall, freezing rain
- Unforeseen circumstances i.e. Power outage, heater malfunction

The decision to close the office shall be at the discretion of the Executive Director. The office may remain open with essential services and reception services. Staff are required to leave a contact number and be available and on call during regular work hours otherwise may be deducted vacation or sick leave credits or leave without pay.



# ALBERTA WHITEWATER ASSOCIATION

## Overtime Policy

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### Intent

Alberta Whitewater Association may require employees to work overtime during busy times in order to ensure that specific projects, programs or assignments are completed on time. Alberta Whitewater Association is committed to providing employees with appropriate compensation for overtime hours worked, in accordance with the law.

### Definition

Overtime – work completed outside of regular working hours.

Overtime Pay – monetary or paid time off compensation for the hours non-management (eligible) employees work in excess of eight (8) hours per day or forty four (44) hours in one workweek.

Lieu Time – paid time off of work in recognition of overtime hours worked.

### Policy

At Alberta Whitewater Association, a regular work week consists of 44 hours worked. Overtime hours will be banked and provided as Time Off in Lieu for hours worked over and above 8 hours in a day or 44 hours of work time in a workweek.

You will at times be asked to work overtime to maintain workflow or to meet other business demands. You are expected to be available for a reasonable amount of overtime work when requested. Managers will schedule overtime with as much advance notice as possible.

No overtime is permitted without prior approval from your Manager. You are not authorized to approve your own overtime.

Paid leave (holiday, vacation or sick time) may not be used towards overtime. Extra time worked at the employee's discretion, or without supervisory approval (working through lunch or breaks, arriving early or staying late), may not be used towards overtime. The workweek runs from Monday morning at 12:00 am and ends at 11:59 pm on Sunday night.

### Eligibility

At Alberta Whitewater Association all non-management employees are eligible for overtime compensation.

### Overtime Approval Process

Employees are not contractually entitled to work overtime. As such, all overtime hours must be authorized by a supervisor or management in advance of overtime hours worked.

In some instances, you may recognize a need for overtime to respond to specific client timelines or to maintain an acceptable standard of service to our clients. When the need for overtime arises, you may be required to submit a written request to your Manager stating the reason for, and amount of overtime. If agreeable, your Manager signs and forwards the authorization to



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Human Resources, with a copy to you, for appropriate action. If approved and once the additional hours have been verified by your Manager, the overtime will be credited to your Lieu Time Bank. Time off in lieu will be compensated at the employee's regular wage rate.

To use banked overtime as time off, discuss your workload with your Manager and get his/her approval in writing. Send a copy of this to Human Resources for updating your Lieu Time Bank.

Paid time off work must be taken within three (3) months after it was earned, unless otherwise approved by a supervisor. Supervisors may extend this period to no more than twelve (12) months.

## **Overtime Agreements and Lieu Time**

If an overtime agreement is made Alberta Whitewater Association will provide an employee with time off in lieu of overtime pay at the employee's regular wage rate. The lieu time must be taken by the employee within three (3) months of the end of the pay period in which it was earned

## **Abuse of Overtime**

Employees who do not gain approval before working overtime hours may be subject to discipline. Subsequent offences may result in disciplinary action up to or including termination.

Supervisors who authorize overtime on a regular basis, where it should not be necessary, will receive a warning from management and may be placed on a performance improvement plan.

## **Vacation Policy**

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### **Intent**

Alberta Whitewater Association understands the importance of personal time off for its employees. Employees are encouraged to use their accrued paid vacation time for rest, relaxation, and personal pursuits. Alberta Whitewater Association recognizes that other paid time off may be required from time to time. As such, the purpose of this policy is to explain the standards, guidelines, and procedures for paid time for all staff members.

### **Policy**

All employees are encouraged to use their allotted vacation time in full every year. The following policy statements are intended to guide paid vacation procedures for Alberta Whitewater Association staff.

1. Employees (including probationary employees) with less than one (1) year of service will be granted paid vacation at the rate of 0.83 days for each complete month of service.
2. Employees with one (1) or more years of service will be granted paid vacation every reference year according to the following schedule:



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Service with Association	Time Allowed
After each of the first four (4) years of employment	Three (3) weeks paid vacation
After five (5) consecutive years of employment	Four (4) weeks paid vacation

3. Seasonal, casual or temporary employees shall receive vacation pay at the rate of four (4) percent of their earnings for the vacation year.
4. For vacation purposes, the reference year spans Alberta Whitewater Association's fiscal year, running from January 1<sup>st</sup> to December 31<sup>st</sup>. Vacation days earned by an employee during a reference year will be granted to the employee at the end of that reference year and may not be taken prior to then.
5. In the spirit of fair and equitable treatment, new employees will be granted credit for the proportionate days of service in that month.
6. Paid vacation time granted to an employee must be used in its totality within 12 months after the end of the reference year in which it is earned.
7. If a mutually acceptable time for vacation cannot be found, Alberta Whitewater Association reserves the right to schedule vacations for employees as a method of ensuring that banked vacation time is utilized prior to year-end. The employee will receive at least two weeks written notice of the start date of their vacation.
8. Alberta Whitewater Association reserves the right to schedule mandatory vacation days for employees as a means of cost-cutting as necessary. These days will count against accrued vacation days.
9. Vacation days may be rolled over into the following year under certain circumstances. Instances such as these will be addressed on a case-by-case basis.
10. Vacation scheduling is the responsibility of department/business unit managers or supervisors who will ensure that all employees are given their full vacation entitlement while taking into account the efficiency of the department/business unit.
11. Vacation time may be divided into more than two periods if desired by the employee, provided that his or her supervisor/manager can effectively allocate tasks to remaining employees.
12. Employees are required to submit in writing notification of their wish to take vacation time at least two (2) weeks in advance. Time off requests during peak vacation seasons (e.g. summer, spring break, Christmas, etc.) must be submitted at least four (4) weeks in advance. Notification must include departure date, return-to-work date, and the number of vacation days or weeks required. Vacation may only be taken once approval is received from their supervisor/manager.



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13. Any conflict in vacation requests between employees will be decided based on employee seniority, Association needs, and the good judgment of the supervisor/manager.
14. If an employee's services are terminated, compensation will be paid in lieu of vacation time earned but not taken, according to applicable labour laws.
15. Employees are not entitled to accrued vacation during periods of sabbatical, or suspension from the Association.
16. If a general holiday occurs during an employee's vacation period, the employee will be granted one (1) additional day of vacation. Illnesses that occur during a vacation period may not be counted towards sick pay.
17. If an employee is absent due to Maternity or Parental Leave they will continue to accrue vacation time ONLY, vacation pay is not accrued during such absences.

## General Holidays Policy

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### Intent

Employees who qualify for general holiday pay shall receive holidays with pay as per the following procedures.

### Policy

The following procedures are in accordance with the Alberta Employment Standards Code, General Holiday Pay. Permanent full-time employees who qualify for general holiday pay shall receive the following general holidays with pay:

- New Year's Day (January 1)
- Family Day (third Monday in February)
- Good Friday (Friday before Easter)
- Victoria Day (Monday before May 25)
- Canada Day (July 1, except when it falls on a Sunday, then it is July 2)
- Heritage Day (First Monday in August)
- Labour Day (First Monday in September)
- Thanksgiving Day (Second Monday in October)
- Remembrance Day (November 11)
- Christmas Day (December 25)
- Boxing Day (December 26)

In order to be considered eligible for general holiday pay, an employee is required to be employed by Alberta Whitewater Association for 30 calendar days or more in the 12 months before the holiday occurs.



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An employee will not be eligible to receive holiday pay if he/she does not work on the holiday when required or scheduled, or if he/she is absent from work on the regularly scheduled day before or the regularly scheduled day after the holiday. The employee will still be eligible if he/she receives the employer's permission for the absence.

Any Alberta Whitewater Association eligible employee who is required to attend and perform work on a recognized general holiday will:

- Be paid an amount that is at least the employee's wage rate on each hour of work that the employee worked on a the day of the general holiday, plus provide the employee with one day of holiday no later than the employee's next annual vacation and general holiday pay of an amount that is at least the employee's average daily wage. Note: The replacement holiday must be a day on which the employee is normally scheduled to work.

If an employee who is not normally scheduled to work on the general holiday does not work, the employee is not entitled to receive pay for the holiday nor another day off with pay.

Seasonal or Part-time employees will be provided with general holiday pay in an amount determined by averaging their hours using the same method as full-time employees.

In the event that a general holiday occurs during an employee's annual vacation on a day they would have worked, their vacation will be extended by one day. The employee and employer can agree on a future date in lieu of.

In the event that an employee is away on an unpaid leave of absence, away while receiving Worker's Compensation benefits or on Long Term Disability at the time of the holiday, the employee shall not be eligible for general holiday pay.

Alberta Whitewater Association offers our employees the opportunity to request the substitution of a standard general holiday to an alternate date that coincides with a religious holidays of their faith.



# ALBERTA WHITEWATER ASSOCIATION

## Employment Standards Protected Leaves

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### Intent

Alberta Whitewater Association has adopted this policy to ensure that its employees are provided with authorized time off as per the *Alberta Employment Standards Code* without fear of a negative impact on their employment status or opportunities with the organization. Alberta Whitewater Association is committed to providing a work-life balance for its employees and understands that situations can and will arise that call for immediate, emergency leave. This policy covers instances where employees may need to take planned/unplanned leave of absence in order to attend to situations that directly affect their families or dependants.

### Policy

The following table outlines the protected leaves as per Alberta Employment Standards Code.

Province	Protected Leaves
Alberta Protected Leaves	<ul style="list-style-type: none"><li>• Maternity Leave</li><li>• Parental Leave</li><li>• Compassionate Care Leave*</li><li>• Reservists Leave</li><li>• Jury Leave</li></ul> <p>*Effective February 1, 2014</p>

### Maternity/Parental Leave

Alberta Whitewater Association has adopted this policy to ensure that its employees are provided with authorized time off to coincide with the birth or adoption of a child. The Maternity and Parental Leave Policy has been designed to allow our employees to recover from childbirth, bond with, and care for their newborn or adopted child, without fear of a negative impact on their employment status or opportunities with Alberta Whitewater Association. Information contained in this policy has been derived from the Alberta Employment Standards Code Section 45 to 53, Division 7.

Permanent, full-time employees that have become a new parent in the following regards shall be eligible for either Maternity, or Parental Leave.

#### Pregnancy Leave

- Biological birth mother

#### Parental Leave

- Mother/Father
- Adoptive Parent
- Domestic Partner



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## Qualifying for Pregnancy/Parental Leave

To be eligible to receive maternity / parental leave, staff members must have completed a minimum of one (1) year of continuous service with Alberta Whitewater Association.

To ensure that Alberta Whitewater Association can make the necessary arrangements to accommodate an employee taking Maternity or Parental Leave, employees are asked to provide six (6) weeks' notice before commencement of Leave. This is to help the Association procure staffing solutions and to alleviate any additional work stress on other employees that may occur as a result of the employee's absence.

Submission of a request for Maternity / Parental Leave shall be accompanied by any appropriate documentation.

Employees are expected to give four (4) weeks' notice regarding their expected date of return to work. Human Resources should be contacted as soon as possible in the event of any changes.

## Benefits

Should the employee choose to continue with her/his health and disability insurance, or any other benefits made available by the Association, the employee may continue to receive such benefits by continuing to pay any employee-paid portion of the monthly premiums.

## Duration of Leave Parameters

Maternity Leave can start at any time within twelve (12) weeks prior to the estimated date of delivery.

Parental Leave begins on the date of or after the date of birth or adoption and has to be completed within fifty two (52) weeks of date of birth or adoption. As such, employees are expected to advise Human Resources of the exact start date.

Alberta Whitewater Association will ensure that all staff members who require maternity and/or parental leave are provided with up to fifteen (15) weeks of Maternity Leave, and up to thirty seven (37) weeks of Parental Leave. The maximum duration of leave available (Maternity + Parental) shall be equal to fifty two (52) weeks, or one (1) year.

In the event that the employee requires leave before the actual birth or adoption due to medical reasons or to fulfill legal adoption obligations, documentation shall be required.

In the event that an employee requires more than the allotted fifty (52) weeks of available Maternity / Parental leave, an extension may be made by Human Resources at its discretion.

## Use of Sick Leave Benefits, Vacation and/or Family Medical Leave

In the event that an employee requires use of sick leave benefits at any time prior to the commencement of a Maternity/Parental leave period, the Alberta Whitewater Association Sick Leave Policy shall apply. In cases where there is no Sick Leave Policy, an employee may be eligible for Employment Insurance Benefits to cover the time off prior to starting Maternity/Parental leave.



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After the paid Maternity / Parental leave has concluded, employees shall be allowed to use up any unpaid vacation time, and/or sick days.

Alberta Whitewater Association employees who elect to extend their leave through the use of accrued Vacation time are required to comply with the Alberta Whitewater Association Vacation Policy, and provide 4 weeks' notice, prior to the exhaustion of their Maternity Leave.

Alberta Whitewater Association employees who elect to extend their leave through the use of Medical Leave are requested to provide Alberta Whitewater Association with as much advance notice as is possible prior to the exhaustion of their Maternity Leave.

## **Compassionate Care Leave**

For the purposes of Compassionate Care Leave the following definition of family member applies (sourced from Alberta Employment Standards):

- Spouse, common-law partner, or adult interdependent partner;
- Child;
- Father or mother;
- Step-father, step-mother (spouse, common-law partner, or adult interdependent partner of the employee's mother or father);
- Mother-in-law, father-in-law (see spouse's mother or father, below);
- Brother, half-brother, step-brother, sister, half-sister, or step-sister;
- Grandfather or grandmother;
- Step-grandfather, step-grandmother (spouse, common-law partner, or adult interdependent partner of the employee's grandmother or grandfather);
- Grandchild or step-grandchild;
- Grandchild's spouse, common-law partner, or adult interdependent partner;
- Son-in-law, step-son-in-law, daughter-in-law, or step-daughter-in-law, whether by marriage, common-law partnership, or adult interdependent partnership;
- Brother-in-law, step-brother-in-law, sister-in-law, or step-sister-in-law, whether by marriage, common-law partnership, or adult interdependent partnership;
- Uncle, step-uncle, aunt, or step-aunt, whether by marriage, common-law partnership, or adult interdependent partnership;
- Nephew or niece;
- Spouse, common-law partner, or adult interdependent partner of the employee's niece or nephew;
- Current or former foster parent;
- Current or former foster child;
- Spouse, common-law partner, or adult interdependent partner of the current or former foster child;
- Current or former ward;
- Current or former guardian;
- Spouse, common-law partner, or adult interdependent partner of the current or former guardian; and
- A person to whom the employee is not related but considers to be like a close relative.



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The family members in relation to the employee's partner include:

- Child;
- Grandchild;
- Grandfather or grandmother;
- Father or mother;
- Step-father or step-mother, whether by marriage, common-law partnership, or adult interdependent partnership;
- Brother, half-brother, step-brother, sister, half-sister, or step-sister;
- Uncle or aunt;
- A current or former foster parent; and
- A current or former ward.

Alberta Whitewater Association employees who are the primary caregivers are entitled to compassionate care leave of up to eight (8) weeks in a twenty six (26) week period to support or give care to a seriously ill family member who is at risk of death within twenty six (26) weeks. Full time and part time employees qualify for the leave if they have been employed by Alberta Whitewater Association for a period of at least 52 consecutive weeks prior to the leave requirement. The medical condition of the critically ill person must be confirmed by a physician who is caring for the ill family member. The medical note must contain the date of issue by the physician or the day the leave began, if it began before the certificate was issued, and it must also contain the fact that the ill family member requires the care or support of one or more family members.

Employees are required to provide Alberta Whitewater Association with two (2) weeks' written notice of the date they will start the leave and two (2) weeks' notice of the date the employee will return to work. In cases of emergency, less notice will be accepted; however, the medical note must be provided as soon as possible after the leave has begun. If an employee decides not to return to work at the end of the compassionate care leave, they must provide Alberta Whitewater Association with two (2) weeks' written notice.

## **Reservist Leave**

Alberta Whitewater Association requests that whenever possible, employees provide notice thirty (30) days prior to any active military service requiring leave.

Unless prevented by military necessity, the employee shall obtain a Request for Leave of Absence Form from the Human Resources department.

Human Resources shall review and approve the Request for Leave of Absence Form, and provide the employee with any pertinent documents.

## **Jury Duty Leave**

Employees selected for jury duty must provide Human Resources with as much advance notice as is possible. Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.



# ALBERTA WHITEWATER ASSOCIATION

Alberta Whitewater Association will ensure that staff required to report for jury duty are provided with time off to perform their civic duty.

Jury duty leave shall be unpaid.

Any Alberta Whitewater Association that is required to appear in a court of law as a plaintiff, defendant, or witness shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time, or request an unpaid leave of absence.

## Continuing Benefits while on Leave

For all necessary and approved leaves of absence, Alberta Whitewater Association will provide full-time / permanent employees with the appropriate pay at their regular rate. In instances where the use of accrued vacation pay is appropriate, it can and shall be used. For employees on an approved leave of absence for any duration of time exceeding five (5) days, Association health insurance may be continued providing the employee pays the full cost of their premium.

In the event that a recognized holiday falls within a period of approved employee absence, that holiday shall be paid without the use of a sick / vacation day.

## Bereavement/Funeral Leave Policy

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### Intent

Alberta Whitewater Association understands that employees should have time off work to attend funeral services, grieve in private, and deal with family issues in the event of a death of an immediate family member. It is our intention to ensure that our employees are provided the time they need to properly take care of their family obligations, while maintaining their employment at Alberta Whitewater Association.

### Definitions

For the purposes of the Bereavement / Funeral Leave Policy, immediate family members consist of:

- Spouse
- Child
- Father-In-Law
- Sister-In-Law
- Grandparent
- Domestic Partner
- Brother
- Mother-In-Law
- Son-In-Law
- Grandchild
- Parent
- Sister
- Brother-In-Law
- Daughter-In-Law

### Policy

#### **Bereavement/Funeral Leave Benefits**

- Only permanent, full-time employees are eligible for paid Bereavement / Funeral Leave benefits.
- A maximum of twenty four (24) hours (three working days) per occurrence will be paid to an employee in the event of a death in the immediate family. Additional unpaid time may



## ALBERTA WHITEWATER ASSOCIATION

be requested where extensive travel outside the immediate area is required to attend the funeral.

- Bereavement / Funeral Leave pay shall be equal to the regular hourly rate of the employee.
- Bereavement / Funeral Leave pay will not be considered hours worked for purposes of calculating overtime.
- In the event that Bereavement / Funeral Leave pay is granted, the employee is expected to attend the funeral of the relative for which the Bereavement / Funeral Leave was requested.
- Alberta Whitewater Association reserves the right to inquire as to the name, and nature of the relationship with the deceased, and the name of the funeral home responsible for handling the arrangements. Proof of relationship may be required.
- Bereavement / Funeral Leave pay will not be granted in the event that Alberta Whitewater Association does not receive reasonable advance-notice of the required absence, and the intended return to work date of the employee.

### **Funeral Leave without Pay:**

- If an employee does not qualify for Bereavement / Funeral Leave benefits, approved time off may still be awarded without pay.
- Time off without pay may be granted to attend a funeral in the event of the death of a close friend.
- Days required off for Bereavement / Funeral Leave Without Pay shall be counted as an absence without pay.

### **Procedure**

Employees are expected to notify their immediate supervisor and request Bereavement / Funeral Leave time off as soon as possible when a death occurs in their family.

Bereavement / Funeral Leave time is granted such that an employee may have time to attend a funeral, grieve, and deal with family issues in the event of a death in the immediate family as defined above.

Use of Bereavement / Funeral Leave time for any purposes other than the reasons listed above, are inappropriate and non-compensable.



# ALBERTA WHITEWATER ASSOCIATION

## Jury/Witness Duty Paid Leave Policy

### **Intent**

Alberta Whitewater Association recognizes and respects the necessary civic duty of Jury Duty, and shall make accommodations for employees that have been selected to perform it.

### **Policy**

Permanent, full-time employees of Alberta Whitewater Association shall receive a paid leave of absence to perform jury duty for a period of five (5) days.

The amount of compensation the employee receives for their jury duty shall be deducted from their rate of pay for the duration of their jury duty leave of absence.

In the event that the jury duty requirement lasts for only part of a day, the employee shall return to work for the remainder of the day whenever possible.

Any Alberta Whitewater Association employee that is required to appear in a court of law as a plaintiff, defendant, or witness shall not be eligible for a paid leave of absence. In these instances, the employee may use vacation time, or request an unpaid leave of absence.

### **Procedure**

- Employees selected for jury duty must provide Human Resources with as much advance notice as is possible.
- Advance notice shall be accompanied by a copy of the summons to jury duty for documentation purposes.
- Casual or part-time employees of Alberta Whitewater Association shall be granted leave without pay to perform their duty as a juror.





# ALBERTA WHITEWATER ASSOCIATION

## SECTION 4 – CONDUCT

### Attendance Policy

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#### Intent

The purpose of this policy is to establish, for each employee, the requirement that they work all scheduled hours as deemed necessary by their position and in accordance with established employment contracts. Alberta Whitewater Association places a high value on attendance and punctuality and expects all employees to arrive at work at their scheduled shift times. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of Alberta Whitewater Association and its business operations.

Employees who are chronically absent or tardy adversely affect Alberta Whitewater Association productivity and staff morale, thus diminishing the quality and level of normal business operations.

As an Association we want to reduce instances of unscheduled and/or disruptive absenteeism/attendance, as well as foster responsible leave usage by employees. We want to improve employee morale by reducing the negative effects of absenteeism on employees who perform the duties of their absent colleagues. Further we want to enhance service to clients, customers, and business partners by promoting excellence in employee attendance.

#### Policy

##### Expectations

Alberta Whitewater Association considers an employee absent if he or she does not attend work as scheduled, regardless of cause.

Any employee who has been absent due to illness or injury for more than five (5) individual days per calendar year shall have their attendance record reviewed; he or she may be required to submit a physician's note or other medical evidence to validate additional sick days registered for that year.

Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness.

Early departures during scheduled working hours are considered excessive if they exceed five (5) per calendar year, regardless of cause.

Employees are considered tardy if they arrive to work later than their scheduled start time.

Abuse of sick days will not be tolerated. Supervisors and managers have been instructed to remain vigilant of the following sick leave patterns, particularly if the patterns are chronic and persistent:



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- Absence on weekends, Saturdays, or Sundays where the employee is scheduled to work.
- Absences during the day before and/or the day after scheduled vacation day(s) or general holiday(s).
- Absences during the day immediately following a pay day.
- Absences where an employee calls in sick immediately after another sick day has accrued.
- Situations where the absence(s) coincides with desirable days off.

Unexcused and/or unauthorized absences will result in the employee forfeiting his or her pay for the duration of the absence. Employees will not be allowed to apply for paid illness benefits following the unexcused absences.

Exceptions to this policy include absence due to approved legislated leaves, and pre-approved attendance of professional development activities. For absence due to family or spousal bereavement, please refer to Alberta Whitewater Association's Bereavement Leave Policy.

Absences approved under the provision of federal and provincial law, and absences approved for the purpose of complying with military requirements, will not be considered as an unscheduled, unapproved, or unexcused absence.

## **Call In Procedure**

Alberta Whitewater Association has adapted and communicated the following policy statements to indicate the specific attendance needs of each business unit.

An employee who does not intend to report to work because of illness (or any other reason) must notify his or her immediate supervisor/manager – either by telephone or e-mail/text message – prior to thirty (30) minutes of the employee's regularly scheduled starting time. Failure to provide required notification of any absence whatsoever may result in disciplinary action.

Each employee is responsible for notifying his or her supervisor/manager of absence for each day that the absence occurs, regardless of cause. Each employee is also responsible for reporting when he or she is likely to return to work. Absences without excuse will not be tolerated and are subject to progressive corrective action.

## **Medical Notes**

Employees who are absent for three (3) or more consecutive working days are required to submit a note from a licensed physician or medical practitioner stating the nature of the illness and/or medical condition that led to the absence.

Employee absenteeism due to a work-related illness or injury could be required to submit to a physical examination before returning to work in order to minimize liability to Alberta Whitewater Association.



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## **Voluntary Resignation**

Alberta Whitewater Association reserves the right to terminate any employee who is absent for five (5) or more consecutive working days without notification.

Any employee who remains absent for more than five (5) consecutive business days, without contacting the Association, shall be considered as having abandoned and resigned his or her position.

## **Disciplinary Action**

Each department is required to maintain its own set of accurate attendance / absenteeism records. Human Resources will periodically examine these records to ensure that attendance issues do not continue unabated.

Disciplinary action for excessive absenteeism, poor attendance, or other violations of this policy shall be administered, in progression, according to the following procedures; however, Alberta Whitewater Association reserves the right to elevate discipline depending on the severity of the situation:

- Documented verbal counselling, to be signed by the employee.
- Warning letter, to be dated and signed by the employee.
- Second Warning letter; to be dated and signed by the employee.
- Suspension of employee's duties and pay, up to three (3) days.
- Termination of the employee from Alberta Whitewater Association's employ.

## **Code of Ethics Policy**

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### **Intent**

Alberta Whitewater Association is committed to conducting business in an open and ethical manner. We accomplish this by creating a workplace built on the strength of trust, accountability, and integrity in all our business practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting, and actively participating in the process.

### **Policy**

At Alberta Whitewater Association we strive to protect all of our employees, vendors, customers, and the Association itself from any illegal or damaging actions committed by individuals either knowingly or unknowingly.

Alberta Whitewater Association will not tolerate any wrongdoing or impropriety, and will immediately take the appropriate disciplinary actions to correct the problem.

### **Employee Expectations**

#### **Management & Executives**

- These Association officials are expected to set a prime example. In all their business dealings, honesty and integrity shall be required.



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- Shall have an open door policy allowing for the free discussion of suggestions and concerns from employees.
- Must report any conflicts of interest regarding their position at Alberta Whitewater Association.
- Must report suspected violations.

## Employees

- All employees are expected to work together to promote a workplace built on trust, accountability and openness.
- Disclose any conflicts of interest regarding their position at Alberta Whitewater Association.
- Report suspected violations.
- *Retaliation against employees who use these reporting mechanisms to raise genuine concerns will not be tolerated.*

## **Unethical Behaviour**

- Alberta Whitewater Association will not be party to the intent or appearance of unethical or compromising practices in its business relationships.
- Harassment or discrimination will not be tolerated.
- Improper use of Association trade secrets will not be tolerated.
- Employees shall not use corporate assets or business relationships for personal use or gain.

## **Violations**

In the event that a violation of this policy occurs, Alberta Whitewater Association will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment.

Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures, including legal action may be pursued.

## **Association Dress Code**

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### **Intent**

Alberta Whitewater Association requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene and appearance. These standards are commensurate with our organizational practices of appropriate business conduct, professionalism and dress code.

### **Policy**

Alberta Whitewater Association employees are expected to meet hygiene requirements during regular business hours for the duration of their employment.

- Maintain personal cleanliness by bathing regularly.



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- Oral hygiene required.
- Use deodorant / antiperspirant to minimize body odours.
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some employees.
- Clean and trimmed fingernails.
- Wash hands after using the restrooms.

## **Personal Grooming**

- Clothing must be clean, pressed, in good condition and fit appropriately.
- Neat and well groomed hair, sideburns, moustache and beards (no artificial colors e.g. pink, green, etc. that would be deemed unprofessional).
- Moderate make-up.
- Long hair must be secured when operating equipment.
- Clothing must not interfere with the safe operation of equipment.
- Limited jewellery and no dangling or large hoop jewellery that may create a safety hazard to self or others when operating near equipment.
- Body piercing must be limited. Other visible body piercing is unacceptable, unless demanded by religion / culture.
- Tattoos that are perceived as offensive, hostile or that diminish the effectiveness of the employee's professionalism must be covered, and not visible to staff, customers or visitors.

## **Business Attire**

Any Alberta Whitewater Association staff member who will be in personal contact with government officials, corporate sponsors or other professionals will be required to wear appropriate business attire.

### **Appropriate Business Attire**

- Men – Dress shoes, jackets, shirts, ties, slacks, sweaters.
- Women – Dress tops, dress pants, dresses, skirts, sweaters, dress shoes/sandals.

## **Business Casual**

Alberta Whitewater Association allows employees to wear business casual attire conducting normal office or workplace activities where they are not representing the Association to prospective clients or funders.

### **Appropriate Business Casual Attire**

- Men – Collared shirts; either dress or golf. Khakis, slacks, appropriate jeans (no rips, tears or stains), casual shoes or boots, sweaters.
- Women – Collared shirts; either dress or golf. Khakis, slacks, appropriate jeans (no rips, tears or stains), skirts, dresses, casual shoes or boots, sweaters.

While Business Casual allows our employees to dress in a more casual fashion, employees should take into account the necessity to continually conduct themselves in a professional fashion, and dress in such a way that will not create a negative perception by customers, either internal or external.



# ALBERTA WHITEWATER ASSOCIATION

## Uniform / Clothing Provisions

- Operational public-contact employees of Alberta Whitewater Association shall wear issued uniforms while on-duty to aid in their identification, enhance security, and promote the professional image of the organization.
- Alberta Whitewater Association employees are required to use all uniforms / clothing for work-related purposes only.
- Each uniform will bear a Alberta Whitewater Association logo.
- Alterations may only be made with prior approval from Alberta Whitewater Association.
- Uniform items are considered Alberta Whitewater Association property.
- Issue of each uniform item will be recorded upon receipt.
- Alberta Whitewater Association will provide replacements for normal wear and tear job-related reasons.
- Uniforms should be used only during working hours and should not be worn in places that would not represent the positive image of Alberta Whitewater Association.
- Uniforms shall not be worn on the job while employed by an outside firm or while “moonlighting”.
- Alberta Whitewater Association employees will be provided with a discount in the amount of (XXXX)% towards the purchase of Alberta Whitewater Association branded clothing.
- Alberta Whitewater Association branded clothing should not be worn in places that would not represent the positive image of Alberta Whitewater Association.

## Campground Staff

- Employees that work outdoors and whose regular job duties include physical activities may wear appropriate casual clothing (including jeans/shorts) at times. Shorts may be deemed inappropriate where a safety concern for accident or injury is present.
- Campground staff are required to wear clean and pressed Association-branded shirts and/or collared shirts as part of their business casual attire when dealing with the public.

## Coaching / Instruction Staff

- Employees that are teaching and coaching kayaking and whose regular job duties include physical activities may wear appropriate casual clothing (including jeans/shorts) at all times when off the water.
- When employees are on the water teaching/coaching/leading they must be dressed appropriately for the weather and water conditions, knowing that they may have to perform a rescue in the water.
- When employees are coaching from the shore they must be dressed appropriately for the weather and water conditions, knowing that they may have to perform a rescue in the water.
- Coaching staff are required to wear clean and pressed Association-branded shirts and/or collared shirts as part of their business casual attire when dealing with the public.

## Inappropriate Attire

The following items are not permitted in any area during normal working hours:

- Sweat pants



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- Any form of clothing that is mesh, sheer, see-through or otherwise revealing
- Any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting
- Any form of clothing that contains political, personal or offensive messages
- Plastic flip-flops or loose sandals that do not hold the feet securely

## **Personal Protective Equipment**

- Personal/Protective safety equipment must be worn at all times in areas where such equipment is required.

## **Clarification**

- Every Alberta Whitewater Association employee is responsible for exercising sound judgment and common sense for his or her attire at all times. If an employee is deemed to be wearing inappropriate attire, his/her Manager is responsible for coaching the employee accordingly.
- Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions about these guidelines or a particular business areas dress requirements, contact your manager.

## **Compliance**

- Departure from appropriate grooming, hygiene and attire standards will result in employee counselling and/or disciplinary action up to and including termination of employment.
- Theme days are occasionally approved by the institution and/or appropriate department when a deviation from these guidelines is appropriate, and when the business necessities will not be affected.
- Personal appearance standards may be reviewed periodically and updated as deemed necessary.



# ALBERTA WHITEWATER ASSOCIATION

## Association Events

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### Intent

Alberta Whitewater Association is committed to providing a team driven, friendly, safe and healthy work environment that promotes a high level of job satisfaction and a respectful, collegial atmosphere. We believe social events encourage and strengthen the relationships within the Association. However, it is imperative that employees are provided with a clear understanding of the expectations we have in regards to their behaviour while representing the Association. It is an expectation that all employees conduct themselves in an ethical and professional manner at all times. We anticipate your cooperation, as this policy has been adopted to protect the integrity of our public image, and to ensure the ongoing health and safety of our employees.

Supervisors shall have an open door policy allowing for the free discussion of suggestions and concerns from employees ensuring that violations are reported. Retaliation against employees who use these reporting mechanisms to raise genuine concerns will not be tolerated.

### Policy

#### Attendance

Attendance at Association sponsored events is voluntary. Employees, who elect to attend voluntary Association sponsored events, are provided with the following guidelines for appropriate and prohibited behaviour while engaging in Association sponsored social activities.

While we have no intention of influencing the activities of our employees outside of work, we have a reasonable expectation that our employees will conduct themselves in a manner that reflects both themselves and the Association in a positive light, and that employees will avoid the use of our uniforms when not conducting official Association business.

#### Professionalism

While attending Association sanctioned events, employees will conduct themselves in accordance with the regulations set forth in the Code of Ethics Policy. As such, employees are prohibited from engaging in any form(s) of behavior that is not conducive to the goals and ideals of the Association.

Employees in attendance at Association sponsored events will remain subject to all of our policies regarding conduct, ethical behavior, violence and harassment, and will remain subject to the disciplinary / corrective actions contained therein in the event of any misconduct / breach of policy.

#### Drinking and Driving

Employees are strictly prohibited from the consumption of alcoholic beverages while wearing Association issued uniforms or ID tags. This measure has been taken to ensure that our organization is not viewed negatively by the public at large. Association issued uniforms and ID tags are to be worn exclusively during the completion of work duties, or while representing the Association on official business.



# ALBERTA WHITEWATER ASSOCIATION

In accordance with the Drug and Alcohol Policy, employees are strictly prohibited from the use of drugs and/or alcohol while on duty, or reporting to duty while under the influence of drugs and/or alcohol.

In the event that Alberta Whitewater Association provides alcoholic beverages at a sponsored event, or where an Association sponsored event occurs in an establishment where alcoholic beverages are available, employees that choose to consume alcohol are expected to use reasonable judgment and moderate their alcohol consumption.

Under no circumstance should any employee drink and drive. We ask that you plan ahead, and have a designated driver, be a designated driver, or use a taxi to get home safely. In the event that an Association representative or other authority determines that an employee is intoxicated, and/or may not be in a legal state to operate a vehicle, they may request that the employee surrender their keys and accept a ride home with a designated driver.

When employees leave an Association sponsored event (via taxi or designated driver or driving themselves), their actions after their departure become their own responsibility. The Association will take reasonable steps to ensure that employees leaving Association events do so in a safe manner.

Activities that occur after hours and not on Association property, even if attended by some (or all) Alberta Whitewater Association employees, do not constitute Association endorsed events.

*Reminder – Employees are reminded that regardless of the event they should always act responsibly and plan ahead, especially if alcohol is being consumed.*

## **Violations**

In the event that a violation of this policy occurs we will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment. Some violations may indelibly affect our business in a negative fashion. In this case, punitive measures, including legal action may be pursued.



# ALBERTA WHITEWATER ASSOCIATION

## Confidential Information

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### Intent

Alberta Whitewater Association has adopted this policy to clarify the proprietary rights pertaining to business information and intellectual property. We retain ownership rights to all information created for business purposes, regardless of the media used to create it, or the location of said information. Similarly, we retain ownership rights to all forms of intellectual property created by employees while under our employ regardless of the time, intent or location of its creation.

### Definitions

The following is classed as business information:

- Association marketing plans and campaign strategies
- Association customer lists
- Project management
- Technical management
- Product development
- Pricing methods
- Quality management methods
- Investment plans
- Operation rules
- Commercial network
- Supply chain information
- Human resource planning
- Product technical design
- Association data dictionaries
- Association financial information, status and statements
- Object code and source code to Association software
- Any information, or documentation labelled “Confidential” by the Association, or listed as such by separate memorandum, or e-mail that informs of confidential status
- Any information pertaining to our customers
- Information licensed by the Association to customers under a confidentiality restriction
- Notes taken that pertain directly and/or indirectly to our business
- Client information
- Emails, letters, and any other forms of transmission that pertain to our business, regardless of media
- Emails, letters, and any other forms of transmission that are created and/or conducted using Association resources
- User names and passwords for Association owned and operated property, or for employee owned devices that contain business information.



# ALBERTA WHITEWATER ASSOCIATION

## Policy

### **Business Information and Intellectual Property**

Any information relating to the Association that is freely in the public domain may not be considered “Confidential Business Information”. In the event that an employee can prove that information was possessed before it was received from Alberta Whitewater Association, or that information was gained from an unrelated third party, said information will not be classified as “Confidential Business Information”.

It is understood that our employees may become aware of Association trade-secrets and proprietary material through the course of their employment, and that said trade-secrets and proprietary material may have a significant relationship with the competitive edge that we maintain in the marketplace. Employees agree that if our trade-secrets and proprietary material are not effectively protected, the production and operations of the Association may be threatened, and we may suffer significant and irreparable losses in the marketplace.

Employees are required to keep all proprietary information and relevant trade-secrets of both the Association and its customers confidential both during and after their term of employment. It is also expected that employees will not compete with the Association during their employment, and for a reasonable period following the termination of employment. These practices have been adopted as they have been deemed essential to the protection of our business.

### **Nondisclosure**

In working for Alberta Whitewater Association, employees shall not divulge, disclose, provide or disseminate Business Information to any third party not employed by the Association at any time, unless we give written authorization. Furthermore, Business Information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for Alberta Whitewater Association.

### **Association Owned and Operated Property**

All Alberta Whitewater Association business is intended to be performed using Association owned and operated property, including computers, telephones, letter-head, note-books, etc. All information contained in, created or transmitted by Association owned and operated property is the property of Alberta Whitewater Association.

### **Employee Owned Property**

In the event that an employee creates, stores or transmits Alberta Whitewater Association business information on personally owned property (including, but not limited to: lap-top computers, desk-top computers, mobile telephones, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information will remain the express property of Alberta Whitewater Association.

### **Upon Retirement, Layoff or Termination**

Upon retirement, layoff or termination of employment with Alberta Whitewater Association, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to Association business in their possession including, but not limited to: all customer



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lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.

In the event that a device containing Association business information is password protected, the employee will be required to provide the correct user name and password for the device.

## **Intellectual Property**

### Works Made for Hire:

- Employees agree that any work they have created, or assisted in the creation of, at the behest of Alberta Whitewater Association including but not limited to, software, sales materials, user manuals, training materials, and any written or visual work constitute works made for hire, and that Alberta Whitewater Association therefore holds the rights to said works.
- Employees cannot reproduce or publish these works, unless it is necessary to comply with normal Alberta Whitewater Association employment duties.

### Inventions:

- Employees agree that any inventions, discoveries, technology or ideas developed while under the employ of Alberta Whitewater Association are owned by the said Association.
- Employees must sign all assignments and documents requested by Alberta Whitewater Association intended to establish Association ownership of the invention, discovery, technology or idea.
- Employees must permit Alberta Whitewater Association to obtain and retain patents, copyrights, trademarks and other indications of ownership without any further claim towards the discovery, technology, invention, or idea.
- If an employee has developed any technology, invention, discovery or idea prior to employment with Alberta Whitewater Association, they are required to report, and claim ownership of it before their employment begins.

Any information relating to the Association that is freely in the public domain may not be considered “Confidential”. In the event that an employee can prove that information was possessed before it was received from Alberta Whitewater Association, or that information was gained from an unrelated third party, said information will not be classified as “Confidential”.

## **Non-Compete Agreement**

“Competition” in this agreement shall refer to any individual, Association, enterprise, partnership, corporation, or other business that conducts the same, or similar kind of business as Alberta Whitewater Association, provides services similar to those provided by Alberta Whitewater Association, or substantiates real or potential competition against Alberta Whitewater Association. Any organization which provides professional consultation or advisory services to any of the aforementioned groups of competitors shall also be viewed as “competition”.

## **During Employment**

- While employed by the Association employees will not conduct any business on their own, or on behalf of others, with any business which competes with Alberta Whitewater



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Association either directly or indirectly without first obtaining written approval from Alberta Whitewater Association.

- While employed by the Association employees may not accept employment (either with or without compensation) in any position with any Association that competes either directly or indirectly with Alberta Whitewater Association, or any Association that has a direct financial relationship with Alberta Whitewater Association.
- Employees will not seek private gains through utilization of their position or authority at Alberta Whitewater Association.

## Post-Employment

- Employees agree to a term of non-competition for the duration of one (1) year after the termination of their employment from Alberta Whitewater Association. Within this one year agreement, former employees cannot accept employment with any “Competition” within the geographic boundaries of our business.
- Employees agree that for the duration of their one (1) year non-competition period, they will neither encourage, entice, instigate, solicit nor otherwise attempt to affect, either directly or indirectly, any other staff member, or customer of Alberta Whitewater Association for the purpose of severing their relationship with Alberta Whitewater Association.
- For the duration of the one (1) year non-competition period, employees agree not to design, develop, sell, manufacture, license, distribute or solicit orders for Competitive products without the prior written permission of Alberta Whitewater Association.

## Injunctive Relief

Should the employee breach this contract, they agree that the business of Alberta Whitewater Association would suffer irreparable harm, and that legal action may be inadequate in recouping the losses incurred. Employees agree that in the event of a breach, or threatened breach of this agreement, Alberta Whitewater Association is entitled to injunctive relief or a ruling of specific performance of this Agreement, as well as any other solutions available under law, and without the necessity to prove irreparable harm or special damages.

## Binding Effects

- This Agreement is binding upon the employee, their heirs, representatives, successors and assigns.
- This Agreement shall remain in effect even in the event of Alberta Whitewater Association transferring its business.

## Modification of this Agreement

- Employees agree to the provisions of this Agreement in its entirety, and agree that they are both reasonable and fair. The employee’s agreement shall supersede any prior written or oral understandings pertaining thereto. The employee’s obligations under this Agreement may not be changed either in whole or in part, with the exception of a written agreement signed by the President of Alberta Whitewater Association and the employee, specifically referring to this Agreement.
- In the event of a court of law striking down any provision of this Agreement, all other provisions shall remain both valid and enforceable.



# ALBERTA WHITEWATER ASSOCIATION

## **Confidentiality Employee Agreement**

Alberta Whitewater Association requires all employees to handle any and all sensitive business information regarding confidential materials, pending business transactions, partnerships, sales and acquisitions gained through the course of their regular job duties in a confidential and appropriate manner.

Employees agree that if confidential information is not effectively protected, the operations and reputation of Alberta Whitewater Association may be threatened, and may suffer irreparably. Employees of Alberta Whitewater Association are required to keep all confidential information and relevant knowledge regarding the Association confidential both during and after their term of employment. These practices have been adopted as they have been deemed essential to the protection of Alberta Whitewater Association.

## **Expectations**

In working for Alberta Whitewater Association, employees shall not divulge, disclose, provide or disseminate Confidential Information to any third party not employed by Alberta Whitewater Association at any time, unless Alberta Whitewater Association gives written authorization. Furthermore, Confidential Information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for Alberta Whitewater Association. Reasonable efforts will be made to limit access to confidential information to only those who need to know the information and those persons will be advised that the information is to be kept confidential until it has been publicly disclosed by a Alberta Whitewater Association spokesperson.

Insiders and employees having knowledge of undisclosed Confidential Information regarding Alberta Whitewater Association or any third parties currently engaged in negotiations with Alberta Whitewater Association to whom undisclosed Confidential Information may need to be disclosed, are prohibited from trading securities of Alberta Whitewater Association, or of any such third party until the information has been fully disclosed and widely disseminated.

Employees that are neither official spokespersons nor permanently and/or temporary designated spokespersons cannot, under any circumstances (including on a “no-names” or “off the record” basis), respond to inquiries from the media unless specifically asked to do so by an official spokesperson. All inquiries from the media and the public are to be referred to the Vice-President.

## **Progressive Discipline**

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### **Intent**

Alberta Whitewater Association has adopted a policy of Progressive Discipline to ensure that employees have the opportunity to correct any performance or behavioural problems that may arise. We have established a set of reasonable rules and guidelines for employees to follow. These have not been put in place to restrict the freedoms of our employees, but rather they are in consideration of their safety, and the overall protection of our employees, property, and our business practices.



# ALBERTA WHITEWATER ASSOCIATION

## Policy

In the event that an employee of Alberta Whitewater Association violates Association policy or exhibits problematic behaviour, a system of progressive discipline shall be utilized. Progressive Discipline can be issued on either: attendance, conduct, health & safety or performance concerns.

Employees will be given four (4) opportunities to correct the unwanted behaviour, unless the behaviour or concern is one of a severe nature, in which case, progressive discipline can be accelerated to match the violation. Typically, progressive discipline will progress through the following steps:

1. Coaching
2. Verbal Warning
3. Written Warning
4. Final Written Warning with Possible Suspension
5. Termination

With each violation or apparent problem, the employee will be provided with a written document to: (1) alert them to the problem, and provide a reiteration of the correct Association policy regarding the violation, (2) advise them of the consequences associated with further infractions, and (3) provide a suggestion towards a method of improvement.

All formal warnings will be kept active for a period of eighteen (18) months. If no further discipline happens within the time period, the warning will become inactive. If further offences relating to the issue have taken place, the warning will be attached to the next set of progressive disciplinary actions. Degrees of discipline shall be used in relation to the problem at hand. As the situation dictates, based on the past performances of the employee, and the seriousness of the violation, Alberta Whitewater Association reserves the right to skip the three step disciplinary process and move straight to termination where necessary.

## Suspensions

At Alberta Whitewater Association there are two kinds of suspension:

- Suspension with review; and
- Suspension pending investigation.

### Suspension with Review

A Final Written Warning may be accompanied by a suspension with review. This is the final opportunity for an employee to correct problematic behaviour. Typically a suspension with review follows after the employee has gone through each step of progressive discipline, but can be administered depending on the seriousness of the infraction.

Employees put on suspension with review will be excluded without pay from the workplace for a period of one (1) to three (3) days depending on the violation. In addition, employees will be put on a review period following the final written warning. This review period will involve frequent and regular performance evaluations to ensure that the employee is attempting to correct the issue. The review period will last six (6) months. During the review period the employee will be



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excluded from wage increases and advancement and shall not be allowed to receive vacation unless required to by relevant employment standards.

## Suspension Pending Investigation

A suspension pending investigation is not disciplinary, but is intended to allow Alberta Whitewater Association to examine a serious issue thoroughly and to determine appropriate action. Suspensions pending an investigation are provided with pay.

Employees placed on suspension pending an investigation are required to:

- Not have contact with anyone from Alberta Whitewater Association other than a specifically designated point of contact;
- Temporarily turn over their office keys, access passes and Association identification and credit cards.
- Leave any and all Alberta Whitewater Association property, equipment, information, etc. on Alberta Whitewater Association premises.
  - Any Alberta Whitewater Association property, equipment or information at the employee's residence must be turned over to Alberta Whitewater Association until such time as the investigation is completed.

In the event that an employee is placed on a suspension pending the results of an investigation, the employee will be notified of the decision, a stated timeline for the investigation and the actions that predicated the decision. During the course of the investigation, the suspended employee will be given an opportunity to respond to the allegations. Should the investigation not be completed during the stated timeline, Alberta Whitewater Association reserves the right to extend the suspension, as necessary.

As the suspended employee will be suspended with full pay, they will be required to be available for interviews during this period. The suspended employee will have the right to legal representation, or an Alberta Whitewater Association representative present at any such interview, and will be given twenty four (24) hours' notice prior to any interviews taking place. Should the suspended employee need to leave town or be otherwise unavailable for interviews, they must submit a request and be granted approved leave. If the suspended employee fails to be available, we will proceed with the investigation and make a determination based on the information available.

## **Termination of Employment**

The final stage of progressive discipline is termination of employment. Termination of employment with Alberta Whitewater Association may occur following an employee committing multiple violations of Association policy, after the logical steps for progressive disciplinary action have been taken or immediately following a severe violation.

## **Performance Improvement Plans**

Upon the issuance of a verbal warning or higher step of progressive discipline, Alberta Whitewater Association may place the employee on a performance improvement plan. The Performance Improvement Plan incorporates a review period which will involve frequent and regular performance evaluations to ensure that the employee is attempting to correct the issue.



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The plan will typically be put in place for a period of three (3) months, but can be in place for up to six (6) months.

During the review period the employee will be excluded from wage increases and advancement and shall not be allowed to receive vacation unless required to by relevant employment standards.

## **Appeals**

In the event that an employee feels that they have been wrongfully accused, or disciplined, they may file a written appeal with Human Resources. Written appeals must contain:

- Details of the discipline;
- Events surrounding the discipline;
- Why the employee feels the discipline is not warranted or appropriate.

Human Resources shall review and respond to all written appeals within ten (10) business days.

## **Social Media**

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### **Intent**

Alberta Whitewater Association strives to maintain a positive image in the community, and has adopted this policy to ensure that our staff members are aware of their responsibility to maintain a positive image as a representative of our organization. Alberta Whitewater Association staff members that maintain personal social media pages (e.g. Face Book, LinkedIn, Blogs, Twitter, Four-Square, etc.) are expected to comply with the guidelines set out within this policy.

We would like to take this time to remind our staff that they continue to act as representatives of this organization outside of regular business hours, and should conduct themselves in a manner that is appropriate.

### **Policy**

#### **Expectations**

Alberta Whitewater Association staff members that maintain personal social media pages or accounts are required to comply with the following guidelines as they relate to their association with Alberta Whitewater Association.

Where a staff member uses social media during regular working hours, this use shall not have a negative impact on user productivity or efficiency. As internet access at Alberta Whitewater Association is monitored, please be advised that excessive use of social media for personal reasons is a misappropriation of Association time and resources, and may be subject to disciplinary action.

Use of personal social media may not conflict with any of Alberta Whitewater Association's existing policies whatsoever. This includes (but is not limited to) the Standards of Conduct Policy, Confidentiality Policy and Media Communications Policy.



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Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential Association information;
- Discriminatory statements or sexual innuendos regarding co-workers, management, customers, or vendors; and
- Defamatory statements regarding the Association, its employees, customers, competitors, or vendors.

Where an employee mentions the Association, they will be required to include a disclaimer stating that any opinions expressed are the employee's own and do not represent the Association's positions, strategies, or opinions.

Employees are expected to comport themselves professionally both on and off duty. Where a staff member publically associates him/herself with the Association, all materials associated with his/her page may reflect on the Association. Please be advised that inappropriate comments, photographs, links, etc. should be avoided.

Association policies governing the use of corporate logos and other branding and identity apply to electronic communications, and only individuals officially designated may "speak" (whether orally or in writing) on the Association's behalf.

The Association's systems may not be used for any illegal activity including downloading or distributing pirated software or data.

The Association reserves the right to take disciplinary action against an employee if the employee's electronic communications violate Association policy.

This policy is not intended to interfere with the private lives of our staff members, or impinge their right to freedom of speech. This policy is designed to ensure that Alberta Whitewater Association's image and branding are maintained, and remain impugned.



# ALBERTA WHITEWATER ASSOCIATION

## SECTION 5 – HEALTH AND SAFETY

### Health & Safety Policy

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#### Intent

Alberta Whitewater Association is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. Alberta Whitewater Association will make every effort to provide a safe, healthy work environment. All supervisors, employees, contractors, constructors and suppliers must be dedicated to the continuing objective of reducing risk of injury. Alberta Whitewater Association is ultimately responsible for worker health and safety, and will take every reasonable precaution possible for the protection of our employees.

Alberta Whitewater Association is committed to promoting a safe and healthy workplace for all employees, contractors, customers and visitors. In pursuit of our commitment, Alberta Whitewater Association will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. Alberta Whitewater Association understands the importance of safety to the well-being and productivity of its people, and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

Alberta Whitewater Association will act in compliance with the [Occupational Health and Safety Act](#) of Alberta and its *Regulations*.

#### Policy

##### Communication

Alberta Whitewater Association encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Employees that voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed by Human Resources. The Human Resources team will initiate an investigation on each reported and/or potential hazard.
- Employees are encouraged to inform their supervisor or Human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.

##### Employee Responsibilities

###### Board Members and Executives

- These Association officials are responsible for supplying an effective strategy that can manage the occupational health and safety concerns of Alberta Whitewater Association.
- They must ensure that resources are allocated and governed properly to achieve the health and safety requirements of employees, and that their policies comply with Alberta Whitewater Association's legal obligations.



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- Foster a workplace culture of safety, with appropriate leadership.
- Review the policies efficacy on an annual basis, and revise where necessary.

## Managers

- Responsibilities include their assistance in developing, implementing, and enforcing Alberta Whitewater Association policies and procedures.
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Held accountable for the health and safety of workers under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.

## Human Resources

- Liaison with government agencies to ensure workplace health and safety compliance.
- Act as an advisor to management on safety and health policy issues.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop Best Practices.
- Design and develop accident / incident reports and investigation procedures.
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state.
- Design and develop Association policies and procedures on workplace safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

## Employees

- Responsible for compliance with occupational health and safety policies and procedures.
- Must notify managers of any health and safety concerns, so that they may be dealt with promptly.
- Every employee 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 Association.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.



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## All Staff Are Responsible for the Following

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace.
- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.

## Duty of Persons Directing Work

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### Intent

Alberta Whitewater Association will comply with all Federal and Provincially mandated workplace compliance regulations and legislation, and will ensure that our management staff members have been made aware of their obligations under the law. This policy (previously known as Bill C-45) is designed to outline the legal obligation of management staff to ensure the ongoing health and safety of all employees under their direction.

### Definitions

Bill C-45 is federal legislation that amends the Canadian Criminal Code. Bill C-45 became law on March 31, 2004 and is now the new Section 217.1 in the Criminal Code which reads:

"217.1 Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task."

The bill established new legal duties for workplace health and safety, and imposes serious penalties for violations that result in injuries or death. It also establishes rules for attributing criminal liability to organizations, including corporations, for the acts of their representatives and also creates a legal duty for all persons directing work to take "reasonable steps" to ensure the safety of workers and the public.

### Policy

#### **Main Provisions of Section 217.1 in the Criminal Code**

##### Section 217.1 in the Criminal Code:

- Creates rules for establishing criminal liability to organizations for the acts of their representatives.
- Establishes a legal duty for all persons "directing the work of others" to take reasonable steps to ensure the safety of workers and the public.
- Sets out the factors that courts must consider when sentencing an organization.
- Provides optional conditions of probation that a court may impose on an organization.



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## The most significant amendments to the Criminal Code are:

- Association representatives acting in any supervisory capacity whatsoever are now subject to a strict duty of care, and
- Corporations and other organizations are exposed to broader liability, not only for the actions or omissions of their “directing minds” (i.e., executives and management), but also for the actions or omissions of lower level employees, as well as agents and contractors.

These amendments are of great significance to employers and to individual supervisors who are now subject to meaningful criminal sanctions in the sphere of occupational health and safety.

## **Criminal Liability under Bill C-45**

Bill C-45 represents the federal government’s effort to ensure that the weight of criminal sanctions can be more readily brought to bear in cases of serious health and safety violations. In that regard, the amendments expand the personal liability of supervisors at all levels, by establishing a broad duty of care applicable to “everyone who undertakes, or has the authority, to direct how another person does work or performs a task”.

## **Broadened Personal Liability**

Bill C-45 expands the direct application of criminal punishment to individuals within organizations. In that regard, it expressly prescribes the following duty of care:

*Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person arising from that work or task.*

This duty is broad enough to include officers, managers, and any other employee who functions in a supervisory capacity. Failure to meet the duty can form the basis of criminal negligence charges which can attract lengthy prison sentences, i.e., criminal negligence causing bodily harm is punishable by up to 10 years in prison, and the maximum penalty for criminal negligence causing death is life imprisonment.

## **Responsibilities under Bill C-45**

### Employees:

- Responsibility to work in compliance with OH&S acts and regulations
- Responsibility to use personal protective equipment and clothing as directed by the employer
- Responsibility to report workplace hazards and dangers
- Responsibility to work in a manner as required by the employer and use the prescribed safety equipment.

### Employees have the following three basic rights:

1. Right to refuse unsafe work
2. Right to participate in the workplace health and safety activities as a worker health and safety representative



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3. Right to know, or the right to be informed about, actual and potential dangers in the workplace

## Manager/Supervisor:

- Must ensure that workers use prescribed protective equipment devices
- Must advise workers of potential and actual hazards
- Must take every reasonable precaution in the circumstances for the protection of workers.

Managers and supervisors act on behalf of the employer, and hence have the responsibility to meet the duties of the employer as specified in the Act.

## Alberta Whitewater Association shall:

- Establish and maintain at least one health and safety representative
- Take every reasonable precaution to ensure the workplace is safe
- Train employees about any potential hazards and in how to safely use, handle, store and dispose of hazardous substances and how to handle emergencies
- Supply personal protective equipment and ensure workers know how to use the equipment safely and properly
- Immediately report all critical injuries to the government department responsible for OH&S
- Appoint a competent supervisor who sets the standards for performance, and who ensures safe working conditions are always observed.

## Health and Safety Committee

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### Intent

This Policy has been created to provide information pertaining to the duties and responsibilities of Alberta Whitewater Association's Joint Health and Safety Committee. Each Canadian Province has established Health and Safety Legislation providing clear requirements in organizing the committee, the structure, meeting frequency and roles and responsibilities of committee members.

### Policy

In the Province of Alberta, a JHSC is only required for those worksites under Ministerial Order. For all other worksites the JHSC is voluntary. Alberta Whitewater Association is committed to maintaining the health and wellbeing of its employees. As such, Alberta Whitewater Association has established a Joint Health and Safety Committee which is comprised of one half worker representative and one half management representatives. The following document outlines the duties of this committee.

The committee/representative has four (4) principal functions:

- To identify potential hazards;
- To evaluate these potential hazards;



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- To recommend corrective action; and
- To follow-up on implemented recommendations.

## **Responsibilities and Process**

Duty of Employer – The employer is responsible for providing a safe and healthy work place and for taking all necessary steps to protect the safety and health of employees.

Duty of the Employee – Employees are required to take all reasonable and necessary precautions to ensure their own safety and health as well as that of their fellow employees.

Joint Health and Safety Committee – Joint work site health and safety committees are only mandatory for those work sites required by Ministerial Order to have a committee. For all other work sites in Alberta, the establishment of a committee is voluntary.

By voluntarily establishing a committee at Alberta Whitewater Association the management and workers are making a commitment to improving the health and safety culture of our workplace. We can eliminate hazards and reduce incidents associate with work processes.

The responsibilities of a joint health and safety committee are:

- Inspects the work site for hazards.
- Responds to health and safety concerns brought to it by workers.
- Helps find solutions to difficult health and safety concerns — problems that can only be solved through co-operative efforts.
- Analyses the causes of incidents to prevent recurrence.
- May assist in the development of realistic safety policies and safe work procedures.
- May help with new employee orientation to identify potential health and safety hazards.
- Promotes health and safety awareness throughout the work force.

## **Committee Meetings**

To carry out its functions, the committee is required to hold meetings and carry out regular inspections of the workplace. The Joint Health and Safety Committee will hold a meeting at least once every three months during regular working hours and on urgent matters.

## **Committee Meeting Notes**

Minutes of each meeting must be recorded. Minutes should contain details of all matters discussed, as well as a full description of issues raised, any action recommended by the committee members and the employer response to the recommendation(s).

Minutes should identify members by title and not by name. Members' names should be used only for attendance purposes. Minutes should be signed by the co-chairs and posted in the workplace within one week of the meeting.

## **Committee Role in Workplace Inspections**

The joint Health and Safety Committee must ensure that the workplace is inspected every month. Other workers, as well as the employer must give the Committee any information and assistance needed to carry out these inspections.



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In some cases, the committee must also participate in the development of assessment reports and control-program reports required under the designated substance regulations.

## **Confidentiality**

The Committee may from time to time come across confidential information. The Health and Safety Committee may not:

- Disclose any information about any workplace test or inquiries conducted under the Act or regulations;
- Reveal the name of any person from whom information is received;
- Disclose any secret or trade information, etc.;
- Disclose the results of any medical examinations or test of workers in a way that identifies the individual(s).

Committee members will not be held personally liable for anything done or omitted in good faith.

## **Selection of Committee Members**

Committee members will be selected by the employees of Alberta Whitewater Association. Alberta Whitewater Association will choose the remaining members from persons in the workplace who exercise managerial functions. Committee members will be selected as vacancies occur through a nomination and voting process.

## **Training of Committee Members**

Alberta Whitewater Association will ensure that two members of the committee (one representing workers and one representing persons who exercise managerial functions) are adequately trained to perform their duties.

## **Management Support**

Our Management Team supports our safety committee and has instructed our safety committee to:

- Identify and assess potential unsafe conditions in our workplace;
- Make recommendations to management for the improvement of the health and safety of all employees;
- Review and make recommendations to management regarding the ongoing maintenance and monitoring procedures of all health and safety issues in the workplace;
- Assist with hazard identification and control reports, inspection reports and accident investigation reports and where appropriate, make recommendations;
- Physically meet and then inspect the workplace at intervals of not less than once every month.

## **Legal Requirements – Employer’s Duty**

The Alberta Whitewater Association shall provide employees with the information, instruction, training and supervision necessary to ensure their safety and health. The Association shall ensure that each employee is informed of every known or foreseeable safety and health hazard in the area where the employee works. The Association shall train their employees to ensure that all hazardous substances are stored, handled and used in the manner prescribed.



# ALBERTA WHITEWATER ASSOCIATION

## Smoke-Free Workplace Policy

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### Intent

Alberta Whitewater Association maintains a commitment to the health and safety of all its employees and its members. Smoking has been scientifically proven to be harmful to the health of both smokers and non-smokers that come into contact with second-hand smoke.

The AWA is heavily involved with youth and our employees can have a big influence on young people. Many of our programs and activities take place in outdoor settings where careless smoking can create a wildfire. In the interest of promoting a safe and healthy work environment, Alberta Whitewater Association has adopted a smoke-free workplace policy that abides by the [Tobacco Reduction Act](#) of Alberta.

### Definitions

Tobacco Product - a product composed in whole or in part of tobacco, including tobacco leaves and any extract of tobacco leaves, but does not include any product for use in nicotine replacement therapy

Workplace - all or any part of a building, structure or other area in which employees perform the duties of their employment, whether or not members of the public have access to the building, structure or area as of right or by express or implied invitation, and includes reception areas, corridors, lobbies, stairwells, elevators, escalators, eating areas, washrooms, lounges, storage areas, laundry rooms, enclosed parking garages and work vehicles;

Outdoor Areas – any area that is part of the workplace, including campgrounds, picnic areas, trails, coaching locations, river banks or other locations that might be used for AWA programs;

Work Vehicle - a vehicle owned or leased by an employer and used by employees during the course of their employment

### Policy

1. Smoking shall be prohibited in the workplace, including a work vehicle. This is applicable to all employees, guests, contractors and customers. This policy also extends to include any hotel rooms or rental cars booked for Association business purposes. .
2. Smoking shall be prohibited in outdoor areas. This is applicable to all employees
3. Alberta Whitewater Association has no intentions towards influencing the actions of employees smoking habits outside of the workplace, and will not pursue disciplinary action for those that smoke off of Alberta Whitewater Association premises.
4. Alberta Whitewater Association will not discharge employees, or refuse to hire applicants on the grounds that they are smokers.

### Violations

In the event of a violation of this policy, Alberta Whitewater Association may pursue disciplinary action up to, and including termination of employment. Employees that witness violations are required to report the infraction to their manager, or Human Resources director.



# ALBERTA WHITEWATER ASSOCIATION

## Substance Abuse

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### Intent

Alberta Whitewater Association prides itself on providing a safe working environment for all of its employees. Employees under the influence of drugs or alcohol on the job can pose serious safety and health risks both to themselves and their coworkers. To help ensure a safe and healthy workplace, Alberta Whitewater Association reserves the right to prohibit certain items and substances from being brought on to, or being present on Association premises. Alberta Whitewater Association also strictly prohibits the use of non-prescribed drugs or alcohol during work hours and employees are further prohibited from reporting to work while under the influence of drugs or alcohol.

### Policy

#### **Suspicion of Impairment**

Any employee reporting to work visibly impaired will be deemed unfit to perform required duties and will not be allowed to work. The following procedure will apply in these situations:

1. If possible, the employee's Manager/Supervisor will first seek another Manager/Supervisor's opinion to confirm the employee's status.
2. Next, the Manager/Supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour that may include, but not limited to, slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol, the employee should not be permitted to return to their assigned duties to ensure their safety and the safety of their co-workers or visitors to the workplace.
3. If an employee is deemed "unfit for work" this decision is made based on the best judgment of two members of management and DOES NOT require a breathalyser or blood test. The employee should be advised the Association has arranged a taxi or shuttle service to safely transport them to their home address; an unfit employee will be sent home without pay.
4. If, in the opinion of the Manager/Supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safer transportation alternative - depending on the determination of the observed impairment - and accompanied by the Manager/Supervisor or another employee if necessary.
5. A substance abuse evaluation test may be conducted by the Manager/Supervisor or Human Resources.
6. An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse this Association organized transportation and make the decision to drive their personal vehicle the Association is obligated to and will contact the Police to make them aware of the situation.



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7. A meeting will be scheduled for the following work day to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

## **Inspections**

Alberta Whitewater Association reserves the right to require its employees to cooperate with inspections of any and all property on its premises for the presence of drugs, alcohol or other contraband. Alberta Whitewater Association also reserves the right to require its employees to cooperate with any searches of their work area, or property that might be used to conceal drugs, alcohol or other contraband. Employees found to be in possession of such contraband, or who refuse to cooperate in these inspections may be subject to disciplinary action up to and including termination of employment.

*Note: Any illegal drugs will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.*

## **Substance Dependency**

- The Association understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability under Human Rights legislation. The Association promotes the early diagnosis of this disease, and encourages employees with a disability based on dependency on alcohol or drugs to pursue medical, and/or psychological treatment to become successfully cured of this disease.
- Alberta Whitewater Association will work to ensure that individuals protected under Human Rights are able to work effectively, by making adjustments or modifications to the work, or the work environment, up to the point of undue hardship.
- Employees are not excused from their duties as a result of their dependencies. Any employee who suspects that he/she might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.
- The Association defines a rehabilitated drug user or alcoholic, or any individual engaged in a supervised drug or alcoholism rehabilitation program that is no longer using drugs or alcohol, as an employee with a disability. As such, the Association would consider the application of an individual who had formerly been in violation of the drug and alcohol policy, if the candidate could show evidence of rehabilitation. The employee would be responsible for adhering to the Association's Agreement for the Continuation of Employment within this Policy.
- All medical information shall be kept confidential by Alberta Whitewater Association.

Any employee convicted of, or who pleads no contest to any substance related offense must inform the Association within five (5) days of the conviction or plea. Failure to do so will result in disciplinary action up to and including termination of employment. In the event of an employee's conviction or plea to charges relating to the manufacture, possession, sale, use, distribution, receipt, or transportation of any substance, the Association will determine whether disciplinary action will be taken, including the appropriateness of continued employment.

## **Expectations**



# ALBERTA WHITEWATER ASSOCIATION

## Management

- Shall identify any situations that may cause concern regarding an employee's ability to safely perform his/her job functions.
- If it is known or ought to have been known that an employee has a substance dependency, the employer shall accommodate the employee to the point of undue hardship.
- Shall ensure any employee who asks for help due to a drug or alcohol dependence will not be disciplined for doing so.

## Employees

- All employees are expected to abide by the provisions of this policy.
- Employees will not report to work while under the influence of drugs or alcohol.
- Employees are strictly prohibited from bringing non-prescription drugs and alcohol onto Association property.
- Employees are strictly prohibited from using non-prescription drugs or alcohol during work hours.
- In the event that an off-duty employee is asked to come in to work, it is his/her responsibility to refuse the request and ask that the request be directed to another person if the employee is unfit due to the influence of alcohol or other drugs.
- Employees are encouraged to communicate to their manager that they may be under the influence of over the counter medications that may cause drowsiness or impairment.
- Employees are encouraged to communicate to their employer that they have a dependency or have had a dependency so that their rights are protected and they can be accommodated appropriately.
- Employees who fail to adhere to the above expectations or who engage in illegal activities such as selling drugs and/or alcohol while on Association premises or programs will be subject to disciplinary action up to and including termination of employment and referral to legal authorities.



# ALBERTA WHITEWATER ASSOCIATION

## Workplace Anti-Violence and Harassment Policy

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### Intent

Alberta Whitewater Association is committed to building and preserving a safe, productive and healthy working environment for its employees based on mutual respect. In pursuit of this goal, we do not condone nor tolerate acts of violence and/or harassment against or by any of our employees or managers. Alberta Whitewater Association believes that every employee is entitled to work free of harassment.

Our Workplace Anti-Violence and Harassment Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds offensive, others may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. It is important to remember it is the perception of the receiver of the potentially offensive message be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

### Definitions

Workplace Violence - Means but is not limited to: The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. An attempt to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker. A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against a worker, in a workplace, that causes or could cause physical injury to the worker. Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault). Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property. Disruptive behaviour that is not appropriate to the work environment (e.g. yelling, swearing).

Personal Harassment - Any behaviour that demeans, humiliates or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (e.g. touching, pushing), comments (e.g. jokes, name-calling), or displays (e.g. posters, cartoons). The *Alberta Human Rights, Citizenship and Multiculturalism Act* prohibits harassment related to race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability, pardoned conviction, or sexual orientation (Government of Canada, 2010). Harassment can also occur when an individual is in a vulnerable position because he or she is in the minority - the only woman, member of a visible minority, aboriginal person or person with a disability - and is, for example, ostracized by colleagues (Government of Canada, 2010).

Disrespectful Behaviour involves unwelcome behaviour that demeans or embarrasses an employee (Government of Canada, 2010).

Sexual Harassment includes offensive or humiliating behaviour that is related to a person's sex, as well as behaviour of a sexual nature that creates an intimidating, unwelcome, hostile, or offensive work environment, or that could reasonably be thought to put sexual conditions on a person's job or employment opportunities. Sexual harassment is frequently more about power



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than about sex. It occurs in situations where there is unequal power between the parties involved, and is an attempt by one person to assert power over the other.

Abuse of Authority occurs when a person uses authority unreasonably to interfere with an employee or the employee's job. It includes humiliation, intimidation, threats, and coercion. It does not include normal managerial activities, such as counseling, performance appraisals, and discipline, as long as these are not done in a discriminatory manner (Government of Canada, 2010).

## Policy

Alberta Whitewater Association is committed to providing a safe and healthy work environment free from violence, threats of violence, discrimination, harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the Association's premises and violators will be subject to discipline action and the incident will be reported to the police. This policy prohibits physical or verbal threats, with or without the use of weapons, discrimination, intimidation, or violence in the workplace.

It is a violation of Alberta Whitewater Association's Workplace Anti-Violence and Harassment Policy for anyone to knowingly make a false complaint, or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and / or corrective action, up to and including termination of employment.

This Policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Alberta Whitewater Association will ensure that all employees are trained and educated on violence and harassment and that they are clear about the roles and responsibilities as well as this policy and its procedures. In addition a copy of this policy will be made available to all employees.

## Application of this Policy

Alberta Whitewater Association will ensure as much as is possible that no employees are subjected to harassment or violence during their course of work with Alberta Whitewater Association. We will not tolerate any form of harassment or discrimination against any individual, including job candidates, employees, managers, or clients on any grounds. This commitment applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

Every Alberta Whitewater Association employee shall be held personally accountable and responsible for enforcing this policy and must make every effort to prevent discrimination and/or harassing behaviour. As such, employees must report every incident of harassment immediately -- whether it was observed, happened to them personally, or if the problem was reported to them.



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For the purposes of this policy, violence and harassment can occur:

- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person harassed or who has suffered an act of violence is there as a result of work-related responsibilities or a work-related relationship

## **Reporting Procedures**

### Alberta Whitewater Association Immediate Assistance Procedures:

Canada's Criminal Code deals with matters such as violent acts threats and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor or client/customer then an immediate call to "911" is required.

### Informal Procedure

If you believe you have been harassed you may:

- Confront the harasser personally, or in writing, clearly stating the unwelcome behaviour/action and requesting that it stop immediately; or
- Discuss the situation with the harasser's supervisor, your supervisor or any other supervisor.

Any employee who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the occurrence to their supervisor or a manager.

### Formal Procedure

If you believe you have been harassed you may make a written complaint to the management team. The written complaint must be delivered to the Executive Director and include the following information:

- The date and time of each incident you wish to report.
- The name of the person(s) involved in the incident(s).
- The name of any person or persons who witnessed the incident(s).
- A full description of what occurred.

## **Investigating Reports of Violence or Harassment**

Once a written complaint has been received, Alberta Whitewater Association will complete a thorough investigation. Harassment should not be ignored as silence can, and often is, interpreted as acceptance. Employees will not be demoted, dismissed, disciplined or denied a promotion, advancement or employment opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:



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**Complainant** – The person who has made a complaint about another individual who they believe committed an act of violence against them.

**Respondent** – The person whom another individual has accused of committing an act of violence.

The investigation will include:

- Informing the accused of the complaint.
- Interviewing the complainant, any person(s) involved in the incident and any identified witnesses.
- Interviewing any other person(s) who may have knowledge of the incident(s) complaint.
- Statements from all parties involved will be taken and a decision will be made.
- If necessary, Alberta Whitewater Association may employ outside assistance or request the use of our legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

A copy of the complaint, detailing the complainant's allegations, shall be provided to the respondent(s) and contain the following information:

- The respondent is invited to reply in writing to the complainant's allegations.
- The reply will be made known to the complainant before the case proceeds.
- Alberta Whitewater Association will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

If the complainant decides not to lay a formal complaint, Senior Management may decide that a formal complaint is required, which will be based on the investigation of the incident, and will file such document(s) with the person(s) against whom the complaint is laid.

If it is determined by the Association that any employee has been involved in the violence and/or harassment of another employee, immediate disciplinary action will be taken, up to and including termination of employment.

## **The Right to Refuse Unsafe Work and the Right to Assistance**

- This is a legal right of every worker. Alberta Whitewater Association is committed to ensuring a safe workplace.
- If you wish to pursue this right, please refer to the Work Refusal Policy in this Manual.

## **Special Circumstances**

Should an employee have a court order, also known as a restraining order or “no-contact” order, against an individual, the employee is encouraged to notify his/her supervisor, manager or Human Resources of the situation and provide a copy of the order. This will be required particularly in situations where the employee strongly feels that the aggressor may attempt to violate the order and contact the employee at Alberta Whitewater Association. Any information received and disclosed will be held by Alberta Whitewater Association with the utmost confidentiality.



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If Alberta Whitewater Association is aware that domestic violence is likely to expose an employee or the workplace to harassment, violence, injury or risk, management will take every reasonable precaution to protect the individual and the workplace.

If any visitor to Alberta Whitewater Association is seen with a weapon, or is known to possess one, makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police.

## **Fraudulent or Malicious Complaints**

This Anti-Violence and Harassment Policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the Association significant damage. If it is determined by the Association that any employee has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

## **Disciplinary Measures**

If it is determined by the Association that any employee has been involved in a violent behaviour or unacceptable conduct related to another employee, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal without further notice. Disciplinary action shall be determined by the Association and will be proportionate to the seriousness of the situation.

## **Confidentiality**

Alberta Whitewater Association will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Alberta Whitewater Association will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Alberta Whitewater Association shall provide appropriate assistance to any employee who is victim of discrimination or violence and/or harassment.



# ALBERTA WHITEWATER ASSOCIATION

## Workplace Hazard Identification

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### Intent

Alberta Whitewater Association has adopted this policy to ensure that all workplace hazards are identified and controlled appropriately. These measures have been taken to ensure the ongoing health and safety of our staff.

### Definition

#### Hazard:

An occupational hazard is a thing or situation with the potential to harm a worker. Occupational hazards can be divided into two categories:

- Safety hazards that cause accidents that physically injure workers;
- Health hazards which result in the development of disease.

It is important to note that a "hazard" only represents a potential to cause harm. Whether it actually does cause harm will depend on circumstances, such as the toxicity of the health hazard, exposure amount, and duration.

Hazards can also be rated according to the severity of the harm they cause - a significant hazard being one with the potential to cause a serious injury or death.

### Policy

To reduce the potential for injuries at Alberta Whitewater Association, we will conduct a hazard assessment of all work areas and work processes. During the workplace hazard assessment, Alberta Whitewater Association will work to identify potential hazards that exist in work areas, processes and procedures.

Alberta Whitewater Association employees are required to report any workplace hazards to their supervisor / manager.

Where a hazard is identified, Alberta Whitewater Association shall work to determine the possibility of any injuries caused by the hazard, and the level of risk associated with the hazard.

Where a hazard creates dangerous working conditions, the work shall be halted until such time as it may be controlled effectively.

Alberta Whitewater Association shall address and resolve workplace hazards using appropriate controls either at the source of the hazard, between the source and the worker, or at the worker.

Where possible, Alberta Whitewater Association shall strive to control hazards at the source. Alberta Whitewater Association shall determine appropriate safe work procedures and practices, and provide training and education in safe work practices, policies and procedures.

### **Risk vs. Hazard**

#### Risk

The hazard posed by some material or situation is its potential to cause harm. Risk is the probability, or chance, that a hazard will actually harm someone.



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Removing occupational hazards is only one way of improving worker protection. A more practical approach to the limitation of occupational hazards is the control or management of the risks that hazards pose.

Sometimes, in addition to the probability of a hazard causing harm, risk includes a consideration of the seriousness of the hazard.

The consequences of exposure to some hazards may be so harmful that, even if there is little chance of a worker being exposed, the risk is so great that extreme precautions must be taken to prevent even that small possibility.

## Hazard

The term "hazard" refers to the potential to cause harm. In the case of a workplace health hazard, the harm is to a worker's health and usually takes the form of an injury or illness.

## **Dealing with Workplace Hazards**

There is a three-step process for dealing with workplace hazards:

1. **Identify** – Report any workplace hazards to your immediate supervisor. Recognition involves both identifying a hazard and determining if there is a possibility of workers being affected by it. If there is such a possibility, it must be assessed and if it is found to be significant, the hazard must be controlled. Employees are required to report any workplace hazards to their immediate supervisor immediately, to reduce the dangers to all other employees.
2. **Assess** – Determine the level of risk associated with the hazard. Discontinue work in the event that a workplace hazard creates excessive and dangerous work conditions.
3. **Control** – Alberta Whitewater Association will use all elements available to address and resolve dangerous workplace hazards. Control can be applied at the source of the hazard, along the path between the source and the worker, or at the worker. Control at the source is preferred.

## **Hazard Control**

Where a workplace hazard is identified, Alberta Whitewater Association shall utilize the following process to ensure workplace safety:

Step 1: Engineering Controls – Where possible, hazards shall be eliminated or mitigated through engineering controls, including either the substitution of hazardous materials, work processes or equipment used with less hazardous options, the isolation of hazardous work to physically remove the worker from the hazard, or through ventilation of the area.

Step 2: Design of Safe Work and Hygiene Practices – Alberta Whitewater Association shall design safe work practices that provide guidelines for working safely with workplace hazards, and limit exposure to hazards.



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Step 3: Administrative Controls – Alberta Whitewater Association shall employ administrative controls, including job rotation schedules, work-rest cycles and timing of maintenance procedures to limit the amount of time that workers are exposed to hazards.

Step 4: Personal Protective Equipment – Where appropriate, PPE that is designed to reduce, or eliminate a hazard shall be provided.

Step 5: Education and Training – Alberta Whitewater Association will provide staff with the appropriate training and education in safe work practices, and working with or near identified workplace hazards.

## **Personal Protective Equipment**

Alberta Whitewater Association will take every reasonable precaution in the circumstances to protect workers; this may include requiring them to wear personal protective equipment through the course of their job duties.

All PPE used by this Association and its employees will be maintained in accordance with manufacturer's instructions and requirements.

Association-issued PPE will be inspected at the time of issue and before each use by the employee.

All PPE that is damaged or in need of service or repair will be removed from service immediately.

All PPE that has been removed from service will be tagged "OUT OF SERVICE." Any PPE tagged "OUT OF SERVICE" will not be returned to service until repaired and inspected by a qualified person.

Failure to wear the required safety equipment may result in disciplinary action.



# ALBERTA WHITEWATER ASSOCIATION

## Workplace Hazardous Materials Information System (WHMIS)

### Intent

Alberta Whitewater Association values the safety and well-being of our employees, and will work with them to provide every reasonable safety measure possible. In pursuit of our high-safety standards, and in compliance with Federal and Provincial compliance regulations, Alberta Whitewater Association will provide WHMIS (Workplace Hazardous Materials Information System) training for employees.

### Definitions

**Controlled products:** Products, materials or substances that meet the criteria for one or more of the six WHMIS product classes.

**Supplier:** A person or Association that manufactures, processes or packages a controlled product or that sells or imports a controlled product.

**Source:** the Workplace Health and Safety Bulletin, WHMIS – Information for Employers by the Government of Alberta Employment and Immigration.

[http://employment.alberta.ca/documents/whs/whs-pub\\_ch008.pdf](http://employment.alberta.ca/documents/whs/whs-pub_ch008.pdf)

### Policy

WHMIS is a Canada-wide system designed to give employers and workers information about hazardous materials used in the workplace.

In Alberta, WHMIS applies to all workplaces covered by the Occupational Health and Safety Act, and to all federal government workplaces.

1. Alberta Whitewater Association will meet all provincial legislative standards as outlined in the [Alberta Occupational Health and Safety Code](#) - Part 29 Workplace Hazardous Materials Information System (WHMIS) (Sections 395 to 414) and will ensure that information and training on hazardous materials is provided to all staff.
2. Alberta Whitewater Association will ensure that all containers that hold hazardous materials have appropriate labels and are no more than three years old.
3. Alberta Whitewater Association will ensure that Material Safety Data Sheets (MSDS) are available to provide additional information and detail hazard and precautionary information.
4. Alberta Whitewater Association will ensure that all workplace hazardous materials include Supplier labels, and that suppliers provide the appropriate supplier labels and MSDS.
5. Alberta Whitewater Association shall ensure that workers will have full access to supplier labels and MSDS information.
6. Under WHMIS, there are 3 (three) ways in which information on hazardous materials is to be provided:



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1. Labels on the containers of hazardous materials, labels on temporary containers of hazardous materials;
2. Material safety data sheets (MSDS) to supplement the label with detailed hazard and precautionary information about a chemical's classification;
3. Worker education programs where workers are provided with 2 different types of information. One is a general overview of WHMIS and the other is a specific hazard information and safe work procedures form for use at their workplaces.

## **Controlled Products**

WHMIS legislation applies to specific chemicals which are labeled controlled products. They are subdivided into six different classes:

1. Compressed Gas;
2. Flammable and Combustible Material;
3. Oxidizing Material;
4. Poisonous and Infectious Material;
5. Corrosive Material; and
6. Dangerously Reactive Material.

## **Supplier Requirements**

The supplier of the hazardous material must provide the labels and Material Safety Data Sheets (MSDS) to the employer.

## **Employer Requirements**

An employer in charge of a worksite where controlled products are used has specific duties to perform including:

1. Ensure that all controlled products are labeled or identified with appropriate WHMIS labels;
2. Ensure that WHMIS MSDSs are up-to-date (can be no more than three years old);
3. Ensure WHMIS MSDSs are provided for all controlled products at the work site and the MSDSs are easily accessible to any employees at the work site;
4. Ensure workers have received the appropriate WHMIS worker education to protect their health and safety;
5. The employer must also ensure that until the supplier container is empty, the supplier label is not deliberately removed, destroyed or changed;
6. The employer is obligated to consult the joint health and safety committee (if there is one), or a worker health and safety representative, about the content and delivery of the education program.

## **Employee Responsibilities**

Alberta Whitewater Association employees must participate in WHMIS training and education. Alberta Whitewater Association employees must cooperate with their employer in order to protect their own personal health and safety as well as the health and safety of all others at the work site.

Alberta Whitewater Association employees must report any violation of the Act or regulations to their immediate supervisor, manager, Human Resources or safety representative.



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Alberta Whitewater Association employees shall inform their immediate supervisor, manager, Human Resources or safety representative in the event that they do not have the proper information on a controlled product, e.g. the MSDS is missing, damaged or illegible.

## Labels

There are two types of WHMIS labels, Supplier Labels and Work-site labels. Supplier labels must appear on the original container holding the chemical and include products sold by Canadian companies and controlled products imported into Canada for use at work locations.

Work-site labels are used for containers into which the controlled product was transferred; containers of controlled products that are produced at the work-site for the work-site; and supplier containers where the label was damaged and cannot be replaced by a new supplier label.

The basic supplier label contains information on seven required pieces of information:

1. Product Identifier;
2. Supplier Identifier;
3. Hazard Symbols;
4. Risk Phrases;
5. Precautionary Measures;
6. First Aid Measures; and
7. Reference to Material Safety Data Sheet.

A work-site label has three required components:

1. Product Identifier;
2. Information for Safe Use of the Product; and
3. Reference to the MSDS.

## Training and Education

Alberta Whitewater Association shall provide appropriate WHMIS training and education for all staff members who are exposed or likely to be exposed to hazardous materials in the performance of their regular job duties.

Alberta Whitewater Association employees will be compensated for time spent at training sessions, considered to be normal work time, and employees will be paid at the regular rate. Alberta Whitewater Association will respect the right of workers by consulting them regarding the development and implementation of the instruction and training, and will open the discussion process to suggestions in a consultation period. Workers will be provided with an opportunity to comment on the content of the program, the amount of training, who is to receive what training, who delivers the training and so on.

The worker education program must cover the following 6 areas:

1. Labels—the information required, the purpose of the information and the significance of the information;
2. Modes of identification when used at the workplace instead of labels;
3. MSDSs—the information required, the purpose of the information and the significance of the information;



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4. Procedures for the safe use, storage (including temporary use containers), handling and disposal of a controlled product, including a controlled product in a piping system or vessel;
5. Procedures to be followed where fugitive emissions are present; and
6. Procedures to be followed in case of an emergency involving a controlled product.

## Generic Instructions will be provided for:

- Content required on supplier labels, workplace labels and material safety data sheets;
- How WHMIS works;
- Hazards of a group of products which have similar properties and for which it is acceptable to use a generic material safety data sheet, provided there is instruction in hazards peculiar to any one product in the group;
- Work procedures for a group of products if the procedures are basically the same for all the products in the group;
- Work procedures that apply to a variety of worksites if the work procedures are basically the same at each site;
- Preliminary stages of instruction in a multi-stage instruction program.

## Educational Standard:

The education is considered sufficient when workers can answer the following four questions:

1. What are the hazards of the controlled products?
2. How are you protected from these hazards?
3. What do you do in case of emergency?
4. Where can you get additional hazard information?

## Follow-Up Education

Alberta Whitewater Association will review the education program at least once a year or more often in the event that:

- Conditions at the workplace change; or
- New information on a controlled product becomes available.

The review must take place in consultation with the joint health and safety committee, if any, or the worker health and safety representative, if any. In the event of any changes, staff will be trained and educated regarding the change(s).

## **Employee Rights**

WHMIS gives workers the right to know about the hazardous materials they are exposed to on the job.

This includes:

- The right to review labels and MSDSs, and to receive instruction and training.
- The right to be consulted regarding the development and implementation of the instruction and training. This means that workers have the right to be included in discussions of the content of the program, the amount of training, who is to receive what training, who delivers the training, etc.



# ALBERTA WHITEWATER ASSOCIATION

## Workplace Injuries

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### Intent

Alberta Whitewater Association will comply with all required Federal and Provincial regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies and programs.

### Definitions

Workplace Injury: Any injury that occurs on Alberta Whitewater Association premises or during the transaction of approved Alberta Whitewater Association business that requires either First-Aid or Health-Care.

First Aid: First Aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First Aid includes, but is not limited to:

- Cleaning minor cuts, scrapes, or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack, or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit

Medical Aid: includes medical and other services provided by a person licensed to practice the healing arts in Alberta, and nursing, hospitalization, drugs, dressing, x-ray treatment, special treatment, appliances, apparatuses, transportation and any other matters and things that the Board authorizes or provides. Coverage is also extended when an accident results in the loss, damage or breakage of an artificial limb, eyeglasses, dentures etc.

Serious Injury or Accident: In accordance with the Alberta Occupational Health & Safety Act, a serious injury or accident must be reported to the Director of Inspection. Serious injuries or accidents include:

- An injury or accident resulting in death
- An injury or accident that results in a worker being admitted to a hospital for more than two (2) days
- Fracture of a major bone, including skull, spine, pelvis, femur, humerus, fibula or tibia, radius or ulna;
- Amputation other than a portion of a finger or toe
- Loss of sight of an eye
- Internal hemorrhage
- Third degree burns
- Unconsciousness that results from concussion, electrical contact, asphyxiation or poisoning and / or an injury that results in paralysis (i.e. permanent loss of function)
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing serious injury
- The collapse or upset of a crane, derrick or hoist



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- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building structure (*Alberta Queen's Printer, 2010*).

## Policy

### Reporting Workplace Injuries

Every worker must **immediately** report all incidents and near-misses, no matter how small, to their immediate Manager and / or the Safety Coordinator.

All Alberta Whitewater Association staff members are required to complete an Accident and/or Incident Report in the event of a health and safety violation that the employee has either caused or witnessed. Accident and Incident Reports should be filled out and submitted to management promptly to ensure the safety of other employees, and to rectify the problem as quickly as possible.

Failure to report health or safety violations will be viewed as gross negligence, and may result in disciplinary action up to, and including termination.

*\*Failure to comply with Alberta Whitewater Association health and safety guidelines, or engage in conduct which creates risk for an employee, contractor, customer or visitor, will be met with disciplinary action and/or termination of employment.*

### WCB Reportable Injuries

#### Employers

The Association is required to report any accident/injuries to WCB within 72 hours of acquiring knowledge of the accident or the allegation of an accident. The Association will also provide a copy of the report to the injured party for their records. However, Alberta Whitewater Association will strive to report all incidents as soon as reasonably possible. *The sooner an employee reports an injury to their Manager, the sooner it can be properly reported to the appropriate Safety Authorities.*

The Workers' Compensation Board allows Alberta Whitewater Association to report accidents through the use of an [Employer's Report of Injury or Occupational Disease](#) form.

Alberta Whitewater Association shall immediately report the following incidents regardless of whether there is an injury:

- An unplanned / uncontrolled explosion;
- Fire or flood that causes or has potential to cause serious injury;
- Failure of a safety device on a hoist, hoist mechanism or hoist rope;
- Collapse or failure of any building component or structure necessary for structural integrity;
- Collapse or upset of heavy equipment;
- Collapse or failure of a temporary support structure;
- Collapse or cave-in of a trench, excavation wall, or stockpile;
- Incidental release of a designated substance; and / or
- Contact with an electrical power line above or underground.



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Accidents or incidents that result in the **death or serious injury**, as defined above, of an employee must be immediately reported to the Government of Alberta Workplace Health and Safety contact Centre: 1-780-415-8690 (Local Edmonton) or 1-866-415-8690.

## Employees

Workers must report all accidents to their employers when a personal injury is sustained or when, regardless of injury, the worker is entitled to medical aid.

As soon as possible after an accident, workers must file a claim for benefits. The worker should complete the [Worker's Report of Injury or Occupational Disease](#) form.

Workers must give Alberta Whitewater Association a copy of the completed form at the same time they give a copy to the WCB. In the case of occupational diseases, workers must give a copy of the claim to the employer who most recently employed them in the employment to which the disease is associated.

If the injury occurred over a period of time the employee should complete the [Worker's Progressive Injury Questionnaire](#).

A claim must be filed within twenty four (24) months or the date in which the worker became aware of the accident. The WCB may extend the 24 month deadline if there are reasonable and justifiable grounds for the delay.

## Claiming after the 24-month deadline

Whether or not the WCB issued an initial benefit payment, the WCB does not accept a worker's claim and consent past the 24-month deadline unless it agrees to waive the requirements, or extend the deadline.

If a worker fails to file a claim by the respective deadline, the WCB allows the claim to be filed at a later date if the worker can show that exceptional circumstances existed at the deadline.

Exceptional circumstances can include:

- There was a medical uncertainty about whether the injury or disease was related to employment
- The worker has an occupational disease, such as asbestosis, that did not develop until a long time after the work exposure that caused the disease.
- The worker was medically incapable of reporting the circumstances of the injury or disease.
- The worker did not miss time from work at the time of the accident.
- The worker or the workers' dependents did not know and were not informed about their reporting obligations for workers' compensation.
- The employer, doctor or someone else who was supposed to report on the worker's behalf did not submit a claim.



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If there are reasons for a delay in reporting, the worker should send WCB a detailed explanation of those reasons and ask WCB to review and determine whether the circumstances justify exceeding the 24-month limitation period.

## **Failure to Comply**

Due to the serious nature of workplace injuries and the importance of accurate and timely reporting, Alberta Whitewater Association employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

In the event that a workplace accident is not properly reported, Alberta Whitewater Association may be subject to the following penalties:

- Pay an administrative penalty in respect of each contravention in the amount set out in the notice by the board.
- The penalty incurred may encompass each day in which the contravention occurred.
- The administrative penalty cannot exceed \$25,000 for each contravention.

## **Workplace Accident Investigation**

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### **Intent**

Alberta Whitewater Association is committed to protecting the evidence, as necessary, for any accident investigations and to determine the root causes of the accident. The purpose is not to lay blame, but to seek out new processes so that the accident does not reoccur. The following are guidelines for the protection of evidence in the event of a workplace accident and is designed to be compliant with the Alberta Occupational Health and Safety Act.

### **Policy**

- Under the Alberta Occupational Health and Safety Act, tampering or moving evidence at a serious workplace accident site is an offence punishable by monetary fines and/or charges brought against the offending party/parties under the Occupational Health and Safety Act.
- All Alberta Whitewater Association employees and management must preserve the accident scene so that information may be gathered in order to educate workers, or to change conditions for the prevention of any future accidents.
- In the event that there were no any witnesses present at the accident, the accident scene evidence is the only way that Alberta Whitewater Association can reconstruct the events leading to the accident.
- The preservation of evidence will also allow Alberta Whitewater Association to reconstruct the sequence of events leading to the accident and discover any underlying factors that were present.

### **Procedures for Preserving Evidence**

- Alberta Whitewater Association management will begin the process of evidence collection as soon as possible following a workplace accident. This will ensure that memories are fresh and evidence has not degraded.



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- Alberta Whitewater Association employees must immediately inform management of the accident and should also make the effort to preserve the accident scene; without preventing emergency services from accessing the injured party.
- Once the employee has been transported to a hospital (if necessary) or has left for their doctor's or for their home, these are the methods that are to be used (as necessary) by Alberta Whitewater Association employees and managers to preserve evidence:
  1. Ensuring only the First Aid respondents and emergency services personnel are permitted at the accident site;
  2. Removing any persons not involved in the rescue from the site;
  3. Immediately shutting down any machinery which may have been involved;
  4. Stringing caution tape to prevent unwary workers from accessing the accident site;
  5. Developing alternate routes for employees who require the pathway where the accident took place;
  6. Taking photos and/or videos of the accident site;
  7. If the workplace uses a video recording system, ensure that access is severely restricted to the security room and remove the tapes to an area for safekeeping;
  8. Should the accident have taken place out of doors, it may be necessary to cover the site with plywood or a board until monitoring equipment can be retrieved;
  9. If possible, guards should be posted at the accident site to further restrict access.
- Evidence may only be displaced in order to guarantee the safety of other persons should they be required to walk past the accident scene area.
- Emergency services and First Aid trained individuals only are permitted to move aside evidence as needed to access the injured party.
- All Alberta Whitewater Association employees and management must fully cooperate with any authorities dispatched to the accident scene.
- Employees and management should refrain from speculating on the accident until there has been a thorough investigation and the findings are released (where appropriate).

## Tools for the Preservation of Evidence

Suggested tools for evidence collection:

1. Pens and notebooks for recording statements;
2. A camera for taking pictures and/or photos of the scene;
3. A measuring tape to establish distances;
4. Specimen containers (if necessary);
5. Personal Protective Equipment;
6. Accident Investigation Checklists; and
7. Any emergency telephone numbers.



# ALBERTA WHITEWATER ASSOCIATION

## Work Refusal

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### Intent

To ensure the health and safety of all employees, Alberta Whitewater Association has developed the work refusal policy to outline when an employee may refuse work they feel is unsafe and the procedures the Association will take when a refusal is made. Any employee who refuses to perform their duties because of a legitimate safety concern will not face any reprisal because of this action.

Applicable Legislation: *Alberta's [Occupational Health and Safety Act](#).*

### Definitions

Imminent Danger: Under Section 35(2) of Alberta's *Occupational Health and Safety Act* imminent danger is defined in relation to any occupation as:

- A danger that is not normal for that occupation, or
- A danger under which a person engaged in that occupation would not normally carry out the person's work.

### Policy

All workers have the legal right to refuse unsafe work that either puts them in imminent danger, requires them to perform work they have not been properly trained to do, or with safety hazards that could reasonably be avoided with proper safety equipment, procedures, or necessary repairs.

Section 35 of Alberta's *Occupational Health and Safety Act* states that a worker may refuse to work or do particular work where there exists imminent danger, no worker shall:

- a) Carry out any work if, on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker;
- b) Carry out work if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health and safety of that worker or another worker present at the work site; or
- c) Operate any tool; applicant or equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site.

Alberta Whitewater Association takes the health and safety of our employees very seriously. No employee who refuses work that they deem to be unsafe will be subject to employer reprisals in the form of discipline, dismissal, threats of dismissal, penalties, or suspension.

### Work Refusal Procedure

In the event of work being refused or stopped, the following actions are required:

#### Employee



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1. The worker must immediately inform the supervisor, or an appropriate designate, of a work refusal with an explanation of the circumstances they believe put them in danger.
2. The refusing worker must remain in a safe place near the workstation and available to the supervisor or employer for the purposes of investigation until an investigation has been completed. If the situation is resolved at this point then the worker will return to work.
3. Should the worker deem the situation to no longer be dangerous, the worker will return to work.
4. In the event that a worker is unsatisfied with the results of the investigation, they may continue to refuse the work provided they have reasonable grounds to base their refusal on. In the event of a continued refusal the employee should file a complaint with an Occupational Health and Safety Alberta officer. An investigation by a Government officer shall be conducted. Please refer to the Continued Work Refusal Section below for more information.

### Supervisor/Employer Representative

1. The supervisor or employer representative must investigate the situation immediately and resolve the issue in the presence of the worker and if there is such, one of the following:
  - A Joint Health and Safety Committee member who represents the worker.
  - A Joint Health and Safety Committee representative.
  - Another worker that has been chosen by his or her peers (or union) to represent the workers.

The supervisor or employer representative should interview the worker and complete a work refusal form to ensure sufficient information has been collected in order to conduct a proper investigation.

Following the investigation, immediate steps must be taken to correct any problems or issues discovered.

2. The supervisor should ensure that no other worker is assigned to use or operated the tool/equipment or perform the work for which the work refusal was made until the investigation has been completed and any resolutions have been implemented.
3. When the investigation has been completed, Alberta Whitewater Association will prepare a written report detailing the nature of the refusal, the investigation that took place and the actions taken, if any. A copy of the final written report will be given to the worker who originally made the refusal.
4. In the event that a worker is unsatisfied with the provided resolution and continues to refuse work, an Occupational Health and Safety Alberta officer will be notified and a



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request for an investigation must be made. Please refer to the continued work refusal section below for more information.

5. The supervisor or employer representative may assign other reasonable work during the employee's normal work hours for a worker that has refused work. The worker will receive no loss of pay or reprisal for refusing unsafe work.

## **Continued Work Refusal**

In the event that a worker continues to refuse work:

1. The worker, employer, or a representative of either must notify an Occupational Health and Safety Alberta officer. They can be reached at the toll free number 1-866-415-8690.
2. In the event that the officer concurs that the work is unsafe, and is satisfied that the worker has legal rights to refuse the work, the officer may either direct a solution or come to the workplace to investigate the continued refusal. If there is a worker committee member, health and safety representative or union representative, the Officer will consult with them as part of the investigation.
3. Pending an investigation and a decision from the officer, no worker will be assigned to use or operate the machine, equipment, or tool, or work in the workplace or the workstation being investigated, unless, (in the presence of a joint health and safety committee member, representative, or another worker that has been chosen by his or her peers (or union) to represent the workers) that individual has been advised of the previous worker's refusal and their reasons for the refusal and there is no risk of imminent danger.
4. While waiting for the officer's investigation to be completed, the worker must remain in a safe place near the workstation, unless the employer assigns some other reasonable work during normal working hours. In the event that the worker is covered by a collective agreement, any provision in the collective agreement that covers this situation will apply.
5. The officer will determine if the work is likely to endanger the worker or any other person. If the work is found to be unlikely to endanger anyone, the refusing worker will be expected to return to work. If the employee continues to refuse to return to work following the confirmation the assignment/work is safe, the employee is able to go through the appeal process with the Occupational Health and Safety Council.
6. If the Council declares the work safe, the employees continued refusal to return to work may be considered insubordination and disciplinary action may be initiated.
7. If the work is concluded to be unsafe, Alberta Whitewater Association will implement all necessary changes or precautions as recommended by the Officer to remove the threat of danger from the position, tools, machines or equipment.



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## **Payment for Refused Work**

- A worker is entitled to payment at their appropriate rate during a refusal of unsafe work, up to the point the Occupational Health and Safety Officer makes a ruling that the job is safe, or a solution to address the complaint is initiated.
- A person acting as a worker representative during a work refusal is paid at either the regular or the premium rate, whichever is applicable.
- The Association is not required to continue payment in the event that refused work has been inspected and a safe ruling has been made and a written decision has been issued by an Occupational Health and Safety Officer.



# ALBERTA WHITEWATER ASSOCIATION

## SECTION 6 – ORGANIZATIONAL

### Internet Acceptable Use

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#### Intent

It is the policy of Alberta Whitewater Association that employee productivity can be greatly enhanced through the use of the Internet, and that Internet resources shall be provided to full-time, part-time, and contract staff. As such, the purpose of this policy is to outline and ensure that Alberta Whitewater Association's Internet resources are used appropriately at all times when conducting Alberta Whitewater Association business. Within this policy, "Internet Resources" include, but are not limited to: access to the World Wide Web, FTP (file transfer protocol) servers, the intranet, and Alberta Whitewater Association domain names and IP addresses. Use of these services is subject to the conditions delineated in this policy.

This policy applies to Internet access when using AWA hardware, software, and facilities, and when using IP addresses and domain names registered to Alberta Whitewater Association.

#### Policy

##### Internet Accounts

- Internet access at Alberta Whitewater Association is managed via individual user accounts and confidential passwords. With respect to account setup and network administration, unit managers are responsible for identifying and recommending Internet access levels for staff members in their department and for handing over that information to the IT department.
- Users of AWA's network resources are required to read this Internet policy and sign the agreement prior to receiving an Internet access account and password.
- Passwords must be at least 8 characters long, containing both letters and numbers, and be changed every 12 months
- All user names and passwords for Alberta Whitewater Association owned and operated devices must be supplied to the IT department.
- Alberta Whitewater Association employees will be required to provide the IT department with a minimum of two security questions / answers to be used in the event that a password is lost, forgotten or compromised. These security questions are intended to ensure the security of Alberta Whitewater Association's internet resources through confirmation of an employee's identity.
- In the event that an Alberta Whitewater Association employee loses, forgets, or believes that their password has become compromised, the employee must inform the IT department immediately. The IT department shall confirm the user name, reset the password, and inform the employee of changes made, and the procedures for changing their password.
- In the event that an employee terminates their employment with Alberta Whitewater Association for any reason, Human Resources shall provide notification to the IT department immediately to ensure the removal of the former employee's access to



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Alberta Whitewater Association email and internet resources. This is an important measure in protecting the safety and integrity of AWA resources.

## Acceptable Use

Employees of Alberta Whitewater Association may use the Internet only to complete their job duties, under the purview of Alberta Whitewater Association's business objectives. Permissible, acceptable, and appropriate Internet-related work activities include:

1. Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours.
2. Collaborating and communicating with other employees, business partners, and customers of Alberta Whitewater Association, according to the individual's assigned job duties and responsibilities.
3. Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulletin boards, Web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of Alberta Whitewater Association.
4. During personal time or working-from-home situations. Retrieving non-job-related information to develop or enhance Internet-related skills, under the assumption that these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

## Unacceptable Use

Internet use at Alberta Whitewater Association shall comply with all Federal and Provincial laws, and will not violate Alberta Whitewater Association's other policies. Inappropriate and unacceptable Internet use includes, but is not limited to:

1. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.
2. Any usage that conflicts with existing Alberta Whitewater Association policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with Alberta Whitewater Association's mission, goals, and reputation.
3. Copying, destroying, altering any data, documentation, or other information that belongs to Alberta Whitewater Association or any other business entity without authorization.
4. Downloading unreasonably large files that may hinder network performance. All users shall use the Internet in such a way that they do not interfere with others' usage.
5. Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
6. Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon Alberta Whitewater Association.
7. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
8. Engaging in any activity that could compromise the security of Alberta Whitewater Association host servers or computers. Any and all passwords shall not be disclosed to, or shared with, other users.



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9. Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
10. Any individual Internet usage that violates any of the policies of the accessed information's source network.
11. Allowing unauthorized or third parties to access Alberta Whitewater Association's network and resources.

## **Personal Use**

This policy does allow room for limited and reasonable personal use of the Internet by authorized users. This privilege may be revoked at any time by the user's manager or the IT department.

This policy does not distinguish between Internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours, and scheduled breaks). Any personal Internet usage conducted through Alberta Whitewater Association's IT resources is covered by this policy, regardless of location or time of day.

Limited and reasonable personal use of Internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Appropriate Use section of this policy. Personal use is limited to the following parameters, and shall not:

Have a negative impact on user productivity or efficiency.

1. Interfere with normal business operations.
2. Exceed reasonable time limits or duration (e.g. more than 20 minutes per day).
3. Cause expense or network overhead to Alberta Whitewater Association.
4. Compromise the integrity and security of AWA resources or assets.
5. Conflict with any of Alberta Whitewater Association's existing policies whatsoever.

## **Social Networking Sites and Blogs**

The use of social networking sites, e.g. Facebook, My Space, Friendster, etc. and personal Blogs / Twitter have been deemed an ACCEPTABLE use of personal internet at Alberta Whitewater Association. The use of these sites during breaks is allowable. The use of social networking sites and blogs are subject to the same limitations and acceptable use regulations provided for Alberta Whitewater Association Internet Acceptable Use. The abuse of personal internet use on these sites using either Alberta Whitewater Association owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

## **Client, Visitor and Employee Privacy**

The following measures have been adopted to ensure the ongoing privacy of our clients, visitors and employees:

- Alberta Whitewater Association employees are strictly prohibited from posting sensitive, libellous, incendiary or personal information regarding our clients, visitors and employees on the AWA intranet, social networking sites and/or the internet in general.
- Alberta Whitewater Association employees are strictly prohibited from taking photographs of clients, visitors or employees on Alberta Whitewater Association



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premises for either personal or professional reasons, unless they have received prior authorization to do so. This authorization must be in writing.

- Alberta Whitewater Association employees are strictly prohibited from posting photographs of other employees, clients or visitors on the internet, unless authorized to do so. This authorization must be in writing.

## **Employee Owned Property**

In the event that a Alberta Whitewater Association employee creates, stores or transmits Alberta Whitewater Association business information on personally owned property (including, but not limited to: lap-top computers, desk-top computers, mobile telephones, BlackBerry devices, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information will remain the express property of Alberta Whitewater Association.

Alberta Whitewater Association reserves the right to inspect and/or audit the property of Alberta Whitewater Association employees on Alberta Whitewater Association premises, where it is either known that they use personally owned property for the purposes of conducting Alberta Whitewater Association business, or where it is reasonably suspected that such properties contain Alberta Whitewater Association business information. These inspections / audits may be conducted at any time, with or without notice. These inspections / audits are not intended as a punitive measure, and are employed only for the protection of AWA business interests.

## **Upon Retirement, Layoff or Termination**

Upon retirement, layoff or termination of employment with Alberta Whitewater Association, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to Alberta Whitewater Association business in their possession including, but not limited to: all customer lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.

In the event that a device containing Alberta Whitewater Association business information is password protected, the employee will be required to provide the correct user name and password for the device.

## **Security**

Any and all passwords shall not be disclosed to, or shared with, other users or third parties. Any and all Internet accounts are to be accessed only by their assigned users for legitimate business purposes. Users shall not attempt to obtain anyone else's account password. If a user has reason to believe his/her password has been compromised, the user must inform the IT department immediately. Users are required to take all necessary precautions to prevent unauthorized access to Internet services.

Furthermore, all Internet users at Alberta Whitewater Association must comply with the following security guidelines, rules, and regulations:

1. Personal files or data downloaded from the Internet may not be stored on Alberta Whitewater Association's PC hard drives or network file servers.
2. Video and sound files must not be downloaded from the Internet unless their use has been authorized for the purposes of conducting AWA business.



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3. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
4. Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
5. Employees utilizing the Internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose AWA information or intellectual capital to unauthorized third parties.

## **Monitoring & Filtering**

Alberta Whitewater Association reserves the right to monitor any Internet activity occurring on its hardware, software, equipment, and accounts. Specifically:

1. Alberta Whitewater Association may utilize monitoring software for the purpose of enforcing acceptable use policies. Monitoring software blocks access to certain Web sites for which access is deemed to be a contravention of these policies.
2. Alberta Whitewater Association may utilize filtering software to restrict access to Web sites deemed unsuitable for business use. Where Alberta Whitewater Association discovers activities that conflict with the law or this policy, Internet usage records may be retrieved and used to document any wrongdoing.
3. Individuals using Alberta Whitewater Association's hardware, software, equipment, and accounts to access the Internet are subject to having online activities reviewed by IT or security personnel. Use of Alberta Whitewater Association's Internet resources implies the user's consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that Internet sessions are likely not private.

## **Policy Non-Compliance**

Any violation of the above policies will be treated like violations of other AWA policies. Any and all misconduct will be addressed according to established procedures.

Violations of this Internet Acceptable Use Policy may result in one or more of the following:

1. Temporary or permanent revoking of access to Alberta Whitewater Association's Internet resources and/or other IT resources.
2. Temporary or permanent revoking of Alberta Whitewater Association devices.
3. Disciplinary action according to applicable Alberta Whitewater Association policies, up to and including suspension or termination of employment.
4. Legal action according to Federal or State/Provincial laws.

## **Disclaimer**

Alberta Whitewater Association does not accept responsibility for any loss or damage suffered by employees as a result of employees using AWA's Internet connection for personal use.

Alberta Whitewater Association is not responsible for the accuracy of information found on the Internet. Users are responsible for any material that they access, download, or share through the Internet. Any questions regarding the Internet Acceptable Use Policy should be directed to Alberta Whitewater Association's Executive Director.



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## ACKNOWLEDGMENT & AGREEMENT

I acknowledge that I have received a copy of the Alberta Whitewater Association Policy Manual and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding Association policies I should direct them to the Alberta Whitewater Association Executive Director.

I know that Alberta Whitewater Association policies and other related documents do not form a contract of employment and are not a guarantee by Alberta Whitewater Association of the conditions and benefits that are described within them.

I also am aware that Alberta Whitewater Association, at any time, may on reasonable notice, revise, enhance, or delete organization policies.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date