



# Travel Drumheller

## **Travel Drumheller Marketing Association Board of Directors Meeting**

In person at Travel Drumheller offices- 181 Railway Ave E, Drumheller, AB T0J 0Y6  
Or via Google meet the link is in the meeting request

**Wednesday February 8 2023 @ 10:00am**

<b>1</b>	<b>Call Meeting to Order</b>
<b>2</b>	<b>Approval of Agenda</b>
<b>3</b>	<b>Approval of Minutes</b> January 11 2023
<b>4</b>	<b>Delegation</b> Twenty 31 Presentation of the Destination Development Plan
<b>5</b>	<b>Financial Report</b> Motion: The Board approves the financial report  Motion The Board approves the 2023 budget
<b>6.</b>	<b>Town of Drumheller Report</b>
<b>7.</b>	<b>ED report</b> (Attached for info) 2023 Marketing Plan for information
<b>8.</b>	<b>Discussion Items</b> AGM date HR Manual
<b>9.</b>	<b>Unfinished Business</b>
<b>10.</b>	<b>In Camera</b>
<b>11.</b>	<b>Adjournment</b>
<b>12</b>	<b>Next meeting March 8th 10am 2023</b>



# Travel Drumheller

Travel Drumheller Marketing Association  
Wednesday, January 18, 2023  
10.00 am (person or zoom) @ Community Futures Board Room  
MINUTES

Present: D. Schinnour L Phillips V. Neudorf

Present by Zoom: E. Secord R. Johnston B. Steeves B.J Janzen S. Newstead

Staff: J. Fielding

Absent: R. Semchuk C. Sereda T. Vyvey C. Vaneracion

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## **1. Call to Order**

S. Newstead called the meeting to order at 10:04

## **2. Approval of Agenda**

**Approval of meeting Agenda**

**Motion by V. Neudorf / B.J Janzen that the agenda be approved. Carried**

## **3. Approval of Minutes of December 14, 2022.**

**Amendment to remove from the December 14, 2022 minutes:**

**“It was agreed that Travel Drumheller was not currently in the position to manage the event program “**

**Motion by E. Secord / B.J Janzen that the amended minutes of December 14, 2022 be approved. Carried**

## **4 Financial Report**

- Presentation of financial report by J. Fielding
- See attached notes.
- Received payments from Canalta.
- J. Fielding to apply to Prairie Can.
- J. Fielding will meet with Ascend to have the budget for next board meeting.

**Motion by V. Neudorf /B.J. Janzen that the financials be approve. Carried**

## **5. Town Report by R. Johnston.**

- Discussion on the housing strategy final.  
70% - 2 people per household, average income for Drumheller \$74,000.00, discussion on short term rentals, Senior's housing, increase in population by 2031 to 9000.

## **6. ED Report: by J. Fielding**

See attached notes in the board package.

- Final draft for DDP from Twenty 31 will be presented at the board meeting on February 8, 2023.
- DDP draft plan to be sent to the board directors a week before the next meeting. -

## **7. Discussion Items**

Board membership

- Recruiting for 2 spots (Quality and T. Vyvey)
- Forms will be online for nominations. No nominations will be taken from the floor at the AGM in April
- Ads for recruiting will go out in February. Deadline for middle of March.
- We need to recruit another accommodation or campground.
- B.J. Janzen suggested someone from Starland or Kneehill.
- Discussion on the DMF for hotels.
- Question – Do we need to expand our values? S. Newstead asked if we need to change the values all together.
- Board of directors to think of a couple of values before the next meeting and send to J. Fielding or S. Newstead. (Vance thinks too many will be too much). Will be brought back to the February meeting for a motion.
- Discussion on C. Vaneracion (Quality Hotel) role on the Travel Drumheller Board of Directors.

## **8. Unfinished Business**

- Events – V. Neudorf – Discussion on off season conferences.
- E. Secord - discussion on the strategic plan.
- B.J Janzen - watch for event March 12.

## **9. In Camera**

## **10. Adjournment by B.J Janzen**

Next board meeting: **Wednesday February 8, 2023**

Signed by:

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R. Semchuk

# Travel Drumheller Marketing Association

## Profit and Loss

January 2023

	TOTAL
<b>INCOME</b>	
4030 Vacation Guide Revenue	1,861.51
4200 Revenue	917.86
<b>Total Income</b>	<b>\$2,779.37</b>
<b>GROSS PROFIT</b>	
	<b>\$2,779.37</b>
<b>EXPENSES</b>	
5020 Marketing Projects Expense	6,000.00
5025 Travel Expense	971.01
5190 Subcontracts	2,493.35
5410 Wages & Salaries	16,750.00
5420 EI Expense	381.69
5430 CPP Expense	944.56
5450 Health Benefits	-190.93
5625 Business Fees & Licenses	14.50
5630 Website Design	50.00
5710 Training/Education	1,575.00
5790 Office Rent	800.00
<b>Total Expenses</b>	<b>\$29,789.18</b>
<b>PROFIT</b>	<b>\$ -27,009.81</b>

# Travel Drumheller Marketing Association

A/P Aging Detail  
As of February 6, 2023

DATE	TRANSACTION TYPE	#	SUPPLIER	LOCATION	DUE DATE	PAST DUE	AMOUNT	OPEN BALANCE
61 - 90 days past due								
12/02/2022	Bill	25586367	National Event Management Inc.		12/02/2022	66	2,178.75	1,089.37
<b>Total for 61 - 90 days past due</b>							<b>\$2,178.75</b>	<b>\$1,089.37</b>
31 - 60 days past due								
12/06/2022	Bill	2022-83	Twenty 31 Consulting Inc.		01/05/2023	32	160,000.00	80,000.00
<b>Total for 31 - 60 days past due</b>							<b>\$160,000.00</b>	<b>\$80,000.00</b>
<b>TOTAL</b>							<b>\$162,178.75</b>	<b>\$81,089.37</b>

# Travel Drumheller Marketing Association

## Balance Sheet

As of January 31, 2023

	TOTAL
<b>Assets</b>	
Current Assets	
Cash and Cash Equivalent	
1060 Chequing Bank Account	64,080.15
1065 CCU Common Shares	6.82
1070 High Interest Savings Account **4395	20,172.81
1080 High Interest Savings Account **4494	201,374.92
2035 DMF Trust account	0.00
2040 DMF Trust Common Share Account	1.00
1600 Undeposited Funds	0.00
<b>Total Cash and Cash Equivalent</b>	<b>\$285,635.70</b>
Accounts Receivable (A/R)	
1200 Accounts Receivable	0.00
<b>Total Accounts Receivable (A/R)</b>	<b>\$0.00</b>
1220 Employee Cash Advances	
1225 Employee Cash Advance Repayment	0.00
<b>Total 1220 Employee Cash Advances</b>	<b>0.00</b>
1320 Prepaid Expenses	1,876.20
<b>Total Current Assets</b>	<b>\$287,511.90</b>
Non-current Assets	
Property, plant and equipment	
1805 Dinosaur Suits	0.00
1807 Accum Amort - Dinosaur Suits	0.00
<b>Total 1805 Dinosaur Suits</b>	<b>0.00</b>
1820 Office Furniture & Equipment	6,203.94
1905 Computer Hardware	6,743.88
1906 Accum Amort - Computer	-779.86
<b>Total 1905 Computer Hardware</b>	<b>5,964.02</b>
<b>Total Property, plant and equipment</b>	<b>\$12,167.96</b>
1910 Computer Software	2,104.12
<b>Total Non Current Assets</b>	<b>\$14,272.08</b>
<b>Total Assets</b>	<b>\$301,783.98</b>

# Travel Drumheller Marketing Association

## Balance Sheet

As of January 31, 2023

	TOTAL
Liabilities and Equity	
Liabilities	
Current Liabilities	
Accounts Payable (A/P)	
2100 Accounts Payable	81,824.37
<b>Total Accounts Payable (A/P)</b>	<b>\$81,824.37</b>
Credit Card	
2150 Visa Card-Collabria	4,011.46
<b>Total Credit Card</b>	<b>\$4,011.46</b>
2110 Accrued Professional Fees	1,800.00
2180 EI Payable	860.11
2185 CPP Payable	2,473.38
2190 Federal Income Tax Payable	-6,802.39
2310 GST/HST Charged on Sales	0.00
2315 GST/HST Paid on Purchases	0.00
2335 GST/HST Payable	-21,683.41
2336 GST Difference	0.00
2337 GST/HST Suspense	0.00
2340 Payroll Liabilities	
2345 Federal Taxes	10,719.80
<b>Total 2340 Payroll Liabilities</b>	<b>10,719.80</b>
2350 Prepaid Sales/Deposits	190.00
2400 Short term loan - Town of Drumheller	0.00
2420 Short term loan-Canalta	0.00
2440 Deferred Income	58,935.00
2441 DMF -Econolodge	0.00
2442 DMF-QUALITY INN	35,272.29
2443 DMF -Travelodge	0.00
<b>Total 2440 Deferred Income</b>	<b>94,207.29</b>
<b>Total Current Liabilities</b>	<b>\$167,600.61</b>
<b>Total Liabilities</b>	<b>\$167,600.61</b>
Equity	
Retained Earnings	161,193.18
Profit for the year	-27,009.81
<b>Total Equity</b>	<b>\$134,183.37</b>
<b>Total Liabilities and Equity</b>	<b>\$301,783.98</b>

## 2023 Travel Drumheller Budget

### Revenue

Revenue		2023	2022
Guide Revenue		\$ 35,000.00	\$ 18,410.00
Partnerships		\$ 5,000.00	\$ 3,478.75
Contributions		\$ 170,000.00	\$ 207,503.00
	Destination West Marketing	\$ 150,000.00	\$ 180,000.00
	Starland County	\$ 5,000.00	\$ 2,500.00
	Community Futures (for Drum Discovery)	\$ 10,000.00	
	Town of Drumheller	\$ 15,000.00	\$ 15,000.00
DMF revenue		\$ 100,000.00	\$ 121,000.00
Grants		\$ 470,000.00	\$ 245,000.00
	Travel Alberta (covers % of Loknow, Content creation, Implementation officer for the DDP, membership fees, CDME, Drum Discovery and I Love DV)	\$ 250,000.00	\$ 200,000.00
	Prairies Can (covers, Business support manager salary upto March 31st, office supplies and Tempest)	\$ 250,000.00	\$ 60,000.00
Interest		\$ 600.00	\$ 533.97
Transferred from Trust fund		\$ 70,000.00	\$ 70,000.00
Merchandise		\$ 2,000.00	\$ 706.00
Drum Discovery (registration fees)		\$ 2,000.00	\$ 1,150.00
Workshops (registration fees)		\$ 1,000.00	\$ 504.00
Marketing buy in ops (eg tradeshow, contests, influencers)		\$ 2,000.00	
	<b>TOTAL REVENUE</b>	<b>\$ 857,600.00</b>	<b>\$ 1,125,785.72</b>



## Expenses

EXPENSES	Detail	2023	2,022
Vacation Guide Expenses		\$ 31,500.00	\$ 23,658.39
	Printing	\$ 22,000.00	\$ 15,000.00
	Sales and copy writing	\$ 5,500.00	\$ 4,500.00
	design	\$ 4,000.00	\$ 3,800.00
Marketing Expense		\$ 205,000.00	\$ 220,000.00
	Digital ads- Includes LoKnow	\$ 80,000.00	
	Influencers	\$ 15,000.00	
	Contests (prize packages)	\$ 5,000.00	
	Content creation	\$ 15,000.00	
	Trade Shows	\$ 10,000.00	
	I Love Drumheller Valley	\$ 15,000.00	
	Advertising	\$ 10,000.00	\$ 8,051.00
	Sponsorship	\$ 30,000.00	
	Design	\$ 10,000.00	
	Printing	\$ 5,000.00	
	Crowdriff	\$ 15,000.00	
Excellence Awards		\$ 750.00	\$ 500.00
Travel Expense		\$ 5,000.00	\$ 9,000.00
Subcontracts		\$ 37,500.00	\$ 110,000.00
	DDP Implementation	\$ 37,500.00	
EI Expense		\$ 4,000.00	\$ 838.00
CPP Expense		\$ 10,000.00	\$ 2,044.00
Vacation Pay		\$ 8,000.00	
WCB Expense		\$ 600.00	\$ 200.00
Benefits		\$ 16,000.00	
Accounting & Legal		\$ 8,000.00	\$ 5,343.00
Courier & Postage		\$ 1,000.00	\$ 884.34
Fees and Dues		\$ 4,500.00	\$ 2,848.00
	TIAC	\$ 1,000.00	
	TIAA	\$ 1,500.00	
	Destinations International	\$ 1,500.00	\$ 1,500.00
	Chamber of Commerce	\$ 500.00	\$ 100.00
Insurance		\$ 3,500.00	\$ 2,738.00
Interest & Bank Charges		\$ 100.00	\$ 250.00
Office Supplies		\$ 10,000.00	\$ 4,442.69
workshops/meetings		\$ 3,000.00	\$ 2,521.55

**Expenses continued**

<b>Expenses</b>	<b>Detail</b>	<b>2023</b>	<b>2022</b>
Telephone		\$ 2,000.00	\$ 1,500.00
Wages		\$ 208,000.00	\$ 37,916.00
	Executive Director	\$ 81,000.00	
	Marketing Manager	\$ 55,000.00	
	Business Support Manager	\$ 60,000.00	\$ 37,000.00
	Social Media Coordinator-Summer	\$ 6,000.00	
	Ambassador	\$ 6,000.00	
Office Space		\$ 9,000.00	\$ 5,000.00
Reserves		\$ 10,000.00	\$ 10,000.00
Job Fair		\$ 2,500.00	
IT upgrades		\$ 3,000.00	
Consultant fees DDP		\$ 200,000.00	
web upgrades		\$ 10,000.00	\$ 18,750.00
Entertainment Grants		\$ 25,000.00	\$ 15,000.00
Staff training		\$ 7,000.00	\$ 8,306.69
Drum Discovery		\$ 15,000.00	\$ 3,000.00
Ambassador expenses		\$ 2,000.00	
Socials		\$ 2,500.00	\$ 2,000.00
Software subscriptions		\$ 12,000.00	
	Canva	\$ 200.00	\$ 160.00
	Adobe	\$ 300.00	\$ 250.00
	Tempest	\$ 6,000.00	
	Clue Solvers	\$ 5,000.00	
	Microsoft	\$ 500.00	\$ 400.00
	<b>TOTAL EXPENSES</b>	<b>\$ 856,450.00</b>	<b>\$ 558,713.66</b>

**Profit/Loss**

**\$1,150.00**



**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**

February 2023  
Strategic Plan Updates

<b>1. Improved Audience Understanding</b>	
<b>1.1 Develop a data based understanding of tourism in Drumheller</b>	
<b>Create mechanisms to identify and collect relevant data</b>	Travel Alberta will be collecting and analyzing cell phone data to increase knowledge and understanding of the current visitor.

<b>Build a data marketing plan for the destination with an integrated story telling foundation</b>	
<b>Work with key stakeholders to identify, collect and share data</b>	
<b>1.2 Improve skills of business owners in data Collection</b>	
<b>Teach data marketing skills to industry and provide ongoing sharing of lessons learnt and best practices</b>	The next workshop will be taking place on February and will cover digital marketing and metrics be on website and building a repeat customer base.
<b>Support and mentor businesses in developing and collecting data sets</b>	
<b>2. Support Destination Development</b>	
<b>2.1 Establish a Destination Development Plan (DDP)</b>	
<b>Secure Funding for the DDP</b>	
<b>Engage Partners to create the DDP</b>	The DDP will be discussed at the Board meeting
<b>Identify experience gaps particularly in shoulder season</b>	
<b>Implement the Extension of the tourism season strategy with the town of Drumheller</b>	

<b>2.2 Enhanced Community Pride of Place</b>	
<b>Implement I love Drumheller Valley Campaign</b>	We have a winner of the winter photo contest. We sponsored the Dragons Game on Friday 3 <sup>rd</sup> Feb.
<b>Expand the Drum Discovery Program</b>	Drum Discovery now has funding for a contract position to manage the program from March until November. It is a part time contract with 21 hours a week. The position will manage the two level 1 Drum Discovery sessions and also create 4 new level two extension sessions. The next session will be May 16 and 17
<b>Destination Marketing</b>	
<b>3.1 Maintain the summer as the anchor season</b>	
<b>Continue to market the summer season in these markets</b> Calgary Edmonton Saskatchewan BC Northern Alberta Ontario	I have attached the 2023 marketing plan for your interest.
<b>Implement Customer Care training</b>	Drum Discovery will be taking place again in May and September .
<b>Develop marketing partnerships with source markets such as Calgary and Edmonton</b>	
<b>Increase length of stay by moving people around the destination</b>	We are purchasing a downloadable tour through Cluemasters- mystery towns. Here is the link <a href="https://www.cluesolvers.com/">https://www.cluesolvers.com/</a>  We want to create an experience that gets people moving around the valley. We will be creating content in the New Year. There will be possibilities to create buy in opportunities for businesses.
<b>Design and implement marketing campaigns for DMF partners</b>	
<b>3.2 Build Shoulder Season visitation</b>	

<b>Create marketing campaign to promote shoulder season camping</b>	
<b>Deliver Fall wonder Campaign</b>	
<b>Organization Sustainability</b>	
<b>4.1 Develop and maintain a sustainable funding model</b>	
<b>Develop and expand the DMF program</b>	
<b>Build contributions from campgrounds</b>	
<b>4.2 Ensure stability in the organization</b>	
<b>Determine a permanent staffing model for the organization</b>	This has been created and was agreed by the Board at the January meeting.
<b>4.3 Build support and awareness of the organization in the community</b>	
<b>Build strong relationships within the Community both political and individual</b>	This has been ongoing. The ED met with the CAO of Starland County and is meeting
<b>Build the partnership program</b>	We have had 45 partners sign up in the last month or so meaning we are on track to have over 50 partners this year. The options for partners are increasing too and so we hope to continue extending this program
<b>Carry out a resident sentiment survey</b>	

Governance	
<b>Create a progressive well governed organization</b>	
<b>Create policies to ensure Travel Drumheller is a diverse equitable accessible and inclusive employer.</b>	The draft HR policy is attached to the meeting package
<b>Create a series of employee values which will be included in our job descriptions</b>	
<b>Ensure all board members feel equipped for their roles</b>	
<b>Develop a program for reviewing bylaws and policies</b>	

### Other Updates:

**Entertainment Grants** So far we have approved a total of \$9,500 to 3 organizations in through the 2023 entertainment grants program. We have a total of \$25,000 for the year.

### Tourism Summit

Lana, Crystal and myself will be attending the tourism Summit in Edmonton on February 27 and 28

**Labour Discussion** I attended the Tourism labour Discussion led by Tourism HR on Feb 1st. This was a great discussion on the issues regarding labour with our industry with the aim of discussing some potential solutions. .

### Upcoming Events

Outdoor Adventure Show on March 17-19

The Job Fair at the BCF March 23<sup>rd</sup> \_

The Easter Extravaganza at Calgary Zoo on April 8<sup>th</sup>

Gateway to the Summer- April 22 This is an event at the new plaza with the Town of Drumheller to showcase all the attractions in the Drumheller region. We encourage attractions in the region to promote themselves to the local community.

Drum Discovery May 16 and 17

**Tourism Development Zone-** We had a meeting of this group on Feb 8<sup>th</sup> to go over the first draft of the plan for the Canadian Badlands region.

### New Website

We have asked for some additional options for the new website and so it has taken a significant time to get that developed and also pull our content to be transferred over.

I will include the new link in the email for you to have a look- the big change is the Industry page.

We are also working with the Chamber to create an interactive information kiosk based on our website to be hosted in the VIC.

# Travel Drumheller



## **HUMAN RESOURCES POLICIES & PROCEDURES MANUAL**

Created January 2023

Adopted at  
By  
Signed.....  
Date

Board meeting



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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**

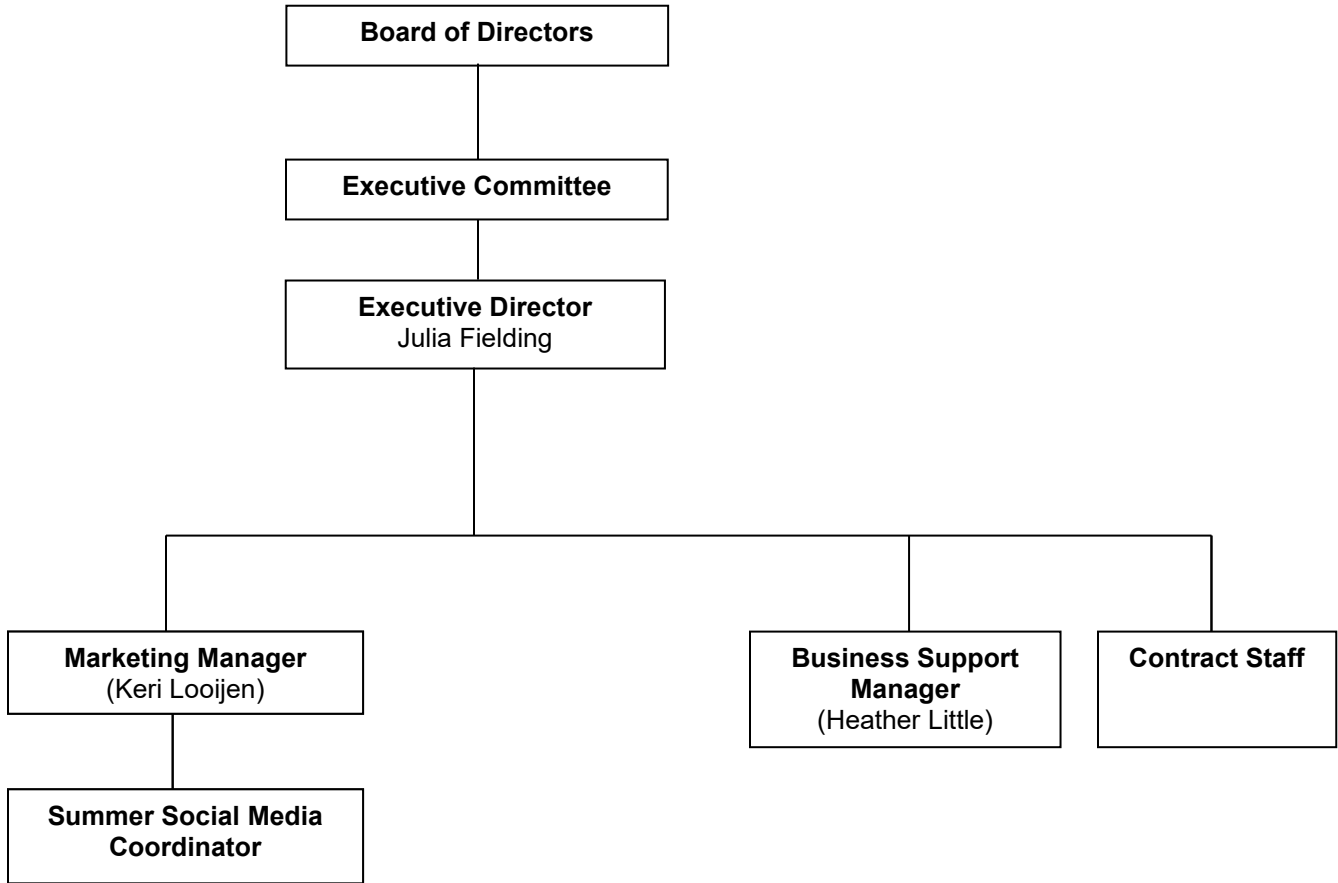
### **1.1 Who are we?**

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.

## 1.1 Organizational Chart



## SECTION 2 Definitions

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

- TD :** Travel Drumheller
- Board:** the 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 (and their partner or spouse)
  - Current or former wards
  - Parents, step-parents and/or current or former guardians (and their partner or spouse)
  - 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)
- A person the person isn't related to but considers to be like a close relative)

**Nepotism:** Favouritism shown or patronage granted by persons to relatives or close friends

**Service or 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 between 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 by-law, 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 on the basis of 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 the 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 Chamber of Commerce N 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.

## 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 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 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 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, 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 employee will be on probation for a 90-day period 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 are not eligible to take time off until they have been employed for six consecutive months. Employees will not be eligible for employee group benefits until they have completed six months of consecutive employment.

### **5.2      Staff Performance Appraisals**

A performance appraisal or performance review of each employee shall be conducted by the Executive Director (or delegate) prior to 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 on the employee's job description.

All employee appraisals shall be reviewed prior to 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 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 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 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 and all 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 practises 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 individual 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 with reference to 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 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 pertaining to employee discipline
- (14) Copies of documentation pertaining to a resignation
- (15) Copies of documentation pertaining to a demotion
- (16) Copies of documentation pertaining to a retirement
- (17) Copies of documentation pertaining to an appeal
- (18) Salary history

An employee shall have access to their personnel file in accordance with 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 in accordance with 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) 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 reason. 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 a 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 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 laptop 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 of 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 in a professional manner and exercise good judgement when using social media, social networking sites and/or blogs.

All employees must observe the following guidelines:

- 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 rumors that you know to be false about Travel Drumheller, fellow employees, members, customers, suppliers or people working on behalf of Travel Drumheller or competitors.
- 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.
- 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. 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 Drumhellers 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.
- 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.
- Respect copyright laws and reference or cite sources appropriately. Plagiarism applies online as well.
- Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and does 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 other 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 interferes 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 any and 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 daily supervision of employees where the person normally responsible is a close family member. Travel Drumheller retains 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 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 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 is necessary for providing services to the client, or
- c) It is information requested by a funding body and Travel Drumheller 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 12:00pm and 1:00pm 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 meals 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 work station. 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 commencement of work or not later than one (1) hour before 30 minute rest periods or 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.

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 benefit package is optional to 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% paid by the employer and 20% paid by the employee.

The coverage will include the following:

- (1) Life Insurance Coverage
- (2) Extended Health Care
- (3) Dental Plan
- (4) Accidental Death and Dismemberment
- (5) 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 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 DDCC 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 to a local Chamber member business, equivalent to \$10.00 per year of service in first 20 years and \$20.00 per year of service thereafter.

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
25 years of service	\$500.00 gift card
30 years of service	\$600.00 gift card
35 years of service	\$700.00 gift card
40 years of service	\$800.00 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
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20-29 years of service	\$200.00 - \$290.00 gift card
30-39 years of service	\$300.00 - \$390.00 gift card
40 years of service +	\$400.00 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) for salaried employees and the fiscal year (December 1 to November 30) for hourly employees.

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

### 10.2 Vacation Entitlement

Employees may take 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 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:

Length of Employment	% of Wages
Up to end of 3 <sup>rd</sup> year	4% of wages
4 <sup>th</sup> year to end of 7 <sup>th</sup> year	6% of wages
8 <sup>th</sup> year to end of 14 <sup>th</sup> 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.

### **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' 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.

Hourly employees will be paid out any remaining vacation pay accrued by November 30.

### **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 employees 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 employees 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 pursuant to the Alberta Employment Standards Code. Personal leave days are to be used only for absences relating to your own health, or in order for you to meet your family responsibilities in relation to 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 one (1) paid day per month up to twelve (12) 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, the DDCC has an optional employee benefit 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 the purpose of this clause, see definition of Family Member in Section 2.

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 90 days.

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 with respect to all leaves of absence directed by the Code.



## SECTION 12 Safety

### 12.1 Working Alone/Confined Space

The interior of the World's Largest Dinosaur, accessible through doors located at the junction point between the hoodoo walkway and dinosaur (skeleton), is considered a confined space by Alberta Occupational Health and Safety.

Any employee, volunteer, contractor or other person seeking to enter the skeleton shall observe the following:

- a) Be in possession of a working flashlight.
- b) Be accompanied by another person, even if that person only remains at the doorway.
- c) Be wearing either running shoes or work boots – no sandals or dress shoes permitted.
- d) Have advised a supervisor, or fellow employee that they are entering the skeleton, and when they expect to be finished.

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

## **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 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 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 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 your 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 conduct an investigation into 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 complainant 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, 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 be in violation of 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 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 endeavor 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 in 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 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
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
- For the correct notice period or longer



# 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 maybe 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 is important to us. We endeavour to maintain adequate physical, procedural, and technical security with respect to our offices and information storage facilities so as 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](mailto:executivedirector@traveldrumheller.com)

# Travel Drumheller

## 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 with respect to the protection of your privacy and with confidentiality concerning 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 the purposes of 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 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 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 situation 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 the course of 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 making a request 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 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 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 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 control 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 requiring 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.

In order 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](mailto:executivedirector@traveldrumheller.com)



## **Travel Drumheller**

### **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**

<b>Types of Documents</b>	<b>Retention Period</b>
Accounting and financial records <ul style="list-style-type: none"><li>• Internal audits</li><li>• Banking records</li><li>• All financial information</li></ul>	7 years
Human Resources <ul style="list-style-type: none"><li>• Employee personnel records</li><li>• Pension plans and benefits</li><li>• Payroll (taxes, deductions, etc.)</li></ul>	7 years from termination of employment
Communications and marketing	3 years
Legal <ul style="list-style-type: none"><li>• Funding contracts</li><li>• Insurance policies</li></ul>	11 years from termination of contract
<ul style="list-style-type: none"><li>• Litigation</li><li>• Leases</li></ul>	3 years from resolution of litigation 3 years from termination of lease
Other programs and services	3 years from program completion

## Travel Drumheller Leave of Absence Request Form

Employee Name: \_\_\_\_\_ Position: \_\_\_\_\_  
\_\_\_\_\_

Type of Leave	From (first day off)	To (last day off)	Total No. of: <b>(fill in one)</b>	
			DAYS	HOURS
<b>With Pay:</b>	DD/MM/YY	DD/MM/YY		
Sick Leave				
Vacation Leave				
Overtime/Time in Lieu				
Bereavement Leave				
Court Subpoenas/Jury Duty				
Other (please specify)				
<b>Without Pay:</b>				
Education				
Maternity/Parental				
Personal				
Compassionate Care				
Other (please specify)				

Comments/Additional Notes:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Executive Director Signature