

Travel Drumheller Marketing Association Board of Directors Meeting Wednesday May 10 2023 @10am At The Travel Drumheller Office

1	Call Meeting to Order
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- 2 Approval of Agenda
- 3 Approval of Minutes
- April 5th 2023
- 4 Financial Report

Motion:

The Board approves the financial report

- 5. Town of Drumheller Report
- 6. ED report

(Attached for info)

Marketing snapshot attached

8. Discussion Items

Tourism Excellence Awards and evening Travel Drumheller vehicle

9. Unfinished Business

HR policy Motion

The Board approves the HR policy

Happipad- ideas for seasonal workers accommodation update

- 10. In Camera
- 11. Adjournment
- Next meeting June 14 2023 10am Please note there will be no meeting in July



Travel Drumheller Marketing Association Wednesday, April 5,2023 @ 5 pm @ Cretaceous Conference Centre

Present: Dr S. Newstead L. Phillips T. Vyvey D. Schinnour R. Semchuk B. Steeves

V. Neudorf B.J Janzen R. Johnston C. Sereda E. Secord

Staff: J. Fielding

Absent: C.Vaneracion

1.Call to Order

R. Semchuk called the meeting to order at 5:04 pm

2. Approval of Agenda

Motion by E. Secord / T. Vyvey that the agenda be approved as presented. Carried

3. Approval of Minutes of March 8,2023

Motion by B.J Janzen / B. Steeves that the minutes of March 8, 2023, be approved. Carried

4. Financial Report by B.Steeves

See financials attached to the board package.

Moved \$10,000.00 from trust account.

Will receive \$250,000.00 from Travel Alberta.

Motion by D. Schinnour / L. Phillips that the financials be approved as presented. Carried

6. Town Report by R. Johnston

Housing strategy presented to Town council. Zero rentals in town. Wood carvings at the Plaza May long weekend.

7. ED Report

ED report attached to the board package.

Travel Drumheller attended the Calgary Outdoor Adventure and reported it was successful. The questions were about campgrounds and mountain biking. Already booked a spot for next year.

Job Fair was attended mostly by teenagers. J. Fielding updated the board on the Drum Discovery campaign.

8. Discussion Items:

Board representation and communication.

On behalf of the Travel Drumheller board, R. Semchuk apologized to E. Secord and The

Royal Tyrrell Museum for wrongful communication on the parking issues. J. Fielding and R. Semchuk met with the Museum staff. There was a discussion on having less meetings through the year and moving the board to a more governance model. Executive.to meet to review the bylaws. Dr. S. Newstead and J. Fielding to work on the governance piece of the organization.

Tourism Week:

April 16- April 22,2023. Coffee at Pearl and Heart April 25.

April 22,2023 Plaza

April 14th, 2023, Social at Rosebud Country Inn from 4;30 – 7 pm

9. Unfinished Business

. Happipad

Working with partners. Partners are Community Futures, Chamber of Commerce, Travel Drumheller and the Town of Drumheller.

Travel Drumheller will buy in \$5.000.00 for 3 years.

Motion by Dr. S. Newstead for Travel Drumheller to buy in for a total of \$5,000.00. CAARIED

10.. Adjournment

R. Semchuk adjourned the meeting at 5:46 pm.

Next board meeting: Wednesday May 10,2023

Signed by:		
R. Semchuk		



Our Vision

The Drumheller region is an iconic Canadian Destination

Our Mission

To promote Drumheller and Region as a premier year round destination

Travel Drumheller believes in:

Delivering Quality Marketing
Value based stakeholder engagement
A well informed tourism industry
Collaboration

Executive Director Monthly Update

May 2023 Strategic Plan Updates

1. Improved Audience Understanding			
1.1 Develop a data based understanding of tourism in Drumheller			
Create mechanisms to identify and collect relevant data	We are working on collecting the tourism indicators on our website and possibly through our CRM.		

	·
Build a data marketing plan for the destination with an integrated story telling foundation	
Work with key stakeholders to identify, collect and share data	
1.2 Improve skills of business ow	ners in data Collection
Teach data marketing skills to industry and provide ongoing sharing of lessons learnt and best practices	The attendance for Boost your Business talks from September to April has been 100 people many of these attended more than one course
Support and mentor businesses in developing and collecting data sets	The Business Support Officer is now a permanent position. Heather is seeing one business currently but has one other business registered they have only met once due to time commitments of the partner.
2. Support Destination Develo	ppment
2.1 Establish a Destination Develo	opment Plan (DDP)
Secure Funding for the DDP	
Engage Partners to create the DDP	The DDP was presented at the Travel Drumheller AGM on April 5 th and to the Community Futures Wildrose board on April 13
Identify experience gaps particularly in shoulder season	
Implement the Extension of the tourism season strategy with the town of Drumheller	

0.0 5-1	£ Dia
2.2 Enhanced Community Pride of	of Place
Implement I love Drumheller Valley Campaign	The video of Quality Hotel staff went out during Tourism Week. We are doing some things under this campaign for Pride week including a pride I Love DV logo on a tshirt and sticker.
Expand the Drum Discovery Program	We have hired Heather Carlson on a contract to develop the Drum Discovery Program. She will be delivering a fall session, creating social gatherings for Drum Discovery graduates and creating additional courses on more specialized topics.
Destination Marketing	
3.1 Maintain the summer as the a	nchor season
Continue to market the summer season in these markets	We have signed up for
Calgary	
Edmonton	
Saskatchewan	
ВС	
Northern Alberta	
Ontario	
Implement Customer Care training	
Develop marketing partnerships with source markets such as Calgary and Edmonton	
Increase length of stay by moving people around the destination	Have hired one ambassador and have possibility of another.
Design and implement marketing campaigns for DMF partners	
3.2 Build Shoulder Season visitat	ion

Create marketing campaign to promote shoulder season camping Deliver Fall wonder Campaign	
Organization Sustainability	
4.1 Develop and maintain a sust	ainable funding model
Develop and expand the DMF program	
Build contributions from campgrounds	
4.2 Ensure stability in the organi	ization
Determine a permanent staffing model for the organization	This has been created and was agreed by the Board at the January meeting.
4.3 Build support and awareness	s of the organization in the community
Build strong relationships within the Community both political and individual	The ED will be setting up meetings with the counties to talk about the Destination Development Plan.
Build the partnership program	We now have 62 partners
Carry out a resident sentiment survey	One of our KPIs from Travel Alberta will be resident sentiment and so we should start working on a survey for the fall.

Governance				
Create a progressive well governed organi	ization			
Create policies to ensure Travel Drumheller is a diverse equitable accessible and inclusive employer.	The HR policy will be ready to be approved at the May board meeting			
Create a series of employee values which will be included in our job descriptions	These			
Ensure all board members feel equipped for their roles				
Develop a program for reviewing bylaws and policies				

Other Updates:

CRM This is now live Heather has been inputting all the data and we will be reaching out to the VIC and Ascend to help improve invoicing and managing of the guides. By the fall we should have been able to move away from Mailchimp

IT We have moved to outlook but still need to work on the accounts and access to the one drive

Upcoming Events

TD Social BridgeView Hideaway May 11th 5pm

Drum Discovery May 16 and 17

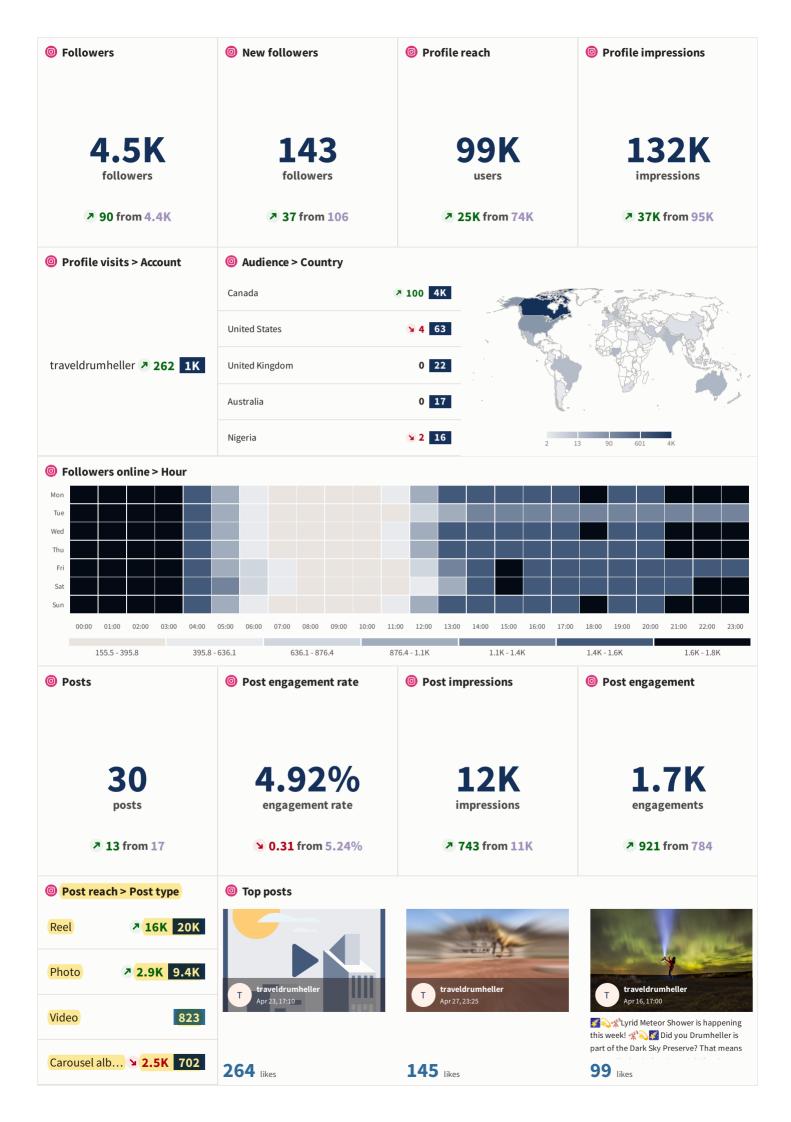
Website finalized May 26th for approval and final review

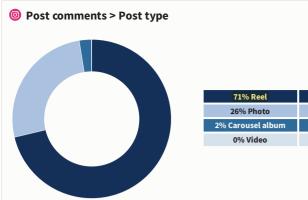
Boogie in the Badlands May 26-27 we will have a stall there



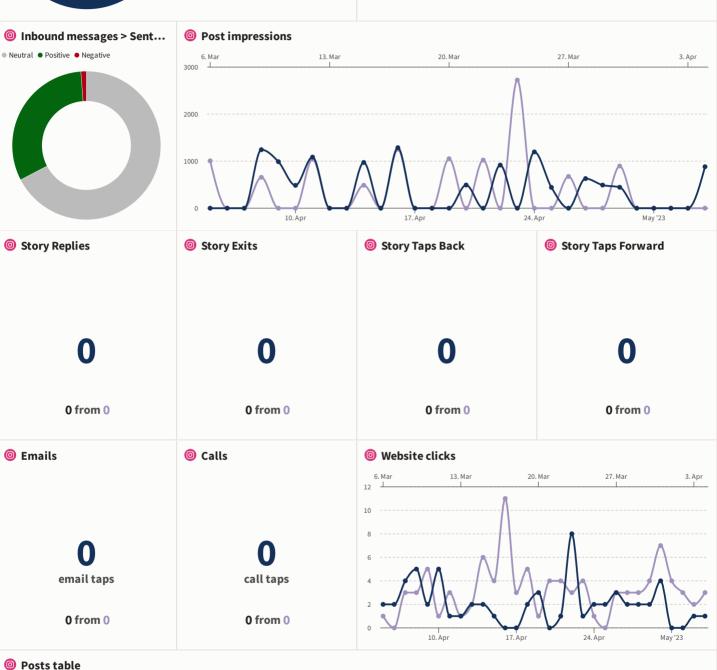
Instagram overview

Comparison between Apr 05 - May 04, 2023 and Mar 06 - Apr 04, 2023









DATE	MESSAGE		LIKES	♥ COMMENTS	③ REACH ▼
traveldrumhell er Apr 23, 17:10		(No description)	264	11	5,708
traveldrumhell er May 02, 14:12	Chambeller Side centance	Great weather, awesome music, and the crashing of cars - what more could you ask for this weekend? #drumheller #rediscoverdrumheller #uncoverwonder #livemusic #musicfestival #alberta #demoderby	85	3	2,338
traveldrumhell er Apr 27, 23:25		(No description)	145	5	2,196
traveldrumhell er	ı	Come on out 2-4 at the NEW PLAZA today. We have games! We have event organizers, attractions and LIVE MUSIC!!!	44	0	1,505

Apr 22, 20:08	1 5-8 W				
traveldrumhe er Apr 25, 16:01	ell	Happy Canadian Tourism Week 2023 🕳 This is what Tourism Means to us. #TourismWeekCanada2023 #drumheller #uncoverwonder #rediscoverdrumheller @travelalberta @tiac_aitc	37	2	1,406
traveldrumhe er Apr 16, 17:00	ell	Kyrid Meteor Shower is happening this week! Kyrid Did you Drumheller is part of the Dark Sky Preserve? That means we are the best place to watch the stars. Lyrid Meteor Shower peaks between April 21 and 23. You may also see increased meteors a few days before and after the peak	99	1	1,229
traveldrumhe er Apr 21, 20:42	ell	(No description)	43	1	1,086
traveldrumho er Apr 11, 17:01	ell	Our office is open today; though we'd rather explore Drumheller. Happy first day back from the long weekend!	67	4	1,053
traveldrumh	ell	Yesterday we had our first Tourism Tuesday - A Coffee Celebration at @pearlandhart. Connecting with local husinesses and stakeholders, it was a great way to celebrate #tourismweekcanada2023	29	0	993

Travel Drumheller



HUMAN RESOURCES POLICIES & PROCEDURES MANUAL

Created January 2023

Adopted	at Board meeting	
By:		
Signed:		
Date:		

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Vision:

The Drumheller region is an iconic Canadian destination

Mission:

To promote Drumheller and region as a premier year-round destination

Our Values and beliefs

We believe in

- Delivering quality marketing
- Value-based stakeholder engagement
- Collaboration
- A well informed tourism industry

Section 1 The Organization

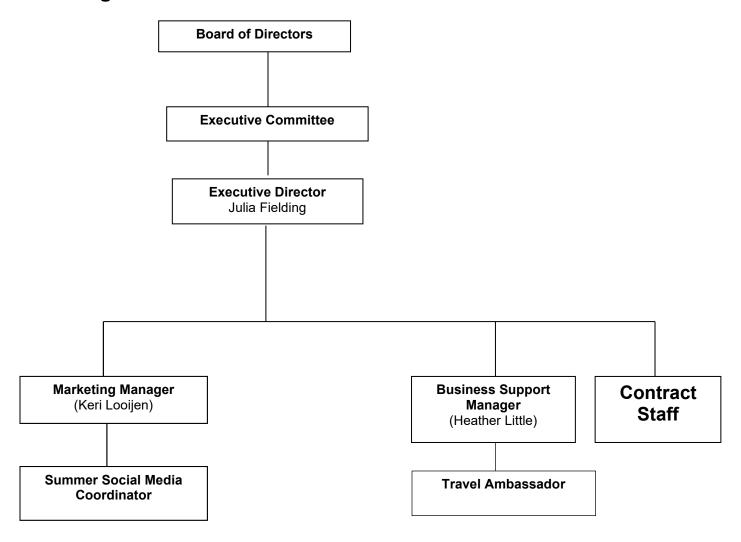
1.1 Who are we?

Travel Drumheller is a non-profit destination marketing organization (DMO) responsible for creating and implementing marketing campaigns showcasing the Drumheller Valley as a premier destination.

1.2 Staff

Staff perform functions, which contribute to the achievement of the organization's mission and strategic plan. The chart in Section 1.3 illustrates the current operating structure for Travel Drumheller. Established positions and job descriptions are subject to change.

1.3 Organizational Chart



SECTION 2 Definitions

Within the contents of this manual the following definitions are used:

TD: Travel Drumheller

Board: Board of Directors for Travel Drumheller

Client: any individual or group of individuals served by Travel Drumheller

Consultant or Contractor: a person who is not an employee retained to provide services to

Travel Drumheller

Employee: any person deemed to be an employee by law or by this policy

and includes:

(a) Salaried employee: a person employed to work full-time or part-time and is compensated a salary

- **(b) Hourly employee:** a person employed to work full-time or part-time at an hourly rate or for work which is not of a continuous nature. such as:
 - (i) A seasonal position
 - (ii) A position to carry out a special project or work which is not continuous
 - (iii) A temporary position created to cover an employee on vacation, sick leave, leave of absence, or other leave
- (c) Contract employee: an employee working either full-time or part-time under an individual Contract Agreement.

Employer or **Corporation**: Travel Drumheller

ESC: Alberta Employment Standards Code and Regulation

Executive Director: The Executive Director of Travel Drumheller

Family Member: Family members include the following:

- Spouse, adult interdependent partner or common-law partner
- Children (and their partner or spouse)
- Current or former foster children
- Current or former wards
- Parents, step-parents and/or current or former guardians
- Current or former foster parents
- Siblings, half-siblings, step-siblings (and their partner or spouse)

- Grandchildren, step-grandchildren (and their partner or spouse)
- Grandparents and step-grandparents
- Aunts, uncles, step-aunts, step-uncles (and their partner or spouse)
- Nieces, nephews (and their partner or spouse)

Nepotism:

Favouritism shown or patronage granted by persons to relatives or close friends

Service/Anniversary Date: An employee's service date is the last date the employee was hired for the present period of employment. This date shall be used to determine eligibility for all benefit programs. Absences of 90 days or less shall not constitute an interruption of employment. By agreement between employer and employee, a service date, other than the above, may be established if such date is more equitable.

Overtime:

Work performed by an employee who is eligible to receive overtime pay pursuant to the Alberta *Employment Standards* Code in excess of eight (8) hours per day or forty-four 44 hours per week (whichever is greater) with the prior approval of the employer.

SECTION 3 General Guidelines

The policies in this manual are expected to contribute to a "TEAM" attitude among all employees and assist in the efficient performance of work assignments.

In order to provide greater flexibility, any provision of this policy may be varied or additional benefits provided by mutual agreement between the employee affected and the employer.

New employees at the beginning of their employment shall read this policy manual. They must request clarification of any items that are not clearly understood.

In the event there is a conflict between the contents of this policy manual and any Federal, Provincial (i.e. Employment Standards Code and Regulation) or Municipal Act, regulation or bylaw, the government regulation will supersede the terms of this policy manual.

Travel Drumheller subscribes to the Human Rights Act of Alberta. No one shall discriminate against any client, employee or applicant for employment based on that person's race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

3.1 Purpose of this Manual

The purpose of this manual is to:

- (1) Establish and maintain orderly, consistent administration of personnel policies
- (2) Assist Travel Drumheller in providing quality service to the community
- (3) Establish and foster guidelines for effective working relationships at all levels

The personnel policies, procedures and practices will be subject to regular review and revision in light of experience and change.

Travel Drumheller's Executive Director and other supervisory staff implement personnel policy.

All inquiries will be directed only through the Executive Director of Travel Drumheller.

3.2 Updates

Accurate, up-to-date, copies of this manual shall be maintained at the office where the Travel Drumheller regularly conducts business. Copies shall be made available for perusal by employees. An electronic copy will be maintained on the Travel Drumheller One Drive Human Resources>HR Policy Manual.

Travel Drumheller shall maintain, as current as possible, copies of Federal and Provincial statutes and regulations, which relate to employees in their status as employees. The documentation will include statutes and regulations which are referred to in this manual. Travel Drumheller shall maintain up-to-date copies of employee benefit insurance contracts. These statutes, regulations, contracts, and agreements, including the constitution and by-laws of Travel Drumheller, shall be available for perusal by all employees.

Each staff member should read through this document and sign and date the next page to show they have read this document.

SECTION 4 Hiring

4.1 Selection

The Executive Director or a delegate will screen, interview and select staff. In the case of hiring an Executive Director, the Board or a delegate will be responsible for the selection.

4.2 Hiring Procedure

4.2.1 Regular positions, temporary positions and consultants

- a) New positions. Each position shall include a brief job description, qualifications required, name and address of the individual to whom applicants should address an application or inquiries, and the closing date of the competition. Where appropriate, similar notices may be published in periodicals, posted with employment agencies, or advertised in some other manner.
- b) Each applicant for employment shall make an application by submitting a resume and cover letter
- c) The Executive Director, or an appointed delegate, shall review the application and, where appropriate, contact references and/or conduct interviews, and take other steps required to ensure, that the vacancy is filled by the best-qualified candidate.
- d) Each person selected for employment will receive written notification of his or her appointment. Contents of the employment agreement will include the specific job title for which the person is hired, a brief description of the duties to be performed, the channel of supervision for the new employee, the rate of compensation, and any special conditions of employment.
- e) The employee acknowledges, in writing, or signs the employment agreement and any subsequent written communication about major changes in assignment. All such written communications to and from the employee will be filed in the employee's personnel folder.
- f) Members of an employee's immediate family or directors may not be considered for employment where there's a conflict of interest.

4.2.2 Contractual positions

- a) Résumés may be accepted for competitive contractual work at any time and where appropriate.
- b) The Executive Director or a delegate will interview and select prospective contractual workers.
- c) A person selected for employment will receive written notification of their appointment. Contents of the employment contract will include the specific job title for which the person is hired, a brief description of the duties to be performed, the channel of supervision for the new contractor, the rate of compensation, and any special conditions of employment.
- d) The contractor acknowledges, in writing, or signs the employment contract and any subsequent written communication about major changes in assignment. All such written communications to and from the contractor must be kept on file.

SECTION 5 Terms and Conditions of Employment

5.1 Probation

A new salaried employee will be on probation for 90 days to determine the mutual compatibility of the employee and the employer. During the probationary period, the employer may end the employment relationship without notice. In addition, employees will accrue vacation and sick leave immediately but they may not be eligible to take time off until they have been employed for six consecutive months. Employees may not be eligible for employee group benefits until they have completed three months of consecutive employment at the discretion of the Executive Director.

5.2 Staff Performance Appraisals

A performance appraisal or performance review of each employee shall be conducted by the Executive Director (or delegate) before the completion of his/her probationary period and at any other times deemed appropriate by the Executive Director (or delegate).

The Executive Director (or delegate) will appraise the performance of the staff. The Board of Directors will conduct the performance review of the Executive Director.

Reviews will be prepared to evaluate actual performance against the performance of duties as stated in the employee's job description.

All employee appraisals shall be reviewed before the end of the first anniversary. Ongoing employee performance evaluations shall be undertaken at least annually and may be a factor in determining salary or wage adjustments.

Salary or wage adjustments will not be considered without a performance appraisal.

All performance appraisals shall include a verbal and written review with the employee; the appraisal shall be endorsed by the employee and the person or persons conducting the appraisal. Completed and endorsed performance appraisals shall be kept on record in the employee's personnel file.

5.3 Change of classification

Changes in classification will be made if the staff member's job description or workload has changed significantly.

5.4 Disciplinary Action

With the exception of very serious misconduct, Travel Drumheller will utilize a corrective progressive discipline approach, which permits the employee an opportunity to respond to correction. In the event the employee does not respond, the next step in the procedure may be utilized.

The following steps in the discipline are recognized in order of seriousness:

- (1) Oral reprimand,
- (2) First written disciplinary warning;
- (3) Second written disciplinary warning (specifying possible termination of employment if the offence is repeated),
- (4) Termination of employment with just cause.

Before using any of the above disciplinary measures, the disciplinary measure appropriate to the case will depend on many factors, including the following:

- (1) The nature and degree of the offence,
- (2) Whether the offence was deliberate or a result of carelessness,
- (3) The employee's previous record of conduct,
- (4) Interval since the last violation,
- (5) Aggravating circumstances.

5.5 Non-Disclosure

During your employment with Travel Drumheller, confidential information of the employer will be disclosed to you and any unauthorized disclosure of such information to third parties or use other than for the employer's purposes could cause extensive harm to the employer. Confidential information of the employer includes any trade secrets, confidential, private or secret information of the employer including without limitation (i) business and financial information of the employer, (ii) business methods and practices of the employer, (iii) marketing strategies of the employer, (iv) funding sources, (v) stakeholders, (vi) employees and (vii) such information as the employer may from time to time designate as being confidential to the employer.

SECTION 6 Personnel Records

6.1 Personnel Record Documentation

A file for each employee shall be established at the date of employment and permanently retained by Travel Drumheller for seven (7) years after termination.

Each employee's personnel file shall contain all pertinent documents relating to the employee's status and job performance. The employee's file shall include the following pertinent documents wherever applicable:

- (1) Name, address and date of birth
- (2) The employee's application and resume
- (3) Letters of reference from previous employers
- (4) Correspondence regarding the employee
- (5) Employment agreement or contract
- (6) Copy of driver's license and business insurance, where applicable. Copies of certificates such as lifesaving, first aid, etc.
- (7) Vacation leave and other leave of absence records
- (8) Up-to-date staff development records listing workshops attended, etc.
- (9) Evaluation of performance signed by the employee
- (10) Copies of a letter(s) of reference provided by Travel Drumheller to others at the employee's request will be kept on file.
- (11) Copies of documentation commending the employee
- (12) Copies of documentation relating to leaves of absence
- (13) Copies of documentation about employee discipline
- (14) Copies of documentation about a resignation
- (15) Copies of documentation about a demotion
- (16) Copies of documentation about a retirement
- (17) Copies of documentation about an appeal
- (18) Salary history

An employee shall have access to their personnel file under the applicable privacy and access to information legislation. It is the responsibility of the employer to ensure that personnel records contain current staff development information.

Time and attendance records, travel, leave, accrual and documents relating to pay shall be maintained in financial records.

6.2 Rights to Personnel Records

It is the right of every employee or client to request access to personal information held by Travel Drumheller about that employee or client. Certain information will not be disclosed or provided under applicable privacy and access to information legislation. Employees or clients making access requests may obtain copies of their personal information but will be charged a reasonable fee for copies. Disclosure of personal information to third parties will require written consent unless Travel Drumheller is legally authorized or required to disclose personal information without such consent.

6.3 Personnel Record Information Changes

Each employee is required to promptly inform Travel Drumheller of any changes to the following information on file in their personnel records:

- (1) Address and telephone number.
- (2) Emergency contact information.
- (3) The number of dependents to be used for fringe benefits and withholding tax.
- (4) Social Insurance Number.
- (5) Designated beneficiary for survivor's benefits.

SECTION 7 Employee Conduct

Employees are expected to conduct themselves in a manner that is acceptable to the type of activities carried out by Travel Drumheller, with regard to appearance and relationships with the public. Each employee is responsible to perform his or her duties efficiently and punctually.

7.1 Reporting Inability to Work

Each employee shall inform the employer, as soon as possible, of their inability to report for work because of illness, injury, or other legitimate reasons. The employee shall make every reasonable effort to inform the employer of the date of their return to work in advance of that date.

7.2 Abuse of Leaves or Benefits

No employee shall use personal leave, sick leave or any other leave, or any benefit provided by the employer for any purpose other than that specified. No employee shall make a false claim for any leave or benefit, or submit falsified information in support thereof. Any employee who contravenes this section is subject to disciplinary action.

7.3 Dress Code

All employees shall maintain a satisfactory standard of dress and general appearance appropriate to their duties.

7.4 Drugs, Alcohol and Cannabis Policy

Travel Drumheller desires to provide a work environment that is both healthy and comfortable for all of its employees. It is recognized that the use of alcohol or drugs may have serious adverse effects on an employee's health, safety and job performance.

All employees are expected to be fit for duty when reporting to work and remain fit for the duration of the day. Employees must not be impaired by alcohol, cannabis, illegal drugs or prescription drugs. If an employee is required to take prescription drugs, these drugs should not inhibit their ability to proficiently perform their job functions.

Employees are prohibited from using or possessing alcohol, cannabis, or illegal drugs while in the workplace.

Use of alcohol for social functions or any circumstances related to organizational business may be permitted when approved by Travel Drumheller. Approval must be

obtained to ensure the use of alcohol does not contravene the intent of this policy.

Should there be a reason to believe that an employee's job performance is being negatively affected by alcohol, cannabis, illegal or prescription drugs or that this policy is being violated in any way, Travel Drumheller will investigate and take appropriate action; which may include disciplinary action (see section 5.5)

7.5 Internet and E-mail Acceptable Use Policy

It is important that employees using company computers and computing systems (i.e. On-site laptops and wireless Internet) are familiar with this policy and that the guidelines set out below be followed. Failure to comply with this policy could lead to termination of employment.

7.5.1 Computer Use

The following are guidelines for use of company computing resources.

- 1. You may not store personal documents on your computer hard drive.
- 2. You may not play or install computer games on your computer hard drive.
- 3. You may not download or install any software unless you obtain approval from your supervisor in advance.
- 4. Computers and related software and equipment are company property. To prevent problems and protect us from liability, Travel Drumheller reserves the right to examine all files, e-mail directories, and other information stored on our computers, tapes and disks.
- 5. Software is subject to licensing agreements. To prevent liability, you may not remove, copy, or install company software on a personal computer. If you believe you need access to particular software at home, please speak to your supervisor who will determine if such access is necessary and will obtain a valid copy.
- 6. Always scan for viruses before opening files that are contained on a flash drive, CD or downloaded from the Internet.
- 7. To prevent viruses, only open business-related e-mail attachments when you know what they are and that they are coming from a reputable source. Avoid opening e-mail attachments that contain wave files, video files, or executable files as they may contain viruses.

7.5.2 Internet & Email

This policy applies whether Travel Drumheller has given you Internet and e-mail access at work, on your laptop, or at home.

Travel Drumheller has set up Internet and e-mail access to enable you to perform your job effectively. Travel Drumheller expects you to restrict your Internet and e-mail use to work-related activities. Although

occasional personal use is acceptable, you may only do so outside your working hours and if it does not interfere with anyone else's work.

If you need to make extensive use of the Internet, you must obtain prior approval from your supervisor and you must pay any related costs.

Internet and e-mail are effective business tools but they can also be misused or abused. To prevent problems and protect us from liability, Travel Drumheller reserves the right to monitor your Internet use, including any websites you visit, and read your e-mail messages, including attachments.

You may not use your e-mail or Internet access to:

- 1. Engage in any illegal or unethical activities.
- 2. Engage in any communication that is obscene, defamatory, sexually explicit, or offensive.
- 3. Distribute a virus or other harmful component.
- 4. Violate copyright laws by unlawfully downloading or using information or software that is protected by copyright.
- 5. Indiscriminately copy e-mail messages to individuals or send irrelevant messages (e.g. jokes, pictures, junk mail, "chain letters", inappropriate e-mail or pictures).
- 6. Disclose confidential information about Travel Drumheller or its clients.
- 7. Express opinions that appear to be on behalf of or representing Travel Drumheller.

E-mail is a form of business communication and you should treat it as such. Be professional in all e-mail communications.

We may discontinue your Internet or e-mail access at our discretion. If you violate this policy or abuse your Internet, computer, or e-mail access you will be subject to discipline, up to and including termination.

From time to time, Travel Drumheller may provide you with notice of changes to this Policy's terms and conditions.

7.5.3 Complaint Response Procedure

Travel Drumheller will respond to any complaint that involves on-line activities that are prohibited activities under Travel Drumheller's Acceptable Use Policy. Under these procedures, Travel Drumheller will issue warnings to its staff, volunteers and other users, suspend users' accounts and even cancel accounts when it learns of prohibited activities. Participation in prohibited activities by staff could be considered grounds for termination.

7.6 Social Media Use

The following policy governs employee use of social media, including any online tools used to share content, profiles, opinion, and insights with others such as personal web pages, message boards, networks, communities and social networking sites, including but not limited to Facebook, Twitter, Instagram, LinkedIn as well as blogs. The lack of explicit reference to a specific site does not limit the application of this policy.

Travel Drumheller respects the rights of all employees to use media for self-expression. However, Travel Drumheller also has an interest in protecting its image, goodwill and reputation in the community. For this reason, Travel Drumheller expects employees to conduct themselves professionally and exercise good judgement when using social media, social networking sites and/or blogs.

All employees must observe the following guidelines:

- 1. Be respectful, honest and accurate Inappropriate postings that include discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated. Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Never post any information or rumours that you know to be false about Travel Drumheller, fellow employees, members, customers, suppliers or people working on behalf of Travel Drumheller or competitors.
- 2. Post only appropriate and respectful content Maintain the confidentiality of Travel Drumheller information. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- 3. Using social media responsibly at work Do not use Travel Drumheller email addresses to register on social networks, blogs or other online tools used for personal use. The creation of a profile where you act on behalf of Travel Drumheller must be approved by the Executive Director first. The Executive Director will have full administrative rights for travel Drumheller's social media pages and manage others' access. Paid advertising or boosts to social media posts may only be done with approval from the Executive Director.
- 4. Your online presence reflects the organization you work for. Be aware that your actions captured via images, posts, or comments can reflect that of the organization.
- 5. Respect copyright laws and reference or cite sources appropriately. Plagiarism applies online as well.
- 6. Personal blogs should have clear disclaimers that the views expressed by the author in the blog are the author's alone and do not represent the view of Travel Drumheller Be clear and write in the first person. Make your writing clear that you are speaking for yourself and not on behalf of Travel Drumheller. Do not create a link from your blog, website or another social networking site to the Travel Drumheller website, without identifying yourself as an employee of Travel Drumheller.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

7.7 Supplementary Employment

No employee shall engage in outside employment or activities which interfere with the efficient performance of the employee's duties and/or responsibilities. No employee, shall engage in outside employment and/or activities which will occupy time during the employee's working hours; neither shall outside employment and/or activities involve the performance of duties which the employee is required to perform as part of the employee's employment, without the express written consent of the Executive Director.

Any such outside employment and/or activities shall not involve a conflict of interest or conflict with the employee's duties.

7.8 Conflict of Interest

Any member (staff, committee or board member, or contractor) of the organization who has a conflict of interest in connection with any items or transactions before Travel Drumheller shall make clear his/her position and withdraw from all Travel Drumheller proceedings regarding this interest.

Any member having a conflict of interest as per above, and failing to withdraw from Travel Drumheller proceedings affecting this interest shall be subject to possible disciplinary action, dismissal and/or legal action.

7.9 Nepotism

The Board does not condone nepotism in any form at any level of the system.

Where there is a close family relationship between two employees, with one employee responsible for the other, another department head or a senior administrator will be responsible for the employee's evaluation. Other arrangements shall be made for the daily supervision of employees where the person normally responsible is a close family member. Travel Drumheller retains the discretion to determine the suitability of the hire and reporting relationship when a family relationship exists between employees.

7.10 Acceptance of Gratuities

Employees are prohibited from accepting gifts, money and/or gratuities from any person receiving benefits and/or services or any other person otherwise in a position to benefit from an employee's action.

7.11 Political Affiliation or Involvement

Employment with Travel Drumheller shall not be offered as a consideration or reward for the political support of any political party or candidate for public office. No employee shall, during working hours, or as a representative of Travel Drumheller, engage in partisan political activity.

7.12 Political Activity

- a) Municipal and/or School Board Office Employees may seek election to the Municipal and/or School Board office provided that the duties of the Municipal and/or School Board office, other than regular Council or Board meetings, do not impinge on normal working hours as an employee of Travel Drumheller.
- b) Federal and Provincial Office
 There are no restrictions on an employee engaging in political activities
 on their own time as a campaign worker. If an employee is nominated as
 a candidate for election, the employee shall upon request, be granted
 leave without pay, to engage in the election campaign. If elected to the
 Provincial or Federal office, the employee can request and may receive,
 an appropriate unpaid leave of absence.

7.13 Confidentiality

Each Travel Drumheller Board member, client, employee, applicant for employment, or any other such person has the right to have all information about that person kept strictly confidential.

Unauthorized disclosure of confidential information by a staff member or contracted staff will subject him/her to disciplinary action, dismissal and/or legal action.

No case record or personnel file shall be made available and no reports shall be made on any person unless:

- a) That person has given permission to Travel Drumheller, in writing, for such information to be disclosed, or
- b) The Travel Drumheller Executive Director deems it necessary for providing services to the client, or
- c) It is the information requested by a funding body and Travel Drumheller's Executive Director finds it necessary to release the information

SECTION 8 Hours of Work

8.1 Office Hours

8.1.1 Hours of Operation of the Travel Drumheller Office

The regular office hours are 8:30 am to 12:00 pm and 1:00 pm to 4:30 pm Monday to Friday excluding general (statutory) holidays.

8.2 Hours of Work, Rest Periods and Meal Periods

8.2.1 Salaried Employees

The average weekly hours of work for a full-time salaried employee, exclusive of meal periods, is thirty-five (35) hours. The regular workday for this employee shall be seven (7) hours per day, exclusive of the meal period. The regular workday shall normally be scheduled between the hours of 8:30 am and 4:30 pm. Employees shall work on a flex-time basis with their hours of work dependent on work assignments, including working times outside of normal office hours, during evenings and on weekends as may be required.

A meal period shall be scheduled as close as possible to the middle of the workday. The length of the rest period shall be sixty (60) minutes. An employee shall be entitled to take their unpaid meal period away from the workstation. If the employer or delegate requests that an employee work during the meal period, the meal period shall be considered time worked.

8.2.2 Hourly Employees

Roles such as seasonal ambassadors and social media staff are paid on an hourly basis with hours of work scheduled by the Executive Director. For each eight (8) hour shift, each employee is granted two (2) fifteen (15) minute rest periods away from their workstation. Rest periods shall not begin until one (1) hour after the commencement of work or not later than one (1) hour before 30-minute rest periods or the end of a shift. Fifteen (15) minute rest periods shall be taken without loss of pay.

During each shift that is longer than five consecutive hours of work, employees are entitled to a thirty (30) minute unpaid rest period that shall be scheduled as close as possible to the middle of the shift. If the employer or delegate requests that an employee work during the thirty (30) minute rest period, it shall be considered time worked.

SECTION 9 Compensation and **Allowances**

9.1 Pay Periods

An employee's wages shall be paid by direct deposit on a bi-weekly schedule. A pay statement confirming the wages earned and paid, including any deductions made, will be distributed to each employee on these days.

Employees may request an advance on their pay in emergency situations. It is at the discretion of the Executive Director whether to grant the request.

9.2 General (Statutory) Holidays

The employer recognizes the following paid holidays:

New Year's Day Family Day Good Friday Easter Monday* Victoria Day Canada Day Heritage Day*

Labour Day

National Day of Truth and Reconciliation*

Thanksgiving Day Remembrance Day Christmas Day Boxing Day*

*Additional paid holidays recognized by the employer over and above its statutory obligations.

For any hourly paid employees

An employee is eligible for general holiday pay if the employee:

- Works their scheduled shift before and after the holiday (unless employer consent is given for absence);
- Works the general holiday if required and scheduled to do so; and
- Has worked for the employer for at least 30 work days in the 12 months prior to the holiday.

9.3 Overtime and Overtime Pay

Hourly employees who are eligible for overtime will be paid for their hours in accordance with the requirements of the *Employment Standards Code* and employer policy.

Overtime hours in respect of a work week are:

- a) The total of an employee's hours of work in excess of eight (8) on each work day in the work week, or
- b) An employee's hours of work in excess of 44 hours in the work week, whichever is greater.

Salaried employees who are eligible for overtime will be required to enter into an overtime agreement in which their overtime must be taken as time in lieu in accordance with the requirements of the *Employment Standards Code* and employer policy.

9.4 Group Benefit Plans

9.4.1 Group Benefit Eligibility & Coverage

A group benefits package is optional for permanent employees of Travel Drumheller To be eligible an employee must work an average of twenty (20) or more hours per week. Premiums are paid on a cost-share basis; 80% is paid by the employer and 20% is paid by the employee.

The coverage will include the following:

- Life Insurance Coverage
- Extended Health Care
- Dental Plan
- Accidental Death and Dismemberment
- Short-Term & Long-Term Disability

9.4.2 Health & Dental Coverage for Disabled Employees

If an employee is receiving disability benefits, additional guidelines apply and will be addressed at the relevant time.

9.5 Travel Allowance Policy

From time to time employees are required to travel on behalf of Travel Drumheller for business purposes. Travel Drumheller will reimburse out-of-pocket, business travel and related expenses that are legitimate, reasonable and appropriate for the business activity undertaken. If you are uncertain about a particular expense, contact the Executive Director prior to the expenditure.

Original receipts must support all expense reimbursement claim items, except for per diem claims where applicable. All expense claims should be submitted to the Executive Director for reimbursement in a timely manner. See the Expense Account Claim Form for current reimbursement rates for mileage, meals and personal expense allowances. Expenses for airfare and hotels, when required, will be charged to a Travel Drumheller company credit card whenever possible.

Requests for travel advances are to be submitted to the Executive Director and will be determined on a case-by-case basis. All receipts are still required to be submitted.

9.6 Employee Service Recognition

Employees who have dedicated milestone years of service to the Drumheller & District Chamber of Commerce deserve special recognition and thanks for their contribution.

This policy applies to all permanent employees (full-time or part-time). Employees who are on job-protected leave will still accrue years of service.

The Executive Director shall be responsible for ensuring the consistent implementation of the policy. Human resources staff shall monitor each employee's service record to ensure that the length of service milestone is reported to the Executive Director.

Employees who reach five (5) years of service and beyond in five (5) year increments shall be recognized. Recognition will occur at the Travel Drumheller Annual General Meeting or at an all-staff meeting for employees who reach one of these milestones in the preceding calendar year. Recognition will be in the form of a gift card from a Travel Drumheller partner.

5 years of service	\$50.00 gift card
10 years of service	\$100.00 gift card
15 years of service	\$150.00 gift card
20 years of service	\$200.00 gift card

9.7 Employee Retirement or Resignation Recognition

This policy applies to employees who are retiring or have resigned from the DDCC with a minimum of ten (10) years of service. Recognition will be in the form of a gift card to a local Chamber member business, equivalent to \$10.00 per year of service.

10-19 years of service	\$100.00 - \$190.00 gift card
20-29 years of service	\$200.00 - \$290.00 gift card

9.8 Last Pay

When an employer terminates an employee's employment by termination notice, termination pay or a combination of both, the employer must pay the employee's earnings within 10 days after the end of the pay period in which termination occurred or 31 consecutive days after the last day of employment. The employer may choose whichever option best suits their needs.

SECTION 10 Annual Vacation Leave

10.1 Definitions

Vacation Year For the purpose of this article a vacation year shall be based

on the calendar year (January 1 to December 31)

First Vacation Year The first vacation year is the first employment year.

10.2 Vacation Entitlement

Employees may take a vacation any time of year with consideration to their work schedule and activities taking place within the organization. Vacation periods must be prearranged with the Executive Director to avoid conflict with scheduled or other work that may require the employee's presence. In the event of a conflict, preference is given to the person with seniority.

Unless a different arrangement has been made upon hiring, a full-time salaried employee will accrue vacation days as follows:

Length of Employment	# of Weeks' Annual Vacation
Up to the end of 5th year	3 weeks (15 working days) plus 3 days between Christmas and New Year
6th year to end of 10th year	4 weeks (20 working days) plus 3 days between Christmas and New Year
10 years or more	5 weeks (25 working days) plus 3 days between Christmas and New Year

Upon hiring, hourly employees will accrue vacation pay as follows:

in the state of th			
Length of Employment	% of Wages		
Up to the end of 3 rd year	4% of wages		
4 th year to end of 7 th year	6% of wages		
8 th year to end of 14 th year	8% of wages		
15 years or more	10% of wages		

Vacation days and vacation pay are accrued over 12 months. Employees will be paid or will receive requested vacation days regardless of balance earned at the time of

the request. This practice is with the understanding that should the employee leave the organization before the vacation days or vacation pay is returned to a zero or positive balance, any outstanding amount will be deducted from the employee's final pay. Generally staff can take up to two weeks of vacation at once unless an agreement is made with the supervisor depending on workload and time of year.

10.2.1 Vacation Earnings for Partial Years

During the first partial year of employment, an employee will receive vacation days calculated on a prorated basis.

10.2.2 Vacation Carry Over

The Executive Director may grant a salaried employee to carry over up to five (5) days of vacation leave per vacation year. The employee must request their vacation carry over in writing. An employee can not carry over vacation leave for more than one vacation year. The employee must request their supplementary vacation in writing.

10.2.3 Approved Leave of Absence with Pay during Vacations

When an employee is qualified for sick leave, bereavement, or any other approved leave with pay during the employee's vacation period, there shall be no deduction from the vacation credits for such leave. The period of vacation so displaced shall be taken at a mutually agreed time.

10.2.4 Call Back on Vacation

Employees who have commenced their annual vacation shall not be called back to work except in cases of extreme emergency and at the expense of the employer.

10.2.5 Vacation Pay on Termination of Employment

If employment terminates before an employee becomes entitled to a first annual vacation, the employer must pay the employee 4% of the employee's wages earned during the employment.

If employment terminates after an employee becomes entitled to annual vacation, the employer must pay the employee vacation pay of an amount equal to the vacation pay to which the employee would have been entitled in that year of employment if the employee had remained employed by the employer and

 a) For an employee who is entitled to 2 weeks vacation (10 working days), at least 4% of the employee's wages for the period from the date the employee last became entitled to an annual vacation to the date the employment terminates, or

- b) For an employee who is entitled to 3 weeks vacation (15 working days), at least 6% of the employee's wages for the period from the date the employee last became entitled to an annual vacation to the date the employment terminates.
- c) For an employee who is entitled to 4 weeks vacation (20 working days), at least 8% of the employee's wages for the period from the date the employee last became entitled to an annual vacation to the date the employment terminates.
- d) For an employee who is entitled to 5 weeks vacation (25 working days), at least 10% of the employee's wages for the period from the date the employee last become entitled to an annual vacation to the date the employment terminates.

SECTION 11 Other Leave

11.1 Personal & Family Responsibility Leave

All employees who have been employed for at least 90 days are entitled to up to five (5) unpaid days annually according to the Alberta Employment Standards Code. Personal leave days are to be used only for absences relating to your own health, or for you to meet your family's responsibilities concerning a family member. An employee must notify their supervisor and/or manager as soon as reasonable when taking personal leave.

11.2 Sick Leave

- a) All full-time year-round employees will accrue .66 paid day per month up to 8 days sick leave days annually. Employees will be paid for sick days regardless of the balance earned at the time of the request. This practice is with the understanding that should the employee leave the organization before the sick days are returned to a zero or positive balance, any outstanding amount will be deducted from the employee's final pay.
- b) Paid planned short-term leave of up to ten (10) working days will be allowed upon written request and acceptance of the Executive Director. Application for leave requires both a written request to the Executive Director and supporting medical verification from the employee's doctor. Planned short-term sick leave is available to each employee only once. Should an employee require further planned medical leave at another date, Travel Drumheller has an optional employee benefits program that includes weekly indemnity and long term disability. An employee requiring extended medical leave should make an application for coverage under this program.
- c) An employee must notify their supervisor and/or manager when taking sick leave.

11.2.1 Medical Reports

The employer may request that a report from a qualified medical practitioner accompany the application for sick leave if the absence is more than three (3) days. The employer may also request a report from a qualified medical practitioner when it appears that a pattern of consistent absence is developing.

11.2.2 Ineligible for Sick Leave

An employee is not eligible for sick leave with pay for any period during which the employee is on probation, on leave of absence without pay, under suspension, or on lay-off.

11.2.3 Deduction of Personal or Sick Leave

An absence on a normal working day, as a result of illness or injury, with the exception of a work-related injury, (exclusive of general statutory holidays) shall be charged against an employee's personal or sick leave credits.

11.3 Bereavement Leave with Pay

For this clause, see the definition of Family Member in Section 2. This leave is for employees after working with Travel Drumheller for 30 days.

Bereavement leave can be taken after the death of a Family Member. The employee shall be entitled to leave with pay for a period of up to three (3) days. An employee must give the employer notice as soon as reasonable before taking leave.

An additional leave without pay of up to two (2) days can be requested by the employee. This additional unpaid leave must be requested by the employee in writing and is at the discretion of the Executive Director.

Bereavement leave for other relatives may be granted at the discretion of the Executive Director.

If during a period of compensatory leave, an employee is bereaved and is eligible for bereavement leave, the employee shall be granted bereavement leave and their compensatory leave credits shall be restored to the extent of any concurrent leave granted.

11.4 Maternity and Parental Leave

Employees are eligible for maternity or parental leave if they have been employed for at least 610 hours.

Birth mothers are entitled to up to 16 consecutive weeks of unpaid, job-protected maternity leave in the event of the birth. Maternity leave can commence any time during the 13 weeks immediately before the estimated date of delivery.

The employer may defer the commencement of maternity leave without pay of an employee for any period approved in writing by a qualified medical practitioner.

Birth and adoptive parents can take up to 62 weeks of unpaid, job-protected parental leave within 78 weeks after the child's birth or when placed with the parents. Parental

leave may be taken by one parent or shared between two parents but the total combined leave cannot exceed 62 weeks.

Employees must give the employer at least 6 weeks written notice before starting maternity or parental leave.

Benefits will be paid by the employer while the employee is on maternity/parental leave.

Employees must give the employer at least 4 weeks' written notice of the date on which they intend to return to work or will not be returning to work after their leave ends. The employer must offer to the employee the same position occupied when maternity or parental leave started or a comparable position, at not less than the earnings and other benefits that had accrued to the employee when the leave started.

11.5 Compassionate Care Leave

Under the Alberta *Employment Standards Code*, Part 2 Division 7.2, an employee who meets the statutory criteria is entitled to compassionate care leave to give care or support to a seriously ill family member who is at risk of death within 26 weeks, as established by a medical certificate.

11.6 Examination Leave with Pay

Leave with pay may be granted to an employee to write an examination which takes place during the employee's scheduled work hours. Such leave will be granted only where, in the opinion of the employer, the course of study is directly related to the employee's duties and will improve the employee's qualifications relating to the employee's duties.

11.7 Other Leaves

Note that the Alberta *Employment Standards Code* provides for some other types of leave of absence without pay to an employee requesting such leave. The request must be in writing. Travel Drumheller will comply with its statutory obligations concerning all leaves of absence directed by the Code.

SECTION 12 Safety

12.1 Working Alone

If staff are working alone for extended periods. Especially in locations outside of the office they should observe the following:

- All Ambassadors should check in at the Travel Drumheller office (Thursday, Friday and Monday) and the Visitor Information Centre Saturday and Sunday) before heading out to the locations working.
- 2) They should check in with the Travel Drumheller Office or VIC every 2-3 hours.
- Contact any Travel Drumheller staff or VIC staff if there are any issues of concern or if staff are in need of support.
- 4) If they feel unsafe at any time they are to leave the area they are working in and contact the Executive Director or other staff member if they are not available to let them know the situation.

The Employer and employee agree that regulations made under the Occupational Health and Safety Act, or other Statutes of the Province of Alberta pertaining to the employee's work environment, shall be fully compiled with.

The Full Health and Safety Policy document can be found in the one drive and all employees should get a copy to sign when starting work.

SECTION 13 Staff Education and Professional Development

Where in the interest of Travel Drumheller employees may be assigned to special training programs on full pay and allowances. In such cases, the employee may be asked to undertake a continuing service contract for up to 12 months following the completion of training.

In cases where the employee wishes to undertake training that is not directly in the employer's interest, unpaid general leave may be granted.

Where the employee is undertaking professional or skill-upgrading training outside of work hours, the employer may pay all tuition and supply costs, subject to successful completion of the training and while the employee continues to be employed with Travel Drumheller.

For seminars or information courses, the employee will be required to obtain an attendance certificate. An employee requesting such assistance must notify the Executive Director before committing to the course or reimbursement will not be considered.

SECTION 14 Harassment in the Workplace

The management of Travel Drumheller believes that all employees of the organization are entitled to work in an environment that is supportive of the self-esteem and dignity of each individual.

Note: The Personal and Sexual Harassment Policy of the organization is not intended to restrict normal and accepted forms of socializing between co-workers.

This policy applies to all employees, including those in management. The policy also applies to those persons who conduct business with our organization, including service people, suppliers, delivery personnel, consultants and clients.

Every person has the right to file a complaint through the Alberta Human Rights Commission; however, if you choose to file a human rights complaint, you may not proceed with the Travel Drumheller internal complaint process at the same time.

14.1 Harassment Definition

Harassment is generally defined as any conduct in the workplace that creates an intimidating, threatening, coercive or hostile work environment that causes:

- (1) The impairment of an individual's work performance,
- (2) An adverse employment relationship for the employee, or
- (3) An individual's dignity or respect is to be denied.

There are several forms of harassment, including:

- (1) Threats, intimidation, verbal abuse or bullying,
- (2) Unwelcome remarks or jokes,
- (3) The distribution or display of offensive literature or other materials,
- (4) Isolating an employee or depriving them of work opportunities,
- (5) Unnecessary and unwelcome physical contact,
- (6) Any form of retaliation for filing a complaint under this Policy or for filing a complaint under the Alberta Human Rights Act.

Harassment may include comments or representations made orally, in writing or through other social media or electronic means.

14.2 Procedures

Employees are encouraged to resolve a complaint directly with the other party. The complainant may bring the complaint to the Executive Director for an informal or formal investigation.

Note: The Board of Directors will assume the conduct of a complaint filed against the Executive Director. The Board may also utilize the services of an independent investigator and/or mediator in such cases.

An individual who brings a complaint forward, and wishes later to withdraw the complaint, may do so; however, the organization reserves the right to investigate the matter to ensure the harassment policy is being upheld in the workplace.

If the conduct is found to be harassment, whether or not it was intentional, it is still harassment.

a) Informal Action:

If the complainant does not want to confront the other party directly or has made an approach that did not resolve the matter, the complainant may bring the complaint to the Executive Director. If the complainant and the Executive Director agree that the conduct described does not constitute harassment, the Executive Director will take no further action. There will be no record retained on file. If the conduct complained of constitutes harassment, the complaint will be processed by direct action or formally.

b) Direct Action:

An employee who believes they have been subjected to harassment is encouraged to bring the matter to the attention of the other party. The employee should advise the other party verbally or in writing. The complainant should clearly identify the conduct that brought about the complaint and describe the effect the conduct had on the complainant. The complainant should also advise the other party to refrain from similar conduct in the future. [(i.e.) "I find you're brushing up against me and touching me makes me feel uncomfortable and I want you to stop it."] An apology from the other party, and no further incidents, will resolve the matter.

c) Formal Complaint Process:

The written complaint must contain:

- (1) A description of the conduct complained of,
- (2) The time(s) and date(s) of the conduct,
- (3) The identity of the person(s) responsible for the conduct, and
- (4) The effect of the conduct on the complainant.

The formal written complaint will be given to the Executive Director. The Executive Director will provide a summary of the allegations to the person

named in the complaint and the person will have seven (7) working days to file a response to the complaint. The response will be provided to the Executive Director. The Executive Director will provide a summary of the response as appropriate.

Once the exchange of information is completed, the Executive Director will investigate the allegations in a timely manner. The Executive Director may utilize the services of an independent investigator/mediator to investigate the allegations. The person investigating will determine whether or not harassment has taken place, and recommend an appropriate remedy.

At the conclusion of the investigation, a written Report will be prepared. The Executive Director will determine the appropriate remedy and communicate the outcome of the investigation to the complaint and respondent as appropriate.

An employee filing a complaint in good faith will not be subject to any adverse employment action. If it is found that the complaint is frivolous, vexatious or was not filed in good faith the complainant may be subject to disciplinary action.

A complaint against a non-employee will be investigated if possible. The complaint and all relevant information must be provided to the Executive Director as soon after the conduct complained of occurred.

14.3 Confidentiality

The organization appreciates the difficulties in filing a complaint of harassment and recognizes the complainant's concern regarding confidentiality.

In order to protect the interests of the complainant, the person named in a complaint and any witnesses involved during the investigation of a complaint, confidentiality will be maintained to the extent possible under such circumstances.

Accordingly, all records concerning complaints, and information gathered as the result of any investigation, will be kept confidential, except where disclosure is required due to the investigation, the imposition of discipline or other remedial action.

Conclusion: All formal written complaints will be investigated thoroughly. Anyone found to violate this policy may be subject to discipline, up to, and including, termination of employment.

The remedy or discipline imposed under this policy is final and binding.

SECTION 15 Grievances

15.1 Working Policy of proper channels to express grievances

Travel Drumheller assures each employee of fair and equal treatment and consideration. Where, in the opinion of the employee, unfair treatment has been rendered under these policies, or some other problem arises, the following procedure applies:

- a) The employee shall discuss the matter with their immediate supervisor within seven (7) working days from the day the grievance occurred.
- b) If the grievance remains unresolved after discussion with the supervisor, the employee will then take the grievance to the Travel Drumheller Executive Director within three (3) working days. The Executive Director will then conduct a personal interview involving the employee and any other involved person(s) and endeavour to resolve the grievance.
- c) If the grievance involves the Executive Director then it will be brought to the attention of the Board.
- d) The Executive Director or Board may forward a grievance or complaint to an independent mediator for resolution.
- e) The Board, Executive Director or independent mediator is the final level at which the grievance or complaint may be reviewed. One of the above may accept or dismiss the grievance or complaint, with reasons stated in writing.

SECTION 16 Termination of Employment

Termination of employment may take place upon the initiation of either Travel Drumheller or the employee. Termination by the employer will be consistent with the Alberta Employment Standards Code.

16.1 Termination by Employer

The employer may terminate an employee by giving the employee a termination notice, termination pay or a combination of both.

To terminate employment, an employer must give an employee written notice of at least:

Notice Period	Length of Employment		
1101100 1 01100			
1 week	More than 90 days but less than 2 years		
2 weeks	2 years but less than 4 years		
4 weeks	4 years but less than 6 years		
5 weeks	6 years but less than 8 years		
6 weeks	8 years but less than 10 years		
8 weeks	10 years or more		

Termination notice is not required for employees who:

- a) have been terminated for just cause;
- b) have been employed for 90 days or less;
- c) are employed on a seasonal basis, and employment ends on the completion of the season;
- d) or see Employment Standards Code Part 2, Division 8 for more situations where termination notice is not required.

16.2 Termination by Employee

An employee may terminate their employment by giving the employer written termination notice of at least 2 weeks if the employee has been employed for more than 90 days if the employee has been employed by the employer for 2 years or more.

To be valid, an employees termination notice must be:

- In writing and addressed to the employer
- Given or otherwise provided to the employer

APPENDIX

Travel Drumheller Privacy Statement

Travel Drumheller is committed to protecting your privacy and the confidentiality of your personal information. Our commitment to respecting and protecting the privacy and confidentiality of your personal information is addressed in our privacy policies. We adhere to these policies and the Alberta *Personal Information Protection Act* when dealing with personal information.

We want you to know why we collect your personal information, how we use and disclose your personal information in establishing and maintaining your relationship with us, how we keep your personal information confidential, and how you can inquire about the personal information we hold about you.

What personal information do we collect?

We collect personal information about you in order to provide you with the programs and services you request. Personal information is any information that identifies you as an individual. It does not include business contact information used for business purposes.

The personal information we collect about you depends on the nature of your relationship with us. Examples of the types of personal information we may collect include your name and contact information (such as your address and telephone number), your credit and financial history, and previous programs or services you have obtained from us or our affiliates.

When we request personal information, you will be given the opportunity to opt-out of providing us with information that is not essential to your relationship with us or our ability to provide the program or service to you.

When you provide information to us, you have consented to our collection, use, and disclosure of the information for the purposes indicated.

How do we use your personal information?

We need basic personal information about you in order to conduct business with you and provide services to you. We collect and use information that allows us to verify your identity and determine your eligibility for certain programs or services. We may also disclose and communicate your personal information if required for your health and safety, or in order to comply with regulatory and legal requirements.

Occasionally we will send communications to you with information, which may be of use to you, including information about future seminars, and other services that may be of interest to you. You may opt-out of receiving such communications on notice to us.

How do we protect your personal information?

We value your right to privacy and work hard to protect your personal information.

Travel Drumheller:

- Will not collect, use, or disclose your personal information for any purposes other than those identified to you, subject to exceptions permitted by law;
- Will make all reasonable efforts to protect the confidentiality of your personal information when doing business internally or externally with other organizations;
- Will make all reasonable efforts to protect your personal information with appropriate security safeguards;
- Will make all reasonable efforts to keep your personal information accurate and up-to-date; and
- Will attempt to honour requests you may make for access to your personal information or the correction of your personal information, subject to exceptions permitted by law.

The security and safety of your personal information are important to us. We endeavour to maintain adequate physical, procedural, and technical security concerning our offices and information storage facilities to prevent any unauthorized access, use, or disclosure of your personal information.

What choices do you have?

You can refuse or withdraw your consent to the collection, use, or disclosure of your personal information at any time by contacting our Privacy Officer. Your refusal or withdrawal may affect our ability to provide programs and services to you.

Questions?

We take our responsibility to respect and protect your personal information seriously.

If you have any questions about our privacy policies or practices, or if you would like to review your personal information, please contact our Privacy Officer.

Travel Drumheller
Julia Fielding
P.O. Box 1357, Drumheller, AB T0J 0Y0

Ph: 403-823-2242

Email: executivedirector@traveldrumheller.com

Employee Privacy Policy

Travel Drumheller recognizes employees as an asset. Because Travel Drumheller respects and values you as an employee, we also want you to understand that we will operate with integrity concerning the protection of your privacy and with confidentiality concerning the personal information we learn about you as a result of your employment relationship with Travel Drumheller.

This privacy policy is designed to explain to you what personal information we collect about you as an employee and the use to which we put that information. The policy will also explain how your personal information is kept safe and secure from inappropriate disclosure or use.

Travel Drumheller has always been concerned about the confidentiality of employee personal information and has taken steps to ensure that the information is properly safeguarded and protected. This privacy policy is designed to comply with Alberta's *Personal Information Protection Act*.

What is Personal Information?

Personal information is any information that identifies you as an individual. Personal information includes such things as age, income, date of birth, ethnic origin, health information, education history, employment history, performance reviews and credit records.

Business contact information is not personal information when used or disclosed for that individual's capacity as an employee or official of an organization. Business contact information includes an individual's name, position or title, business telephone number, address, fax number and e-mail.

Travel Drumheller's commitment to privacy is governed by the following privacy principles:

1. We are accountable to you.

Travel Drumheller is responsible for all personal information under its control, including any personal information that is transferred to third parties for processing, storage or other purposes. Our Privacy Officer will be assisting in fulfilling these responsibilities.

2. Why do we collect your personal information?

Types of employee personal information collected by us include, but are not limited to:

a) Application and employment information

As soon as you are hired, Travel Drumheller begins keeping a personal file on you. Examples of some of the information your file might contain include the following:

- Résumé and/or job application;
- Letters of offer and acceptance of employment;
- Written employment contract;
- Payroll information, including social insurance number, banking information, RRSP information, etc.;
- Wage and benefit information;
- Required forms relating to application and processing and employee benefits, such as short and long-term disability, medical and dental care, etc.;
- Emergency contact information; and
- Training certifications and licensing qualifications.

Most of the information listed above is required to ensure you are properly identified as our employee, that you are on our payroll, and that you are able to receive certain employment benefits. Emergency contact information is required in case we need to notify someone of your involvement in an emergency while at work. Information respecting training certifications and licensing qualifications is required so we can ensure that our employees have the skills required to meet the various duties assigned to them.

b) Performance information

While employed with us, you will be periodically and annually evaluated, and changes to your employment status may occur (e.g. promotion or change in position). Performance information is collected and maintained so that we can properly evaluate your performance, determine appropriate levels of compensation, and make decisions about your future as an employee.

Examples of performance information that may be added to your file throughout your employment include:

- Copies of performance appraisals;
- Educational courses, technical and safety training courses attended and certification levels achieved;
- Internal communications regarding performance;
- Performance improvement plans;
- Records of absences from work; and
- Vacation records

3. How we use your personal information.

Travel Drumheller uses your personal information to establish and maintain an employment relationship with you. You may change your consent preferences at any time by requesting in writing to your Privacy Officer. However, note that for business and regulatory purposes, Travel Drumheller must collect and use certain personal information to maintain an employment relationship. For example, personal health information may be collected and disclosed if required to comply with provincial workers' compensation legislation.

4. We limit the collection of your personal information.

Travel Drumheller collects only the personal information that is needed to ensure an effective employment relationship. Travel Drumheller will only collect personal information by clear, fair, and lawful means.

5. We limit the use, disclosure, and retention of your personal information.

Travel Drumheller uses or discloses your personal information only for the purpose for which it was collected unless you consent to a new use, or the use or disclosure is authorized by privacy legislation (e.g. verification of information requested by employees to be provided to banks, or other financial institutions, or landlords, garnishee of pay, court orders, etc.).

If your personal information is shared with third parties (e.g. for the administration of benefits programs), these third parties are bound by appropriate agreements with Travel Drumheller to secure and protect the confidentiality of your personal information.

Travel Drumheller retains your personal information only for as long as it is required to ensure an effective employment relationship or as required by federal and provincial laws (e.g. payroll and compensation data must be maintained for up to seven years after the last date of employment). Information that is not required by law will be regularly reviewed and routinely destroyed when it is no longer required for business purposes.

6. Computer and e-mail access.

All messages sent over the Travel Drumheller computer and communication system are the property of Travel Drumheller and are subject to electronic surveillance. Employees should understand that all equipment provided for employee use at work is considered to be the property of Travel Drumheller, and is intended for business use within the workplace, and not for personal use. In light of its commitment to a healthy workplace, Travel Drumheller wants to ensure that no inappropriate computer and Internet usage occurs.

7. We keep your personal information up-to-date and accurate.

Travel Drumheller keeps your personal information in our possession or controls up-to-date, accurate, and relevant for our intended use. We will correct or amend any personal information found to be inaccurate or incomplete.

You are responsible for advising Travel Drumheller of any inaccuracies or changes to your personal information (e.g. change of address, telephone number, marital or relationship status or other changes that affect benefits status, training certifications achieved or expired, etc.).

8. Security of personal information.

The security of your personal information is a priority for us. We have security processes and procedures in place to keep your personal information safe, including:

- Physical security measures such as restricted access and locked filing cabinets;
- Electronic security measures for computerized personal information such as password protection, database encryption and personal identification numbers;
- Organizational processes such as limiting access to your personal information to a select group of individuals who require the information; and
- Contractual obligations with third parties who need access to your personal information require them to protect and maintain the security of your personal information.

9. We are open about our privacy and security policies.

Information about our policies and practices relating to the management of your personal information will be made readily available to you. This policy is available at all times by contacting the Travel Drumheller Privacy Officer.

10. We provide access to your personal information.

You can request access to your personal information stored by Travel Drumheller. Requests should be made in writing and directed to the Travel Drumheller Privacy Officer.

To ensure compliance, Travel Drumheller has appointed a Privacy Officer to oversee all aspects of its privacy policies and practices. Travel Drumheller will respond in a timely manner to your questions, concerns, or requests about the privacy of your personal information and our privacy policies. Upon receiving such a request, Travel Drumheller will:

- Inform you about what type of personal information we have on record or in our control, how it is used, and to whom it may have been disclosed;
- Provide you with access to your personal information or reasons for not providing access (e.g. the information contains references to other individuals or is subject to solicitor-client or litigation privilege);
- Make any necessary updates to your personal information; and
- Note any disagreements about personal information in your employee file and advise third parties where appropriate.

11. We respond to questions, concerns, and complaints about privacy.

We will respond in a timely manner to your questions, concerns, and complaints about the privacy of your personal information and our privacy policies and practices. You should direct any questions, concerns, or complaints relating to Travel Drumheller s privacy policies or practices to the Travel Drumheller Privacy Officer.

Travel Drumheller
Julia Fielding
P.O. Box 1357, Drumheller, AB T0J 0Y0

Ph: 403-823-2242

Email: executivedirector@traveldrumheller.com

Records Retention and Destruction Policy

Drumheller & District Chamber of Commerce (DDCC) will only keep personal information for as long as is needed to meet the purposes for which it was collected. The length of time we retain personal information varies, depending on the nature of the relationship with the client, the type of program or service provided, and any contractual, regulatory, or legal requirements we may be required to meet.

Records, which require retention, will be identified, labelled and transferred to storage. Records that have exceeded their required retention period may be reviewed and destroyed. Whenever possible, only the original record will be retained. DDCC will make efforts to identify and destroy unnecessary duplicate copies of records.

In respect of records generated, maintained, and stored in electronic media, DDCC will use its best efforts to retain, review and destroy records at appropriate intervals.

A complete list of the files or records sent to storage will be maintained (Records Retention List).

Each file or record will be stored with the following information:

- 1. Date records are placed in storage;
- 2. Destruction date; and
- 3. Brief description of contents.

All records will be placed in storage with an assigned destruction date. Prior to the destruction date, records may be reviewed and where appropriate, destroyed as scheduled.

From time to time, legal restrictions may forbid the destruction of records. Such records will be set aside and scheduled for periodic review by DDCC until they are released for destruction.

Retention Period Summary

Types of Documents	Retention Period
Accounting and financial records	7 years
Human Resources	7 years from the termination of employment
Communications and marketing	3 years
Legal Funding contracts Insurance policies	11 years from the termination of the contract
Litigation Leases	3 years from a resolution of the litigation 3 years from the termination of the lease
Other programs and services	3 years from program completion

Staff Signature Page

All staff must read this document and then complete this form. The form should be handed in to their supervisor .

Name:
Position:
I have read the Travel Drumheller Human Resources Policy and procedure document.
Signature:
Date:
Once you have signed this page please hand it in to your supervisor.

Travel Drumheller

Leave of Absence Request Form

mployee Name:	Positi	Position:		
Type of Leave	From (first day off)	To (last day off)	Total No. of: (fill in one)	
With Pay:	DD/MM/YY	DD/MM/YY	DAYS	HOURS
Sick Leave				
Vacation Leave				
Overtime/Time in Lieu				
Bereavement Leave				
Court Subpoenas/Jury Duty				
Other (please specify)				
Without Pay:				
Education				
Maternity/Parental				
Personal				
Compassionate Care				
Other (please specify)				
Comments/Additional Notes:		Employee Signature	1	
Date	_	Executive Director S		