

The Sarnia Riding Club

980 Riding Club Lane
Sarnia, ON N7V 4J2

www.sarniaridingclub.com

EMPLOYEE HANDBOOK

2017

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➤ <i>This document must be signed & returned to office</i>	



THE SARNIA RIDING CLUB

MISSION STATEMENT

The Sarnia Riding Club provides members' families, adults and children with year-round athletic, recreational and social programs in a unique lakeside setting.

The Underlying Philosophy

1. The club programs in squash, swimming, tennis, day camp and social events are provided by member involvement (committee) acting upon guidelines from the Board of Directors.
2. The programs are established to create an atmosphere which fosters healthy competition and development of lifetime skills in water and racquet sports.
3. Membership fees are set for a financially stable, non-profit club.

CLUB STURCTURE

1. Board of Directors

The Executive:

President:	Bryan Murray
Secretary:	Karen Keenan
Treasurer:	Sandy Hillier

Board Members:

Dr. Orla MacSweeney, Pool
Neil Foster, Day Camp
Tony Montanino, Capital Projects
Lesley Taylor
Jeff Jones

2. Personnel Structure

Executive Director: Kim Jackson, office@sarniaridingclub.com
Recreation and Events Coordinator: Ashley Bisson, rec@sarniaridingclub.com
Grounds and Maintenance: Blaine Moore, maintenance@sarniaridingclub.com

OUR PHILOSOPHY

EMPLOYEES at The Club are expected to:

- Be friendly, courteous and professional at all times
- Be willing to exceed Member expectations
- Speak well of The SRC – both on and off the job

EXPECTATIONS...

What We Expect From You

- Deliver Service ... above all with genuine care, fast and efficiently
- A great smile – always maintaining positive eye contact
- Greet every member and guests with a degree of, for instance, “Mr.”/”Mrs.” should be used rather than a first name, unless specific permission is given.
- Being knowledgeable about the Club and its events. Even if events are not in your department, members will expect you to know about them and answer their questions.
- Wear appropriate clean uniform and/or casual business attire with your name tag visible.
- It is always “YOUR JOB”, and never “NOT MY JOB”.

What You Can Expect From Us

- Communicate openly and honestly with employees
- Open Door Policy and hands on management encourages employee to discuss problems, needs, requests with those in supervisory positions.
- Recognition for a job well done or that extra effort
- Provide opportunity for employees to provide input for decisions that affect them
- Encourage two-way communication and “Team Work”.
- Offer a healthy and safe work environment. If you notice any malfunctioning equipment or potentially dangerous health and safety hazards, you are to report it to your supervisor immediately.

GENERAL POLICIES AND PROCEDURES

OPEN DOOR POLICY

The club encourages good communication between employees and supervisory personnel.

If there is anything about the job that an employee does not understand or that is bothering him/her, the problem should be discussed at once with their immediate supervisor. If an employee feels the problem has not been resolved after this discussion or feels uncomfortable speaking with their supervisor, the problem can be discussed with the General Manager. *The Sarnia Riding Club is a healthy place to work and play!*

PAY and PERFORMANCE

The Board of Directors at The Club has established a rate of pay (either hourly or annually) for each job that is considered fair and equitable to all employees. This rate is monitored annually.

Attendance

Attendance and punctuality are an important part of satisfactory work performance. All employee work depends on 'teamwork'. Absenteeism of one person forces everyone else to adjust and balance the workload. You are responsible for your scheduled hours.

Lateness and absenteeism can be very disruptive to an organization. If an employee is going to be late or absent from work, his/her supervisor must be notified a minimum of three hours in advance of his/her shift or first thing in the morning. If this is not possible, the office must be notified as soon as possible.

Absenteeism and punctuality are monitored on an ongoing basis.

If the supervisor sees a problem occurring with the number of sick days taken, the timing of the sick days (around weekend and holidays) or habitual lateness or absenteeism, the employee may be:

- Served a written warning
- Subject to dismissal

Late Policy

Being at the club on time and ready for work is part of good attendance and critical to our ability to provide exceptional service to our members and customers. You are expected to arrive 5-10 minutes before your shift begins. Late arrivals in excess of three (3) minutes will be deducted from paid time in 15-minute increments.

Lifeguards are expected to arrive 15 minutes before their teaching shift and 10 minutes prior to a lifeguarding shift.

Employee Conduct

- The club promotes a smoke free environment for all Members and Staff. Smoking is not permitted in the Club House and its facilities at any time. This includes the porch bar, deck, café, pool area, squash facility, locker rooms, tennis courts and on the hill and the beach or surrounding property.
- Please park your vehicle against the back of the squash building, leaving the closer spaces for member use. Under no circumstances should a staff other than the General Manager, park in a space near the front door.
- Chewing gum while on shift is not permitted.
- Cell phone use is NOT permitted during your shift, unless you are a department head. Inappropriate and habitual use of your cell phone or other electronic device while working, will be grounds for your dismissal.
- Name tags are to be worn at all times while on duty (exception lifeguards.) They are to be worn on your left side. You will be provided with a nametag shortly after starting work at SRC.

Dress Code

The club requires every employee to maintain the highest standards of personal hygiene, grooming and appearance.

Staff will purchase required clothing for work at the Club and will be responsible to pay through payroll deductions. This includes bathing suits, sweats, t-shirts, shirts, etc. Payment can be made over two pay periods.

Staff are responsible for keeping their uniforms clean and pressed, and those without uniforms are expected to dress in a casual business attire befitting an employee of a private club (navy, white, khaki are our colours.)

Certain restrictions pertain to each department within the Club, which include keeping make-up and perfume to a minimum. Noticeable body piercing or excessive tattoos are not permitted. Employees who report to work unshaven, unwashed or with unacceptable clothing or groomed hairstyle will not be permitted to work till presentable.

Meals

Under normal conditions all employees may expect a 30-minute meal break after working 5 hours or more. All food and beverages at the Club Café and Bar must be purchased by employees. All purchases will be charged to their account and receive a 15% discount. Payment will be received from the employees pay at the end of every month.

Pay Period

Payroll is processed every two weeks.

Payroll pay period runs from Sunday to Saturday.

Example: Sunday April 12-Saturday April 25th.

Pay Day

- Employees will receive a pay cheque every other Friday.
- Employees must have a bank account setup.
- Kim Jackson our office administrator and bookkeeper is responsible for processing payroll.
- Bank information (account number, transit number, bank number) is required within the first week of your employment. A cancelled cheque is the best source of this information.
- It is the responsibility of each hourly paid employee to keep track of their hours on a SRC Time Sheet.
- **Employee's time sheets** must be received by your department head no later than Sunday night.
- **Department supervisors** will check it against the schedule then forward it to Kim Jackson, Executive Director, for final approval and submission to Payroll by Monday at NOON.
- Employees who miss the cutoff dates will be processed in the next pay period.

Overtime Pay

Employees will keep their hours worked to 35 or less per week.
Work on a statutory holiday will be paid at the rate of 'time and a half'.

Safety in the Workplace

The Board of Directors at the Riding Club are committed to providing a workplace that is safe and healthy at all times and free from any situation that may be dangerous or unhealthy for any employee. Protection of employees from injury or occupational disease is a major continuing objective. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

Supervisors must be held accountable for the health and safety practices of workers under their supervision and ensure that workers comply with the safe work practices promoted at the Club. Workers will receive training in their specific work tasks to protect their health and safety.

If you notice any malfunctioning equipment or potentially dangerous health and safety hazards report it to your supervisor immediately.

Harassment in the Work Place

At the Sarnia Riding Club harassment, including sexual harassment, whether verbal, physical or institutional, is unacceptable and will not be tolerated. It is the duty of all employees and members of the Club to conduct themselves at all times in ways that are consistent with these principles. Employees who violate this policy will be subject to disciplinary action up to and including discharge.

Any employee who feels that he or she has been subject to harassment should immediately report the matter to his/her Supervisor. If you do not feel comfortable speaking to your Supervisor, inform the Executive Director.

Substance Abuse

SRC has a strong commitment to its employees to provide a safe workplace and to promote employee health and maintain a work environment that is free from the effects of substance abuse.

The use or possession of alcohol and/or illegal non-prescription drugs during the work day or reporting to work under the influence, is a violation of the Club's policy against substance abuse and may result in disciplinary action including dismissal.

Employees undergoing prescribed medical treatment, including taking such medication during the working day, should report such treatment to their Supervisor. The use of controlled substances as part of a prescribed medical treatment program is naturally not grounds for disciplinary action.

JOB PERFORMANCE REVIEW

Employees will receive 2 reviews during their summer employment at the SRC. The first Job Performance Review will occur at the end of July to provide feedback and assistance to employee's performance. The Final Review will be in the form of an Exit Interview at the end of the summer.

In addition, an unscheduled review may be required when an employee's work performance either exceeds or fails to meet the expected standards.

If, either for a regular review or an unscheduled one, improvement in behavior and/or work performance is deemed necessary by Management, the following procedure will apply:

The 3-Step Discipline Procedure:

First Offence	Verbal Warning
Second Offence	Verbal and Written Warning
Third Offence	Suspension or Dismissal

GROUNDS FOR DISMISSAL

Include but are not limited to:

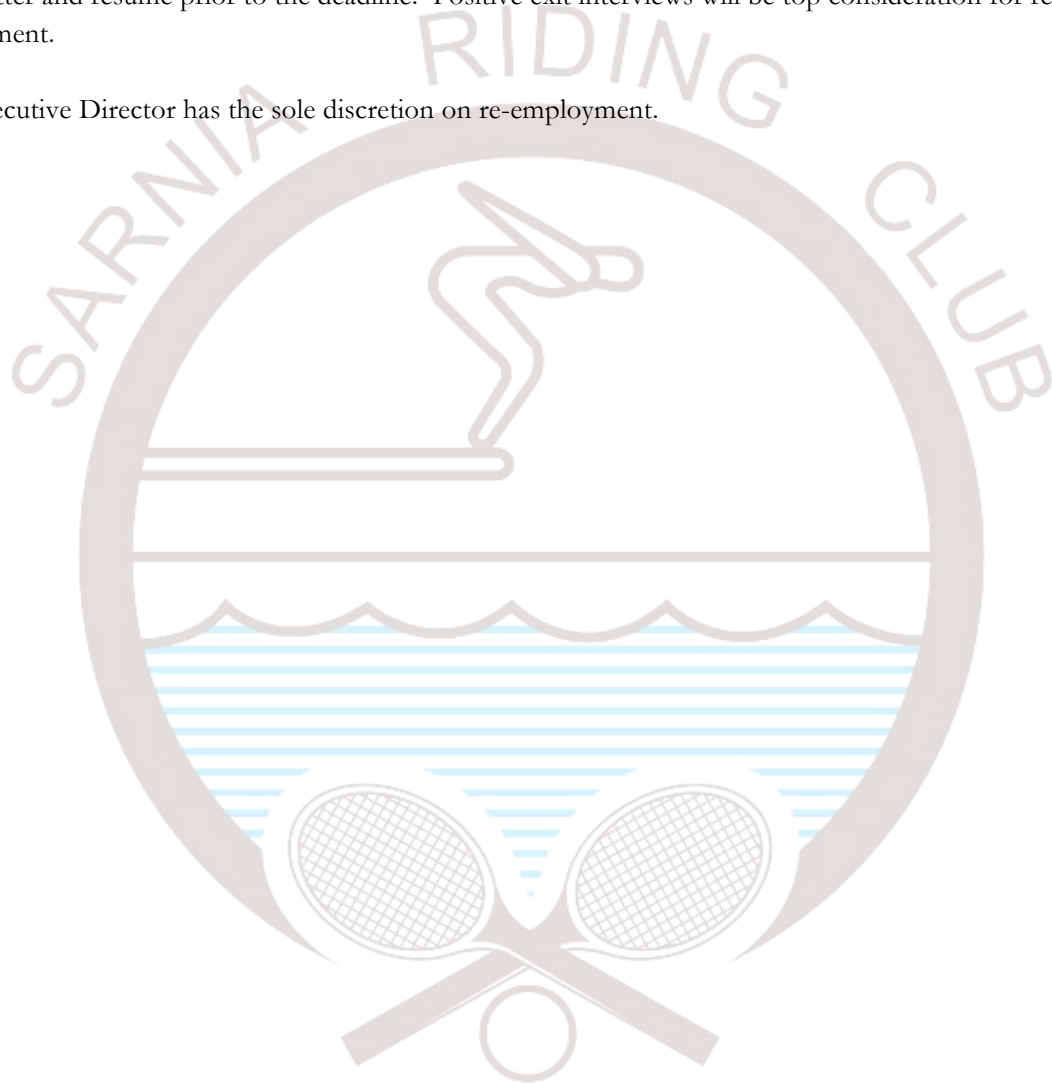
- Being discourteous to members/guests, and fellow employees
- Theft or dishonesty
- Loitering or sleeping on the job
- Use of cell phones or other electronic devices during your shifts
- Possession and/or consumption of alcohol and/or non-medically prescribed, illegal drugs on Club property without management approval
- Reporting for work under the influence of alcohol or non-prescribed, illegal drugs
- Willful insubordination by refusing to obey the direct request of a Supervisor to do the designated job satisfactorily, safely and efficiently.
- Disorderly conduct, including the use of inappropriate or offensive language
- Failure to maintain accurate accountability and control of cash transactions. This includes recording sales for all merchandise served to customers, members, their guests and all club employees.
- Willful wasting of time or Club Supplies
- Falsifying time sheets or other records
- Failure to report for work without adequate reason or giving sufficient notice.
- Habitual lateness
- Failure to obey safety procedures and remaining alert and attentive while on the job
- Abusing, defacing or destroying Club, member or guest property
- Immoral, illegal, immature or indecent conduct; soliciting persons for such purposes or aiding or abetting any of these activities
- Discrimination against a member, guest or fellow employee because of race, colour, age, creed, sex, national origin, marital status or disability.

Re-employment of Former Employees

Club members are given a distinct priority in Club hiring, provided they are fully qualified for the job and have a proven work ethic. The club is not obligated to hire members and will only do so when it is in the SRC's best interest to do so.

Former employees of the Club may be eligible for re-employment the following summer. They must submit cover letter and resume prior to the deadline. Positive exit interviews will be top consideration for re-employment.

The Executive Director has the sole discretion on re-employment.





EMPLOYEE HANDBOOK ACKNOWLEDGEMENT AND AGREEMENT

The undersigned employee hereby acknowledges that he/she has received a copy of “The Sarnia Riding Club Employee Handbook”.

The employee further understands and agrees that:

- The handbook is intended to be a general guide to the conditions, duties, responsibilities and obligations of SRC employment and is NOT an employment agreement or a guarantee of employment.
- If for any health reason you need an exception to any Club policies, please provide your supervisor with a doctor’s note stating the exception required, the reason for the exception and the length of time until expected recovery.
- The Club reserves the right to make changes to the Employee Handbook without prior notice. All such changes will be communicated through official notices. Any revised information may supersede, modify, or eliminate existing policies.

Employee Statement

I acknowledge that I have received the SRC Employee Handbook, reviewed it, and agree with it. I understand and agree that it is my responsibility to read the SRC Employee Handbook and to abide by the rules, policies and standards it sets forth. If I have any questions regarding the policies or how they apply to my employment, I understand that I have the right to ask my Supervisor or the General Manager.

Employee Name _____

Employee Signature _____

Date _____