



**MEETING TO BE HELD IN THE MUNICIPAL COUNCIL CHAMBERS**  
**Tuesday, May 28<sup>th</sup>, 2024, AT 6:00 PM**

	<p><b><u>CALL TO ORDER</u></b></p> <p>The Chair to call the Board meeting to order.</p> <p>Acknowledgement that this meeting is being held on Tsqescencúlecw.</p>
<b>A.</b>	<p><b><u>APPROVAL OF AGENDA:</u></b></p>
	<p><b>A1</b></p> <p><b>BE IT RESOLVED THAT</b> the May 28<sup>th</sup>, 2024 100 Mile Development Corporation Board agenda <u>be approved.</u></p>
<b>B.</b>	<p><b><u>INTRODUCTION OF LATE ITEMS</u></b></p>
<b>C.</b>	<p><b><u>DELEGATIONS</u></b></p>
<b>D.</b>	<p><b><u>MINUTES:</u></b></p>
<b>Board Minutes – April 25th, 2024</b>	<p><b>D1</b></p> <p><b>BE IT RESOLVED THAT</b> the minutes of the Board meeting held April 25<sup>th</sup>, 2024, <u>be adopted.</u></p>
<b>E.</b>	<p><b><u>UNFINISHED BUSINESS:</u></b></p>
<b>F.</b>	<p><b><u>CORRESPONDENCE</u></b></p>

<p><b>Tourism Plan</b></p>	<p><b>F1</b></p> <p>Expedition Management previously presented the Tourism Plan to the Committee of the Whole. The Committee directed the Tourism Plan to be received by the 100 Mile Development Corporation Board for further discussion. District Council endorsed a South Cariboo Tourism Forum in the fall of 2024.</p> <p><b>BE IT RESOLVED THAT</b> the Community Tourism Plan be received.</p>
<p><b>G.</b></p>	<p><b><u>STAFF REPORTS:</u></b></p>
<p><b>100 Mile Development Corporation and South Cariboo Recreation Centre Policies &amp; Procedures</b></p>	<p><b>G1</b></p> <p><b>BE IT RESOLVED THAT</b> the 100 Mile Development Corporation Board hereby approve the “Human Resources and Administrative”, “Freedom of Information and Protection of Privacy”, “South Cariboo Recreation Centre Emergency Planning and Evacuation” and the “South Cariboo Recreation General Health &amp; Safety” Policies and Procedures as presented by Administration, and further</p> <p><b>BE IT RESOLVED THAT</b> all previously approved policies and procedures referenced within are hereby rescinded.</p>
<p><b>H.</b></p>	<p><b><u>VOUCHERS</u></b></p>
<p><b>Paid Vouchers &amp; EFT’s – April 16<sup>th</sup> – May 15<sup>th</sup>, 2024</b></p>	<p><b>H1</b></p> <p><b>BE IT RESOLVED THAT</b> the paid manual vouchers #9068 to #9073 and EFT’s totaling <b>\$20,113.66</b> <u>be received</u>.</p>
<p><b>I.</b></p>	<p><b><u>OTHER BUSINESS:</u></b></p>
<p><b>J</b></p>	<p><b><u>QUESTION PERIOD:</u></b></p>
<p><b>K</b></p>	<p><b><u>ADJOURNMENT</u></b></p> <p><b>BE IT RESOLVED THAT</b> the May 28<sup>th</sup>, 2024, 100 Mile Development Corporation meeting now adjourn: Time:</p>



**MEETING HELD IN THE MUNICIPAL COUNCIL CHAMBERS  
TUESDAY April 25<sup>th</sup>, 2024 AT 4:00 PM**

Present:            Chair                            Maureen Pinkney  
                          Directors                            Donna Barnett  
                                                             Jenni Guimond  
                                                             Dave Mingo

Staff:            CAO    Tammy Boulanger  
                          Dir. of Com. Serv.                            Todd Conway  
                          Policy Analyst                                    Flori Vincenzi  
                          Dir. of Finance                                    Sheena Elias

Other:            (2)

	<p><b><u>CALL TO ORDER</u></b></p> <p>Chair Pinkney called the meeting to order at 4:00 PM</p> <p>Chair Pinkney acknowledged that this meeting is being held on Tsjescencúlecw.</p>
<p><b>A.</b></p>	<p><b><u>APPROVAL OF AGENDA:</u></b></p>
	<p><b>A1</b></p> <p><b>Res: 11/24</b>                  Moved By:    Director Barnett                  Seconded By: Director Mingo</p> <p><b>BE IT RESOLVED THAT</b> the April 25<sup>th</sup>, 2024 100 Mile Development Corporation Board agenda <u>be approved</u>.</p> <p style="text-align: center;">CARRIED</p>

<b>B.</b>	<b><u>INTRODUCTION OF LATE ITEMS</u></b>
<b>C.</b>	<b><u>DELEGATIONS</u></b>
<b>BDO – Financial Statements &amp; 2023 Audit Presentation</b>	<p><b>C1</b></p> <p>BDO summarized the 2023 Audit and presented the 2023 Audited Financial Statements to the Board.</p> <hr/> <p><b>Res: 12/24</b>  Moved By: Director Barnett  Seconded By: Director Guimond</p> <p><b>BE IT RESOLVED THAT</b> the 100 Mile Development Corporation 2023 Audited Financial Statements <u>be approved</u> as presented.</p> <p style="text-align: center;">CARRIED</p>
<b>D.</b>	<b><u>MINUTES:</u></b>
<b>Board Minutes – February 27<sup>th</sup>, 2024</b>	<p><b>D1</b></p> <p><b>Res: 13/24</b>  Moved By: Director Mingo  Seconded By: Director Guimond</p> <p><b>BE IT RESOLVED THAT</b> the minutes of the Board meeting held February 27<sup>th</sup>, 2024, <u>be adopted</u>.</p> <p style="text-align: center;">CARRIED</p>
<b>Board Minutes – March 19<sup>th</sup>, 2024</b>	<p><b>D2</b></p> <p><b>Res: 14/24</b>  Moved By: Director Barnett  Seconded By: Director Mingo</p> <p><b>BE IT RESOLVED THAT</b> the minutes of the Board meeting held March 19<sup>th</sup>, 2024, <u>be adopted</u>.</p> <p style="text-align: center;">CARRIED</p>

<b>E.</b>	<b><u>UNFINISHED BUSINESS:</u></b>
<b>F.</b>	<b><u>CORRESPONDENCE</u></b>
<b>G.</b>	<b><u>STAFF REPORTS:</u></b>
<b>Annual Report</b>	<p><b>G1</b></p> <p><b>Res: 15/24</b>  Moved By: Director Mingo  Seconded By: Director Barnett</p> <p><b>BE IT RESOLVED THAT</b> the Board of the 100 Mile Development Corporation authorizes the President, Maureen Ann Pinkney, to sign the Annual Report Form 6 as required by the Ministry of Finance.</p> <p style="text-align: center;">CARRIED</p>
<b>Directors Resolutions</b>	<p><b>G2</b></p> <p><b>Res: 16/24</b>  Moved By: Director Barnett  Seconded By: Director Guimond</p> <p><b>BE IT RESOLVED THAT:</b></p> <ol style="list-style-type: none"> <li>1) The financial statements of the Company for the financial year ended December 31st, 2023. and auditor’s report thereon, be approved for submission to the shareholders and that any one director of the Company be authorized to sign the financial statements as evidence of such approval.</li> <li>2) The following officers of the Company be appointed for the next Annual Reference Period, or until their successors are appointed: Maureen Ann Pinkney-President and David Edward Mingo-Secretary.</li> <li>3) Fulton &amp; Co. LLP be and they are hereby appointed solicitors for the Company to hold office until the next annual general meeting of the shareholders.</li> <li>4) Each copy of this document when signed by a signatory and sent by electronic communication medium will be deemed to be an original and if signed in counterpart will constitute one and the same instrument and notwithstanding the date of execution will be deemed to bear the date of February 22nd, 2024.</li> </ol> <p style="text-align: center;">CARRIED</p>

<p><b>Shareholders Resolutions</b></p>	<p><b>G3</b></p> <p><b>Res: 17/24</b>  Moved By: Director Mingo  Seconded By: Director Barnett</p> <p><b>BE IT RESOLVED THAT:</b></p> <ol style="list-style-type: none"> <li>1) The financial statements as approved by the Directors for the Company’s financial year ending December 31st, 2023 be approved.</li> <li>2) BDO Canada LLP be appointed auditors for the Company for the financial year ending December 31st, 2024 and the remuneration of the auditors be fixed by the directors.</li> <li>3) All lawful contracts, act, proceedings, appointment and payments, made by the directors of the Company during the last Annual Reference Period, and which have previously been disclosed to the shareholders, are approved, ratified and confirmed.</li> <li>4) The following persons be elected as directors of the Company for the next Annual Reference Period or until their successors are elected or appointed. David Edward Mingo; Maureen Ann Pinkney; Donna Arlene Barnett; Jenni Joelle Guimond</li> <li>5) The annual general meeting of the Company for the year 2024 will be deemed to have been held on the date of these resolutions and the date of these resolutions be confirmed as the Annual Reference Date for the Company.</li> <li>6) Each copy of this document when signed by a signatory and sent by electronic communication medium will be deemed to be an original and if signed in counterpart will constitute one and the same instrument and notwithstanding the date of execution will be deemed to be effective February 22nd, 2024.</li> </ol> <p style="text-align: center;">CARRIED</p>
<p><b>South Cariboo Recreation Management Agreement</b></p>	<p><b>G4</b></p> <p><b>Res: 18/24</b>  Moved By: Director Barnett  Seconded By: Director Mingo</p> <p><b>BE IT RESOLVED THAT</b> the South Cariboo Recreation Management Agreement between the Cariboo Regional</p>

	<p>District and 100 Mile Development Corporation <u>be received;</u> and further</p> <p><b>BE IT RESOLVED THAT</b> the management agreement be approved for a five-year term (2024-2029) and staff be directed to execute the agreement.</p> <p>CARRIED</p>
<b>H.</b>	<b><u>VOUCHERS</u></b>
<b>Paid Vouchers &amp; EFT's – February 1<sup>st</sup> – April 15<sup>th</sup>, 2024</b>	<p><b>H1</b></p> <p><b>Res: 19/24</b>  Moved By: Director Mingo  Seconded By: Director Barnett</p> <p><b>BE IT RESOLVED THAT</b> the paid manual vouchers #9041 to #9067 and EFT's totaling <b>\$62,889.55</b> <u>be received.</u></p> <p>CARRIED</p>
<b>I.</b>	<b><u>OTHER BUSINESS:</u></b>
<b>J</b>	<b><u>QUESTION PERIOD:</u></b>
<b>K</b>	<p><b><u>ADJOURNMENT</u></b></p> <p><b>Res: 20/24</b>  Moved By: Director Barnett  Seconded By: Director Guimond</p> <p><b>BE IT RESOLVED THAT</b> the April 25<sup>th</sup>, 2024, 100 Mile Development Corporation meeting now adjourn:  Time: 4:25 PM</p> <p>CARRIED</p>
	<p>I hereby certify these minutes to be correct.</p> <p>_____</p> <p>Chair Corporate Officer</p>

## District of 100 Mile House Community Tourism Plan

Final Report: March 15, 2024



South Cariboo Visitor Centre  
Photo Credit: Expedition Management Consulting Ltd.



# expedition

MANAGEMENT CONSULTING

March 15, 2024

Joanne Doddridge  
Director of Economic Development & Planning  
District of 100 Mile House  
385 Birch Ave  
100 Mile House, BC V0K 2E0

Dear Ms. Doddridge,

Please find enclosed the final District of 100 Mile House Community Tourism Plan. It has been a pleasure working with you and your team to develop this plan. We look forward to hearing about all your successes moving forward.

If you have any questions or require clarification on the attached report, please feel free to contact me at 780.266.7888.

Sincerely,



Justin Rousseau, Managing Director  
Expedition Management Consulting Ltd.

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### Acknowledgements

The Community Tourism Planning program was made available by:



### With the support of:



*The District of 100 Mile House acknowledges that the land it is situated upon is within Tsqescencúlecw.*

# 01 INTRODUCTION

## Introduction

The District of 100 Mile House (100 Mile House) is a welcoming community within British Columbia’s South Cariboo region. This region attracts visitors seeking exceptional outdoor experiences from cross-country skiing and snowmobiling in the winter to fishing, and hiking in the summer months among many other experiences. 100 Mile House serves as a service hub and gathering place for visitors to the South Cariboo.

Tourism is a significant economic driver for the region and has further potential to help local communities flourish. This potential is recognized by 100 Mile House and tourism stakeholders, which is why the District has undertaken the development of a Community Tourism Plan.

*“Fishing, hunting, ATViing, and boating in the South Cariboo are all great memories for me.”*  
- Survey Respondent

## Project Purpose

The purpose of this project is to develop a Community Tourism Plan for the District of 100 Mile House. The plan will provide a firm stepping stone for continued planning within the community, guide future investment into tourism initiatives, and support long-term and sustainable growth of tourism.

It is recognized that tourism in 100 Mile House is deeply linked to tourism in the surrounding South Cariboo region. For that reason, the Community Tourism Plan considers input from regional partners and stakeholders and provides direction for developing tourism in 100 Mile House and the South Cariboo.

## Process

The project had five, interconnected phases as described next.



## Project Team

The project steering committee was established to oversee the project, provide input, and give feedback on the overall direction of the plan. The plan was developed by Expedition Management Consulting Ltd.

Project Steering Committee	
Organization	Representatives
District of 100 Mile House	Joanne Doddridge – Director of Economic Development & Planning Julie Gilmore – Manager, South Cariboo Visitor Centre Susan Paulsen – Community Transition Assistant
Destination BC	Heather Boyd – Project Lead (consultant)
Cariboo Chilcotin Coast Tourism	Frank Creasey – Chief Experience and Commercial Officer
Consultant Team (Expedition Management Consulting Ltd.)	Justin Rousseau – Managing Director Maxwell Harrison – Senior Associate Cassandra Gilmore – Associate Erin Pote – Associate

## Overview of Research

A variety of primary and secondary research activities were conducted to develop this plan. Primary research was gathered through an online survey, facilitated sessions with residents and stakeholders, and one-on-one interviews with tourism businesses, municipal staff, elected officials, and partner organizations. Secondary research was gathered from local, regional, and national data sources, information requests of the Client, and a review of relevant literature.

### 1. Surveys Administered:

- a. Online Survey (139 responses)

### 2. Meetings Conducted:

- a. Project Steering Committee Meetings  
Dates: September 14, September 27, October 19, and December 14, 2023, and February 29, 2024
- b. Digital Input Workshops  
Dates: November 9 and November 16, 2023  
Number of Attendees: 9

### 3. Stakeholders Engaged (through interviews, workshops, and/or survey):

Invites to participate in the engagement process were sent out to stakeholder groups. 29 groups chose to participate, including representatives of the following organizations.

Businesses

1. AcuComfort
2. Cariboo Bonanza Resort
3. Cariboo Log Guest House
4. CE Productions
5. Didi's Boutique
6. Fawn Lake Resort
7. First Journey Consulting
8. Jakes Bar and Grill
9. Little Horse Lodge
10. Loon Bay Resort
11. Meadow Lake Guest Ranch
12. Meadow Springs Ranch
13. Rock Island Lake Fish Camp
14. Ruth Lake Lodge Resort
15. Sheridan Lake Resort
16. South Point Resort
17. The Blue Cottage B&B

Organizations

18. 100 Mile Nordics
19. 100 Mile & District Historical Society
20. ATV Club
21. Cariboo Chilcotin Coast Tourism
22. Community Futures Cariboo Chilcotin
23. Destination BC
24. South Cariboo Chamber of Commerce
25. South Cariboo Visitor Centre

Governments

26. Cariboo Regional District
27. District of 100 Mile House
28. MLA Lorne Doerkson, Cariboo Chilcotin
29. Tsq̓ésceñ First Nation

4. Documents Reviewed

- a. Strategies, plans, and other documents from the District of 100 Mile House and applicable partner organizations.
- b. Reports, statistics, surveys, and planning documents.
- c. Research and plans from provincial and national sources.

## 02 SITUATIONAL ANALYSIS

This section describes the key findings from the situational analysis. It includes results from a SWOT analysis, tourism product analysis, visitor analysis, current tourism and economic conditions, summaries of the South Cariboo Cooperative Marketing Program and the MRDT program, strategic alignment analysis, trends, and a summary of community and stakeholder engagement.

**“We have a unique area with lots of lakes, trails, and history. I enjoy the beautiful scenery and the different landscapes.”**  
 - Survey Respondent

### SWOT Analysis

A high-level analysis of 100 Mile House and the South Cariboo’s strength, weaknesses, opportunities, and threats as they related to tourism was completed to support the plan. The key findings from this analysis are provided below.

Strengths	Weaknesses
<ul style="list-style-type: none"> <li>• There is a wealth of natural attractions providing an abundance of year-round outdoor recreational opportunities.</li> <li>• The region is very welcoming to visitors.</li> <li>• Large number of accessible, high-quality lakes support tourism uses (e.g. fishing, boating).</li> <li>• Well-established fishing resort sector in the region provides a solid foundation to build from.</li> <li>• Strong interest in tourism development from businesses, stakeholder groups, governments, and residents.</li> <li>• 100 Mile House serves as a regional service hub for visitors and regional residents.</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of role clarity among organizations that support tourism development.</li> <li>• Tourism marketing is fragmented between several different sources.</li> <li>• Tourism is highly seasonal with most visitation occurring during the summer months.</li> <li>• Limited number of visitor and market-ready experiences to complement established tourism products.</li> <li>• Limited funding and capacity to support tourism development.</li> <li>• Engagement in the South Cariboo Cooperative Marketing Program is somewhat limited and has stagnated in recent years.</li> </ul>
Opportunities	Threats
<ul style="list-style-type: none"> <li>• Organizing and aligning key stakeholders for tourism development.</li> <li>• Accomplishing “quick wins” during implementation of the plan to build momentum and encourage stakeholders who want to see action to get involved.</li> <li>• Enhancing collaboration between tourism businesses and support organizations.</li> <li>• Consolidating and improving visitor information to provide a comprehensive resource for visitors to plan their trip.</li> <li>• Supporting established tourism operators and encouraging new operators.</li> <li>• Expanding and diversifying complementary experiential offerings.</li> </ul>	<ul style="list-style-type: none"> <li>• Increasing costs to operate tourism businesses threatens the sustainability of existing operations and reduces the attractiveness of starting new businesses.</li> <li>• Environmental threats including natural disasters (e.g. wildfires, floods), climate change impacts, and ecosystem degradation.</li> <li>• Competition for limited investment and development resources (locally and provincially).</li> <li>• Competition for visitors from other destinations that offer outdoor recreation opportunities. (e.g. Kootenays, Vancouver Island, Northern British Columbia).</li> </ul>

<ul style="list-style-type: none"><li>• Reducing seasonality by offering more year-round experiences.</li><li>• Capitalizing on the trend of entrepreneurs moving to small communities and rural areas to start new tourism-related businesses.</li></ul>	
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## Tourism Product Analysis

Several tourism product strengths and gaps, as well as high-potential tourism product development opportunities were identified for the South Cariboo region through an asset inventory process that was completed in 2022. A summary of these strengths, gaps, and opportunities is provided next. To view the full report, please follow this link: [South Cariboo Tourism Asset Inventory](#).

### Tourism Product Strengths:

- Accessible lakes
- Resorts, lodges, and guest ranches
- Fishing
- Natural attractions
- Horseback riding
- Rodeos
- 282 Hotel and motel rooms
- Meeting venues
- RV and camp sites
- Regional service hub

**“100 Mile House is a unique place to visit. It is also a place where people are kind and approachable.”**

- Survey Respondent

### Tourism Product Gaps:

- Trails
- Culture and heritage
- Supporting attractions, activities, and entertainment
- Agritourism experiences
- Market ready tourism products
- Shoulder and off-season offerings
- Indigenous experiences
- Public beaches
- Transportation
- Diversity of accommodations

### Tourism Product Development Opportunities:

Several high potential product development opportunities were identified for future consideration. These opportunities are listed next and are explained in further detail in the South Cariboo Tourism Asset Inventory report.

1. **Fishing Highway Programs and Events** – Strengthening links to culinary tourism through the consumption of locally sourced fish, developing a large signature event to promote the Fishing Highway, and offering complementary non-fishing programming focused on females and youth.
2. **Family Friendly Entertainment** – Expanding the diversity of family friendly entertainment options.
3. **Agritourism and Culinary** – Further developing the region’s agritourism and culinary offerings such as farm tours and meals made with local ingredients.
4. **Outdoor Adventure** – Further developing outdoor adventure tourism offerings such as mountain biking, hiking, paddling, boating, cross-country skiing, and mechanized pursuits year round.
5. **Activate 100 Mile House Downtown** – Transforming downtown 100 Mile House into a focal point for tourism activity in the region through programming, events, destination animation, enhanced interpretation of cultural and historical aspects, and patio dining options.
6. **Enhanced Accommodation Options\*** – Diversifying the accommodation offerings available for visitors, especially options that add to the visitor experience.

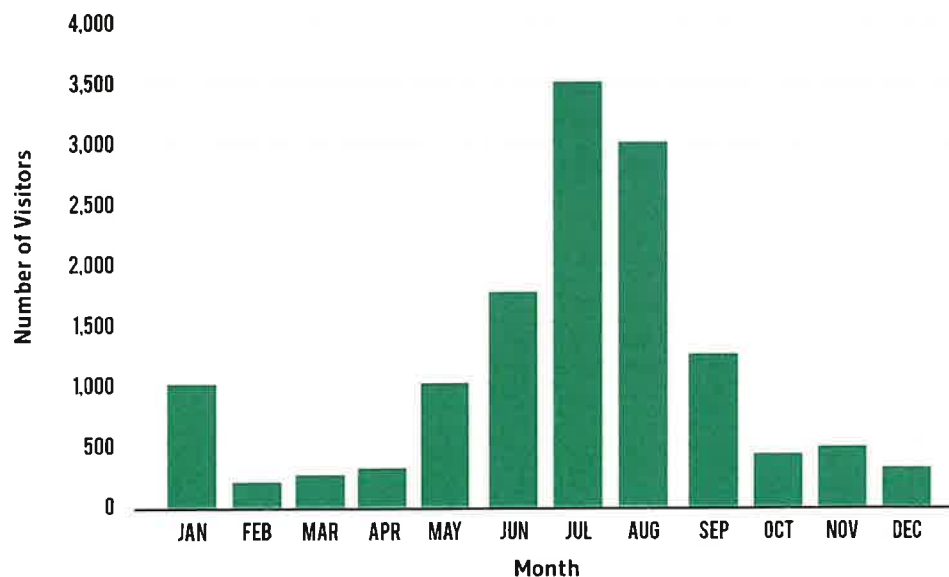
\*This opportunity was added through the Community Tourism Planning process. It does not appear in the South Cariboo Tourism Asset Inventory.

## Visitor Analysis

### South Cariboo Visitor Centre Statistics

13,538 people visited the South Cariboo Visitor Centre (SCVC) in 2023. July and August were the highest traffic months with 49% of total visitation for the year, indicating a high degree of seasonality. Figure 1 provides a monthly breakdown of visitation to the SCVC in 2023.

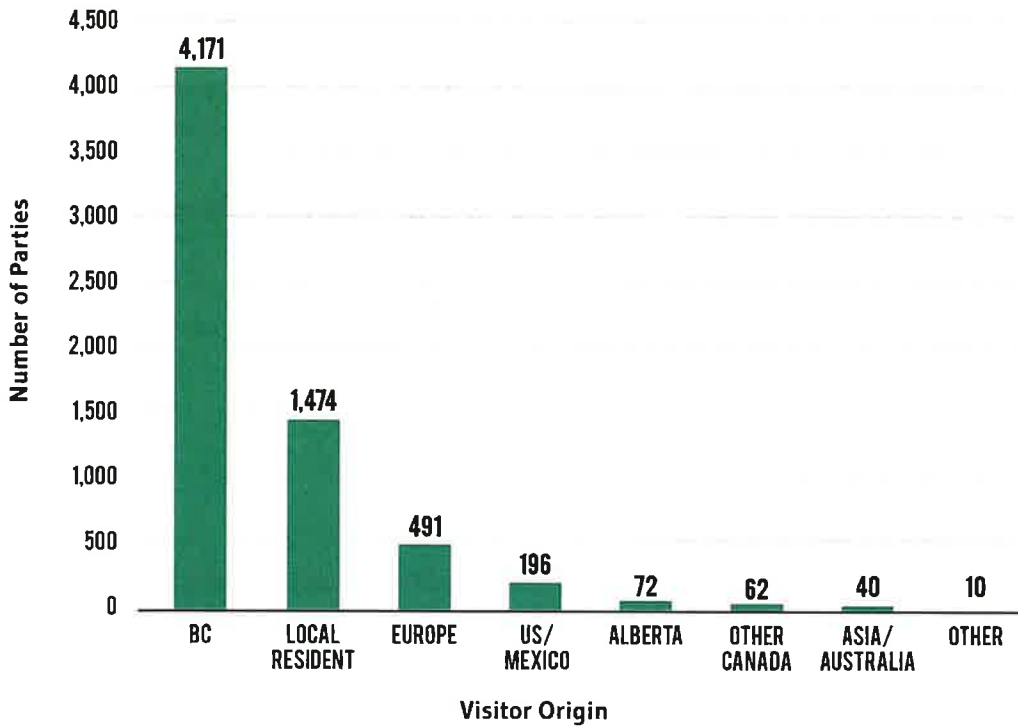
Figure 1. South Cariboo Visitor Centre Monthly Visits (2023)





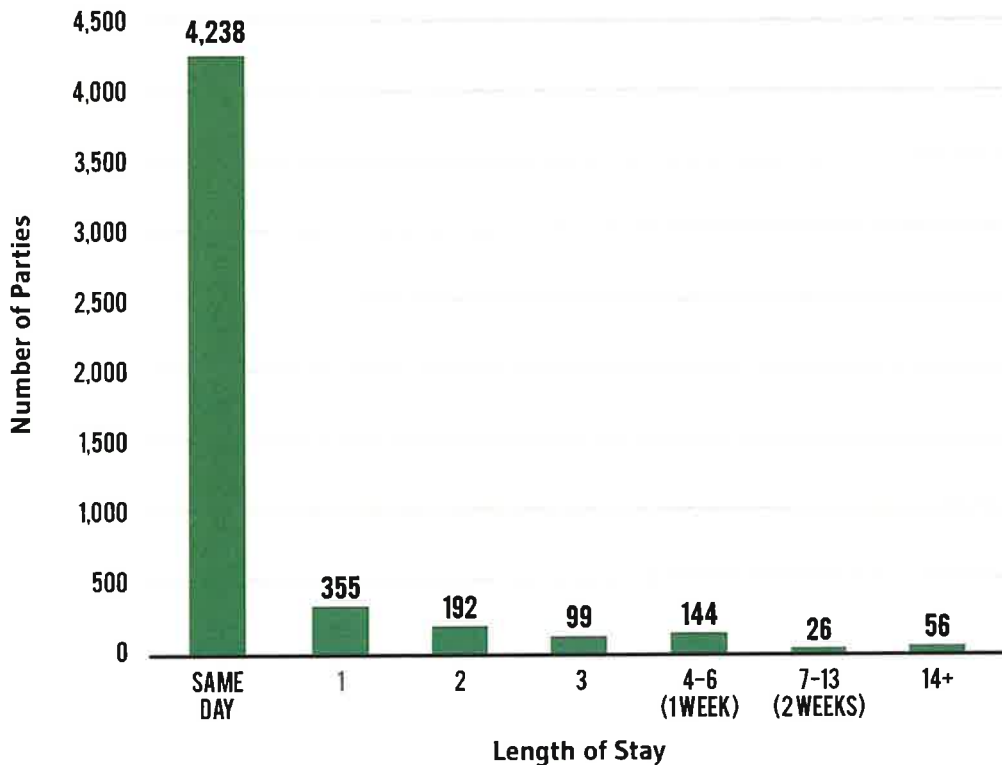
Out of a total of 6,595 parties who visited the SCVC in 2023, 4,171 parties (63%) originated in British Columbia, 1,474 parties (22%) were local residents, 491 (7%) of parties originated from Europe, and 275 (4%) parties came from the USA and Mexico. Figure 2 provides a breakdown of the origin of parties who visited the SCVC in 2023.

**Figure 2. Origin of Parties Who Visited the South Cariboo Visitor Centre (2023)**



In 2023, each party visiting the SCVC accounted for 4,238 same-day visits. The main reasons for their stop at the SCVC were for washrooms, EV charging, and maps/directions, which indicates that these parties were likely travellers passing through 100 Mile House on their way to another destination. The breakdown for overnight visits includes one night (355), two nights (192), three nights (99), four to six nights (144), seven to thirteen nights (26), and fourteen or more nights (56). Figure 3 provides a summary of same-day and overnight visits per party for the SCVC in 2023.

**Figure 3. Length of Stay Per Party for Visitors to the South Cariboo Visitor Centre (2023)**



SCVC's Facebook account had a following of 1,466 in 2023 with 95.5% located within Canada. Among the domestic audience, 38.2% were local followers. The Instagram account maintained 810 followers during the same period. From August to December 2023, the business profile for the website received 3,434 views, 580 related searches, and 484 profile interactions. These metrics point to the relatively low reach and engagement levels of the SCVC's online presence. There is opportunity to increase engagement through digital marketing initiatives.

### Unique Visitor Profiles

The following information provides an overview of visitor profiles for the District of 100 Mile House for the year 2022. This information includes both same day and overnight visitors. 95% of these visitors come from British Columbia with the most substantial portion coming from the Thompson-Nicola region (31%). Additionally, 3% of visitors are from Alberta, while the remaining 2% represent various other regions across Canada. The following figure provides an overview of the geographical origins of visitors to the District of 100 Mile House.

**“People from out of town like the people here. We care, share, and listen. This makes people want to sit with each other and share stories.”**

**- Survey Respondent**

**Figure 4. District of 100 Mile House Unique Visitor Profile (2022)**

	2022	%
<b>British Columbia</b>	<b>41,300</b>	<b>94%</b>
Thompson-Nicola	15,700	36%
Kamloops	3,500	8%
North Okanagan	9,600	22%
Greater Vancouver	6,600	15%
Surrey	1,800	4%
Cariboo	4,000	9%
Williams Lake	1,500	3%
Fraser Valley	3,300	8%
Chilliwack	1,600	4%
Fraser-Fort George	2,100	5%
Prince George	1,300	3%
<b>Alberta</b>	<b>1,500</b>	<b>3%</b>
<b>Rest of Canada</b>	<b>1,000</b>	<b>2%</b>
<b>Total Unique Visits</b>	<b>43,800</b>	

Data Details:

- Source: Environic Analytics MobileScapes.
- Unique Visitors: Captures a device only once throughout the entire year. Counts include day and overnight visitors.

**Visitation to the Cariboo Regional District**

In 2022, the Cariboo Regional District had a total of 2,296,500 domestic visitors. The most significant contribution to this number came from within British Columbia, accounting for 1,985,200 visitors. On the international side, visitors from the United States predominantly came from Washington and California. Additionally, when considering global visitors, the largest groups were from Germany, the United Kingdom, and the Netherlands. The peak of this visitation occurred in the third quarter (Q3), where a combined total of 1,959,000 domestic and international visitors were recorded. The following figure provides an overview of the geographic origins of visitors to the Cariboo Regional District.

**Figure 5. Visitation to the Cariboo Regional District (2022)**

Cariboo Regional District					
Market	Q1	Q2	Q3	Q4	Total
<b>Total Domestic</b>	<b>301,200</b>	<b>571,900</b>	<b>982,000</b>	<b>441,500</b>	<b>2,296,500</b>
British Columbia	258,200	493,700	860,000	373,300	1,985,200
Alberta	30,200	51,000	83,900	45,100	210,200
Ontario	3,800	10,900	17,500	8,900	41,200
<b>United States</b>	<b>1,500</b>	<b>4,700</b>	<b>5,700</b>	<b>1,600</b>	<b>13,100</b>
Washington	400	1,000	600	400	2,400
California	400	1,200	1,500	400	3,200
<b>International</b>					
Japan	0	0	100	0	100
Australia	0	300	600	200	1,100
South Korea	0	0	0	0	100
Netherlands	0	400	900	0	1,300
United Kingdom	0	800	1,600	100	2,500
Germany	100	1,600	4,400	200	6,300
Mexico	0	100	200	100	500

**Data Details:**

- Source: Environics Analytics VisitorView (Canada, US, and International databases).
- Trips: Are defined as the count of traveller trips which involved spending one or more nights over the time period as part of a continuous visit to the destination.
- Counts: Due to the estimated nature of creating estimates, numbers have been rounded to the nearest hundredth.

## Current Tourism and Economic Conditions

The District of 100 Mile House is an urban area in the Cariboo region of British Columbia. The community is located on the traditional territory of the Secwepemc people of the Interior Salish.<sup>1</sup> Beginning in the late 1800's, 100 Mile House served as the 100-mile point stop along the Cariboo Wagon Road during the Barkerville Gold Fields rush.<sup>2</sup> The community was incorporated in 1965, and today the area comprises 5,308 hectares of land and is known as the "Handcrafted Log Home Capital of North America".<sup>3</sup> As of 2021, the population of 100 Mile House was 1,928 people.<sup>4</sup>

100 Mile House is strategically situated along the province's only major north-south roadway, Highway 97. More than 1.5 million vehicles travel along this highway annually.<sup>5</sup> This is a significant asset for transportation both to and within the area. Chartered passenger services are available at the South

Cariboo Regional Airport.<sup>6</sup> For regular passenger flight service, the closest airports are to the north in Williams Lake and to the south in Kamloops.<sup>7</sup>

The top three economic sectors in 100 Mile House are forestry, agriculture, and tourism. Other key economic sectors for the District include ranching, retail services, as well as virtual and remote work.<sup>8</sup> 100 Mile House has a labour force of 750 people and, when combined with the South Cariboo region, the top three labor forces by sector include sales and services (23%), health and educational services (17%), and accommodation and food services (11%).<sup>9</sup>

The District invested economic resources for various infrastructure projects as part of 100 Mile House's 2022 budget. Some of these projects that directly support tourism include:

- Aesthetic improvement and groundwork to uplift the visitor centre.
- New outdoor public washrooms at the Visitor Information Centre.
- Dogwood sidewalk and storm project, which included new sidewalks being put in from Cedar Avenue to Aspen Street, and Dogwood Avenue to Cedar Avenue along First Street.
- Continued road paving improvements such as the paving of Fourth Street.
- Wayfinding strategy completion.
- Tourism Asset Inventory completion.<sup>10</sup>

Community economic investment project goals for 2023 that are relevant for tourism include:

- Transforming pre-existing tennis courts to pickleball courts.
- Adding more benches to public spaces.
- Finalizing public washrooms and ground improvement project at the Visitor Centre.
- Market community through videography.
- Event planning guide.
- Transition love100milehouse.com.
- Complete Active Transportation Plan.
- Implementation of wayfinding strategy.<sup>11</sup>

## South Cariboo Cooperative Marketing Program

The South Cariboo Cooperative Marketing Program (SCCMP) offers several services to help businesses market themselves to potential customers. Through the program, businesses gain access to promotional tools to increase visibility and attract a wider customer base. The South Cariboo Cooperative Marketing Program provides the following services:

- Being featured in the South Cariboo area map.
- Being featured in the 100 Mile House and South Cariboo visitor guide.
- Being featured on the South Cariboo tourism website.
- Year-round representation and referrals from the South Cariboo Visitor Centre.

**“You are doing a great job at consumer shows.”**  
- Survey Respondent

- Participation in mail outs, email lists, and brochures.
- Tradeshow representation.
- Networking opportunities.
- Bulletins and industry updates.
- Access and use of the South Cariboo logo and photo image bank.

**“The South Cariboo map is a great hand-out to guests.”**  
 - Survey Respondent

Figure 6 provides a breakdown of the number of SCCMP Partner Packages sold over the past four years.

**Figure 6: SCCMP Partner Packages Sold**

Package	2020	2021	2022	2023
Standard	16	52	13	15
Enhanced	44	Not Available	33	33
Deluxe	7	Not Available	6	5
South Cariboo Society	16	16	16	16
<b>Total</b>	<b>83</b>	<b>68</b>	<b>68</b>	<b>69</b>

## Municipal & Regional District Tax (MRDT)

The Municipal and Regional District Tax (MRDT) is a tax applied to sales of short-term accommodation within participating areas of British Columbia. The tax is aimed at funding local tourism marketing, programs, and projects.<sup>12</sup> In 2018, Cariboo Chilcotin Coast Tourism (CCCT) became an eligible entity for the regional MRDT collection for the purpose of tourism marketing. The regional approach was promoted as an effective way to market on behalf of smaller communities and rural areas. As a not-for-profit destination marketing organization, the CCCT plays an important role in managing MRDT revenues to market and develop the tourism industry within the Cariboo Chilcotin Coast.

Figure 7 outlines the estimated MRDT revenues for the Cariboo Chilcotin Coast and Figure 8 outlines the allocation of MRDT funds.

**Figure 7. Estimated MRDT Revenue<sup>13</sup>**

Region	2018	2019	2020
Cariboo Chilcotin Coast	\$672,019	\$715,454	\$583,337

**Figure 8. Allocation of MRDT Funds Budget**

Major Category	2018-19	2019-20	2020-21	2021-22	2022-23
Marketing	\$535,000	\$610,000	\$610,000	\$630,000	\$630,000
Visitor Servicing	\$25,000	\$25,000	\$25,000	\$5,000	\$5,000
Tourism Management	\$70,000	\$120,000	\$120,000	\$120,000	\$120,000
Destination & Industry Development	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000
<b>Total*</b>	<b>\$665,000</b>	<b>\$790,000</b>	<b>\$790,000</b>	<b>\$790,000</b>	<b>\$790,000</b>

\*The budget totals exceed the estimated MRDT revenue due to the ability for MRDT funds to be levered with other funds from municipalities, regional districts, and other available grants.<sup>14</sup>

## Explore Cariboo

Explore Cariboo is a tourism website that provides visitor information and entices travellers to explore the Cariboo region. The initiative is a partnership between Destination BC and several municipalities in the region, including the District of 100 Mile House, City of Williams Lake, City of Quesnel, T'xelc First Nation, Cariboo Regional District, and the District of Wells. There may be opportunity to align and enhance visitor-facing information between the SCVC and the Explore Cariboo initiative. Furthermore, higher leverage of marketing investments could be achieved through closer partnerships and collaboration.

## Strategic Alignment Analysis

Development of the 100 Mile House Community Tourism Plan was found to be in alignment with the following strategies and plans. For a summary of key linkages from these strategies and plans please see Appendix B.

- South Cariboo Tourism Asset Inventory (2022)
- Gold Rush Trail Destination Development Strategy (2019)
- Interlakes Destination Development Progress Action & Implementation Plan (July 2023)
- Interlakes Development Strategy (2018)
- Destination British Columbia's Global Marketing Strategy (2023-2025)
- Strategic Framework for Tourism: A Plan for Recovery and Resiliency (2022-2024)

## Trends

Trends impacting the tourism sector were reviewed to inform the planning process. The most relevant trends for 100 Mile House and the South Cariboo are provided next. Trends were used as one indicator to justify future initiatives put forward to support tourism development.

### **Regenerative Tourism**

In British Columbia and around the globe there are increased efforts to implement regenerative tourism actions. Regenerative tourism creates a net positive effect for host destinations, leaving destinations better than they were before tourists' arrival.<sup>15</sup> For example, Destination BC launched a province wide marketing campaign in 2023 called *REjuvenate, REgenerate, and REvitalize travel in BC*. This campaign's purpose was to create emotional interest in regenerative tourism activities across the province.<sup>16</sup> Regenerative tourism offers many solutions and a path forward through navigating climate change threats, community wellbeing, and economic instability which are of increasing concern for BC tourism operators.<sup>17</sup>

### **Tourism Growth and Sustainability**

In British Columbia, the tourism industry accounts for \$22.3 billion in revenue annually and is the top contributor to the province's GDP.<sup>18</sup> However, the tourism industry is becoming increasingly vulnerable to climate change impacts, and this is being recognized by businesses who are shifting towards more sustainable tourism operations. Eco-friendly accommodations, greener journeys, and environmental stewardship are becoming increasingly prominent and necessary.<sup>19</sup>

### **Localism**

Visitors want to experience local life when travelling and are embracing unique, locally crafted, more sustainable, and higher quality products made at the host destination or with local ingredients. Some of these products include farm to table offerings, craft beer, and events that show off authentic community values and spirit.<sup>20</sup>

### **The Natural Environment and Outdoor Recreation as Primary Motivators of Travel**

There is growing demand from visitors to experience the natural wonders of places. Operators are continually adapting their tourism experiences and products to meet this demand along with an aging population that may struggle with more remote wilderness accessibility.<sup>21</sup>

### **Rising Operational Costs**

In British Columbia, many tourism operators are experiencing financial hardships from inflation and the nationwide cost of living crisis. In turn, this impacts wages, insurance prices, food costs, energy costs, and other cost centres for businesses.<sup>22</sup>

### **Shifting Environmental and Climatic Patterns**

Increased frequency of natural disasters, extreme weather phenomena, and aggressive wildfire seasons pose a threat to many communities and the tourism industry.<sup>23</sup>

### **Digital Travellers**

The digital revolution has changed how visitors prefer to learn about destinations, plan their trips, and access information while they are travelling. For example, across British Columbia, 74% of people use their smartphones to plan and book their trips.<sup>24</sup> Technological changes are having a significant impact on traditional marketing channels, such as travel agents, hard copy advertising, and brick and mortar visitor



centres. Marketing is becoming more sophisticated with more targeted advertising and engaging promotion through digital channels (e.g. websites, social media, search engines, etc.).<sup>25</sup> Destinations need to keep up with these shifts if they want to compete.

### Social Changes

The tourism industry is embracing a shifting culture whereby sustainability, regeneration, Indigenous culture, inclusion, and diversity are vitally important. Equity, diversity, and inclusion (EDI) strategies are becoming increasingly prominent in the tourism industry.<sup>26</sup>

### Increase in Remote Work Opportunities

There has been an increase in remote work opportunities since the COVID-19 pandemic. This opens opportunities for rural communities to attract new residents with the capability to work from anywhere. Traditionally, called “lone eagles”, these people live in large cities, but many are moving to small towns and rural areas in search for a better quality of life.<sup>27</sup> Lone eagles share a variety of characteristics including:

- Highly mobile and can live wherever they want.
- Leaving large urban environments and areas of rapid development and environmental degradation.
- Want specific quality of life amenities such as clean air and quiet spaces to enjoy flora and fauna, access to outdoor activities, and a safe place to live.

## Summary of Community Engagement

Input from tourism industry stakeholders, residents, District Council, and regional partners was gathered from October 30 – November 24, 2023. In total, the engagement process produced 166 touchpoints. Figure 9 provides a breakdown of engagement touchpoints by activity.

Figure 9. Summary of Engagement Touchpoints

Engagement Activity	Total Engagement
Online Survey	139 responses
Community Input Workshops	9 participants
Interviews	18
<b>Total</b>	<b>166</b>

### Key Findings

The following provides a summary of the key findings from the engagement process. To view the expanded engagement results, please see Appendix A.

### 1. A Special Destination

Participants in the engagement process described 100 Mile and the South Cariboo as being a special destination because of its variety of outdoor activities, the beauty of its natural landscape, access to numerous lakes, friendly residents, small-town feel, and the quiet and peacefulness of the area.

**“The natural beauty of the area is a primary factor. Our part of the world is clean and quiet, and the pace is unhurried.”**

- Survey Respondent

### 2. Demand for Digital Marketing

While there was a high degree of satisfaction with hard copy and print tourism marketing materials, operators expressed strong demand for increased digital tourism marketing and an enhanced online tourism presence for the region.

**Tourism businesses expressed appreciation for the hard work and dedication of staff at the South Cariboo Visitor Centre in promoting the region as a tourist destination.**

### 3. Need for More Tourism Product

Participants highlighted the need for more tourism product in the region to attract and retain visitors, especially during the winter season. Residents who responded to the survey identified nature-based experiences (50%), festivals and events (45%), and community attractions (42%) as the top activities that have the greatest potential to be developed to encourage tourism.

### 4. Collaboration Between DMOs

Participants would like to see stronger collaboration between their local DMO (SCVC) and the regional DMO (CCCT). Stakeholders from 100 Mile House and the South Cariboo expressed concern that the CCCT’s visitor-facing website was not promoting their region enough.

### 5. Organizational Role Clarity

Participants expressed a desire for enhanced clarity regarding the roles of organizations that provide tourism marketing and destination development services in the region.

### 6. Operational Challenges

Operators described several operational challenges that they are facing, including rising costs (particularly insurance), staffing shortages, preparing and responding to emergencies (e.g. wildfires, floods), and navigating regulations.

### 7. MRDT Transparency

Some operators are concerned with the perceived lack of transparency of the MRDT program and whether the region is getting appropriate value from their contributions.

### 8. Indigenous Tourism Opportunities

The consulting team engaged with a representative of the Tsq̓ésceñ First Nation to discuss emerging Indigenous tourism opportunities. Highlights from the conversation included the construction of an Indigenous cultural centre in 108 Mile, a new Indigenous tourism operator preparing to launch their business in the summer of 2024, and a strong interest from the Nation to pursue tourism development.

## 03 VISION, STRATEGY, AND GOALS

This section puts forward a vision for the future, strategy for tourism development, target markets, and goals. It also describes the core issues facing tourism development in 100 Mile and the South Cariboo, which sets the context for the action plan found later in this report.

### Vision for the Future

The following vision with supporting outcome statements has been developed to guide the Community Tourism Plan.

#### 10 Year Vision Statement

**“By 2034, 100 Mile and the South Cariboo will be recognized as the best place to go in the Cariboo Chilcotin to experience the great outdoors and connect with the welcoming people who call this amazing place home.”**

#### Outcome Statements

- Tourism marketing organizations will be working well together to implement impactful collaborative marketing campaigns that draw visitors to the area.
- There will be more market-ready tourism products available for visitors to enjoy year-round.
- More visitors will be travelling to 100 Mile and the South Cariboo to experience the area’s offerings in a responsible way.
- Tourism operators will be in a stronger position to continue their operations and the area will see new operators start businesses. There will be new investment into tourism ventures.
- Tourism will be widely recognized by communities as a key driver of economic, social, and environmental benefits that serve to regenerate the destination.

### Strategy for Tourism Development

It is recommended that 100 Mile House and the South Cariboo employ a product development strategy as its strategic focus over the next 10 years. A strong outdoor recreation product base to build from, a need for new complementary and year-round experiences, and a large available market in British Columbia support this focus.

## Target Markets

Considering the visitor data described previously, and taking into account what inspires tourists to travel to 100 Mile House and the South Cariboo, the following target markets have been identified for the plan.

### **Primary Target Market:**

*Visitors from across British Columbia who are seeking outdoor recreation experiences that deepen their connections to the natural world.*

### **Secondary Target Market:**

*Visitors from across Canada, Europe, the US, and Mexico who are seeking to immerse themselves in the natural world through outdoor recreation experiences.*

## Goals

Four overarching goals have been developed to guide the plan. A description of an implementation framework is provided in Section 4. A detailed action plan is provided in Section 5.

### **1. Organizational Development**

**Goal:** *Establish a framework for stakeholder collaboration and invest in organizational capacity to support tourism development in 100 Mile and the South Cariboo.*

### **2. Product Development**

**Goal:** *Develop more market-ready experiences and diverse accommodation options that will attract visitors to 100 Mile and the South Cariboo.*

### **3. Marketing and Promotional Development**

**Goal:** *Expand and enhance tourism marketing activities to entice more visitors to travel to 100 Mile and the South Cariboo.*

### **4. Destination Development**

**Goal:** *Enhance the capacity of operators and communities to develop tourism, as well as strengthen their resilience so they are better prepared to respond to future challenges.*

## 04 IMPLEMENTATION FRAMEWORK

The following describes the core issues that should be addressed and how stakeholders will come together to action the plan. The implementation framework includes an overarching structure and outlines roles for each group in implementation.

### Core Issues in Implementation

The following discussion provides an overview of the core issues that were identified through the strategic planning process.

#### Collaboration

A central theme that permeates through all the core issues is the need for enhanced collaboration among DMO's, businesses, governments, and non-profit organizations. There are many organizations working for the betterment of tourism in the region, but the system is somewhat fragmented. There is an opportunity for the SCVC to bring parties together to leverage resources, share ideas and generate enthusiasm.

#### Resource Constraints

The District of 100 Mile House is a small municipality with limited access to resources for tourism development. There are also a limited number of tourism operators who can contribute to tourism initiatives in the region and generate earned revenue for the DMO. In addition, the funds collected through the MRDT are not allocated to the SCVC but instead to the CCCT. This is a challenge for the SCVC as there is an expectation from operators that enhanced services are provided yet there are not the resources in place to provide them. Moving forward, it will be critical that the SCVC implements targeted and strategic actions that will help ensure its sustainability as an organization. The following actions are recommended.

#### **1. Position the SCVC as the Go-To Organization**

Right now, there is some confusion among operators as to who they should go to with tourism development initiatives. The SCVC has an opportunity to position itself as the go to organization for all things tourism. To do this, the organization will need to expand its services in response to the needs of tourism operators. For example, stakeholders would like to see more digital marketing and social media promotion. The DMO could potentially obtain grant funding to step up the digital marketing offering of the organization. The SCVC should work with the CCCT and DBC to leverage digital marketing dollars and expand the reach of digital campaigns. The action plan described later in this report identifies some of the other services that are in high demand from operators.

#### **2. Significantly Enhance the Partnership with the CCCT**

The relationship between the SCVC and the CCCT is somewhat limited with both organizations operating in relative isolation. Through the engagement process, leadership from both organizations indicated a desire to strengthen communications and work closer to promote and develop tourism in the Cariboo region. Further development of this alliance will be an important part of enhancing the effectiveness of

both organizations. The CCCT can provide funding, expertise, advice, mentorship, and execution of key initiatives. The SCVC can provide valuable services to the CCCT including engagement with the local business community, connections to local leaders, and amplification of the service offerings of the CCCT.

### **3. Seek Grant Funding to Implement the Plan**

One of the most difficult things to secure funding for is ongoing staff to implement the plan and grow the service offering of the DMO. Eventually, the goal would be to generate additional funds through member contributions, however that will take time. Members will want to see enhanced value to invest more and the DMO does not have the staff resources to deliver on that just yet. One way to access grant funds is to build in staff or contracted resources into activities identified in this plan. This could potentially help the DMO hire part-time, full-time, or contracted resources that would help implement the plan.

### **4. Demonstrate the Value of Tourism to the Municipality**

The municipality will be called upon to provide some resources to implement this plan. To justify these expenditures, municipal leaders will need to understand the case for investment of public dollars. There are a series of action items identified in the plan that speak to this, including quantifying the value of tourism in the community, engaging community members in tourism development, and enhancing the community benefit of tourism. It will be important for the SCVC to package these action items in a way that makes a strong case for investment.

#### **Tourism Operator Engagement**

Many of the tourism operators in the region have limited engagement with the DMO and other businesses so there is an opportunity to connect individuals to further strengthen the collaborative framework. In addition, some operators are nearing the end of their careers and may be looking to retire. There is a need to connect with these individuals and encourage them to keep their tourism businesses alive through the transition of their service to new operators. Successors should be sought who bring enthusiasm, expertise, expanded services and a collaborative mindset.

The engagement process revealed that operators are looking for a high impact quick win and primarily want to drive business and increase awareness. There is an opportunity to make a big splash in 2024 to generate enthusiasm for implementing the plan, increase partner engagement and gain momentum. One of the first big initiatives could be a significant marketing campaign that would signal to operators that this plan will have impact.

#### **Tourism Product Development**

There are gaps in the tourism experiences and visitor services currently available in the region. There is a need to develop a plan to assist in the development of new experiences that will respond to current and future market demand. This plan and the recent asset inventory document identify some of these opportunities, but more detailed work should occur. A tourism product development plan would provide specific steps required to invigorate the product offering in the region.

## Organizational Considerations

### Host Organization

A Host Organization will be needed to provide oversight and ensure the plan is moving forward in the most effective and cohesive manner. It is recommended that the District of 100 Mile House takes on the role of “Host Organization” for the Community Tourism Plan.

The role of the Host Organization is as follows:

#### Role:

- Oversees and coordinates implementation of the plan.
- Secures partnerships and leverages funds.
- Encourages investment in tourism development initiatives and invests in these initiatives itself where appropriate.

### Tourism Development Task Force

It will be important for the Task Force to be made up of individuals who are champions of tourism. Members should be highly engaged in their sector, collaboratively minded, and stand to gain by building the visitor economy in 100 Mile and the South Cariboo.

#### Role:

- Drives implementation of the plan forward.
- A forum for collaboration and communication on the promotion and development of tourism initiatives.

#### Composition:

Representatives from the following organizations are recommended to be included on the Task Force:

- District of 100 Mile House
- South Cariboo Visitor Centre
- Cariboo Chilcotin Coast Tourism
- Cariboo Regional District
- Tourism Businesses\*
- First Nations\*\*

\*Representation from multiple sectors of the visitor economy is recommended (e.g. accommodations, restaurants, tour operators, etc.).

\*\*Although Indigenous tourism in the region is still emerging, it is recommended that First Nations groups and/or communities be invited to participate on the Task Force.

### **Collaboration Action Team**

It is recommended that a Collaboration Action Team be struck as a sub-committee of the Task Force. The purpose of this action team will be to bring together representatives from key organizations and enable them to focus on completing collaborative actions. The composition of this Action Team is suggested to be as follows.

- District of 100 Mile House (1)
- South Cariboo Visitor Centre (1)
- CCCT (1 marketing representative and 1 destination development representative)
- Cariboo Regional District (1)

Destination BC has indicated their support for the regionally collaborative approach described in this plan. The Task Force and Action Team are encouraged to reach out to representatives from DBC if there is a need to engage them in specific conversations or ask questions.

### **Tourism Development Coordinator**

The Tourism Development Coordinator is a proposed new employee of the District of 100 Mile House whose sole focus would be to develop the tourism sector in 100 Mile and the South Cariboo. The staff member would work closely with the Tourism Development Task Force and the CCCT to implement tourism development initiatives. The enhanced capacity provided by this role will be important in furthering tourism growth in the destination.

Given the regional nature of tourism in the area, several partner organizations stand to benefit from the Tourism Development Coordinator's efforts, including the Cariboo Regional District and the CCCT. Therefore, the feasibility of financially supporting this position with contributions from multiple partners should be explored (e.g. municipal budgets, MRDT allocation, operator contributions, etc.).

### **Contracted Resources**

A potential alternative to hiring a Tourism Development Coordinator in the near term (i.e. next 1-3 years), could be to secure contracted resources with specialized expertise in tourism development. The contract could be resourced through a mix of partner investment and grant funding. This approach could be beneficial over the short term because it is easier to access niche-based expertise and to secure termed funding rather than dedicated, ongoing funding for a new staff person. Additionally, overhead expenses like office space and equipment can be avoided.

### **Reallocating Existing Resources**

Another potential alternative that would enhance the District's capacity would be to reallocate existing resources toward to implementing this plan. Doing this would require weighing the value of staffs' current activities in relation to the value of completing action items in the plan, and then making a decision on what the District would prefer to focus on.



## Partner Roles and Responsibilities

The implementation of this plan will require the cultivation of partnerships to collaboratively accomplish initiatives. The following identifies key partners for the plan and describes their role.

Organization	Role
<b>District of 100 Mile House</b>	<ul style="list-style-type: none"> <li>• Takes the lead role in ensuring the 100 Mile House Community Tourism Plan is moving forward in the most effective and cohesive manner.</li> <li>• Manages the Tourism Development Coordinator and/or contracted resources and provides support as appropriate.</li> </ul>
<b>South Cariboo Visitor Centre</b>	<ul style="list-style-type: none"> <li>• The South Cariboo Visitor Centre will be the go-to organization for all things tourism in 100 Mile and the South Cariboo. They will be the leading source of local visitor information and play an important role in tourism development, stakeholder engagement, and contributing to implementation of the plan.</li> </ul>
<b>Cariboo Chilcotin Coast Tourism</b>	<ul style="list-style-type: none"> <li>• Cariboo Chilcotin Coast Tourism will be a key partner in the implementation of the plan. It is envisioned they will partner with the District of 100 Mile House, the SCVC, and local tourism operators where appropriate to support the implementation of relevant initiatives, such as through collaborative marketing campaigns, capacity enhancing actions, training opportunities, marketing services, etc.</li> </ul>
<b>Cariboo Regional District</b>	<ul style="list-style-type: none"> <li>• The Cariboo Regional District (CRD) can help to bring stakeholders together, aid in asset development and management, support grant funding applications, and contribute resources to implementing the plan.</li> <li>• The CRD contributes resources to the Discover Cariboo site and has provided funding for heritage sites, Fishing Highway Campaigns, and community/recreation assets.</li> </ul>
<b>South Cariboo Chamber of Commerce</b>	<ul style="list-style-type: none"> <li>• A non-profit organization comprised of members from the business community and other non-profits.</li> <li>• Acts as a forum for businesses to collaborate and network to share ideas and solutions.</li> <li>• Can encourage the participation from residents and local businesses with the 100 Mile House Community Tourism Plan.</li> </ul>
<b>Destination BC</b>	<ul style="list-style-type: none"> <li>• Destination BC (DBC) is a provincial Crown corporation that leads the marketing of British Columbia as a tourist destination and promotes the development and growth of the provincial tourism industry.</li> <li>• DBC provides a host of tourism marketing, destination development, research, education, and funding support to BC-based destinations. Tourism stakeholders in 100 Mile and the South Cariboo should seek to leverage these supports wherever possible.</li> <li>• When requested, provide advice and answer questions posed by the Tourism Development Task Force.</li> </ul>
<b>Businesses and Entrepreneurs</b>	<ul style="list-style-type: none"> <li>• Provides many of the front-line services to visitors, such as accommodations, food and beverage, and experiences.</li> <li>• Local businesses will play a significant role in growing tourism in 100 Mile and the South Cariboo through the development and delivery of high-quality experiences.</li> </ul>

	<ul style="list-style-type: none"> <li>• Businesses must be actively engaged in implementing the plan. Further investment will be needed from the private sector.</li> </ul>
<b>Local Associations</b>	<ul style="list-style-type: none"> <li>• Passionate individuals from local associations will play key roles in implementing the plan and ensuring tourism develops in a way that enhances quality of life for residents. Examples of local associations include, but are not limited to, Huncity Mountain Bike Club, 100 Mile Snowmobile Club, and 100 Mile Nordic Ski Society.</li> <li>• The efforts of these organizations could lead to the development of new tourism products (e.g. new trails). Their efforts should be supported by tourism stakeholders where appropriate.</li> </ul>
<b>Volunteers and Residents</b>	<ul style="list-style-type: none"> <li>• Dedicated community champions will need to be inspired to help implement the plan and generate buy-in within the community.</li> <li>• Making the opportunity to participate in the Task Force will be important.</li> </ul>
<b>Fishing Highway Tourist Association</b>	<ul style="list-style-type: none"> <li>• Incorporated in 2006 to promote fishing tourism within the Highway 24 area. The Association promotes community involvement through events, ethical business practices, and wise use of land/resources.</li> <li>• The Association should be encouraged to participate in collaborative marketing campaigns to achieve higher leverage on available marketing resources.</li> </ul>
<b>Tsq̓ésceṇ First Nation</b>	<ul style="list-style-type: none"> <li>• The Tsq̓ésceṇ First Nation is part of the Shuswap Nation and are Interior Salish People.</li> <li>• The Nation has indicated they are interested in developing tourism. A local operator (Red Willow Adventures) is beginning to offer fishing, hiking, and eco-tours.</li> <li>• The Nation could be a source of new Indigenous tourism experiences in the South Cariboo area.</li> </ul>
<b>Community Futures Cariboo Chilcotin</b>	<ul style="list-style-type: none"> <li>• A non-profit organization led by a volunteer board of directors and staffed by business professionals. It is funded by Western Canada PacifiCan.</li> <li>• Works in partnership with other business lenders, educational institutions, not-for-profits, and community governments to foster growth and diversification in the local economy.</li> </ul>
<b>Neighbouring DMO's and Municipalities</b>	<ul style="list-style-type: none"> <li>• There is potential to partner with other neighbouring DMO's and municipalities on initiatives that support tourism development in the region (e.g. product development, experience packaging, collaborative marketing). The nearest partners would include City of Williams Lake/Tourism Williams Lake, Village of Clinton, Village of Cache Creek, Village of Ashcroft, City of Kamloops/Tourism Kamloops, City of Prince George/Tourism Prince George.</li> </ul>
<b>Fishing BC</b>	<ul style="list-style-type: none"> <li>• Fishing BC is a marketing partnership between the BC Fishing Tourism Association (BCFTA), Freshwater Fisheries Society of BC (FFSBC), and Sport Fishing Institute of BC (SFI) supported by Destination BC.</li> <li>• Joins together fishing sector stakeholders to promote BC as a world-class fishing destination and better align marketing investments.</li> </ul>
<b>BC Parks</b>	<ul style="list-style-type: none"> <li>• BC Parks is responsible for the designation, management, and conservation of British Columbia's system of ecological reserves, provincial parks, conservancies, protected areas, and recreation areas.</li> <li>• BC Parks manages outdoor recreational assets in 100 Mile House and the South Cariboo, including Green Lake Park, Canim Beach Park, and Lac La Hache Park.</li> </ul>

<b>Ministry of Tourism, Arts and Culture</b>	<ul style="list-style-type: none"> <li>• This Ministry integrates the tourism sector with the vibrant arts, culture, and sport sector to promote British Columbia for residents, visitors, and investors.</li> <li>• The Ministry provides a variety of supports, funding programs, and links to partner websites to assist destinations develop.</li> </ul>
<b>Indigenous Tourism BC</b>	<ul style="list-style-type: none"> <li>• Indigenous Tourism BC (ITBC) is a non-profit, stakeholder-based organization committed to the continued growth of a sustainable, authentic, and culturally rich Indigenous tourism industry in British Columbia.</li> <li>• ITBC could be a future partner in the development of Indigenous tourism offerings in 100 Mile and the South Cariboo.</li> </ul>
<b>Tourism Industry Association of BC</b>	<ul style="list-style-type: none"> <li>• The Tourism Industry Association of BC (TIABC) is a member-driven, not-for-profit association that advocates for the interests of British Columbia’s visitor economy.</li> </ul>
<b>British Columbia Regional Tourism Secretariat (BCRTS)</b>	<ul style="list-style-type: none"> <li>• The BCRTS is a collaboration among five regional DMO’s (including Cariboo Chilcotin).</li> <li>• The BCRTS leads the BC Tourism Resiliency Network which is a long-term resiliency program providing BC tourism businesses with meaningful, one-on-one support to navigate the impact of the COVID-19 pandemic, adapt and work towards eventual recovery.</li> </ul>
<b>BC Destination Marketing Organization Association (BCDMOA)</b>	<ul style="list-style-type: none"> <li>• The BCDMOA works to improve organization and industry performance in communities that have active DMO’s. Membership is open to all municipal DMO’s.</li> <li>• The membership offers many resources for its members to leverage tourism offerings.</li> </ul>

## 05 ACTION PLAN

Action items were formulated based on the findings from the consultant assessment, input from the community and stakeholders, and best practices. Completing the action plan will drive 100 Mile and the South Cariboo toward its vision and goals for tourism development.

The action plan is divided into sub-sections that align with the four goals of the plan. Each action item has been assigned a suggested priority rating, estimated cost, organizational lead, and anticipated timeline for implementation.

### Priority

- High Priority (H)
- Medium Priority (M)
- Low Priority (L)

### Cost Criteria

- Low Cost (L)            Less than \$10,000
- Medium Cost (M)     \$10,000 - \$50,000
- High Cost (H)         More than \$50,000

### Organizational Lead

The action plan identifies organizations responsible for leading action items. It is expected that lead organizations will provide the resources necessary to implement their action items. Where appropriate, they are encouraged to seek partnerships with the private sector, stakeholder groups, municipalities, provincial ministries, and other applicable groups wherever possible to leverage available resources.

Abbreviation	Organization
HO	Host Organization (including the Tourism Development Coordinator)
TDTF	Tourism Development Task Force (including Action Teams)

### Implementation Timeline

- Short Term (S)        Less than 2 years
- Medium Term (M)    2 – 5 years
- Long Term (L)        More than 5 years

### Quick Wins



A blue star indicates that an action item is a “Quick Win.” Quick wins are actions that can be implemented within a year or two, have a high probability of success and have a relatively low cost.

### **Future Planning, Evaluation, and Reporting**

A key component of the success of this plan will be the evaluation of its initiatives. The action plan should be reviewed bi-annually, at which time priorities should be re-evaluated and a discussion of any variances should occur in reference to key performance indicators (KPI's). If new projects are added (or old projects removed) as the plan progresses, this should be done by weighing the relative priority of all projects in the plan. The action plan should be updated on a yearly basis; therefore, the third quarter evaluation period will set the stage for the updated version of the plan. In the fourth quarter, the updated plan should be formalized, and a draft approved by the end of the year. It is further recommended that the entire plan be updated in year five of implementation.

### **Implementation Considerations**

The action plan identifies several initiatives and action items. Attempting to complete all of them concurrently will stretch the resources and limit the focus of the Host Organization and Tourism Development Task Force as they implement the plan. Therefore, it is recommended that implementation begins with the highest priority items.

It should be recognized that this plan is a non-statutory plan whose purpose is to provide direction and guidance. Implementation may be impacted by a variety of factors, including Council priorities, available resources, and emerging opportunities/challenges.

## 1. Organizational Development

Action Items	Priority/Cost	Lead/Timeline
<p><b>1.1</b> ★ Select a Host Organization for the Community Tourism Plan. It is recommended that this be the District of 100 Mile House.</p>	H/L	HO/S
<p><b>1.2</b> ★ Establish a Tourism Development Task Force.</p>	H/L	HO/S
<p><b>1.3</b> Allocate resources from the District of 100 Mile House and the CCCT to implement the plan. Wherever feasible, resources should be leveraged between partner organizations and the private sector to build collaboration.</p>	H/H	HO + Partner Organizations/ Ongoing
<p><b>1.4</b> Increase capacity to implement the plan by investing in a Tourism Development Coordinator or contracted resource.</p>	H/H	HO/S
<p><b>1.5</b> ★ Host a South Cariboo Tourism Forum to officially kick off implementation of the plan.</p> <p>It is envisioned that the Forum would be a highly engaging event that would serve as a rallying point for tourism stakeholders. The event could be hosted at an existing tourism operator to further showcase what the region has to offer.</p> <p>Consider hosting Tourism Forums annually to report on successes, describe upcoming initiatives, increase communication and collaboration, and energize stakeholders in the tourism sector.</p>	H/M	HO + TDTF/S
<p><b>1.6</b> ★ Endeavour to get local representatives onto the CCCT Board and the organization's various committees to better ensure the area's needs are represented.</p>	M/L	TDTF/S
<p><b>1.7</b> Designate a representative to liaise with the CCCT. The representative's role will be to participate in regular industry calls/meetings, identify emerging opportunities, and ensure alignments are maintained and fully leveraged.</p>	M/L	HO/Ongoing
<p><b>1.8</b> Review the feasibility and interest in implementing a voluntary destination marketing/management fund (DMF) in 100 Mile and the South Cariboo to help support tourism development initiatives. Participation in the DMF should be open to all tourism-related businesses.</p>	M/L	HO/M



## 2. Product Development

Action Items	Priority/Cost	Lead/Timeline
<p><b>2.1</b> Develop a Tourism Product Development Plan for 100 Mile and the South Cariboo. The purpose of this project will be to produce a tactical plan that will set the destination on a path toward developing high potential tourism experience clusters and begin bridging the gap in terms of the lack of availability of market ready tourism products.</p> <p>Initial ideas and recommendations to support the development of new tourism products are provided next. It is expected that the private sector will take the lead in terms of investment into new products.</p> <p><u>Outdoor Adventure:</u></p> <ul style="list-style-type: none"> <li>- Expand the development of trails for high demand activities, such as biking, hiking, cross-country skiing, snowshoeing, and mechanized pursuits.</li> <li>- Identify and assess the feasibility of opportunities to expand public access to lakes and water bodies in the South Cariboo.</li> <li>- Encourage the development of outdoor adventure tourism experiences in the region (e.g. guided paddling tours, dark sky/northern lights viewing, interpretive nature walks, etc.).</li> <li>- Consider tourism demand when developing recreational assets to take advantage of opportunities to both meet resident needs and provide more for visitors to do (e.g. trails, viewpoints, disk golf courses, pump tracks, dog parks, etc.).</li> <li>- Provide input toward the CCCT’s <a href="#">Regional Trails Strategy</a> to ensure 100 Mile and the South Cariboo are strongly considered.</li> </ul> <p><u>Fishing Highway Programs and Events:</u></p> <ul style="list-style-type: none"> <li>- Consider developing a signature event focused on celebrating and promoting the Fishing Highway. A decentralized event that takes place over the course of several days or weeks, as well at several locations, could work particularly well.</li> <li>- Develop complementary programming focused on markets that tend to be less engaged (e.g. females, youth, families).</li> <li>- Expand winter season offerings (e.g. ice fishing).</li> </ul>	<p>H/H</p>	<p>HO/S</p>

Action Items	Priority/Cost	Lead/Timeline
<p><u>Family Friendly Entertainment:</u></p> <ul style="list-style-type: none"> <li>- Encourage the development of entertainment options that appeal to the whole family (e.g. mini golf courses, adventure playgrounds, zip lines, petting zoos, paintball courses, events, performances, etc.).</li> <li>- Develop a signature family-friendly event for every season during the year.</li> </ul> <p><u>Agritourism and Culinary:</u></p> <ul style="list-style-type: none"> <li>- Encourage agricultural businesses to explore tourism opportunities (e.g. farm stays, u-picks, tours, long-table meals, etc.).</li> <li>- Expand opportunities to consume locally caught fish.</li> <li>- Incorporate culinary experiences into other product categories.</li> </ul> <p><u>Activate 100 Mile House Downtown:</u></p> <ul style="list-style-type: none"> <li>- Animate downtown 100 Mile House with events, street markets, and small-scale performances.</li> <li>- Consider allowing restaurants to build temporary patios during the summer months.</li> <li>- Enhance interpretation of historical and cultural aspects of the downtown.</li> <li>- Develop a self-directed walking tour.</li> <li>- Strengthen connections between downtown 100 Mile and Centennial Park through programming, signage, and promotions.</li> </ul> <p><u>Cultural Heritage Tourism:</u></p> <ul style="list-style-type: none"> <li>- Develop tourism focused programming around existing cultural assets (e.g. interpretive tours, cultural demonstrations, showcases, etc.).</li> </ul> <p><u>Indigenous Tourism:</u></p> <ul style="list-style-type: none"> <li>- Build experiences around the new Indigenous Cultural Centre at 108 Mile Ranch (currently under construction).</li> </ul>	<p>H/L-H</p>	<p>HO/S</p>
<p><b>2.2</b></p>	<p>Develop and implement a Tourism Business Retention and Expansion Program.</p>	<p>H/L-H</p>



Action Items	Priority/Cost	Lead/Timeline
<p><b>2.3</b> ★ Encourage existing tourism operators to develop succession plans that will lead to their continued operation.</p> <p><u>Community Futures Cariboo Chilcotin</u> offers assistance to business owners who are looking to sell their business. Tourism businesses could be directed there for help.</p>	H/L	HO + TDTF/Ongoing
<p><b>2.4</b> Develop and implement a Tourism Entrepreneur Attraction Strategy. The strategy should be strongly linked to the visitor brand of the destination and fit with the culture and history of the region. 100 Mile and the South Cariboo could be branded as the new frontier for opportunity for young, energetic entrepreneurs looking to run a business and enjoy the lifestyle available in the region.</p>	M/L-M	HO/S-M
<p><b>2.5</b> Establish a Tourism Business Mentorship Program that would connect experienced operators with new and emerging operators to coach them along their development journey.</p>	M/L	TDTF/S-M
<p><b>2.6</b> Develop an Investment Prospectus for a new hotel and conference centre in 100 Mile House.</p>	M/M	HO/M
<p><b>2.7</b> Share the Investment Prospectus with potential investors and work towards attracting new hotel operators to 100 Mile House.</p>	M/L	HO/M
<p><b>2.8</b> Encourage residents to host their friends and relatives (VFR) by providing resources, training, and other supports (e.g. trip planning tools, how-to-host tip sheets, VFR packages, ambassador programs).</p>	L/L	HO/M-L
<p><b>2.9</b> Seek opportunities to attract vacation property and/or resort community developments around the region's many lakes.</p>	L/L-H	HO/L

### 3. Marketing and Promotional Development

Action Items	Priority/Cost	Lead/Timeline
<p><b>3.1</b> Work with the CCCT to develop and implement a high-impact collaborative marketing campaign that will serve to increase awareness of, and drive visitation to, 100 Mile and the South Cariboo. Funding partners for this initiative could include the CCCT, Destination BC, District of 100 Mile, Cariboo Regional District, and local tourism operators.</p> <p>Based on initial discussions with the CCCT, the campaign could have a budget of approximately \$50K if only 100 Mile is promoted or up to a budget of \$150K if the entire South Cariboo is promoted.</p>	H/H	HO/S
<p><b>3.2</b> ★ Position the South Cariboo Visitor Centre to be the leading source of local visitor information about 100 Mile and the South Cariboo. Providing enhanced information on the DiscoverSouthCariboo.ca</p>	H/M	HO/S



Action Items	Priority/Cost	Lead/Timeline
<p>website so visitors can more readily access visitor experiences will be crucial to success. Refer to <a href="#">Visit Tumbler Ridge's</a> tourism website as an example of a best practice.</p>		
<p><b>3.3</b> ★ Consider renaming and rebranding the South Cariboo Visitor Centre to establish itself more clearly as the DMO for 100 Mile House and South Cariboo.</p>	H/L	HO/S
<p><b>3.4</b> Revamp the South Cariboo Cooperative Marketing Program to better align the offering with the needs of tourism operators. The revamp should consider the following service additions and enhancements.</p> <ul style="list-style-type: none"> <li>- Significantly enhance the SCVC's digital marketing presence.</li> <li>- Addition of more networking and engagement opportunities, such as annual Tourism Forums, monthly newsletters, or operator meet-ups.</li> <li>- Addition of product development services, such as itinerary development and coaching/training opportunities.</li> <li>- Addition of an awards or recognition program for outstanding experience offerings and visitor services.</li> <li>- Addition of group purchasing programs to facilitate lower costs to operators (e.g. insurance, materials, technology, etc.).</li> <li>- Align the name of the revamped program with the rename/rebrand of the SCVC and to more clearly describe the services provided.</li> <li>- Revise the program's pricing to better align it with the value it provides.</li> <li>- Implement a roll-out campaign to launch the revamped program.</li> </ul>	<p>H/H*</p> <p>*It is assumed that increased program pricing and participation will partially off-set the costs of these additional services.</p>	HO/S
<p><b>3.5</b> ★ Engage with the CCCT to identify ways that it can better promote 100 Mile House and the South Cariboo, especially on its visitor-facing websites. This could include the following.</p> <ul style="list-style-type: none"> <li>- Include more geographical information on where visitors should go in the region. This is particularly important given the large size of the South Cariboo. See <a href="#">Visit the USA</a> tourism website for an example of a best practice.</li> <li>- Include more links to the DiscoverSouthCariboo.ca website and tourism operator websites in the South Cariboo.</li> <li>- Increase the exposure of experiences available in 100 Mile and the South Cariboo.</li> </ul>	H/L	HO + TDTF/S
<p><b>3.6</b> Undertake a Partnership Drive to increase participation in the revamped DMO. Consider running the Partnership Drive on an annual or bi-annual basis to ensure operators remain aware of the program. Tactics that could be included as part of the Drive include:</p> <ul style="list-style-type: none"> <li>- Develop a brochure that describes a compelling case for investment in service offerings.</li> </ul>	H/L-M	HO/S-M



Action Items	Priority/Cost	Lead/Timeline
<ul style="list-style-type: none"> <li>- Host a contest for a free basic membership.</li> <li>- Incentivize referrals.</li> <li>- Organize a recruitment event or leverage an existing event to recruit new partners. Consider unveiling something new or exciting about the program to generate interest.</li> <li>- In-person site visits.</li> </ul>		
<p><b>3.7</b> Improve signage so visitors can more easily find the main attractions in the region.</p> <p>As part of efforts to improve signage, consider lobbying the Ministry of Transportation to allow resort properties to qualify for the recognizable blue highway tourism signs.</p>	M/L-M	HO/M
<p><b>3.8</b> ★ Establish a formalized process and/or schedule for the SCVC and the CCCT to keep each other updated and coordinate their activities. Quarterly meetings may work well.</p>	M/L	HO/Ongoing
<p><b>3.9</b> As new winter and off-season tourism products are developed, increase marketing efforts to support these experiences and address seasonality challenges.</p>	L/L	HO/Ongoing
<p><b>3.10</b> Consider opportunities to achieve greater leverage on marketing resources by linking in with broader tourism marketing campaigns, such as those related to the Gold Rush Trail or Destination BC's Icons Strategy.</p>	L/L-H	HO/Ongoing

#### 4. Destination Development

Action Items	Priority/Cost	Lead/Timeline
<p><b>4.1</b> ★ Continue providing grant writing support to tourism operators to help them access available funding opportunities, and work with the SCVC to explore opportunities to promote this service to operators.</p>	H/L	CRD/S-L
<p><b>4.2</b> Develop a Tourism Emergency Communications Plan. The plan should provide direction on how tourism marketing will be adjusted and/or leveraged to respond to, and recover from, emergencies that impact visitation, such as wildfires. The following should be considered.</p> <ul style="list-style-type: none"> <li>- Ensure the plan is aligned with the Government of BC's Tourism Emergency Management Framework.</li> <li>- Include a process to determine when it is appropriate to halt and restart tourism marketing.</li> <li>- Provide guidance on sharing critical information with visitors (e.g. safety updates, government restrictions, live camera feeds to indicate how smoky it is or isn't, etc.).</li> </ul>	H/L	HO/S



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Action Items	Priority/Cost	Lead/Timeline
<p><b>4.3</b> Encourage regenerative tourism practices in 100 Mile and the South Cariboo. This could be accomplished through:</p> <ul style="list-style-type: none"> <li>- Developing education programs for visitors to help them understand how they can responsibly enjoy the destination's offerings in a way that provides net benefits to communities.</li> <li>- Encouraging tourism businesses to implement sustainability standards and practices that will protect the destination's core product offering (i.e. nature).</li> <li>- Consider implementing a voluntary Community Tourism Regeneration Fund. This would entail operators charging a nominal additional fee on their services, which is then contributed toward initiatives that regenerate the destination.</li> <li>- Review the CCCT's Sustainability Chart Action Plan and align or support initiatives as appropriate.</li> <li>- Engage with researchers to implement citizen/visitor science projects that would contribute to regenerating the destination (e.g. tracking the health of local fisheries).</li> <li>- Engage with residents to better understand their perspectives on the potential benefits and drawbacks of tourism, then work to generate the benefits and reduce/mitigate the drawbacks.</li> </ul>	H/L-H	HO + TDTF/S-L
<p><b>4.4</b> Help tourism operators address the challenges they face securing affordable insurance coverage. This may include:</p> <ul style="list-style-type: none"> <li>- Exploring the feasibility of offering a group insurance program for tourism operators that will provide appropriate coverage at a lower price point than available options.</li> <li>- Lobbying insurance providers to offer better rates to tourism operators. Highlighting that many operators are established businesses with proper booking procedures, safety controls, and monitoring could be particularly effective.</li> <li>- Lobbying the CRD to implement a business licence program for tourism operators, which could serve to help formalize them as actual businesses from the perspective of insurance companies.</li> </ul>	H/L-H	HO + TDTF/S
<p><b>4.5</b> ★ Encourage tourism operators and communities in the South Cariboo to undertake <u>Firesmart</u> initiatives to increase resiliency to wildfires. These initiatives could also potentially serve to lower insurance costs.</p>	H/L	HO + TDTF/S
<p><b>4.6</b> Consider completing a Value of Tourism Study to quantify the economic impact of tourism in the region.</p>	M/M	TDTF/M
<p><b>4.7</b> ★ Update the Tourism Asset Inventory on an annual basis to ensure it will remain a useful tool moving forward.</p>	M/L	HO/Ongoing



Action Items	Priority/Cost	Lead/Timeline
<p><b>4.8</b> ★ Check in regularly with the Tsq̓sceṇ First Nation to keep apprised of where they are at on their tourism development journey and to explore opportunities to work together on tourism development initiatives.</p>	M/L	HO/Ongoing
<p><b>4.9</b> Consider offering public washrooms in areas that received high visitor traffic.</p>	M/L-M	HO/M-L
<p><b>4.10</b> Consider supporting the Lac Da Roche Watershed Society in their efforts to develop an Active Transportation Route along the Fishing Highway.</p>	L/L	TDTF/L
<p><b>4.11</b> Advocate for expanded access to high-speed internet throughout the South Cariboo. Consider a public Wi-Fi program for downtown 100 Mile House.</p>	L/L	TDTF/L
<p>Funding for improvements may be available through the Province's Connecting British Columbia program (<a href="https://www2.gov.bc.ca/gov/content/governments/connectivity-in-bc">https://www2.gov.bc.ca/gov/content/governments/connectivity-in-bc</a>).</p>		
<p><b>4.12</b> Review municipal bylaws, policies, and procedures to ensure a strong foundation and favourable regulatory framework is in place to support tourism.</p>	L/L	HO/Ongoing
<p><b>4.13</b> Utilize the attached performance measures and other measures as appropriate to measure performance of the local visitor economy on an annual basis (e.g. visitor survey, accommodation survey, etc.). Use the data collected during the first year of measurement as a benchmark to compare future results to.</p>	L/L	HO/Ongoing
<p><b>4.14</b> Commit to formal communication and reporting processes to keep stakeholders and the community apprised of tourism developments.</p>	L/L	HO/Ongoing
<p><b>4.15</b> Update the Community Tourism Plan in year five of implementation</p>	H/M	HO/L

## Top 10 Actions

The following actions have been identified as the top priorities of the plan. They are listed in a recommended order of priority. This priority list and all components of the report are for planning purposes only and will be subject to annual budget approvals and ongoing planning efforts from the District and their partners. Activities may be added, removed, or re-ordered based on the needs of the community during implementation.

1. Establish the District of 100 Mile House as the Host Organization and a Tourism Development Task Force who will be primarily responsible for implementing the Community Tourism Plan.
2. Allocate resources to implement the plan. Wherever feasible, resources should be leveraged between partner organizations to build collaboration.
3. Work with the CCCT to develop and implement a high-impact collaborative marketing campaign that will serve to increase awareness of, and drive visitation to, 100 Mile and the South Cariboo.
4. Increase capacity to implement the plan by investing in a Tourism Development Coordinator or contracted resource.
5. Host a South Cariboo Tourism Forum to encourage collaboration and officially kick off the broader implementation of the Community Tourism Plan.
6. Position the SCVC as the leading source of local visitor information and the go to organization for all things tourism. Revamp the South Cariboo Cooperative Marketing Program to better align the offering with the needs of tourism operators and consider renaming and rebranding the organization to better reflect its role in tourism development and the services it provides.
7. Develop a Tourism Product Development Plan for 100 Mile and the South Cariboo.
8. Develop and implement a Tourism Business Retention and Expansion Program and a Tourism Entrepreneur Attraction Strategy.
9. Provide grant writing support to tourism operators to help them access available funding opportunities.
10. Develop a Tourism Emergency Communications Plan.

### Performance Measures

17 key performance indicators (KPI's) have been developed for the plan. It is suggested that KPI's are measured and evaluated on an annual basis. Baseline figures will need to be established for KPI's that are not currently tracked.

Focus Area for Growth	KPI	Measurement Tool
<b>1. Economic</b>	1.1 5% annual growth in visitor spending in the destination.	Operator survey, Destination BC stats
	1.2 5% annual increase in accommodation occupancy.	Operator survey, MRDT receipts.
	1.3 5% annual growth in new tourism businesses and associated increase in municipal business tax revenue.	Tourism asset inventory, municipal budgets
	1.4 5% annual growth in new tourism products available in 100 Mile and the South Cariboo	Tourism asset inventory
	1.5 10% annual growth in digital engagement with visitors.	Digital marketing metrics
	1.6 10% annual growth in SCCMP partner packages sold.	SCCMP program stats
	1.7 90% awareness of the SCCMP and SCVC service offerings among tourism-related businesses.	Operator survey
<b>2. Community</b>	2.1 85% great rating of overall visitor experience (by year 5).	Visitor survey
	2.2 Achieve a Net Promotor Score of 50 (by year 5).	Visitor survey
	2.3 85% resident satisfaction with tourism.	Resident survey
	2.4 Positive social impacts reported by the community.	Resident survey
	2.5 10% annual growth in Tourism Forum participation.	Attendance stats
<b>3. Environmental</b>	3.1 5% annual reduction in waste produced as a result of tourism.	Operator survey
	3.2 5% annual increase in recycling of waste generated as a result of tourism.	Operator survey
	3.3 Tourism generates net benefits to natural areas.	Ecosystem benchmarks
	3.4 Tourism generates net benefits to infrastructure.	Capital plans
	3.5 Businesses implement sustainability measures.	Operator survey

## Tourism Development Funding and Support Programs

The following describes programs that can be accessed to help fund and support tourism development in 100 Mile and the South Cariboo.

### Cariboo Chilcotin Coast

Program Name	Description of Program	Available Funding
<a href="#"><u>Marketing Project Funding</u></a>	Digital first, dollar matching marketing program for partners to be used for tourism marketing programs and projects aligned with CCCT's marketing strategy to promote the Cariboo Chilcotin Coast region.	CCCT investment will not exceed <u>50%</u> of proposed total cost.
<a href="#"><u>Consumer Show Funding</u></a>	Access to marketing funds to assist with costs of consumer show exhibitions as a means of promoting tourism products and networking with other tourism operators.	Up to 50% of event fee covered.

### Destination British Columbia

Program Name	Description of Program	Available Funding
<a href="#"><u>Co-operative Marketing Partnership Program</u></a>	Facilitates collaboration and encourages partnerships between sectors and communities wishing to enhance tourism marketing efforts.	Funding Requests \$20,000 (minimum) to \$250,000 (maximum) per year.* *pre-approved paired community and single community applicants are eligible to apply for a lower amount.
<a href="#"><u>Spark Mentorships &amp; Grants Program</u></a>	Matches selected applicants with a tourism mentor to find, foster, and support new tourism ideas as well as enhance current tourism products and/or offerings.	Tourism mentor, \$3000 grants, and additional partner to support in developing local tourism ideas.
<a href="#"><u>Destination BC Learning Centre</u></a>	Offers free resources, tools, guides, and templates to enhance tourism operations from safety and emergency preparedness to social media, marketing, and accessible tourism resources.	Free resources.

### Government of British Columbia

Program Name	Description of Program	Available Funding
<a href="#"><u>Destination Development Fund</u></a>	To support the development and rejuvenation of tourism infrastructure, assets, and experiences.	Stream 1 Activate: up to \$1,000,000/project. Stream 2 Elevate: up to \$500,000/project.
<a href="#"><u>Tourism Events Program (TEP)</u></a>	Supports building BC's reputation as an events destination and to increase tourism visitation through helping support marketing expenses.	Funding for up to 10% of total event budget up to a maximum of \$250,000/event (minimum \$10,000).
<a href="#"><u>BC Tourism Climate Resiliency Initiative (BCTCRI)</u></a>	Starting 2023/2024 fiscal year and spanning over two years is a \$3 million investment from BC Ministry of Tourism, Arts, Culture and Sports through Destination Development Fund.	1) Facilitated Sustainable Tourism and Climate Adaptation Planning for BC Tourism Businesses. Free tailored support to tourism businesses in BC that



		want to incorporate environmentally sustainable or climate adaptations measures into their operations. Available for up to 150 businesses across BC. 2) Micro-grants to support sustainability and climate change adaptation plan implementation. Tourism businesses that are ready to build on their pre-existing sustainability or climate adaptation plan, implement a project, or obtain sustainability certifications. \$15,000 available.
<a href="#"><u>Community Resiliency Investment (CRI) Program</u></a>	Supports communities to complete FireSmart initiatives, through two streams of FireSmart Community Funding (FCFS) and Supports and Crown Land Wildfire Risk Reduction (CLWRR). 100 Mile House Natural Resource District has <a href="#"><u>56,423</u></a> hectares for fuel management to take place. <sup>28</sup>	Up to \$150,000 for FCFS. Approximately <a href="#"><u>\$5 million</u></a> is allocated across 15 communities for CLWRR.
<a href="#"><u>ORV Trail Fund</u></a>	Improves off-road vehicle trails for increased resident and visitor outdoor recreation experiences. It is administered by Recreation Sites and Trails BC.	\$400,000 available for 2024 projects.
<a href="#"><u>Rural Economic Diversification and Infrastructure Program (REDIP)</u></a>	Modelled after the Rural Dividend Program (2016-2019) and the Community Economic Recovery Infrastructure Program (2020-2022). It aims to support rural economic development projects that promote diversification, resilience, and infrastructure development.	Maximum funding between \$100,000 and \$1 million (depending on funding category).
<a href="#"><u>Outdoor Recreation Fund of BC</u></a>	To be launched in spring 2024, this fund will support grants for community-based initiatives that create and enhance quality outdoor recreation as well as nature-based experiences.	\$10 million contributed to support ORCBC establishment of this fund.

**Government of Canada**

<b>Program Name</b>	<b>Description of Program</b>	<b>Available Funding</b>
<a href="#"><u>Canadian Tourism Growth Program</u></a>	Aims to assist small and medium sized businesses, organizations, and local communities' grow tourism.	Businesses and not-for-profit organizations can apply for up to \$250,000 interest-free repayable funding.

**Northern Development Initiative Trust**

<b>Program Name</b>	<b>Description of Program</b>	<b>Available Funding</b>
<a href="#"><u>Marketing Initiative</u></a>	Provides funding to support new marketing campaigns or projects that position a community or region to take advantage of opportunities that support economic vitality and diversification.	Up to \$20,000.

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<b><u>Cultural Infrastructure</u></b>	Supports creation of, or the improvement of, arts, heritage, culture and creative innovation spaces. The program improves access to, and quality of, professional arts and cultural facilities for residents and tourists alike.	Up to \$100,000 (upgrades or repairs). Up to \$300,000 (new construction and/or substantial upgrades).
<b><u>Economic Infrastructure</u></b>	Supports projects of regional and local significance that contribute to economic growth and stronger communities. Projects include renovations or new construction of public multi-use facilities or capital investments that drive revenue and job creation.	Up to \$100,000 (upgrades or repairs). Up to \$300,000 (new construction and/or substantial upgrades).
<b><u>Recreation Infrastructure</u></b>	Supports community efforts to create and support recreational infrastructure to encourage resident attraction and retention while also increasing opportunities for sport tourism.	Up to \$100,000 (upgrades or repairs). Up to \$300,000 (new construction and/or substantial upgrades).

**Disability Alliance BC**

<b>Program Name</b>	<b>Description of Program</b>	<b>Available Funding</b>
<b><u>Accessibility Projects Grants</u></b>	Increase accessibility for people with disabilities through community engagement projects focused on accessible arts, culture, tourism, sports, recreation and more.	Up to \$40,000.

**Go2HR**

<b>Program Name</b>	<b>Description of Program</b>	<b>Available Funding</b>
<b><u>SUPERHOST Destination Ambassador</u></b>	Provides stakeholders, destination ambassadors, and staff with skills needed to promote the community to visitors to enhance visitor experiences, identify visitor profiles, understand best promotion practices, and the importance of tourism for the community.	Half day training course, recommended to take Foundations of Service Quality Course first. Contact SUPERHOST team.

**Back Country Horsemen Society**

<b>Program Name</b>	<b>Description of Program</b>	<b>Available Funding</b>
<b><u>BC Trails Grant (BCHBC Trails Grant)</u></b>	This grant supports trail construction, renovation, rehabilitation, signage, mapping of trails and equestrian campsites.	Not listed. Contact <a href="mailto:trailcommittee@bchorsemen.org">trailcommittee@bchorsemen.org</a> for more information.

## 06 CONCLUSION

The District of 100 Mile House Community Tourism Plan offers a strategic direction and tactical actions that will advance 100 Mile and the South Cariboo toward its vision and desired outcomes. The region has a strong foundation of tourism assets on which to build from and indications are pointing toward strong opportunity for tourism growth.

To be successful, the plan will require a high degree of collaboration among stakeholders, investment from multiple partners, and a strong focus on impactful actions. It will be important to accomplish significant initiatives in the near term in order to build enthusiasm and momentum for implementation. The return on these investments will be a revitalized and growing visitor economy that regenerates communities and the environment.

## APPENDICIES

## Appendix A – Expanded Engagement Results

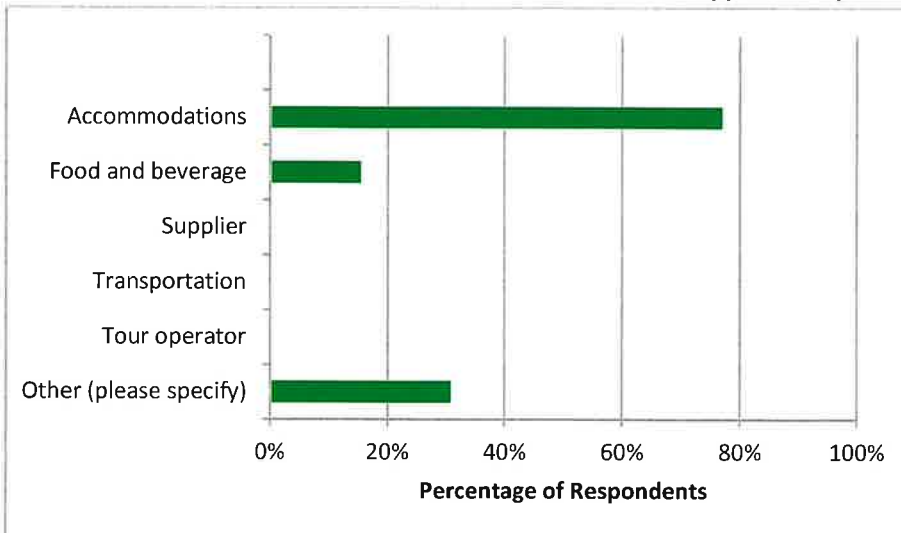
### Online Survey Results

A survey collected input from businesses/organizations and community members from October 30<sup>th</sup> to November 24<sup>th</sup>, 2023. In total, 139 responses were received. 36% of respondents indicated they reside in the District of 100 Mile House, 21% said they reside in Horse Lake & Lone Butte, 11% said they reside in 108 Mile Ranch, 7% said they reside in Canim Lake & Forest Grove, 7% said they reside in Lac La Hache, 5% said they reside in Interlakes, 4% said they reside in Green Lake, and 7% said they reside in other. The following summarizes the input received.

### Businesses/Organizations

The online survey streamed respondents to different questions based on if they identified themselves as representatives of a business/government/organization or as a resident. The following information is applicable specifically to survey respondents who identified themselves as a representative of a business/government/organization.

**What services does your business provide? Please select all applicable options.**



\*Other responses included:

- Health and wellness businesses.
- Retail businesses.

**What are the main challenges and/or issues facing your business/organization?**

Respondents identified the following most often:

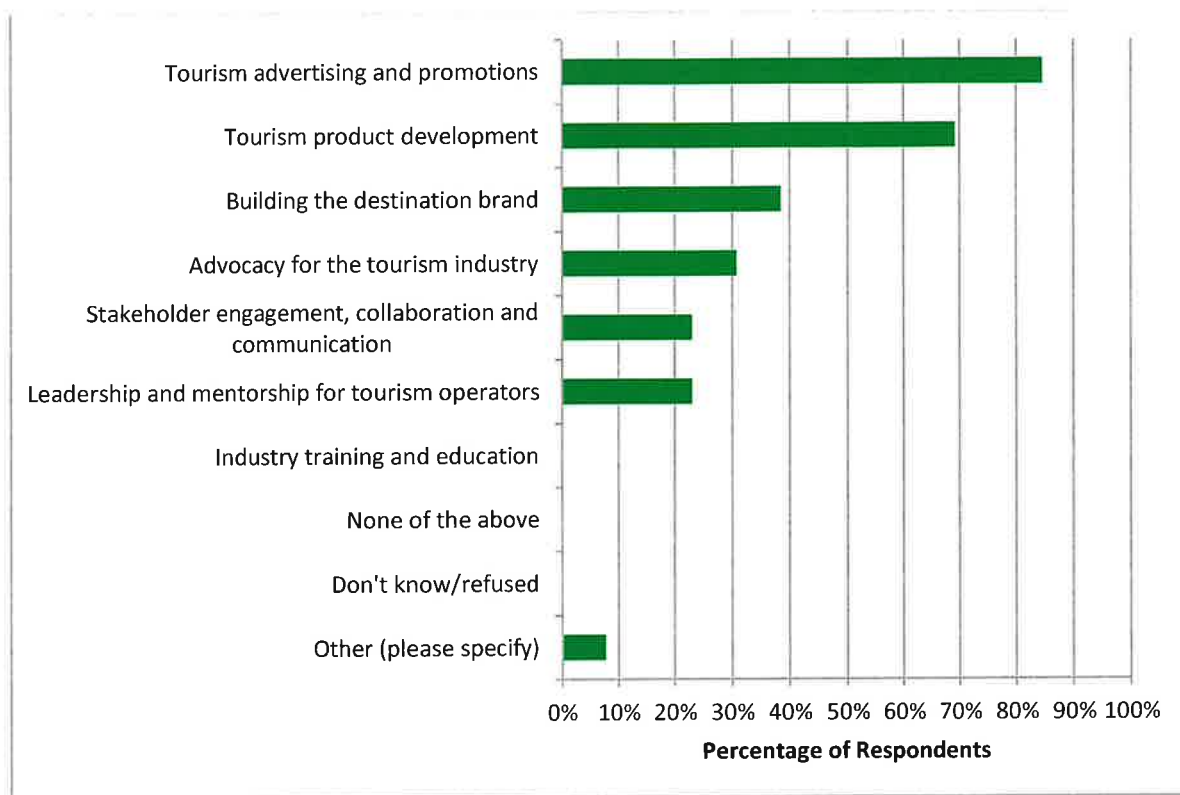
- Costs are a challenge including taxes and operating costs.
- Advertising.
- Lack of experiences offered.
- Lack of capacity for non-profit organizations.

**What opportunities are there to grow visitation and visitor spending in 100 Mile House and the South Cariboo?**

Respondents identified the following most often:

- Increasing advertising and marketing initiatives such as signage and building awareness of experiences in the region.
- More experiences for visitors.
- Hiking and biking trails.

**In the future, what types of destination development services would most help your business grow tourism in 100 Mile House and the South Cariboo? Please select up to 3 options.**

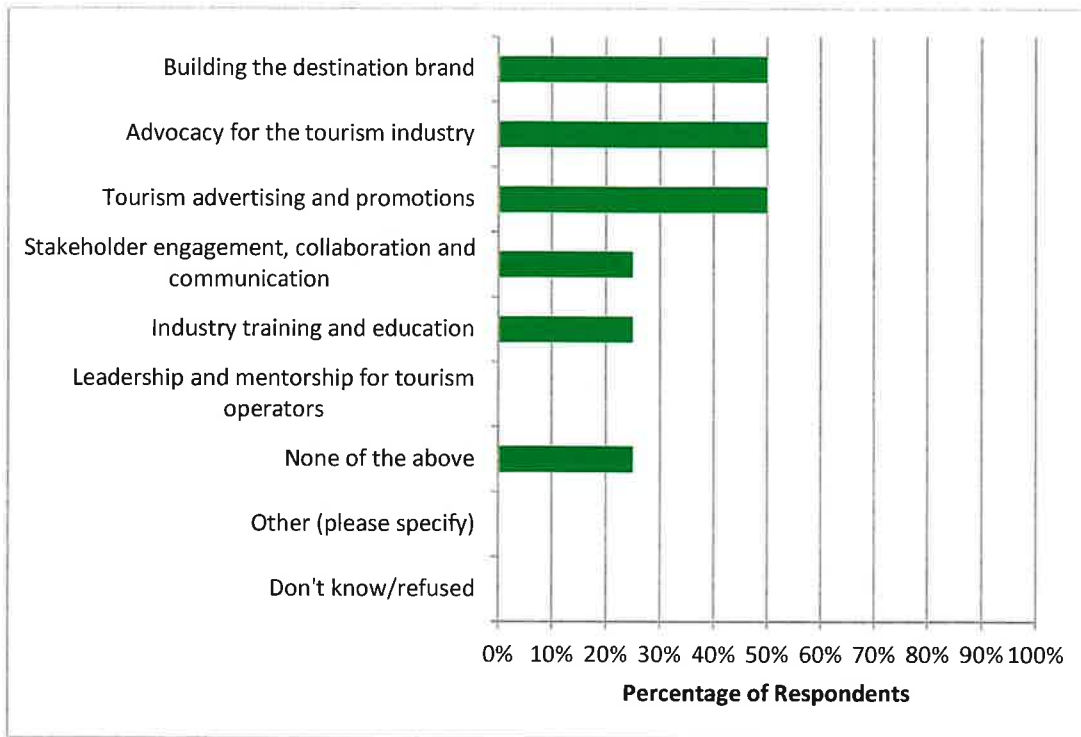


**What can your business/organization do to help develop tourism in the 100 Mile House and the South Cariboo?**

Respondents identified the following most often:

- Promotion of local businesses.
- Continuing to provide high quality customer service.
- Continuing to provide quality accommodations (clean facilities).

**In the future, what types of destination development services would most help your organization grow tourism in 100 Mile House and the South Cariboo? Please select up to 3 options.**

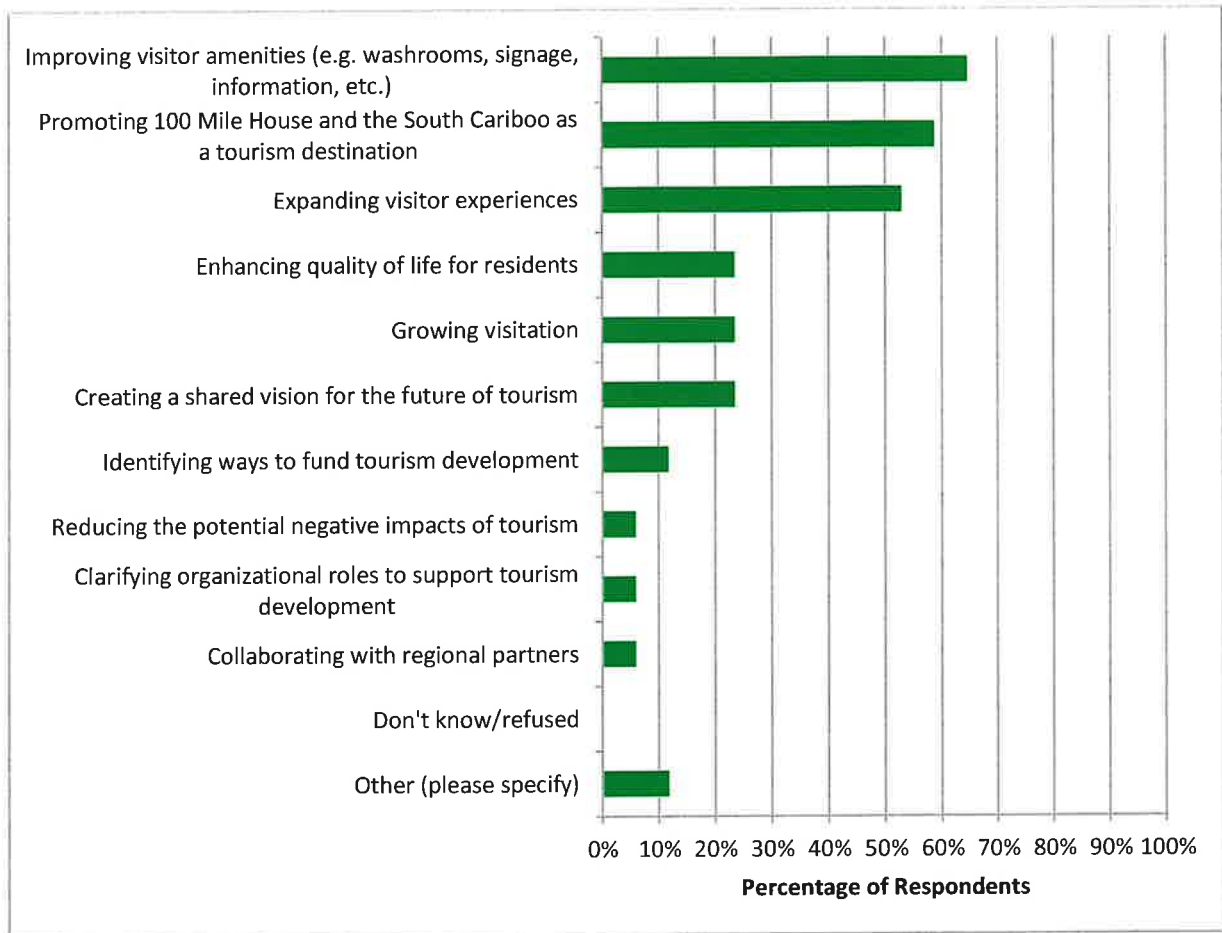


**We would like to better understand what makes 100 Mile House and the South Cariboo a unique place to live and visit. In your opinion, what makes this place a special destination?**

Respondents identified the following most often:

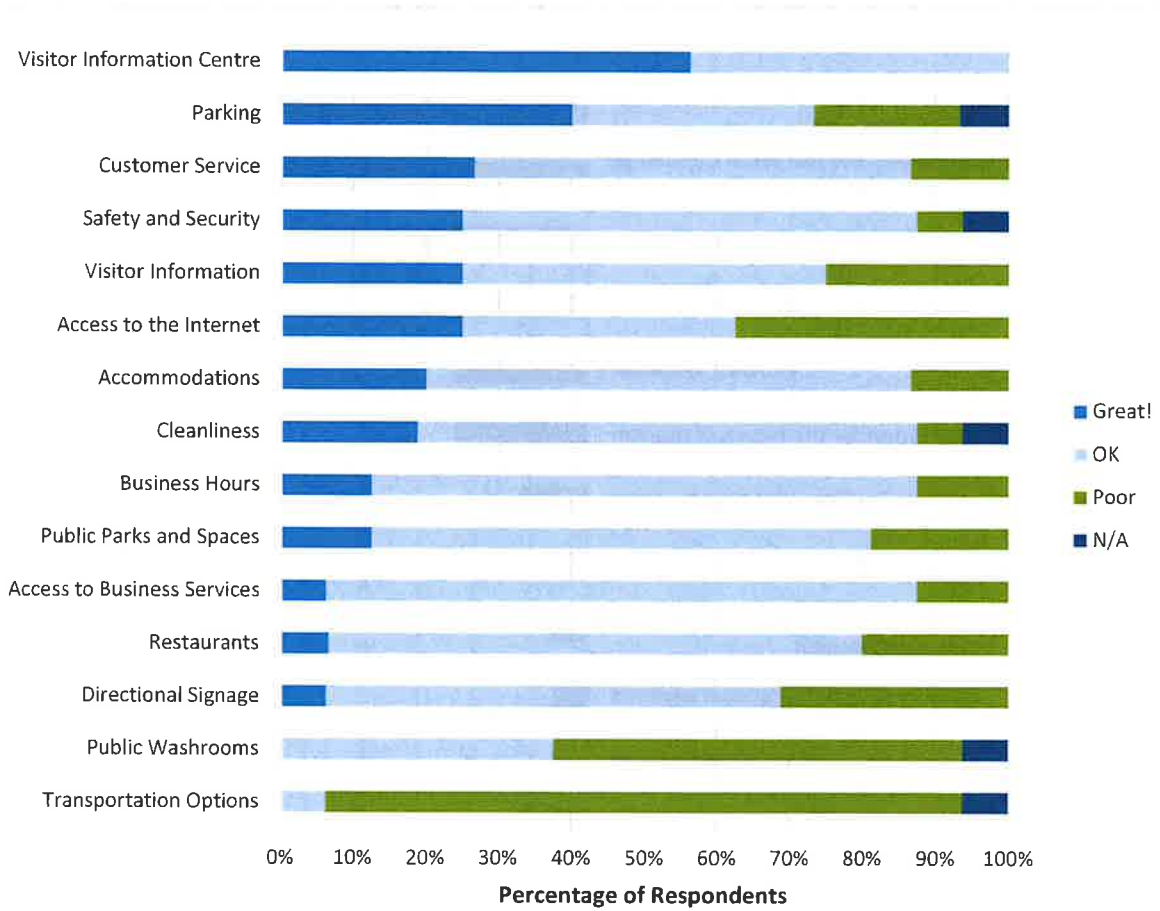
- Outdoor experiences such as fishing, hunting, and snowmobiling.
- Natural environment and landscape.
- Friendly community.

**As we begin developing the Community Tourism Plan for 100 Mile House and the South Cariboo, what do you think are the top 3 issues we should focus on? You may select up to 3 options.**

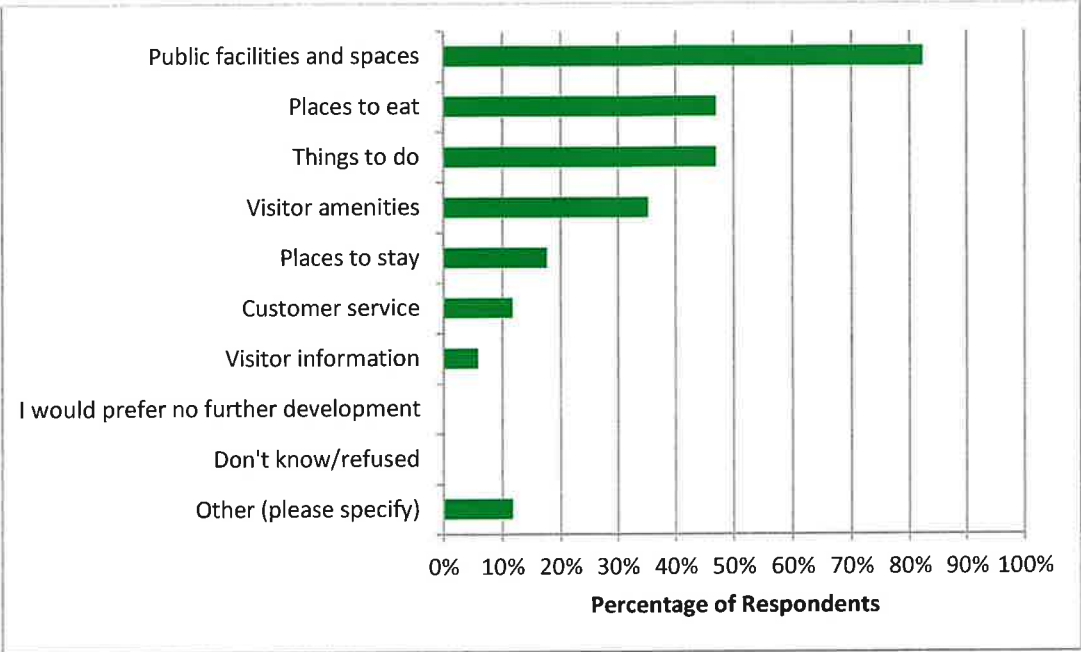




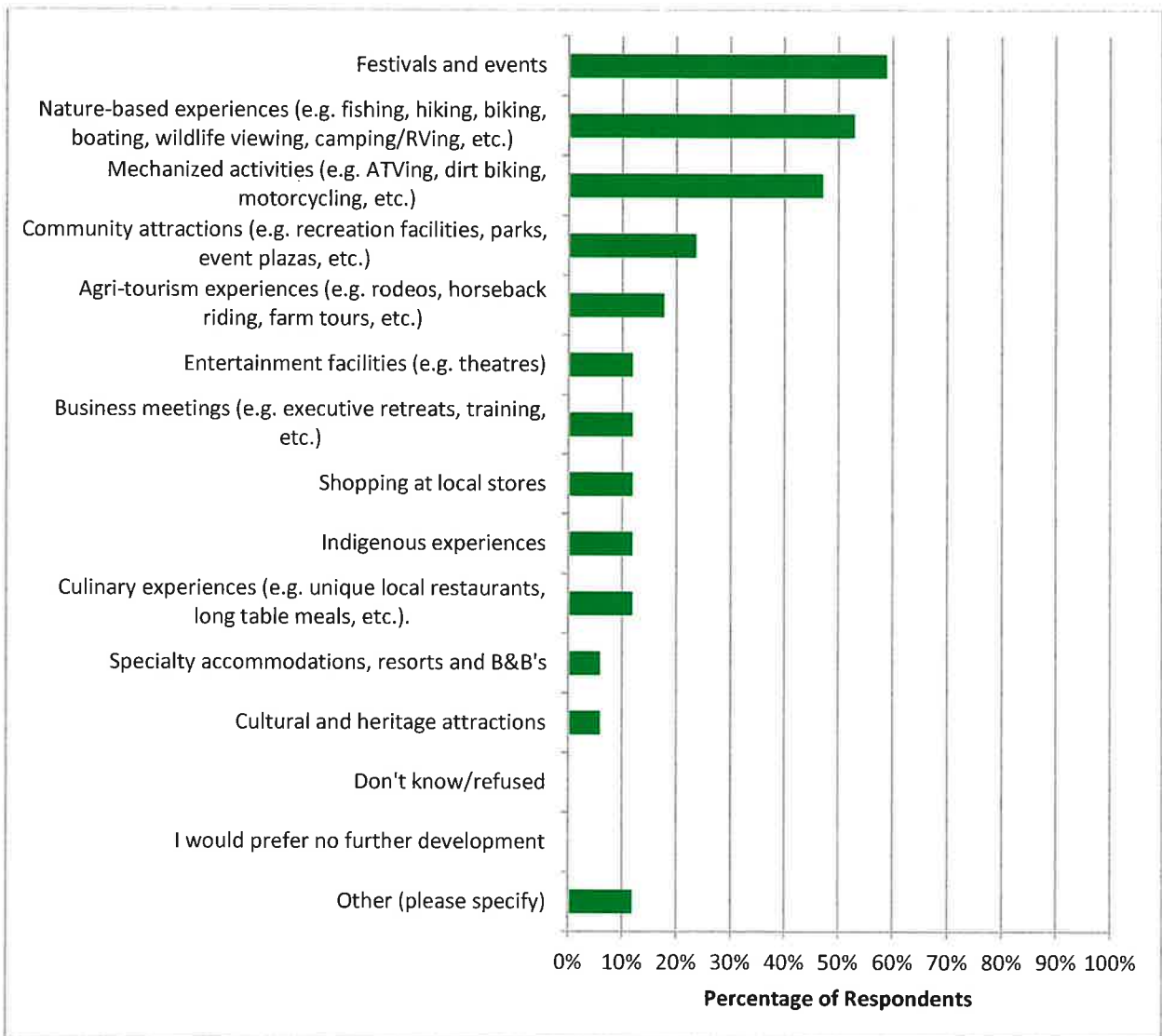
Please rate the following visitor services and amenities in 100 Mile House and the South Cariboo.



**In order to encourage more visitors to come to 100 Mile House and the South Cariboo, what do you think could be most improved? Please select up to 3 options.**



**What types of activities have the greatest potential to be developed to encourage visitation? Please select up to 3 options.**

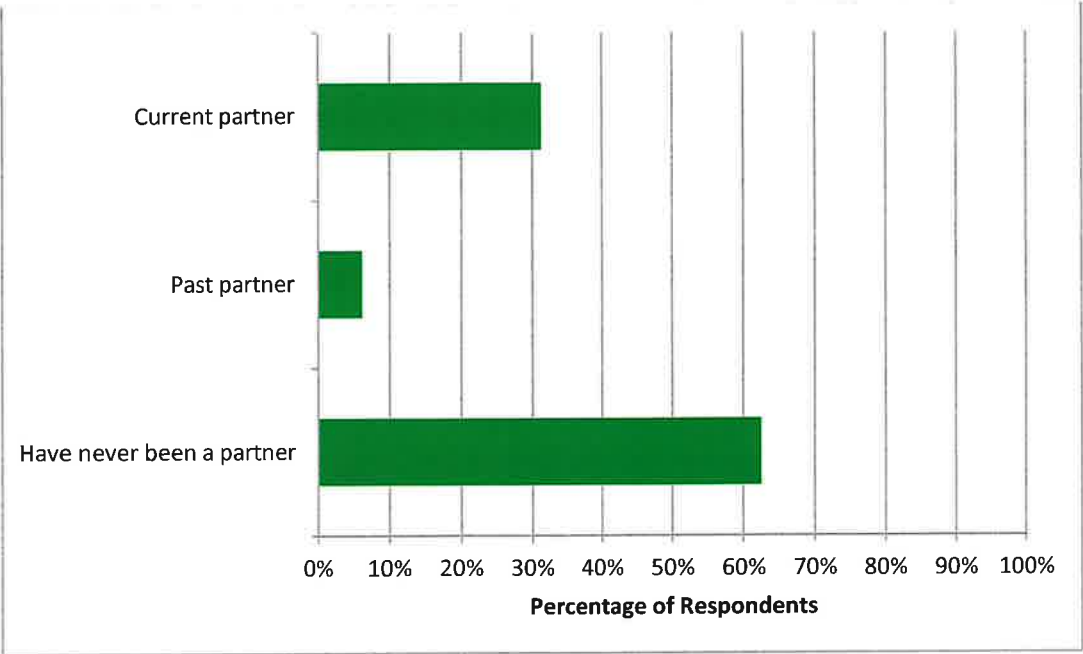


**Please share any other ideas you may have for developing or enhancing tourism in 100 Mile House and the South Cariboo in the space below.**

Respondents identified the following most often:

- Enhanced signage.
- Public tourist destinations such as parks.

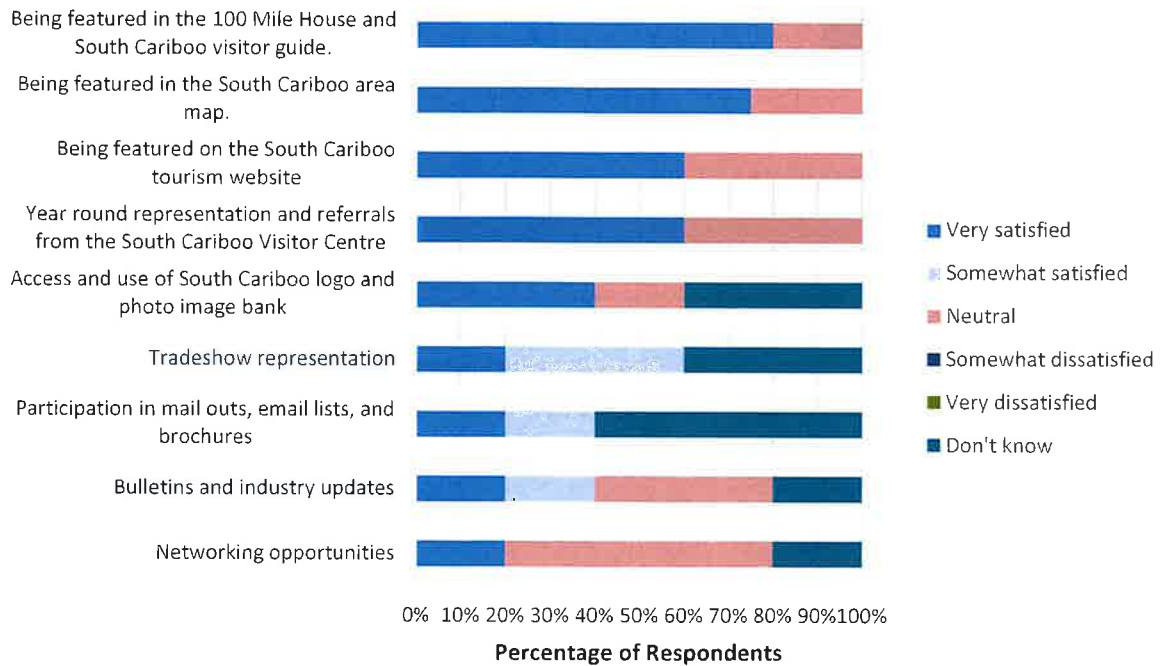
**Is your organization a current or past partner of the South Cariboo Cooperative Marketing Program?**



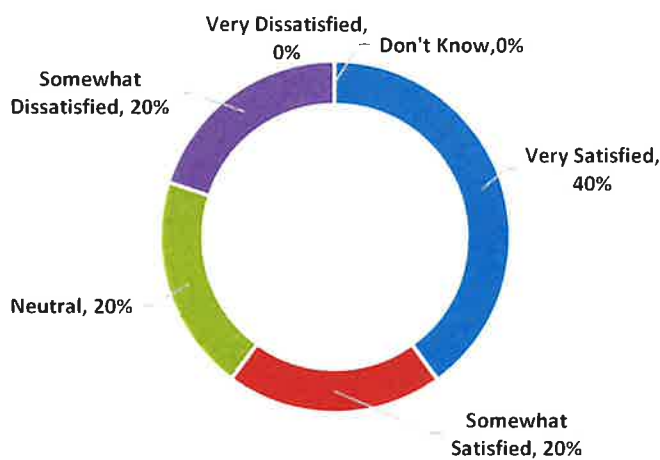
### Current Partners

The following responses are applicable to current partners of the South Cariboo Cooperative Marketing Program.

Please rate your level of satisfaction with the following services provided through the South Cariboo Cooperative Marketing Program.



Please rate your level of satisfaction with the value your organization is receiving for its participation in the South Cariboo Cooperative Marketing Program.



**Please share any ideas you may have for improving the South Cariboo Cooperative Marketing Program.**

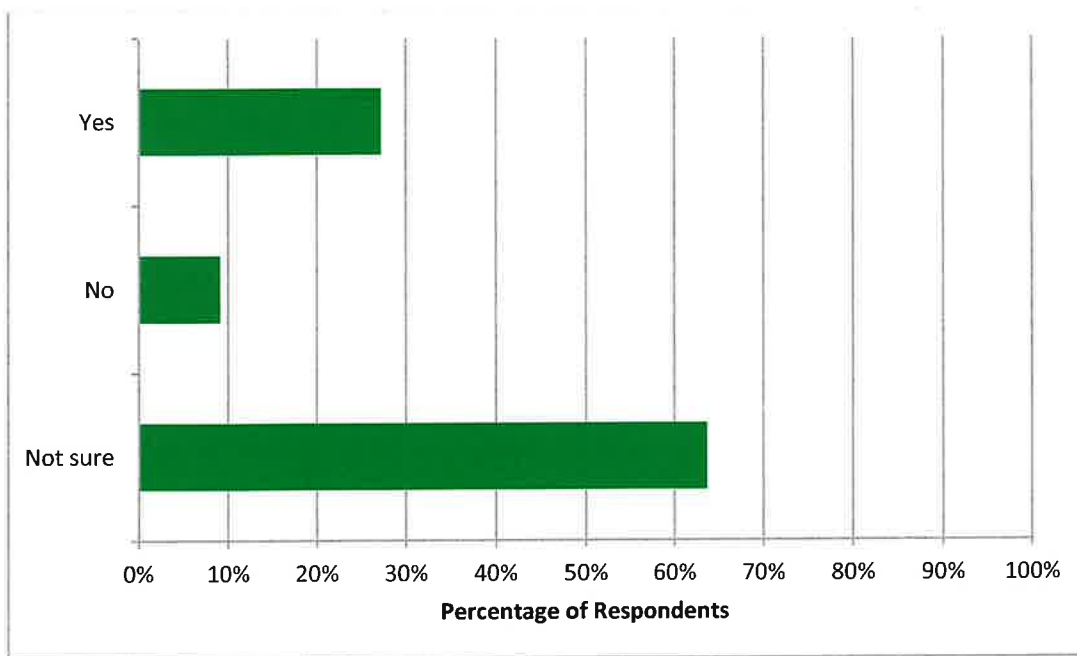
Respondents identified the following most often:

- Brochure stand/flags/banners that can be used at trade shows.
- Streamline printed materials.
- Improvements to digital and social media presence.

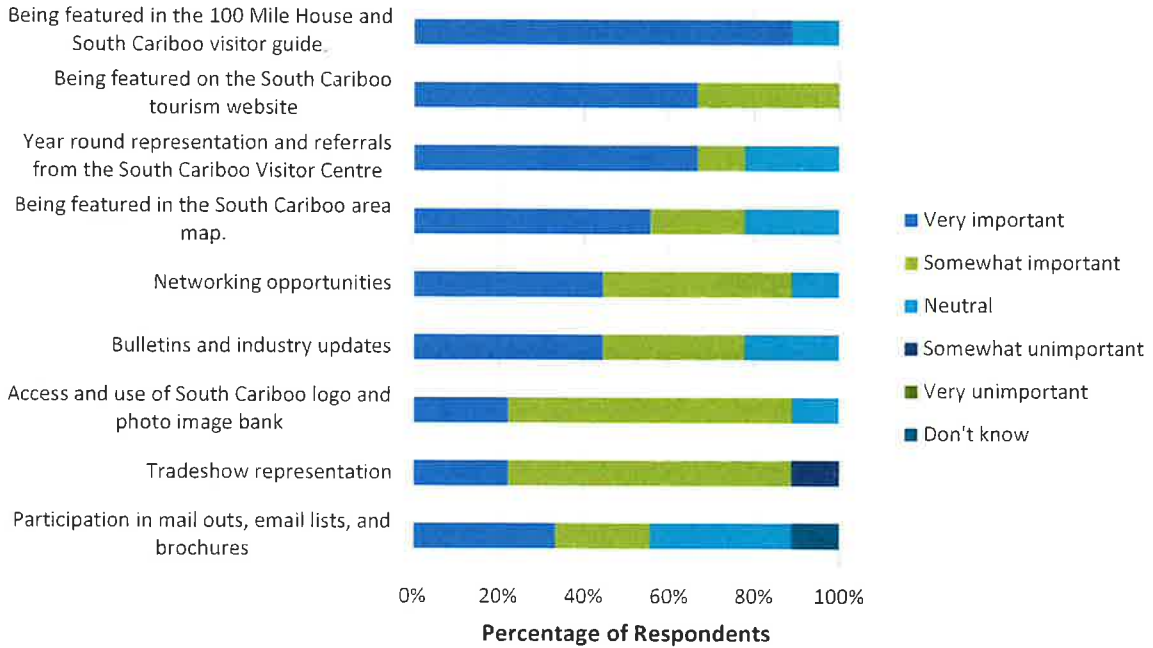
**Never Been a Partner**

The following responses are applicable to respondents who have never been a partner of the South Cariboo Cooperative Marketing Program.

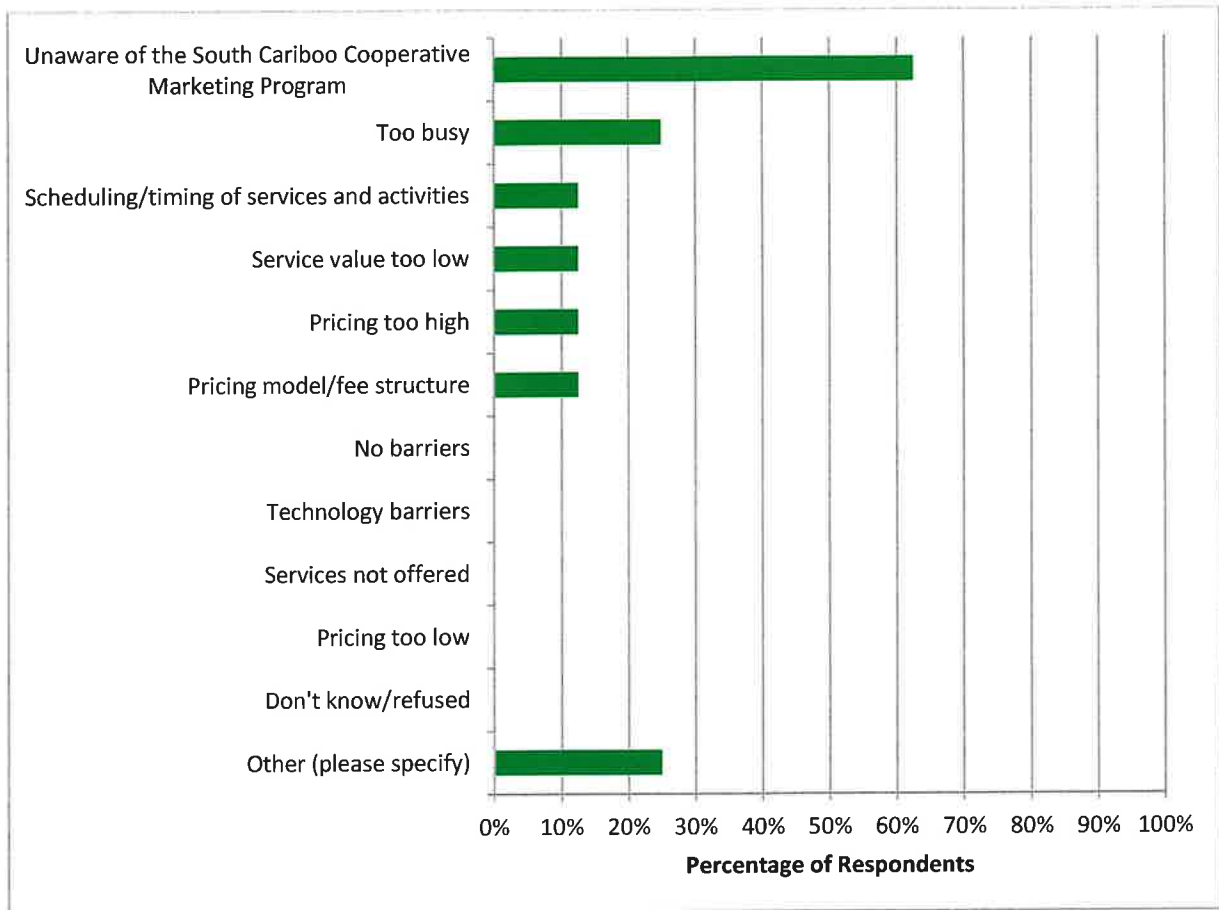
**Is your organization interested in becoming a partner of the South Cariboo Cooperative Marketing Program?**



**Through the South Cariboo Cooperative Marketing Program, partners can access a variety of services. Please identify how important the following services would be to your organization.**



**What barriers (if any) prevent your organization from participating in the South Cariboo Cooperative Marketing Program? Please select all that apply.**

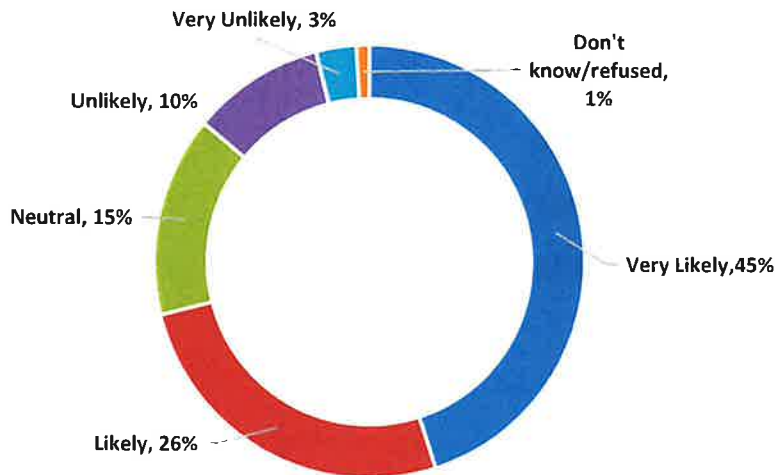




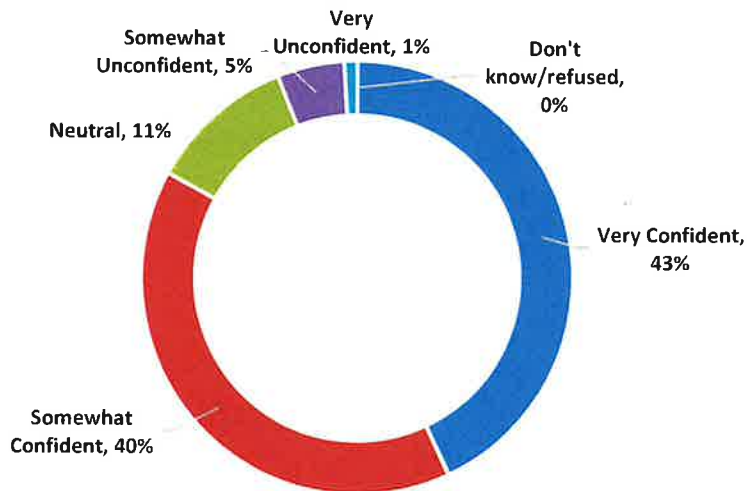
## Residents

The following information is applicable specifically to survey respondents who identified themselves as residents.

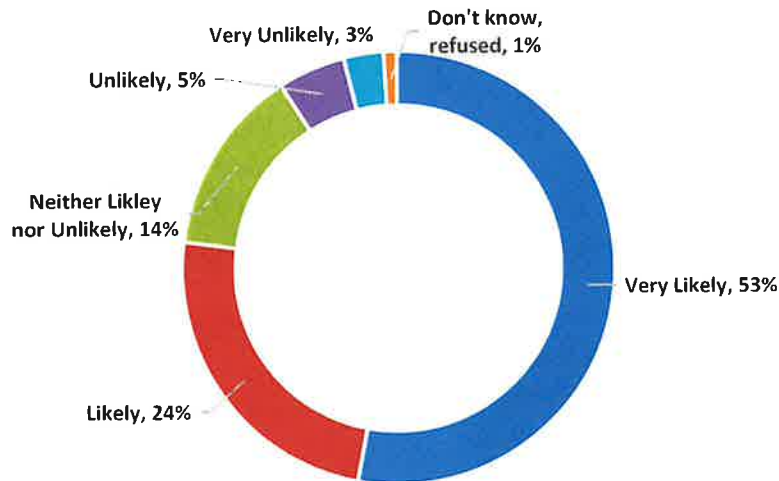
**How likely are you to recommend 100 Mile House and the South Cariboo to others as a place to visit?**



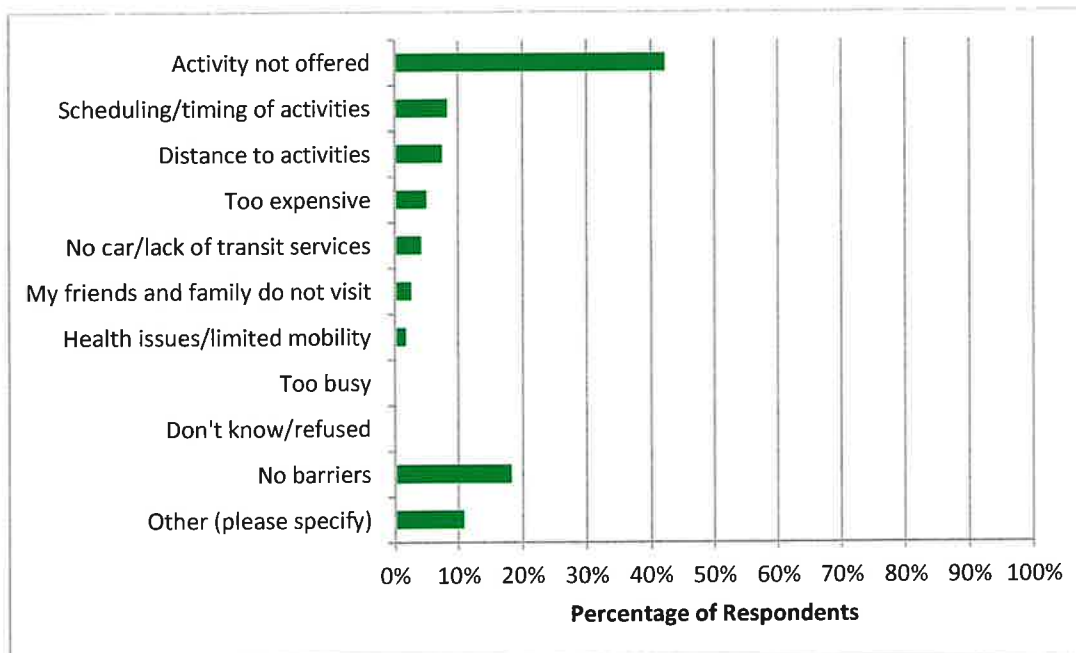
**How confident do you feel answering basic visitor questions about 100 Mile House and the South Cariboo (e.g. where to eat, where to stay, what to do for fun)?**



**How likely are you to invite your friends and/or family to visit 100 Mile House and the South Cariboo within the next 2 years?**



**When your friends and family visit, what barrier (if any) most prevents you from participating in your preferred activities? Please select only one.**

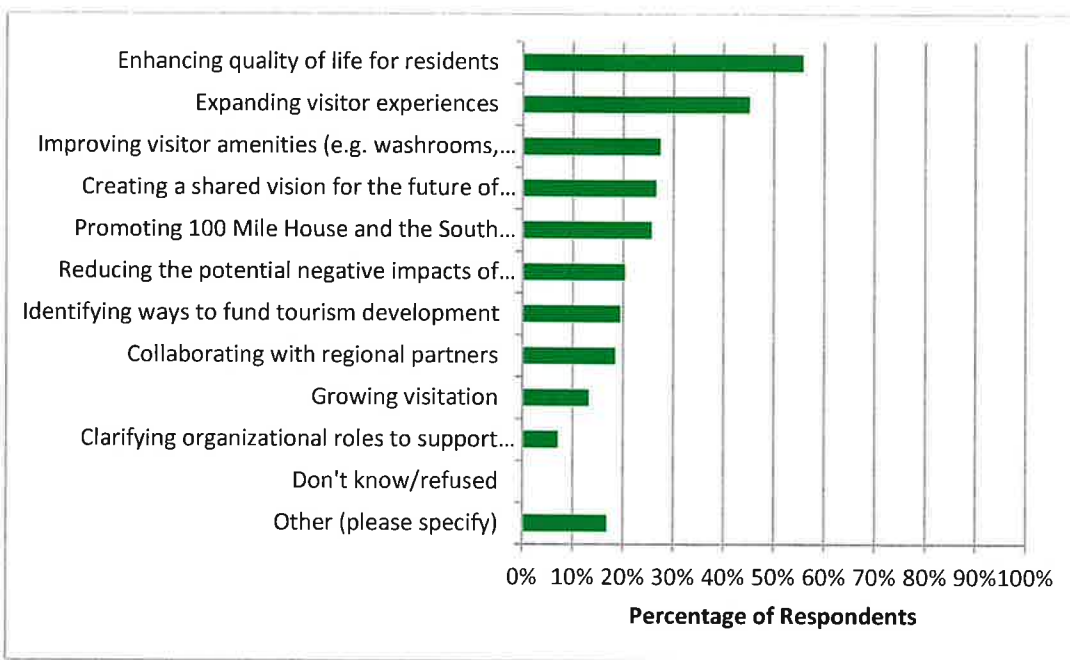


**We would like to better understand what makes 100 Mile House and the South Cariboo a unique place to live and visit. In your opinion, what makes this a special destination.**

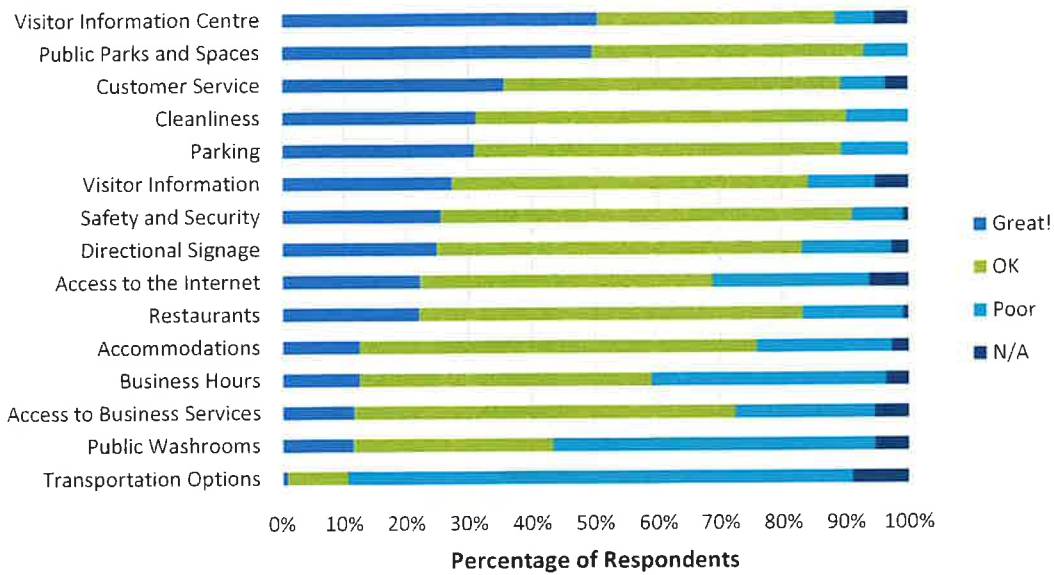
Respondents identified the following most often:

- Access to several lakes, natural beauty, nature, and landscape.
- Variety of activities available such as fishing and camping.
- Friendly community and a small-town feeling.
- Area is quiet and peaceful.

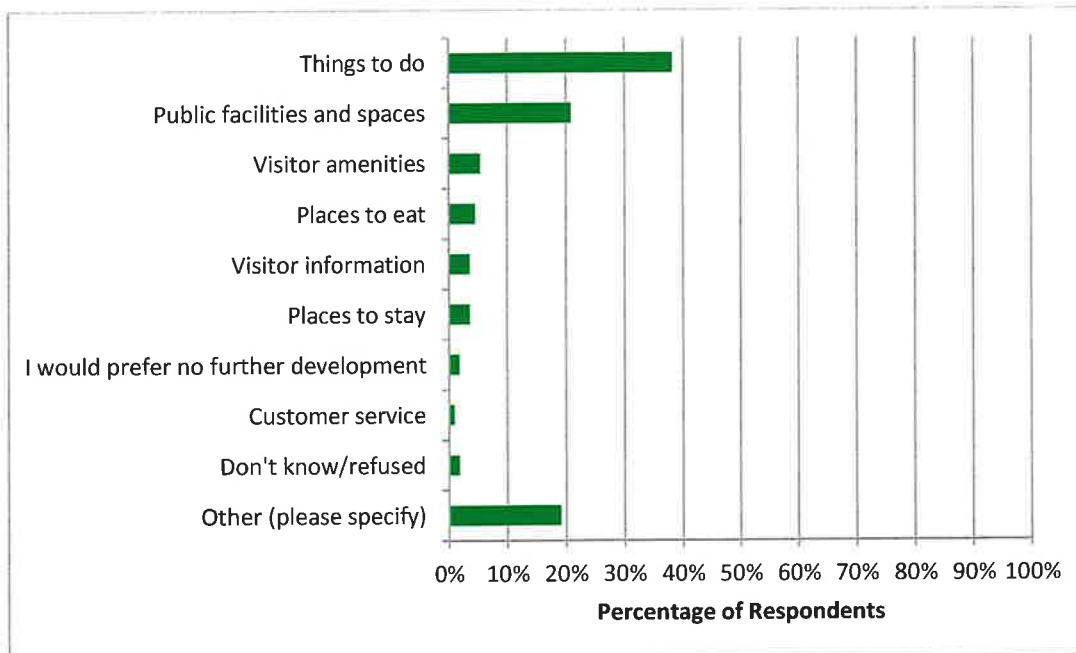
**As we begin developing the Community Tourism Plan for 100 Mile House and the South Cariboo what do you think are the top 3 issues we should focus on? You may select up to 3 options.**



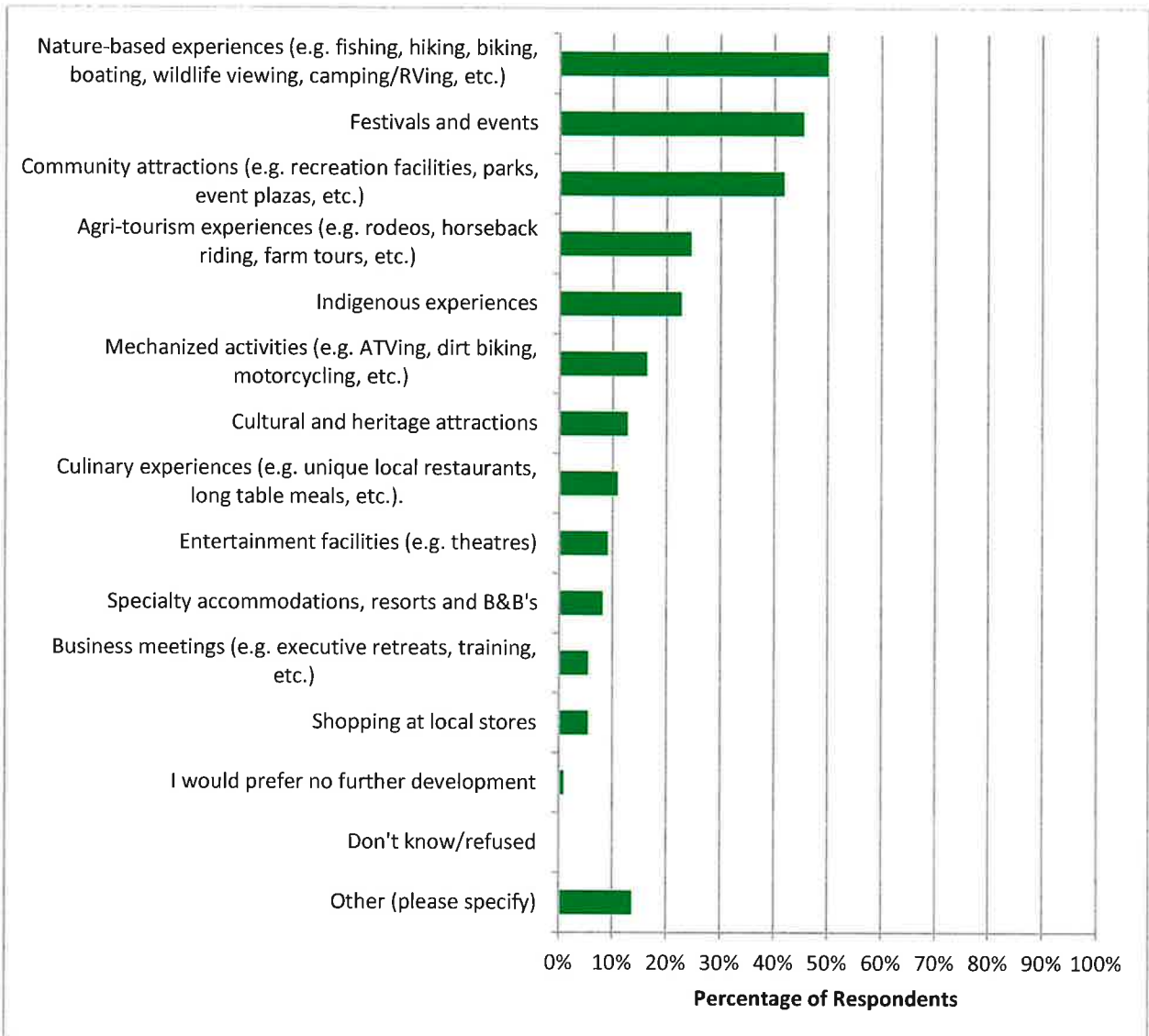
Please rate the following visitor services and amenities in 100 Mile House and the South Cariboo.



In order to encourage more visitors to come to 100 Mile House and the South Cariboo, what do you think the community could most improve on?



**What types of activities have the greatest potential to be developed to encourage visitation? Please select up to 3 options.**



**Please share any other ideas you may have for developing or enhancing tourism in 100 Mile House and the South Cariboo.**

Respondents identified the following most often:

- Developing new facilities such as a recreation centre, swimming pool, and skatepark.
- More opportunities and activities for families and youth.
- More activities that are year-round.
- Enhancing event offerings such as music festivals, concerts, night markets, and plays.
- More walking, hiking, and biking trails.
- Increasing the number of restaurant options available.

## Community Input Workshops

Two community input workshops were hosted on November 9<sup>th</sup> and November 16<sup>th</sup>, 2023. 9 participants attended the workshops. The following summarizes the input received.

### Opportunities

Theme	Comments
Experience Development	<ul style="list-style-type: none"> <li>Enhancing tourism experiences that are available to visitors including guided hikes, birdwatching, geocaching, and ziplines.</li> <li>Enhancing experiences available in the winter.</li> <li>Equipment rentals.</li> </ul>
Trail Development and Maintenance	<ul style="list-style-type: none"> <li>Maintaining trails for visitors and community members.</li> <li>Ensure trails are accessible year-round.</li> <li>Enhancing signage and maps to trails.</li> <li>Trail development including Horse Lake, and ATV trails from 108 Mile Ranch to Gold Rush Trail and extending to Ruth Lake.</li> </ul>
Advertising and Promotion	<ul style="list-style-type: none"> <li>Utilize local knowledge to promote activities.</li> <li>Enhance marketing of the area.</li> <li>Promote existing opportunities.</li> <li>Central platform that includes all opportunities available in the area.</li> <li>Change messaging during fire season.</li> </ul>
Partnership Opportunities	<ul style="list-style-type: none"> <li>Enhance opportunities for collaboration among tourism businesses.</li> <li>Platform for partner engagement.</li> </ul>
Environmental Planning	<ul style="list-style-type: none"> <li>Address weather and fire risks.</li> <li>Implementing fire smart practices in the region.</li> <li>Securing funding, support, and manpower for fire smart activities.</li> </ul>

### Challenges

Theme	Comments
Infrastructure and Maintenance Challenges	<ul style="list-style-type: none"> <li>Highway 24 to Lac La Roche into 100 Mile House needs to be maintained.</li> <li>Signage rules on Highway 24 are restrictive.</li> <li>Tourism sign at Interlakes needs to be replaced.</li> <li>No sign for Meadow Springs Ranch.</li> <li>Winter road maintenance is a barrier.</li> </ul>
Communication and Information Challenges	<ul style="list-style-type: none"> <li>Lack of platform to share local information.</li> <li>Maintaining and updating the visitor centre website (needs to include more information).</li> </ul>

Accessibility and Transportation Challenges	<ul style="list-style-type: none"> <li>• Lack of public transportation options including buses and taxis.</li> <li>• Limited wheelchair accessibility in some areas.</li> </ul>
Operational Challenges	<ul style="list-style-type: none"> <li>• The Travel Centre needs to expand their hours of business. They are closed on weekends in the winter.</li> <li>• Slow winter season, with limited business operations and closures.</li> </ul>
Economic Challenges	<ul style="list-style-type: none"> <li>• Small tax base.</li> <li>• High operational costs.</li> </ul>
Staffing and Resource Limitations	<ul style="list-style-type: none"> <li>• Challenges in staffing, retraining, and rehiring youth and other workers.</li> <li>• Funding restrictions hinder certain improvements or initiatives.</li> </ul>

#### Tourism Development Issues to Address

Theme	Comments
Trail Development	<ul style="list-style-type: none"> <li>• Difficulty developing new trails due to a variety of factors.</li> <li>• Lack of new trails in the Cariboo.</li> <li>• Schoolhouse Park has an extensive trail system; however, it needs to be cleaned up.</li> <li>• Need for trails to be officially mapped on BC Trails.</li> <li>• More trails to attract families.</li> <li>• More trails that are safe and accessible.</li> </ul>
Enhanced Partnerships	<ul style="list-style-type: none"> <li>• A need for partnerships between organizations.</li> <li>• Enhanced cooperation between partners.</li> </ul>

#### What will be different as a result of implementing the plan?

Theme	Comments
Advertising and Promotions	<ul style="list-style-type: none"> <li>• Promote the area beyond its current reputation such as small lake fishing.</li> <li>• Improve marketing strategies, especially for winter tourism.</li> <li>• Digital and hard copy promotional materials such as maps.</li> </ul>
Expanded Experience and Event Offerings	<ul style="list-style-type: none"> <li>• Activation of winter activities.</li> <li>• Signature event that will attract visitors.</li> <li>• Become a community with hiking, biking, and recreation options.</li> <li>• Activities such as mountain bikes, e-bikes, skating, and cross-country skiing.</li> </ul>

	<ul style="list-style-type: none"> <li>• Catering to a diverse demographic including baby boomers, young families, and multigenerational families with a focus on creating memorable experiences.</li> </ul>
Accessibility and Community	<ul style="list-style-type: none"> <li>• Becoming a booming community with restaurants and ensuring wheelchair accessibility.</li> <li>• Expanding transportation options such as a bus service.</li> </ul>
Enhanced Partnerships	<ul style="list-style-type: none"> <li>• Partner cooperation and more referrals.</li> </ul>

### Organization/Business Support to Develop Tourism

Theme	Comments
Advertising and Promotions	<ul style="list-style-type: none"> <li>• Experience with social media platforms.</li> <li>• Ability to share content.</li> <li>• Focus on marketing to a younger demographic.</li> <li>• Share consistent messaging.</li> <li>• Sharing links to attractions with the Visitor Centre.</li> </ul>
Community Involvement	<ul style="list-style-type: none"> <li>• Refer other businesses.</li> <li>• Operators could help groom trails.</li> <li>• Hosting events such as the fishing derby.</li> </ul>

### Interviews

Interviews with tourism stakeholders were conducted between October 30<sup>th</sup> and November 24<sup>th</sup>. Key findings are outlined next.

- Demand for increased advertising, signage, and marketing initiatives.
- Operational challenges including increasing costs, staffing shortages, navigating regulations, and time constraints.
- There is a need for more local attractions, trails, and amenities to give visitors more to do.
- Opportunity for cross-marketing and joint marketing projects among businesses.
- Important to connect and learn from other operators in the area.
- Desire for transparency regarding the MRDT and how it benefits the local tourism sector.



## Appendix B – Strategic Alignment Analysis

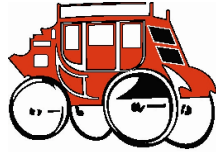
<p><b>South Cariboo Asset Inventory (2022)</b></p> <ul style="list-style-type: none"><li>• A comprehensive tourism asset inventory report for the South Cariboo region to guide future planning, business development and attraction, and align tourism offerings.</li><li>• There were 370 assets recorded across 15 inventory categories, with natural attractions being the highest ranked category at 123 identified assets.</li><li>• A variety of tourism product strengths, gaps, and opportunities were established and are discussed in this report.</li><li>• Key tourism product development opportunities highlighted included the Fishing Highway programs and events, family friendly entertainment, agritourism and culinary, outdoor adventure, and activating 100 Mile House Downtown.<sup>29</sup></li></ul>
<p><b>Gold Rush Trail Destination Development Strategy (2019)</b></p> <ul style="list-style-type: none"><li>• A 10-year collaborative growth plan that focuses on asset inventory, situation analysis and destination development for the Gold Rush Trail to be in a competitive position within the tourism industry.</li><li>• Three of the nine primary Explorer Quotient types for Canada are the niche target market for the Gold Rush Trail: Authentic Experiencer, Cultural Explorer, and Cultural History Buff.</li><li>• One of two major heritage touring corridors in British Columbia, offering opportunity for uncrowded, remote adventure.</li><li>• Opportunity for the Gold Rush Trail to strengthen Indigenous capacity for tourism development, with 17 market-ready Indigenous tourism experiences and Aboriginal Title Lands influencing tourism planning for the area.</li><li>• Strong visitor participation in camping/RVing along the corridor leading to further investment required in infrastructures such as additional campsites, signage, pull-outs, washrooms, and road maintenance.<sup>30</sup></li></ul>
<p><b>Interlakes Destination Development Progress Action &amp; Implementation Plan (July 2023)</b></p> <ul style="list-style-type: none"><li>• This plan is an assessment of progress to date and identifies six main priorities moving forward with implementation.</li><li>• Creating a strategic approach to expand the tourism season, extending beyond peak spring and summer months.</li><li>• Increase connectivity and infrastructure within the region to increase visitor experiences.</li><li>• Increasing paid visitor experiences to allow more connection with the natural landscape, culture, heritage, and history of the region.</li><li>• Establishing environmental monitoring and evaluating carrying capacity to safeguard the natural environment in which tourism in this region relies upon.<sup>31</sup></li></ul>
<p><b>Interlakes Destination Development Strategy (2018)</b></p> <ul style="list-style-type: none"><li>• Guides tourism partners to implement destination growth strategies that enhance economic, social, and cultural benefits through thirty-eight development objectives in alignment with six themes to enhance Interlakes market competitiveness.</li><li>• The six themes include:<ul style="list-style-type: none"><li>▪ Strategically invest in targeted infrastructure upgrades that will support tourism growth.</li><li>▪ Lead strategic growth through continued collaboration.</li><li>▪ Diversify and expand the visitor experience.</li><li>▪ Enable tourism business viability and success.</li></ul></li></ul>



<ul style="list-style-type: none"> <li>▪ Balance economic growth while protecting the environmental assets upon which tourism relies.</li> <li>▪ Support natural disaster recovery success.<sup>32</sup></li> </ul>
<p><b>Destination British Columbia’s Global Marketing Strategy (2023-2025)</b></p> <ul style="list-style-type: none"> <li>• A strategic plan that focuses on long term marketing and corporate goals to develop British Columbia further as a healthy tourism ecosystem.</li> <li>• Five key marketing goals are established which include:             <ul style="list-style-type: none"> <li>▪ Grow brand affinity.</li> <li>▪ Increase geographic dispersion.</li> <li>▪ Increase seasonal dispersion.</li> <li>▪ Build an inclusive tourism ecosystem.</li> <li>▪ Prepare Destination BC and the industry to be Digital-First, Privacy-Centric.<sup>33</sup></li> </ul> </li> </ul>
<p><b>Strategic Framework for Tourism: A Plan for Recovery and Resiliency (2022-2024)</b></p> <ul style="list-style-type: none"> <li>• This plan outlines a shared government and industry vision for rebuilding the tourism industry, emphasizing three sustainability pillars to support tourism economic recovery while supporting citizens wellbeing.</li> <li>• Priorities and actions revolve around:             <ul style="list-style-type: none"> <li>▪ People: tourism supporting healthy and inclusive societies.</li> <li>▪ Planet: grasping opportunities for tourism to support clean growth.</li> <li>▪ Prosperity: sustainable growth of the visitor economy.</li> <li>▪ All these priorities and actions also include reconciliation with Indigenous Peoples.</li> </ul> </li> <li>• Investing in infrastructure to reduce tourism emissions and waste as well as educating visitors about responsible travel to are some action items to help create a resilient tourism ecosystem.<sup>34</sup></li> </ul>

## Appendix C – References

- <sup>1</sup> The Canadian Encyclopedia. (2024). 100 Mile House.
- <sup>2</sup> Retrieved from: <https://discoversouthcariboo.ca/explore/cariboo-history#:~:text=Where%20is%20100%20Mile%20House,way%20to%20the%20gold%20fields.>
- <sup>3</sup> District of 100 Mile House. (2022). District of 100 Mile House Annual Report.
- <sup>4</sup> Retrieved from: <https://www.100milehouse.com/our-community/about-100-mile-house>
- <sup>5</sup> Retrieved from: [https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse\\_CommunityProfile2023\\_amended\\_Mar2023.pdf](https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse_CommunityProfile2023_amended_Mar2023.pdf)
- <sup>6</sup> Retrieved from: [https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse\\_CommunityProfile2023\\_amended\\_Mar2023.pdf](https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse_CommunityProfile2023_amended_Mar2023.pdf)
- <sup>7</sup> Retrieved from: <https://discoversouthcariboo.ca/plan-your-trip/how-get-here/transportation>
- <sup>8</sup> Retrieved from: [https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse\\_CommunityProfile2023\\_amended\\_Mar2023.pdf](https://www.100milehouse.com/sites/default/files/2023-03/100MileHouse_CommunityProfile2023_amended_Mar2023.pdf)
- <sup>9</sup> District of 100 Mile House. (2023). Community Profile.
- <sup>10</sup> District of 100 Mile House. (2022). Annual Report.
- <sup>11</sup> District of 100 Mile House. (2022). Annual Report.
- <sup>12</sup> Destination BC. (2024). Municipal & Regional District Tax Program (MRDT).
- <sup>13</sup> Cariboo Chilcotin Coast Tourism. (2023-2028). 5-Year MRDT Strategy.
- <sup>14</sup> Cariboo Chilcotin Coast Tourism. (2018-2022). A Tourism Plan for MRDT in the Cariboo Chilcotin Coast.
- <sup>15</sup> CBI Ministry of Foreign Affairs. (2022). Regenerative tourism: moving beyond sustainable and responsible tourism.
- <sup>16</sup> Retrieved from: <https://www.destinationbc.ca/news/destination-bc-provides-over-6-million-for-collaborative-tourism-marketing-ventures-throughout-the-province/>
- <sup>17</sup> Retrieved from: [https://www2.gov.bc.ca/assets/gov/tourism-and-immigration/tourism-industry-resources/our-tourism-strategy/future\\_of\\_tourism\\_-\\_report\\_on\\_what\\_we\\_heard\\_-\\_final.pdf](https://www2.gov.bc.ca/assets/gov/tourism-and-immigration/tourism-industry-resources/our-tourism-strategy/future_of_tourism_-_report_on_what_we_heard_-_final.pdf)
- <sup>18</sup> Destination British Columbia. (2022). Tourism Fact Sheet.
- <sup>19</sup> Retrieved from: <https://www.hellobc.com/media/pitch-ideas/whats-trending-in-2023-in-british-columbia-sustainability/>
- <sup>20</sup> Resonance Co. (2018).
- <sup>21</sup> Destination British Columbia. (2014). Outdoor Adventure Tourism Sector Profile.
- <sup>22</sup> Retrieved from: <https://bcbc.com/insight/an-update-on-tourism-in-b-c/>
- <sup>23</sup> Destination Canada. (2021). Tourism's Big Shift: Key trends shaping the future of Canada's tourism industry.
- <sup>24</sup> Retrieved from: [https://www.destinationbc.ca/content/uploads/2023/02/Market-Profiles-2023\\_DOMESTIC\\_Feb2023.pdf](https://www.destinationbc.ca/content/uploads/2023/02/Market-Profiles-2023_DOMESTIC_Feb2023.pdf)
- <sup>25</sup> Destination Canada. (2021). Tourism's Big Shift: Key trends shaping the future of Canada's tourism industry.
- <sup>26</sup> Destination Canada. (2021). Tourism's Big Shift: Key trends shaping the future of Canada's tourism industry.
- <sup>27</sup> Municipality of Oliver Paipoonge. (2016). Strategic Economic Development Plan 2016-2020.
- <sup>28</sup> Government of British Columbia. 2023-2024. Crown Land Wildfire Risk Reduction Planning Guide.
- <sup>29</sup> District of 100 Mile House (2022). South Cariboo Tourism Asset Inventory.
- <sup>30</sup> Destination British Columbia. (2017). Gold Rush Trail Destination Development Strategy.
- <sup>31</sup> Interlakes Destination Development Progress Action & Implementation Plan. (2023).
- <sup>32</sup> Destination British Columbia. (2018). Interlakes Destination Development Strategy.
- <sup>33</sup> Destination British Columbia. (2023-2025). Global Marketing Strategy.
- <sup>34</sup> Government of British Columbia. (2022-2024). Strategic Framework for Tourism: A Plan for Recovery and Resiliency.



# 100 MILE DEVELOPMENT CORPORATION

## MEMO

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**Date:** May 23<sup>rd</sup>, 2024  
**To:** Board of Directors  
**From:** T. Boulanger, Administration  
**Re:** Policy & Procedure Review

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With the recent acquisition of the South Cariboo Recreation Centre management agreement the current policies and procedures in place for the 100 Mile Development Corporation required a full review. The following policies and procedures were established, updated or amended where needed:

- Human Resources and Administration Policies & Procedures (updated and consolidated into one document)
- Freedom of Information and Protection of Privacy Policies and Procedures
- South Cariboo Recreation Centre Emergency Planning and Evacuation Procedures
- South Cariboo Recreation Centre General Health & Safety Procedures and Policies

Should the Board agree with the attached policies and procedures, the following resolution would be in order:

**BE IT RESOLVED THAT** the 100 Mile Development Corporation Board hereby approve the “Human Resources and Administrative”, “Freedom of Information and Protection of Privacy”, South Cariboo Recreation Centre Emergency Planning and Evacuation” and South Cariboo Recreation Centre General Health and Safety” Policies and Procedure Manuals as presented by Administration, and further

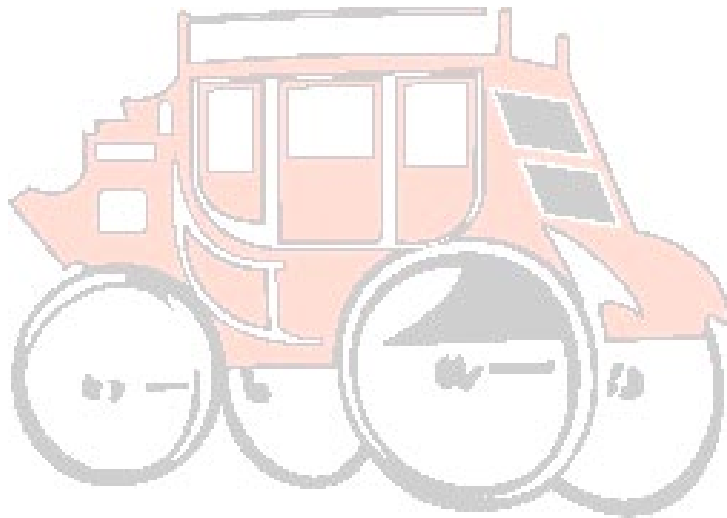
**BE IT RESOLVED THAT** all previously approved policies and procedures referenced within are hereby rescinded.

---

T. Boulanger, CAO

**2024**

**100 Mile  
Development  
Corporation**



# **POLICIES AND PROCEDURES MANUAL**

Approved by the Board –

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## **1.ADMINISTRATION**

### **1.1 POLICY MANUAL**

A Policy Manual for the 100 Mile Development Corporation has been created to provide consistency where necessary and to provide general direction for all staff on matters that require such consistency.

The office of the Corporate Administrator will maintain the Policy Manual and provide copies to the Manual holders as described below:

- All members of the Board of Directors
- All Department Directors/Managers

#### **Establishing Policies**

All proposed Policies shall be submitted to the Chief Administrator Officer (CAO). All approved Policies will be circulated to each Policy Manual holder by the Corporate Administrator's office.

Department policies and procedures will be established and maintained by each Department. Only Corporate Policies will be included in the Policy Manual. No Department Policy and Procedure will circumvent a Corporate Policy.

#### **Updating Policies**

An update to a Policy shall be submitted to the CAO for review and consideration.

#### **Review and Update**

Each Department Director shall ensure that policies are kept current. The CAO will periodically review each section of the Policy Manual with the appropriate Department Director to confirm that all policies are current.

### **1.2 ACCEPTING GIFTS**

#### **PURPOSE**

The 100 Mile Development Corporation wishes to foster positive relationships between staff, volunteers, board members and organizations with which we do business. It is understood that receiving gifts or favours may be part of normal business dealings; however, there are boundaries on what is considered to be acceptable.

## **POLICY**

Managers and Directors shall use the following criteria in evaluating the acceptability of gifts, favours or hospitality:

- a) the gift, favour or hospitality, if publicized, would not create embarrassment to either party;
- b) the gift, favour or hospitality serves to foster relationships between the companies, as opposed to relationships between individuals; and
- c) there is no expectation of reciprocity, and no danger that the gift, favour or hospitality could lead to changes in judgment with respect to a particular company or organization.

Where a gift, favour or hospitality has been received, the recipient must provide the CAO, as soon as reasonably practicable, a disclosure statement including:

- a) the nature of the gift or benefit,
- b) its source, including the name of the person and the name and address of the corporation,
- c) when it was received, and
- d) the circumstances under which it was given and accepted.

The overriding concern is that disclosure is made, and that approval is received.

## **1.3 BOOKING OF VENUE**

### **PURPOSE**

To outline the guidelines for booking facilities owned or operated by the 100 Mile Development Corporation including the Martin Exeter Hall Performance Centre, South Cariboo Recreation Center, Ballparks and 100 Mile House Soccer Fields in order that the facilities are used for the benefit of the 100 Mile Development Corporation, and the community as a whole.

### **POLICY**

1. The facilities shall not be used for any unlawful purpose or for any purpose that is not for a sound and wholesome nature.
2. All bookings must be in compliance with all legislation bylaws, building and fire codes.
3. The applicant must agree in writing to all the conditions of the Rental Agreement, Key Loan Agreement and Rental Invoice.
4. All facilities will be used for their intended purposes.

5. The 100 Mile Development Corporation reserves the right not to book the facility to any group who, in the opinion of the Manager, may use the space for other than its intended purpose.
6. Authority for the implementation of this policy is delegated to the Manage/Director.

## **1.4 INCOMING MAIL**

### **POLICY**

All incoming mail shall be reviewed under the direction of the CAO.

### **PROCEDURES**

#### **Non-Corporation Mail**

Mail addressed to recipients who do not work for the 100 Mile Development Corporation is not to be opened. The outside envelope will be date stamped only.

#### **“Private” and/or “Personal” Mail**

Mail marked “Private” and/or “Personal” will not be opened. The envelope will be date stamped and delivered to the person to whom it is addressed.

Mail marked “Private” and/or “Personal” that is generically addressed to the “Board of Directors” will be opened by the designated employee, date stamped and forwarded to the CAO.

#### **“Confidential” Mail**

Mail marked “Confidential” that is addressed to a specific individual by name or position, or to the Board of Directors will be opened by the designated employee, date stamped, and delivered to the person to whom it addressed.

Mail marked “Confidential” that is addressed generically to the 100 Mile Development Corporation may be opened by the designated employee.

#### **Unmarked Mail**

All incoming mail without special instruction on the envelope will be opened by the designated employee, date stamped, and forwarded as appropriate.

## **1.5 OFFICE EQUIPMENT & STATIONERY**

Stationery belonging to the Corporation is to be used for Corporation purposes only. All personnel are to remain cognizant of the fact the use of Corporation stationery conveys, to the recipient, that what appears on the stationery is sanctioned by or is the official position of, the 100 Mile Development Corporation.

Any staff member who wishes to use the photocopier for personal use may do so provided:

- a) Photocopying is performed by the staff member in his/her own time.
- b) The Corporation is reimbursed the cost of materials used as set out in the current District of 10 Mile House Fees and Charges Bylaw.

## **1.6 ORIGINAL PHOTOGRAPHS & DOCUMENTS**

No member of the Board or staff shall accept original photographs, negatives or documents on behalf of the Corporation unless said photographs, negatives or documents are accompanied by a waiver, signed by the owner of the material, absolving the Corporation of any liability whatsoever in relation to said material.

Without a waiver of liability, duly signed as noted in paragraph No. 1, a person who accepts any photographs, negatives or documents shall be held personally liable for the same.

This policy shall not apply to original documents or other material normally received by the Corporation in the routine conduct of its business.

## **1.7 PAMPHLETS & POSTERS**

Pamphlets or posters dealing with matters or issues of general interest to the Community may be displayed in the facilities provided they have been approved by the Director/Manager.

## **1.8 RECORDS MANAGEMENT, RETENTION AND DISPOSAL**

### **PURPOSE**

To outline the policy and process for records management, retention and disposal. The 100 Mile Development Corporation will follow the Records Management Manual of the Local

Government Management Association (LGMA). The LGMA manual may be modified to meet the needs of the 100 Mile Development Corporation.

## **DEFINITIONS**

**Designated Officer** means the person designated and authorized to act on behalf of the 100 Mile Development Corporation to ensure that the records management system is duly designated and authorized by the corporation and properly managed and maintained.

**Record** includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means, but does not include a computer program or any other mechanism that produces records.

**Records Management System** includes a system used by the 100 Mile Development Corporation to manage the records of the 100 Mile Development Corporation from record creation through to records disposal.

**Records Management System Established** the records management system of the 100 Mile Development Corporation is established and authorized.

## **DESIGNATED OFFICER**

The “Corporate Administrator” is the Designated Officer responsible for the management and maintenance of the records management system. The Designated Officer is authorized to manage and maintain the records management system and prepare, review, amend and manager the Records Retention Schedule.

## **Compliance with Records Management System**

All records in the custody and control of the employees of the 100 Mile Development Corporation are the property of the 100 Mile Development Corporation. All records of the 100 Mile Development Corporation must comply with this records management system and this policy. All employees and management staff of the 100 Mile Development Corporation must comply with this policy.

## **Records Management Manual of Procedures and Policy**

The “Corporation Administrator” is the Designated Officer authorized to create and maintain a manual of records management procedures and policy (the “Manual”). Records of the 100 Mile Development Corporation are created, accessed, maintained and disposed of only as provided by the Manual.

### **Integrity and Authenticity Maintained**

The records management system must maintain the integrity and authenticity of records made or kept in the usual and ordinary course of business.

### **Authorization to Amend Records Management Manual**

The Designated Officer is authorized to amend the Records Management Manual

### **Compliance with Law**

The records management system must comply with the Manual, applicable laws and any provincial, national or international standards adopted for use and contained in the Manual.

### **Records Retention Schedule**

The records retention schedule must prescribe the period of time that records are kept to meet the operational, legal, regulatory, financial or other requirements of the 100 Mile Development Corporation. The records retention must also provide instructions as to the manner and time of the disposition of a record.

### **Severability**

If any section, subsection, paragraph, subparagraph or clause of the Records Management, Retention and Disposal Policy is for any reason held to be invalid by the decision of any court of competent jurisdiction, such decision does not affect the validity of the remaining portions of the Records Management, Retention and Disposal Policy.

### **PROCEDURE**

All Corporation employees are required to code all documentation with a file number in the bottom footer of reports, letters, memos, or any other record that they prepare.

Documentation that is ready to be filed will be placed in the basket at the Finance Clerks' desk.

All current and active files will be accessible in the storage room at the municipal office. When records are no longer referenced for daily work, they are deemed to be "inactive" or "semi-active" and may be removed to archived storage. Records will be kept in filing cabinets, boxes, binders, and filing boxes.

A designate from each department will prepare a list of records that are ready to be destroyed, **ATTACHEMENT "A"**, as per the retention period, and such list will be signed by the Department Director forwarded to the Corporate Administrator for final approval. Records will be accessed to determine that they are inactive for operational, legal, financial and historical reference. All records approved for final destruction will be shredded, burned or disposed of in such a manner that the records cannot be reconstruction.

## 1.9 ROBBERY GUIDELINES

### PURPOSE

In the event of a robbery attempt (whether armed or not), the following guidelines should help each staff member deal with the incident. THE GUIDING PRINCIPLE AT ALL TIMES IS THE SAFETY OF OUR STAFF.

### PROCEDURE

#### OVERALL GUIDELINES

##### 1. REMAIN CALM

- Follow orders
- Most robbers won't harm a victim if not challenged

##### 2. OBSERVE PHYSICAL DETAILS OF ROBBER

- Height (estimate and, if possible, match with height strip tape on door)
- Physical impediments, limp, ears, eyebrows, scars, face or hands, speech, weight, jewelry, weapons (use robbery forms for weapon description)

##### 3. DO NOT RESIST

- Don't volunteer to help, but co-operate completely
- Don't pose a risk to yourself or others

##### 4. DO NOT ARGUE WITH THE ROBBER

- Give the robber all the cash he requests

##### 5. DO NOT CHASE OR FOLLOW THE ROBBER

- Consider the possibility of injury or violence to yourself. You could easily be mistaken for the robber.

##### 6. OBEY ROBBER'S ORDERS

- Do exactly as you are told, **FULLY OBEY**. Ask if you are not sure what the robber is demanding. Attempt to remember descriptions and conversations of robber.

##### 7. ELIMINATE POSSIBLE SURPRISES

- Eliminate fast moves. Pre-warn the robber of your intention. Keep hands in full view at all times.

**8. GIVE ROBBER MARKED MONEY**

-Do this without the knowledge of the robber and ensure **ALL** marked bills are placed in the bag, with the other bills. Record all marked bills prior to the commencement of the work day.

**9. NOTE DIRECTION/MODE OF TRANSPORTATION**

-Do this without the robber being aware. Also note the type/colour/year/license number of the get-away auto.

**10. CALL 9-1-1**

-Stay on the telephone. Don't hang up. Don't panic. Remain calm and complete the robber description form.

**11. PRESERVE THE SCENE FOR EVIDENCE**

-Lock the doors. Don't touch anything. Protect the crime scene. Request customers remain until the police arrive.

-Calm the customers and instruct them to complete the robber description forms and not to discuss what previously transpired among themselves.



### **SPECIFIC PROCEDURES FOR DIRECTLY INVOLVED STAFF**

1. Participate in robbery presentations once every two years.
2. Be alert, inside and outside. Be observant.
3. Greet all customers using eye contact.
4. Keep all counters clear of signs or displays.
5. Don't leave large amounts of money in the cash registers.
6. Call police on persons suspected of "casing" the building.
7. Ensure employees know which one of them is to immediately lock the doors after the robber has departed, who immediately calls 9-1-1, who secures the crime scene, who calms the customers and issues the robber form to them.
8. Arrange a debriefing with staff after any robbery or serious incident.
9. Whenever possible, try scenarios with staff to practice for a possible incident.
10. Ensure all new or part-time staff are made aware of the robbery policy.

#### **IN BRIEF:**

- ✓ Assist the robber, Be helpful. Include marked bills with money in loot bag under front counter by till.
- ✓ Assess the robber's height and any other distinguishing marks.
- ✓ After the robber has left, lock the front door.
- ✓ Advise Management of robbery. Management is to call 9-1-1
- ✓ All staff to go to their desks. Do not discuss robbery.
- ✓ Complete Robbery Suspect Description Form. **ATTACHMENT "B"**. Wait until everyone has recorded and submitted details of the incident before discussing with other.

## **1.10 BOARD INFORMATION – NEW EMPLOYEES**

Upon the appointment of a new employee, the Manager is to advise the CAO of the name and date of hire of the employee. The CAO will, as soon as possible thereafter, forward this information to the Board.

## **1.11 RECRUITMENT & SELECTION**

The 100 Mile Development Corporation seeks to hire and retain the best qualified employees in order to be successful in its present and future operations.

### **Identifying Vacancy**

The annual budget determines the staffing levels. For departments requiring personnel in addition to their regular staff, information regarding budget implications must be included for approval by the CAO.

### **Posting and Advertising**

1. New or vacant positions will be advertised in the standard format. **(Attachment C)** All employment opportunities will be advertised in the local newspaper, websites or the most current electronic format available. Civic Info will also be used in conjunction with the above for all full-time employment opportunities only.
2. The hiring department will receive and assess all applications in order to determine which candidates will be interviewed.
3. The hiring department will assess all applications in order to ascertain and ensure acceptability of applicants as qualified for employment by the Corporation and as meeting the terms and conditions of the applicable Corporate policy. The assessment of candidates will be based upon the following criteria:
  - a. Candidate status – internal or external
  - b. Seniority of Candidate (if internal)
  - c. Candidates' qualifications, experience, skills and abilities in comparison with the position requirements and with the overall needs of both the hiring department and the Corporation.
  - d. Policies or procedures that may affect the vacancy.

## Testing

Tests which determine abilities fundamental to the performance of the job may be part of the selection process. All employment tests administered will be validated and related to the specific job duties and functions. Tests shall be administered fairly and consistently within each work area that utilizes tests as part of the recruitment process and will comply with the Human Rights Code and other statutory provisions.

## Conducting Interviews

1. The hiring department, in consultation with the CAO or his/her designate, will review position requirements, and prepare questions for an interview questionnaire. When developing the questionnaire, the hiring department will take into consideration:
  - a) the current job description
  - b) special requirements for the job
  - c) statutory provisions
2. All interviews will be conducted by an interview panel consisting of a minimum of two people, the direct supervisor and Director of the department or another representative designated by the CAO.
3. The format of all interviews will be similar, in order that each candidate be given fair treatment, and to facilitate the decision-making process. Each interviewer may record information that is communicated during the interview and will rate the candidates accordingly. The results of the individual ratings will be reviewed by the hiring department for use in the selection process.

## Reference Checking

1. The hiring department will contact references for all external candidates being interviewed for the position. This will be performed via telephone, using a standard reference checking form. **(Attachment D)** A minimum of two reference checks will be made on each external candidate, preferably the candidate's direct supervisor from previous/current employment.
2. For internal candidates, the hiring department will review their personnel file, including the most recent performance appraisal, as well as comments of previous supervisors within the municipality.

## **Selection Process**

The hiring department Director will make a determination of the best-qualified candidate based upon a review of the job duties and requirements compared to the following information:

- a) Candidate's written application, including resume.
- b) Candidate's qualifications, experience, skills and abilities
- c) Interview results, including interview performance and communication skills
- d) Test results if conducted.
- e) Reference checks.

## **Notice to Candidates**

1. The successful candidate will be advised first in person or by telephone by the hiring department of the offer of employment, followed up with a written confirmation of the award using the standard hiring letter. **(Attachment E)**
2. Unsuccessful external applicants who were interviewed will be advised in writing by the hiring department. **(Attachment F)**
3. Unsuccessful internal applicants for the position will be advised of the name of the successful applicant and the reason for the award. (i.e.: most senior qualified applicant for position)
4. All documents will be submitted to the Director of Finance.

## **Hiring of a Family Member**

The CAO in consultation with the Department Director may approve the hiring of a family member to a staff person or member of the Board already employed by the Corporation provided the CAO is satisfied that:

- a) The recruitment process has not been influenced.
- b) No opportunity for favoritism exists or will exist in the future.
- c) That no staff member directly supervises another family member.

### 1.12 NEW EMPLOYEE ORIENTATION

All new permanent employees will be provided with a brief orientation to the 100 Mile Development Corporation conducted by the Department Director of the new hire. An “Employee Orientation Checklist” (**Attachment G**) will be completed and submitted to the Director of Finance to be placed in the personnel file.

New employees will receive an information packet containing:

- Benefit information,
- Relevant job description, and
- Any other necessary documentation to be completed by the employee.

Each department will be responsible for ensuring that new employees are advised of:

- Details regarding the job, including safety and operating procedures.
- The person to whom the new employee will be responsible, will work with or, as appropriate, will supervise, and
- Departmental policy and location of policy manuals

### 1.13 EMPLOYEE FILES

The objective of this policy is to ensure that personnel files including specific information are created and maintained for all employees. Further, the personnel file should be available for viewing by the employee. This policy applies to all employees of the 100 Mile Development Corporation.

**Personnel File:** a file regarding an employee’s employment with the Corporation including, but not limited to, documents regarding the following topics:

- Personal information such as contact information and birthdate
- Payroll documentation
- Recruitment and placement information including transfers, promotions and resignations.
- Wage rate, seniority information and job classification
- Benefit Information and Workers Compensation documents
- Performance reviews and appraisals
- Disciplinary letters and information, documented verbal warnings

- Letters from the employee to the Corporation
- Training
- Request for Leave
- Letters of expectation

**Corporate Files:** a file kept by a manager or supervisor regarding an employee. This file may include documents relating to:

- Anecdotal notes of discussion held with employees including, but not limited to, oral warnings given to employees.
- Copies of other official documents deemed necessary by the Manager.

### **Procedure**

A Personnel File shall be created and maintained by the Administration for each employee that is hired by the Corporation.

The District will make all reasonable efforts to keep the Personnel File current.

The Personnel File shall be kept in the Director of Financial Administration office. It is considered confidential information. An employee may view his or her file by making a request to the Administration office. An appointment to view a file must be made in advance, and will be on the employee's own time, i.e. lunch or coffee break or off duty hours.

Copies of any requested documents shall be made by the Director of Financial Administration.

Exempt Corporate manager and supervisors may maintain Corporate Files accessible only by Corporate managers.. The Corporate Files are intended to assist the manager or supervisor remember certain events, in the event that the manager or supervisor's memory is called upon, including, but not limited to, in a third party hearing.

### **1.14 PROBATIONARY PERIOD PROCEDURE**

Upon the receipt of the "Employment Offer" letter, the Finance Clerk- will be responsible for the tracking of the probationary periods as stipulated in the offer of employment letter, in the following manner:

- Two weeks prior to the probationary period end date, notification will be given to the Director/Manager who is responsible for the supervision of the employee that the probationary end date is approaching.
- A letter stipulating the probationary period end date and possible wage increase will be provided to the Director/Manager for signature and returned before the next payroll week. Alternatively, the Director/Manager will provide a letter recommending the dismissal of the employee or the extension of the probationary period.
- Copies of this letter will be distributed as follows:
  - ❖ Employee – Original letter
  - ❖ Director of Finance – to be put in the employee file
  - ❖ Payroll – for processing

The Finance Clerk will be responsible for reporting all wage adjustments to the applicable Group Benefit Agencies.

### **1.15 PROGRESSIVE DISCIPLINE PROCEDURE**

Below is an outline to be followed when addressing disciplinary action with employees. The District CAO is to be kept informed of all such actions, and for serious infractions, prior discussion with the CAO is preferred. It is recognized and understood that there are times when prior discussion with the CAO is not possible. In these cases Department Directors have the authority to make decisions regarding discipline measures that are appropriate for the situation, and will so inform the CAO of the actions taken at the earliest possibility.

Disciplinary measures can take the form of:

- Oral Warning/Reprimand
  - Written Reprimand
  - Suspensions
  - Dismissal
1. The CAO is made aware of Oral Warnings and Reprimands through the submission of the Weekly Workplace Harassment/Harassing Behaviour Report. **(Attachment H)**
  2. Written reprimands are reviewed with the CAO prior to giving them to the employee.

3. Disciplinary letters to employees are to be typed by management staff only, with copies to the employee's personnel file and the CAO.
4. Suspension must be discussed with the CAO. It is recognized that Directors have the authority to implement immediate suspension if the situation warrants.
5. Dismissals must be discussed with the CAO and authorized by the CAO.

#### **1.16 PAY ADVANCE**

1. Pay advances, under normal circumstances, will not be given.

In cases of exceptional, extenuating circumstances, the situation should be discussed in confidence with the CAO for his/her consideration and determination.

#### **1.17 LAY OFF**

1. A lay-off is not to be considered a termination except pursuant to the provisions of the "Employment Standards Act".
2. Holiday pay and employee benefits shall not be paid while on lay-off.

#### **TERMINOLOGY: LAY-OFF, TERMINATIONS, RESIGNATIONS**

1. The words "laid -off" or "lay-off" should be used only with respect to the temporary cessation of employment of persons who are regular members of the Corporation's work force. The words should never be used with respect to casual or seasonal employees.
2. The word "terminated" should be used where the services of the employee are no longer required.
3. Where an employee is terminated for just cause the word "discharged" should be used.
4. Where an employee leaves of his/her own accord, the term "resigned" should be used.

**Note:** In every case where a former employee applies for employment insurance, the Corporation is required to state the reasons why the person left the Corporation's employ. It is, therefore, imperative that the proper terminology be used.



### **1.18 SEVERANCE PAY**

The Corporation recognizes that termination may be necessary should an employee not fulfill the requirements of the position and/or their objectives are incompatible with the Corporation.

Severance pay will apply to all regular full-time employees terminated for any reason other than retirement or for just cause.

Severance pay shall be based on the following:

0 - 5 years of service	As set out in the BC Employment Standards Act
6 - 10 years of service	1 wk. pay for each completed year of service (10wks max)
11 - 15 years of service	2 wks. pay for each completed year of service (30wks max)
16 – 20 years of service max)	2.6 wks. pay for each completed year of service (12mths max)
21 or more years of service max)	3 wks. pay for each completed year of service (18mths max)

Severance pay shall be based on the current rate of pay for the position in which the employee was regularly employed.

### **1.19 MOONLIGHTING**

Moonlighting is allowed only with written approval of the CAO. Moonlighting shall not be permitted:

1. Where a conflict of interest with official duties on behalf of the Corporation could be construed.
2. Where it impairs an employee's efficiency in the performance of his/her corporate duties.
3. Where it reflects negatively upon the Corporation.

## **2. BOARD OF DIRECTORS**

### **2.1 BOARD OF DIRECTORS AUTHORITY & ROLE AS EMPLOYER**

#### **PURPOSE**

To explain the authority of the Board of Directors and to clarify the reporting relationship to staff.

#### **PREAMBLE**

The Board of Directors is the governing body of the 100 Mile Development Corporation and its ultimate authority with respect to aspects of Corporation business. In principle, the Board of Directors is the employer for all employees employed by the 100 Mile Development Corporation.

All powers, duties and functions exercised by the Board must be exercised by Board resolution.

#### **POLICY**

1. Upon approval of Board resolution, the Board has the authority to direct its staff to implement the Board's decision.
2. The CAO is appointed by the Board with the authority to ensure that the policies, programs and other directions of the Board are implemented.
3. Corporation employees are required to perform all reasonable or legitimate direction of their Employer. Reasonable is defined by the nature of the request, for example,
  - a) It is not reasonable to direct an employee to perform a task which is impossible to perform or a task which is in the control of others.
  - b) It is reasonable to direct an employee to perform a task which is outside of his or her job description if the employee is capable of performing the task and there are no contractual or legislative bars to having that employee perform it.
4. An employee cannot refuse to perform because of personal views about the decisions of the Board, if the employee is uncomfortable because the employee disagrees with the decision, or the employee believes the decision to be unwise.
5. An employee cannot override a Board decision.

6. An employee is not required to carry out a Board directive which is unethical or illegal, however, the breach of ethics or the illegality must be clear and uncontroversial.
  - a) Ethics refers to the ethical rules imposed upon professionals by their respective governing bodies and does not refer to the general business or personal ethics of individuals.
  - b) Illegal refers to the directives which require an employee to personally commit an offence. It does not refer to directives of the Board which may be contrary to the powers of the Board given under legislation or directives requesting information upon which the Board will rely when making a decision.
7. An employee who refuses to carry out the Board's direction faces either disciplinary action or immediate termination with cause.
8. An employee who refuses to follow the Board's direction on the grounds of breach of ethics or illegality as described above is at risk of termination if the refusal is unjustified.
9. An employee who takes issue with the direction of the CAO must first address the issue with the CAO and, if not satisfied, to then address the issue with the Board of Directors. Employees are to follow the normal lines of authority and communication unless directed by the CAO to do otherwise.

## **2.2 BOARD OF DIRECTORS EXPENSE REIMBURSEMENT**

### **Policy**

The 100 Mile Development Corporation will reimburse a member of the Board of Directors for payment of expenses incurred while engaged in corporate business.

### **Purpose**

To provide reasonable guidelines for reimbursement of expenses for meals, transportation, accommodation and registration as well as other unforeseen expenses.

### **Reimbursement**

All expenses incurred while engaged in corporate business shall be reimbursed in accordance with Section 3.2 of the District of 100 Mile House Policies & Procedures Manual.

### **2.3 BOARD MEETINGS – STAFF ATTENDANCE**

- The Chief Administrative Officer (CAO) will attend all meetings of the Board.
- The Director of Finance will attend all meetings of the Board on an “as required” basis.
- The Director of Economic Development will attend all meetings when he or she has items which appear on the agenda.
- The Director of Community Services will attend all meetings of the Board on an “as required” basis.
- The Manager of Recreation Services will attend all meetings of the Board on an "as required" basis
- The Manager of the Visitor Information Center will attend all meetings of the Board on an “as-required" basis.

### **3. FINANCE**

#### **3.1 ACCOUNTS RECEIVABLE – CREDIT & COLLECTION**

##### **PURPOSE**

To establish a policy for credit and collection of accounts receivable and to provide guidance with respect to interest charges on accounts receivable. Interest charges are imposed to offset the Corporation's cost of financing accounts receivable and to provide an incentive for timely payment of accounts receivable.

##### **POLICY**

1. Interest will be charged at a rate of 1.5% per month on accounts not paid within 30 days of the date of invoice. Accounts that are exempt from interest will be grants or receivables which arise from cost-sharing projects with other governments.
2. Accounts that remain outstanding after 90 days may be assigned to a Collection Agency by the Director of Financial Administration.
3. Accounts that are not paid in a timely manner will be asked to provide payment to the Corporation before services are made available
4. SCCMP Partnering Packages: A 50% deposit plus a post dated cheque for March 31<sup>st</sup> for the remaining 50% may be applied to the Tier Buy-Ins invoiced in November each year for the following year's packages. Interest charges will be applicable on those invoices outstanding as of April 1<sup>st</sup> of each year.
5. The Finance Department is authorized to waive or adjust the interest charges where such action is warranted because of delays in investigation or resolution of disputes or in adjustments of billing or other similar reasons.
6. MEH Rental / SCRC Rental / Ballfields

#### **3.2 ANNUAL OPERATING AND CAPITAL BUDGET**

All Department Directors are to submit their proposed annual budget to the Director of Financial Administration on or before October 31<sup>st</sup>.

The annual budget discussion will commence on or before November 30<sup>th</sup> and will continue, as required, until the following have been completed:

- Current Year Capital Projects have been prioritized
- Departmental Operating Budgets
- Summary Budget to be presented to the Board

### 3.3 CAPITAL ASSETS

#### PURPOSE

The purpose of this policy is to define the accounting treatment for tangible capital assets (TCA). The principal issues in accounting for TCA's are the recognition of assets, the determination of the carrying value, calculation of amortization charges and recognition of any impairment, loss or disposal.

#### DEFINITIONS

**Tangible Capital Assets** are defined as:

- i. Have useful economic lives extending beyond an accounting period;
- ii. Are to be used on a continuing basis; and
- iii. Are not for sale in the ordinary course of operations.

#### POLICY

**Cost** is defined as the gross amount of consideration given to acquire, construct, develop or better a TCA, and includes all costs directly attributable to acquisition, construction, development or betterment of the TCA, including installing the asset at the location and in the condition necessary for its intended use. The cost of a contributed TCA is considered to be equal to its fair value at the date of contribution.

Fair Value is the amount of consideration that would be agreed upon in an arms-length transaction between knowledgeable, willing parties who are under no compulsion to act.

**Cost of Leased Assets** will be capitalized if the lease is determined to be a capital lease; payments made under an operating lease will be expenses in the period.

**Betterments versus Maintenance.** Expenditures are considered betterments and are capitalized when they:

- Extend the useful life or
- Increase service capacity of the asset or
- Lower associated operating costs

**Thresholds** are established for a minimum dollar value and number of years of useful life. Thresholds help to determine whether expenditures are to be capitalized as assets and depreciated or treated as a current year expense. Thresholds apply to capital goods purchased and capital projects constructed with the total cost of the goods or project meeting the threshold criteria. Long term assets do not individually meet threshold limits but when purchased volumes meet the limit are to be capitalized. The useful life threshold is set at one year. Improvements are capitalized when they extend the useful life of the asset.

<u>Asset Category</u>	<u>Threshold</u>	<u>Useful Life</u>
Land	Capitalize Only	
Buildings	\$ 25,000	30-40
Building Improvements	\$ 25,000	
Furniture/Equipment/IT Technology	\$ 5,000	4-10

**INVENTORY-OWNERSHIP**

Ownership of assets requires safeguarding, maintenance, amortization for replacement and possibly write-downs.

It is the responsibility of the director and staff member to ensure capital assets assigned to his or her custody are maintained and safeguarded.

All Capital assets within the South Cariboo Recreation Centre are the property and responsibility of the Cariboo Regional District (Owner).

**AMORTIZATION**

Amortization is an annual charge to expenditures for the use of the capital asset. The Corporation sets amortization rates on a straight-line basis based on the number of years in service less salvage value with the exemption of land, which is not amortized.

**3.4 DISPOSAL OF ASSETS (Equipment)**

**PURPOSE**

To provide a process for the disposal of equipment

**GENERAL**

Assets are not to be destroyed or otherwise disposed of without advising the CAO or his/her designate and obtaining the required permission.

Surplus or obsolete assets over \$500, shall not be disposed of except by way of auction or at the Boards discretion.

## **PROCEDURE**

- a) A disposal of inventory list is to be compiled by the Director of the department who is wishing to dispose of the asset, or his/her designate, along with a memo to the Board of Directors requesting permission to dispose of.
- b) Upon Board's approval, the Director of the department, or his/her designate, shall place an advertisement for "**Sale of Surplus Equipment**" in the local newspaper.
- c) The submissions shall be opened on the closing date and time identified in the advertisement, documented and signed by the Director of the department and the Director of Financial Administration.
- d) Letters to the purchaser shall be prepared and mailed by the Director of the department, or his/her designate. A copy of the letter is given to the Director of Financial Administration.
- e) Payments are received by the municipal office and proof of payment is given to the purchaser, who can then pick up the item purchased at the appropriate department. A copy of the receipt is given to the Director of Financial Administration.
- f) Once all items have been purchased and paid for, all documentation kept by the department shall be given to the Director of Financial Administration for filing.

## **3.5 PURCHASING POLICY**

### **PURPOSE**

The 100 Mile Development Corporation is committed to obtaining the best possible value on all purchases, through an open, fair, equitable and competitive opportunity for meeting Corporate objectives. This policy and procedure will confirm authorizations and approval limits for purchasing goods and service.



## GENERAL STATEMENT

Goods, Services, Equipment and Materials purchased on behalf of the Corporation will be selected on the basis of what is determined to be in the best interest of the Corporation. While the price of the services, products or materials is important the following will be used to help determine what is in the best interest of the Corporation:

- Quality of Workmanship and/or product
- Dependability of Service
- Standardization with other Corporate equipment
- Timely delivery of service, produce or materials
- Maintenance costs associated with the product of material
- Parts and Service availability
- Suitability for the intended use
- Ease of operation
- Resale value

## PURCHASING AUTHORITY

The following limitations apply as to the signing of Purchases and approval for purchases of goods and services:

<b>Purchases</b>	<b>Authority</b>
Up to \$ 500	Designated Staff Members
Up to \$ 5,000	Visitor Services Manager / Manager of Recreation Services
Up to \$25,000	Director of Economic Development or Director of Community Services co-signed by Director of Finance
Up to \$50,000	CAO & Director of Finance

Directors or the designated employees making the purchase are to ensure that funds are included in the current year's budget and the expenditure amount is the same or lower than the budgeted amount. The Board of Directors shall approve all purchases which are not included in the budget, or which exceed the budgeted amount.

Any purchases over \$5,000. For the South Cariboo Recreation Centre must have the appropriate approval documentation from the Cariboo Regional District.

## PURCHASING METHODS

Where goods and services to be purchased are contained in the current budget approved by the Board, the general practice to be followed shall be:

- a) Purchases up to \$5,000 utilize the **Limited Value Purchase** method
- b) Purchases between \$5,000 and \$10,000 utilize the **Competitive Quotations** method
- c) Purchases over \$10,000 utilize **Public Tender Process** method (Tenders, RFP's and RFQ's)

When situations arise that require a determination to be made with regards to the method of purchasing to be used, the Director of Financial Administration in consultation with the appropriate Director will make the final decision.

When situations arise that require a capital purchase for the South Cariboo Recreation Centre the appropriate CRD purchasing policy must be followed.

### **GROUP PURCHASING**

The Corporation will participate in group purchasing when it meets the Corporation's best value selection criteria and where it is in the Corporation's best interest to do so. Group purchasing is still restricted by the purchasing limits contained herein.

### **LAND ACQUISITIONS**

Land acquisitions are not covered by this purchasing policy and shall be conducted by the Administrator or Designate and the Board of Directors.

### **PREFERENCE TO LOCAL SUPPLIERS**

No percentage differences or dollar preferences will be given to purchasing locally. This would represent a direct grant to local suppliers; however, full consideration will be given to potential future costs or savings that may be experienced by using a local supplier.

### **EMERGENCY PURCHASES**

There may be times that the direct acquisition of goods and services is required to maintain public health and safety. If the emergency occurs during normal working hours, the Department Head may issue a purchase order verbally without following the normal procedures. If an emergency occurs during non-working hours, the goods and services should be obtained by the department as required. Under both circumstances, the proper documentation and account codes should be prepared as soon as possible after the emergency.

### **LIMITED VALUE PURCHASE – PURCHASES UP TO \$5,000**

1) Direct Acquisition

Goods or services that have an estimated cost of up to but not exceeding \$2,000 may be purchased directly from a local supplier by the appropriate Department or by an employee who has authorization to expend funds.

2) Telephone Quotations

For goods or services with an estimated cost between \$2,000 and \$5,000 the department head is responsible for ensuring that at least three (3) verbal quotations have been received and documented.

## **PROCEDURE**

The following procedures will be used to acquire goods, services or materials from a supplier.

Each Director is responsible for purchases charged against his/her area of responsibility, and has the authority to delegate to their staff the acquisition of goods, services, equipment and materials according to the purchasing authority's limitations.

Directors or the designated employees making the purchase are to ensure that funds are included in the current year budget. The purchase of goods and/or services for which no budget is available is prohibited.

1) Petty Cash

When the direct acquisition of goods or service is required and the value does not exceed \$50, petty cash may be issued to the supplier with whom the Corporation does not have a regular charge account, or reimbursed to an authorized employee.

Petty cash will be issued by the Finance Department who will ensure all appropriate control functions for transactions are met. Receipts must be provided for all petty cash functions and shall include account coding and signatures.

2) Corporate Purchasing Card (CPC)

The Corporation may from time to time as it sees fit use CPC's, Supplier charge cards or Credit Cards during the course of its operations, the use of which is restricted to the following guidelines:

- a) The CPC must be used only by the person whose name appears on the card, or who has authorized signing approval.
- b) The CPC must be used only for official Corporate procurement and be within the limitations established for the card and for which budget provisions have been made.

- c) Upon request from the appropriate Director or Deputy, the Cardholder must return the CPC to the Director or Deputy who shall forward it to the Director of Financial Administration if required.
- d) The Cardholder, upon transfer from a department or termination of employment, must return the CPC to the appropriate Director for immediate cancellation. Action must be taken to ensure that all outstanding transaction slips have been verified and passed to the appropriate Director or Deputy.
- e) Each time the CPC is used:
  - i. Ensure that an adequate description and quantity of the goods/services purchased with the CPC is entered either on the transaction slip, cash register tape, or on a separate paper attached to the transaction slip, and that the taxes are shown as a separate amount.
  - ii. Clearly mark each transaction slip with the account number or code to which the purchase is to be debited.
  - iii. All transaction slips are to be promptly forwarded to the appropriate Director or Deputy and then to the Finance Clerk within 5 business days.
- f) CPC transactions shall not be split to stay within the limits for individual transactions.
- g) Back orders shall not be accepted.

### 3) Purchase Orders (PO)

Purchase orders must be used for all purchases over \$2,500., except when the acquisition of goods and/or services are identified under "PO's not required" from the list below.

- Copies of Purchase Orders are to be distributed immediately as follows:
  - i. White Copy – Supplier, if requested
  - ii. Yellow Copy – Accounts Payable with packing slip, if applicable
- Purchase orders are issued at the time the commitment is made to the supplier. Purchase Orders are required even if the invoice is received at the time of purchasing the goods or services. Invoices must be approved and forwarded to Accounts Payable immediately. All invoices for payment require proper authorizations before cheques are issued.

- Purchase Orders must clearly specify supplier name, account codes, unit prices, and product or service descriptions.
- Where telephone quotations are required, they are to be documented on the last copy of the Purchase Order or as an attachment.
- The Finance Clerk will match the invoice to the purchase order and put the documents in the appropriate department folder. Each department will review and sign the original invoice then return the folder to the Accounts Payable Clerk.
- Departments who purchase products that are controlled by WHMIS (Workplace Hazardous Material Information System) must obtain the MSDS (Material Safety Data Sheet) and then forward it to the appropriate Director or Deputy. Material Safety Data Sheets are to then be appropriately filed for future evaluations.

#### **Backorders**

- Backorders should be avoided, when possible, by issuing a separate Purchase Order for the item(s) which are unavailable at that time.
- When this is not practical, the yellow copy of the Purchase Order shall remain with the issuing department until all items have been received, at which time it can be attached to the final packing slip and forwarded to the Finance Clerk for processing.
- When submitting partial orders for payment, a photocopy of the Purchase Order shall be attached to the invoice and forwarded to the Finance Clerk for processing. It shall be clearly indicated on the invoice that the items represent only a portion of the original order.

## **PO's NOT REQUIRED FOR THE FOLLOWING**

### **PROFESSIONAL AND TRAINING ACTIVITIES**

- Training / Workshops and Education
- Conference / Convention / Seminar Fees
- Magazines/Subscriptions/Periodicals
- Meeting Expenses
- Memberships
- Hotel accommodation
- Vehicle mileage Allowance
- Meal Allowances
- Employee Cash Advances
- Miscellaneous Travel Expense (e.g., Airport Fees)

### **EMPLOYER GENERAL EXPENSES**

- All Utility Expenses
- Debt Payments
- Grants to Agencies
- Licenses & Insurance
- Group Benefits (i.e.: Medical, dental etc.)
- Payment of Damages
- Payroll Deduction Remittances
- Petty Cash Replenishments

## **ISSUANCE OF CHEQUES**

- Invoices are processed and paid Bi-monthly.

## **COMPETITIVE QUOTATIONS – PURCHASES BETWEEN \$5,000 AND \$10,000**

### **1) Written Quotations**

For goods and services that have an estimated cost of between \$5,000 and \$10,000 the department head is required to ensure that a minimum of three (3) written quotes are received, where sufficient number of suppliers are readily available.

### **2) Single Sources and/or Brand Specific**

Where a situation arises that only one firm can supply the goods or service, and the value does not exceed \$10,000, the Administrator or designate is authorized to approve the purchase. Dollar values that exceed \$10,000 must receive approval of the Board.

In an effort to provide fair and equitable competition and to achieve the Corporation's goal of receiving the best value, these situations should be avoided.

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### **PUBLIC TENDERING PROCESS – PURCHASES OVER \$10,000**

When the method of purchasing to be used is by way of Invitation to Tender, Request For Quotation (RFQ) or Request For Proposal (RFP) for any purchase over \$10,000, the following will be used to acquire the goods, services or materials from the appropriate supplier.

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**Agreement of Internal Trade (AIT)** – Compliance with the AIT is mandatory for all goods and services contracts in excess of \$100,000 and all construction contracts in excess of \$250,000.

**Invitation to Tender** – Is used in response to competitive bidding. The invitation to tender describes in significant detail (the specifications) what it seeks to have provided.

**Request for Proposal** – Is used when there are limited specifications to work with, or when the Corporation is searching the marketplace for new or innovative ideas and has made a decision not to use specifications.

**Expression of Interest** – Is used to survey the marketplace for firms who are interested in an opportunity to be shortlisted to receive a tender or request for proposal from the Corporation.

**Request for Quotations** – Is used to invite suppliers into a bidding process to bid on specific products or services.

### **GOODS AND SERVICES REQUIRING PUBLIC TENDERING**

- All projects in excess of \$10,000
- Capital construction programs exceeding \$10,000
- Capital equipment purchase exceeding \$10,000
- Acquisition of goods and services for professional or technical support estimated to exceed \$10,000 or two years in duration
- Operating expenditures exceeding \$10,000

For the purposes of ensuring efficiency and effectiveness, the following exceptions to the normal tendering process are authorized and the normal tendering procedures “Do Not Apply” when:

- 1) Services and/or supplies are provided by utility companies on a monopoly basis.
- 2) Cooperative purchasing agreements made with other agencies or levels of government.
- 3) Due to emergency, a situation exists which could adversely affect the life, health or safety of citizens. The Administrator shall have the authority to bypass normal procedures in the event of disaster or emergency. Where an item is only available from a single supplier, the Administrator is authorized to take whatever action is necessary to secure the most beneficial contract for the Corporation.
- 4) The Board of Directors and/or Management have determined that the best method to proceed with a capital project is by way of Request for Quotation (RFQ) or Request for Proposal (RFP).
- 5) The Board of Directors, by Resolution, authorized a direct purchase in circumstances they consider “appropriate”.
- 6) All computer software shall be excluded.
- 7) Should a dispute occur as to an item/project’s classification, the Director of Financial Administration will make the final decision.

#### **INVITATION TO TENDER, REQUEST FOR PROPOSALS (RFP’s) or REQUEST FOR QUOTATIONS (RFQ’s)**

- 1) The appropriate Director (or his/her delegate), will prepare the tender documents along with the necessary drawings, specifications and tender notice and submit to the Director of Financial Administration (or his/her delegate) for review prior to being released. Tenders may be solicited by the Corporation by means of “selective invitations to particular suppliers” or “public advertising”.
- 2) The Director of Financial Administration, in consultation with the Administrator and if applicable, member(s) of staff experienced in the specific matter, are authorized to have professional or technical services prepare and implement all works necessary for tendering, implementation and completion of programs considered appropriate.
- 3) It shall be the appropriate Director’s responsibility to ensure the specifications satisfy the department’s objectives/requirements. Brand products or equivalent may be specified as long as prospective proponents have an equal opportunity to provide the product.
- 4) The appropriate Director will be responsible for ensuring that the tender notices appear at least twice in the appropriate media. Advertising tender calls shall be made in the local newspaper or other appropriate Provincial or Municipal newspapers or electronic



mail formats. The Director will also post “Notice of Tender” on the BC Bid website <http://www.bcbid.ca> . Compliance with the AIT to carry out procurements is mandatory for all Goods & Service Contracts in excess of \$100,000 and all Construction Contracts in excess of \$250,000. Contracts of lesser amounts are encouraged to be posted as well.

- 5) All tenders close at 2:00 p.m. local time, on the specified date and the tender notice will contain the date tenders are to close and that they are to be submitted to the contact person named in the tender document at 100 Mile Development Corporation, Box 340, 385 Birch Avenue, 100 Mile House, BC V0K 2E0 or the office of the Corporation’s Representative. The time and date the tenders were received shall be recorded.
- 6) The Director of Financial Administration will provide tender packages along with the “Distribution List” to the Municipal office staff for distribution when required.
- 7) Proponents tenders are to be placed in sealed envelopes, containing the firm’s name and address and identified “Tender: (Project Name)”. Proponents shall complete and submit all required documents as stated in the tender documents.
- 8) Unless otherwise stated in the tender documents, advise proponents that submissions will be opened following the deadline for closing of tenders, at the Corporation Offices or other location as appropriate.
- 9) All questions must be received in written format (fax or email) to the contact person names in the tender document. No verbal answers are to be given. All answers are to be written as “Addendum” and forwarded to all those proponents listed in the RFP distribution list that have submitted their “Receipt of Confirmation Form” and posted on the Corporation’s website. No more questions will be accepted 48 hours prior to the tender closing date.
- 10) All tenders received after the deadline shall be returned unopened to the proponent.
- 11) Proponents for all tendered projects shall be required to include a Bid Deposit in the form of a bid bond, certified cheque or Irrevocable Letter of Credit payable to the 100 Mile Development Corporation. (RFP’s & RFQ’s excluded).

## SECURITY

With respect to security for contracts with the Corporation beyond the tendering stage, the following requirements shall be met:

- For projects under \$ 15,000
  - 10% bid deposit which shall be held as performance security until substantial completion
  - Statutory 10% holdback
  - 20% deficiency holdback
  
- For projects over \$ 15,000
  - 10% bid deposit
  - 50% Material and Labor Bond
  - 50% Performance Bond or Irrevocable Letter of Credit
  - Statutory 10% holdback
  - 20% deficiency holdback

The security deposited by the unsuccessful proponent shall be returned to them upon execution of the Contract with the successful proponent. The successful proponent's tender deposit shall be returned upon receipt by the Owner of the Certificates of Insurance, the executed Contract and the Performance Security. For contracts under \$15,000 the bid deposit may be held as performance security.

Refund Time Frame:

- a) Projects under \$15,000 within three (3) months of completion
- b) Projects over \$15,000 at the Director of Financial Administration's and the appropriate Director of Department's discretion. Minimum six (6) month period; maximum twelve (12) month period

When required, a maintenance security shall be posted for a period of one year after substantial completion.

Bid Bonds and Letters of Credit will be returned to unsuccessful bidders upon execution of contract. Certified cheques will be deposited and cheques in an equal amount will be re-issued to unsuccessful bidders.

IN THE EVENT OF A WITHDRAWAL BY THE SUCCESSFUL BIDDER, THE BID BOND MAY BE FORFEITED.

## **OPENING OF TENDERS**

- 1) Tenders are opened at the specified time by the appropriate Director along with the Director of Financial Administration (or his/her delegate) or the Corporation Representative.
- 2) The “Tender Submission Sheet” is completed and signed by both persons attending the opening as specified above.
- 3) The appropriate Director along with the Director of Financial Administration will analyze each bid and then provide a staff report to the Board.

## **AWARD OF TENDERS**

- 1) All public tenders exceeding \$10,000 will be awarded by Resolution of the Board upon receiving a Staff Report from the appropriate Director and the Director of Financial Administration.
- 2) Tenders will be awarded to the best overall tender, recognizing that the lowest price is important, but other elements of value, including quality, future maintenance costs, ability to deliver at required times and service and customer relations constitute total cost to the Corporation.
- 3) Upon notification of the award, the Director of Financial Administration will advise all firms that submitted a tender, the name of the successful bidder and the amount of the bid.
- 4) The Director of Financial Administration will prepare the “Notice of Award” letter, contract and the “Notice to Proceed” letter and will notify the appropriate Director when completed.

## **WITHDRAWAL OF BIDS (including RFP’s & RFQ’s)**

- 1) Any or all proponents may withdraw their bids prior to the tender opening time. All withdrawal requests shall be made in writing on the Corporate letterhead, with an authorized signatory. Facsimile letters of withdrawal will be accepted if all conditions are met and the facsimile is legible.
- 2) Where the proponent requests permission to withdraw his bid because of a miscalculation of extending unit prices through clerical error, and upon submission of such evidence, no penalty shall be charged.

- 3) Where the proponent requests permission to withdraw his bid due to an error in business judgment, or when it becomes reasonable to assume questionable bidding tactics have been employed, evidenced by a large disparity between prices offered, the matter may be referred by the Administrator to the Corporations Solicitors for recommended action.

## **CONTINGENCY AND CHANGE ORDERS**

- 1) The Corporation recognizes that capital construction projects may require, from time to time, the overall contract to expend monies in the Contingency Section of the contract, or require the construction contract to be altered through a change order.
- 2) Capital construction projects will only be altered through the use of a change order/contingency requirement from, duly executed by both parties in triplicate. A copy of the change form will be provided to the contractor, consulting engineer (if applicable) and the Corporation.
- 3) Contingency funds within capital construction projects may be agreed upon by the appropriate Director, or designate, the consulting engineer and the project's contractor. At no time should the draw upon the contingency funds exceed the amount provided in the contract award. Should contingency funds be required, greater than that provided in the contract, a Staff Report will be prepared for the Boards consideration noting a revised budget.
- 4) Capital construction projects may require additional work to be undertaken during the course of a project. Should a construction project require additional work, the following Corporate authorizations will be required **prior** to the issuance of a project change form.
  - a) \$ 0 to \$ 5,000 but not to exceed 10% of the total project costs and is within budgeted contingency dollar value, will require the authorization of the appropriate Director and Director of Financial Administration.
  - b) \$ 5,000 - \$ 10,000 but not to exceed 15% of the total project costs and is within budgeted contingency dollar value, will require the authorization of the Director of Financial Administration and Administrator.
  - c) \$ 10,000 and over, or exceeding 15% of the total project costs and is within budgeted contingency dollar value, will require a Staff Report to be present to the Board for its authorization.
  - d) All additional work that exceeds the budgeted value will require a Staff Report to be presented to the Board for its authorization.

## **PROHIBITIONS**

The following activities are prohibited:

- 1) The division of contracts to avoid using the tools and practices as described in the Purchasing Policy.
- 2) Purchases by the Corporation of any goods or services for personal use by or on behalf of any member of the Board, appointed officers, employees of the Corporation or their immediate families.
- 3) The release of a Supplier's written or oral information. This practice is unethical and may be illegal as well as damaging to the Corporation's competitive position. Requests of this nature are to be made through the Director of Financial Administration.

### **3.6 REFUND & RENTAL POLICY (Martin Exeter Hall & South Cariboo Recreation Centre)**

#### **1. PURPOSE**

This policy sets out guidelines for refunds and cancellations related to bookings and use of recreation spaces including Martin Exeter Hall and the South Cariboo Recreation Centre.

#### **2. GENERAL**

For the purpose of this policy "Refund" means returning or crediting funds back to a customer that has made a payment to the 100 Mile Development Corporation as well as not processing a charge to a user where a permit or use of a space has been entered into the booking system.

Refunds will be issued by cheque, credited back to the customer's credit card used for payment or provided as a credit on account.

Full refunds will be issued when a cancellation has been made by the 100 Mile Development Corporation.

The Director of Financial Administration or the Director of Recreation Services may approve refunds or waive cancellation fees in special circumstances.

### 3. MARTIN EXETER HALL

- The occupant shall pay to the provider the current rates established per day, based on the areas being occupied for the event, deposits, as well as any additional charges pertaining to rental of the property. Payments can be made by contacting the Visitor Information Center, located at 155 Wrangler Way; payment methods include cheque, cash, debit card, Mastercard and Visa.
- Damage Deposits are due **45** days prior to the event date. All other rental fees are due in full **30** days prior to the event. If the event is booked less than 45 days ahead of event, then all deposits and rental fees are due upon booking.
- Cancellations less than 30 days prior to the event will receive a refund for the damage deposit only.
- The provider has agreed to make space available to the occupant in the building located at 98C Cecil Place, 100 Mile House, BC.
- The occupant shall not use the premises, nor allow the premises to be used, for any other purpose other than for the event stated on the contract.
- The occupant is responsible for loss or damage to the property occurring during the rental period. All contents within the venue will remain in the venue. The occupant will be held responsible for all missing or damaged contents and will be required to pay additional charges for all damaged or missing contents. The occupant further acknowledges that the damage deposit will be applied in whole or in part to all expenses incurred by the provider as a result of damage or loss to the facilities/equipment during the rental period.
- The parties will identify and agree upon removal of all garbage as well as location for disposal, which will be done by the occupant.
- Liquor licences are the responsibility of the occupant and they must abide by all laws of British Columbia and the British Columbia Liquor Control Board with respect to a Liquor Licence.
- The occupant must ensure compliance to all related Interior Health regulations.
- The occupant agrees that there is no smoking in all parts of the building/room or property.
- The occupant acknowledges that there is limited parking available on site. Therefore, should additional parking be required, it is the responsibility of the occupant to make arrangements with the adjacent property owners for use of their parking areas. The Development Corporation will **NOT** negotiate parking on behalf of the occupant.
- The occupant shall obtain and maintain comprehensive general liability insurance including, without limitation, coverage for the indemnity provided herein, with an insurer and on terms satisfactory to the District. The District is to be included as a named insured when required. Prior to the issuance of this

Permit, if so required, the Permittee shall deliver to the District evidence, in a form satisfactory to the District, that the Permittee has obtained comprehensive general liability insurance with inclusive limits of not less than \$2,000,000.00 per accident or occurrence including \$2,000,000.00 for bodily injury, death, property damage, economic loss and all other loss and damage affecting any persons or property arising out of or in any way connected with the event.

#### **4. SOUTH CARIBOO RECREATION CENTRE (SCRC)**

Payments are accepted in-person or online. In person at the SCRC located at #2-175 B Wrangler Way. Payment methods include Cheque, Cash, Debit, Visa and Mastercard. Cheques must be made payable to the 100 Mile Development Corporation.

##### **Contract & Surface Rentals**

- Payments for camps and instructional programs are due in full with completed registration prior to the start of programming.
- Refund – Withdrawals made fourteen (14) days or more before the programming start date will be eligible for a refund, less a \$25.00 administrative fee.
- Credit – Withdrawals made less than (14) days prior to the start date will receive a credit on-file. Any credit balance is eligible to be transferred to other family members, and applicable towards other forms of SCRC programming, if desired.
- Account credits will expire 12 months after being issued.
- If programming is cancelled by the organizer customers will have the choice of registering in other programming options or will receive a full refund of any fees paid.
- Withdrawal – After any camp or program has started, participants will not be eligible for refunds or credits if they wish to withdraw.
- Missed Sessions – If a participant sustains an injury or has an illness that prevents them from participating, they will be eligible for a prorated credit for any sessions missed due to injury or illness by presenting documentation from a licensed medical professional indicating they were unable to participate.
- Caliber – In the event that the skill level of an instructional program or camp are not commensurate with the participant's ability, every effort will be made to move the participant to more suitable programming. If this is not possible, the participant will be eligible for a full credit towards future programming, prorated to account for any sessions that may have been completed.

##### **Youth Hockey League (YHL)**

- Payments for the YHL are due in full based on prescribed payment deadlines, including a non-refundable deposit and a final payment.
- All credit on account will expire 12 months after being issued.

- Entry into a YHL league is reserved for teams that have completed the online registration process as well as the payment of a non-refundable deposit. Spots will unfortunately not be held otherwise, and players/teams will also be required to complete final payment in-line with the specified payment deadline.
- Teams will not be placed into league schedule if there are no longer available spots in the league prior to the receipt of your team's online registration and non-refundable deposit, final payment from your team was not received by the specified deadline. OR At the league staff's discretion (*e.g. the skill level of the team is not commensurate with the skill level of the other teams in the league*)
- Entry into a league is reserved for free agents that have completed the online registration process as well as full payment. Spots will unfortunately not be held otherwise. The registration's status is *pending* until the SCRC successfully matches a player with a team of their age group & skill level. You will be sent a registration confirmation & team assignment closer to league startup.
- Non-Refundable Deposit – This is due at the time of online registration to secure your spot in a league.
- Final Payment – Final Payments are due thirty (30) days prior to the start date of the tournament. If there is still capacity for your team to register in a league with less than 30 days until the start date, the final payment will be due upon registration.
- Free Agent (Individual Player) Entry – Full Payment is due upon completing registration
- Cancellation (More than 30 days prior) – The non-refundable deposit will be converted to a credit should cancellation be received more than 30 days prior to the first schedule day of the league. The credit can be applied towards a future league, tournament, or program. This portion of a payment is not eligible for a refund. Any monies paid in addition to the non-refundable deposit will automatically be converted into a credit and are eligible for a refund upon request.
- Cancellation (Less than 30 days prior) – Cancelled registrations made thirty (30) days or less to the start of a league will not be eligible for any monies paid to be transferred to another registration credit, or refund.
- Player Cancellation – Team Entry – If a player on a team entry is unable to proceed with their involvement and they cancel registration more than 30 days prior to the first scheduled day of the league they are entitled to a full refund if the team is paid in full and the team has a replacement player for the individual requesting the refund to assume the roster spot. Cancellations thirty (30) days or less will not be eligible for any monies paid to be transferred to another registration, credit or refund.
- Player Cancellation – Free Agent - If a free agent makes a withdrawal fourteen (14) days or more before the league start date the player will be eligible for a refund, less a \$25.00 administrative fee. Withdrawals received less than fourteen (14) days prior to the league start will receive a credit on file. Any credit balance is eligible to be transferred to other family members, and applicable towards other forms of programming.



- SCRC Cancellation – If a YHL is cancelled at the discretion of the SCRC, the player/team will have the choice of transferring registration, maintaining a credit, or requesting a full refund for any monies paid.

### **Classic Youth Tournaments (CYT)**

- Payments for the CYT are due in full based on prescribed payment deadlines, including a non-refundable deposit and a final payment.
- All credit on account will expire 12 months after being issued.
- Non-Refundable Deposit – This is due at the time of online registration to secure your spot in a league.
- Final Payment – Final Payments are due thirty (30) days prior to the start date of the tournament.
- Outstanding Balances – If a registered team has outstanding registration fees thirty (30) days or less to the tournament start date, registrants acknowledge and provide explicit authorization for SCRC to process any unpaid registration fees on the credit card that was used by the registrant to pay the registration deposit.
- Cancellation (More than 30 days prior) – The non-refundable deposit will be converted to a credit should cancellation be received more than 30 days prior to the first schedule day of the league. The credit can be applied towards a future league, tournament, or program. This portion of a payment is not eligible for a refund. Any monies paid in addition to the non-refundable deposit will automatically be converted into a credit and are eligible for a refund upon request.
- Cancellation (Less than 30 days prior) – Cancelled registrations made thirty (30) days or less to the start of a tournament will not be eligible for any monies paid to be transferred to another registration credit, or refund.
- SCRC Cancellation – If a CYT is cancelled at the discretion of the SCRC, the player/team will have the choice of transferring registration, maintaining a credit, or requesting a full refund for any monies paid.

The 100 Mile Development Corporation reserves the right to cancel any event in the South Cariboo Recreation Centre or the Martin Exeter Hall and have the authority to remove, or have removed, all persons from the facility if it is felt that any part(s) of this agreement were breached or that the facility is not being used for the purpose for which this agreement is intended, or that the occupant is not complying with the Liquor Control Act, the regulations under that Act, as well as the policies of the British Columbia Liquor Control Board, Interior Health, 100 Mile House RCMP and the District of 100 Mile House, or that the above listed conditions of the rental are not being met.

## **4. INSURANCE**

### **4.1 COVERAGE**

It is the Boards policy that there be the following coverage in effect:

Non-owned liability; general liability; errors and omissions; property insurance; Workers' Compensation voluntary compensation for volunteer workers; group insurance for life, extended health, dental, disability and salary continuation; professional liability insurance for professional employees such as engineers; special types of insurance available for local governments such as environmental impairment liability, employee dishonesty, money and securities coverage, extra expense, boiler machinery and bridge and tunnel insurance.

A loss prevention program may be implemented including:

- ❖ attendance of employees and board members at loss prevention seminars;
- ❖ other educational seminars for employees whose activities could give rise to claims;
- ❖ safety meetings;

A system should be implemented for reviewing contracts and any form of security under any contract to ensure adequate coverage.

### **4.2 LIABILITY – DAMAGE CLAIMS**

All claims for damage are to be submitted to the Director of Financial Administration who will take appropriate action as per the Municipality's liability insurance.

Property damage claims directly involving an employee are to be submitted to the employee's immediate Supervisor as soon as possible. The Supervisor, upon being notified of the claim, is to launch an immediate investigation of the matter and submit his findings in writing to the Director of Financial Administration through the Department Director involved.

Property damage claims not directly involving an employee are to be investigated by the applicable Department Director who will submit his findings to the Director of Financial Administration for appropriate disposition of the matter.

The claimant is to be advised, in writing, of the decision of the Corporation. If the matter is to be referred to the Corporations insurers for adjustment, the claimant is to be so advised.

**NOTE:** All damage claim reports are to be copied to the Chief Administrative Officer (CAO) and Corporate Solicitors for their information.

## **5. LEGAL**

### **5.1 DAMAGE TO CORPORATION PROPERTY**

Any person, or persons, caught damaging corporation property will be charged and prosecuted to the full extent of the law.

Full financial restitution will be required from persons found guilty of destroying, defacing and/or otherwise damaging Corporation property.

### **5.2 OBTAINING INFORMATION**

In matters which have been referred to the District of 100 Mile House Municipal Solicitor, and are therefore considered “In Camera” material, the CAO will act as the contact person. Any member of Council or staff desiring information on such matters is to obtain the information desired in concert with the CAO or in the CAO;s absence, the Deputy Administrator, and circulate to all member of the Board as soon as practical.

### **5.3 REWARD FOR REPORTING VANDALISM**

The Board establishes a policy whereby up to \$1,000 reward to be paid for information leading to the apprehension and conviction of persons doing damage to Corporation properties.

## 6. PERSONNEL



### PURPOSE

The purpose of this Personnel Policy is to provide employees with information on the general employment practices and conditions at the 100 Mile Development Corporation (the “Corporation”).

The Personnel Policy is a living document, and the Corporation (the employer) reserves the right to amend, modify or discontinue any of the information contained in this policy.

### GENERAL STATEMENT

The 100 Mile Development Corporation recognizes that both the employee and the Corporation have rights and responsibilities, and that management and staff must work together to create a positive work environment. Open communication is encouraged.

When a new employee is hired, that employee shall be directed to a copy of this Personnel Policy so that the employee is familiar with the conditions of employment.

## 6.1 DEFINITIONS & APPLICATIONS

### DEFINITIONS & APPLICATIONS

Definitions are necessary to establish the types of positions and staff required by the Corporation. Application principles are established to ensure consistency and the proper application of the policies.

#### Definitions

**CAO** – is the Chief Administrative Officer of the Corporation

**Management Staff** – are personnel referred to as Managers, Exempt or Directors

**Regular Employee** – shall be defined as a person who has satisfactorily completed the probationary period of employment and who is employed on a full-time basis, twelve (12) months of the year. Regular employees shall be entitled to all employee benefits of this policy.

**Part-Time Employee** – shall be defined as a person who has satisfactorily completed the probationary period of employment and who may work less than a full weekly shift or who may work less than year-round, but is retained for more than just relief and seasonal work. Any

part-time employee who successfully becomes a regular employee will not be required to complete a further probationary period.

**Student Employee** – shall mean a full time day student in a recognized school or university, and hired under a student employment program. A student employee shall be one who at the date of hiring expects at that time to return to school or university and one who has been hired for a term of employment not to exceed a maximum of four (4) months and if after the period of four (4) months the student continues in the employ of the Corporation, the student employee shall be considered as a probationary employee of which thirty (30) consecutive days of the student’s employment as a student employee shall be considered as part of his/her probationary period. Student employees shall only be entitled to the provisions of this policy relating to wage rates, hours of work, rest periods and those benefits to which they are entitled by virtue of Federal or Provincial Government Statutes.

Casual Employee – shall be defined as an employee employed on a day-to-day basis to a maximum of one hundred and twenty (120) calendar days. Casual employees are not entitled to employee benefits. Any casual employee who wishes to become a part-time or regular employee must reapply for employment. In the event the employee is hired as part-time or regular employee, his/her seniority shall begin at the date of his/her rehire. All time worked by casual employees who succeed in becoming part-time or regular employees shall be deemed to contribute to the required probationary period.

**Probationary Period** – all newly hired employees shall be considered to be on probation for a period of ninety (90) calendar days from the date of hiring. The employment of such employees may be terminated at any time during the probationary period.

### **Application**

The Personnel Policy applies to all staff employed by the 100 Mile Development Corporation except where a contract specifically outlines a contrary guideline.

## **6.2 HOURS OF WORK & OVERTIME**

Hours of work will vary to accommodate the diverse service commitments of the Corporation. Hours of work set the normal work times and establish the guidelines for overtime.

### **Hours of Work**

1. The full-time hours of work for regular employees are eight (8) hours per day, forty (40) hours per week, which includes a one (1) hour unpaid lunch break.
2. A fifteen (15) minute rest period is provided for each one-half (1/2) day worked.

3. Hours of work and overtime for exempt staff will be followed as set out in the Exempt Employees Personnel Policy.

### **Overtime**

1. Employees will be paid overtime provided the overtime is authorized by Management Staff.
2. All work in excess of 8 hours in a day shall be considered overtime and shall be paid at the rate of time and one-half (1 ½) the regular rate of pay for the first 4 hours and double (2) times the regular rate thereafter. This applies even if the employee works less than 40 hours in a week.
3. Eligible employees who work on a statutory holiday are entitled to be paid time and one-half (1 ½) for the first 12 hours worked and double-time (2) for any work over 12 hours plus an average day's pay.

### **6.3 ATTENDANCE**

Regular and punctual attendance is expected of all employees. You must notify your supervisor as soon as possible of any unscheduled absence.

### **6.4 PAY PERIODS**

Employees will be paid on a bi-weekly basis (26 pay periods per year). Wages will be paid through direct deposit.

### **6.5 TIME REPORTING**

Employees are required to fill out time sheets and submit them to their supervisor no later than 9:30 a.m., the Monday prior to payday.

### **6.6 PERSONNEL RECORD CHANGES**

An employee who has changed address, name, number of dependents, etc., shall contact the Payroll and Benefits Officer with the information so the personnel records may be maintained accurately.

### **6.7 NO DISCRIMINATION**

The policy of the Corporation is to abide by all Federal and Provincial enactments governing discrimination.

## 6.8 STATUTORY HOLIDAYS

The following statutory holidays will be observed.

New Years Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
BC Day	Labour Day	Thanksgiving Day
National Day for Truth & Reconciliation		Remembrance Day
Christmas Day	Boxing Day	

and any other day declared or proclaimed as a Statutory Holiday by the Province of British Columbia or the Government of Canada. If a Statutory Holiday falls on a non-working day, the Board of Directors of the 100 Mile Development Corporation may declare that the working day immediately preceding the holiday or the working day immediately following shall be observed in lieu of the said holiday.

### **Eligibility**

1. An employee is eligible for statutory holiday pay if they have been employed for 30 calendar days before the statutory holiday and worked or earned wages on 15 of the 30 days before the statutory holiday.
2. An employee who is not eligible for statutory holiday pay is not entitled to be paid an average day's pay. If an ineligible employee works on a statutory holiday, he or she may be paid as if it were a regular work day.

### **Statutory Holiday on a Day Off**

1. When an employee is given a day off on a statutory holiday, or it falls on a regular day off, an eligible employee is entitled to be paid an average day's pay.
2. An average day's pay is calculated by dividing "total wages" earned in the 30 calendar days before the statutory holiday by the number of days worked. Vacation days taken during this period count as days worked.
3. "Total wages" includes wages, statutory holiday pay and vacation pay but does not include overtime pay.

## 6.9 VACATION

Vacations are provided to ensure staff productivity and health is maintained at a maximum.

1. For all unscheduled vacation entitlement, all employees are required to submit a vacation request form to their direct supervisor at least five working days before the



requested holiday is to commence. The approval of vacation time is at the discretion of the supervisor.

2. No requests for time off without pay will be given until vacation time has been taken.

### **Entitlement**

1. Part-time and student employees shall be paid 4% vacation pay but will not be entitled to receive vacation days off. Should a part-time employee complete 5 years of employment, the part-time employee shall be entitled to be paid at least 6% vacation pay.
2. Vacation Days – the number of days in the year a regular employee is entitled to be away from work on vacation.
3. Calendar Year – January 1 to December 31. Entitlement to vacation days and vacation pay is based on calendar years
4. Hiring Year – the year an employee begins employment. There is no vacation day entitlement in the hiring year. If employment is terminated the employee is entitled to prorated vacation pay.
5. Vacation Pay – the amount of pay a regular employee is entitled to receive each year for vacation purposes.

### 6. Vacation Entitlements

1<sup>st</sup> calendar year after hiring year – 1 vacation day for each month worked in their hiring year to a maximum of 10. Vacation pay is prorated by the number of months worked in the hiring year divided by 12.

2<sup>nd</sup> calendar year - 10 vacation days  
3<sup>rd</sup> calendar year - 15 vacation days  
4<sup>th</sup> calendar year - 15 vacation days  
5<sup>th</sup> calendar year - 20 vacation days

For each calendar year thereafter, full time employees will be entitled to an additional vacation day and an additional days pay, up to a maximum of 30 days.

7. Regular employees will not accrue vacation pay entitlement while on weekly income benefit in excess of forty (40) working days per year or per incident or while on long term disability benefit. However, vacation day entitlement will continue to accrue during this period.

8. Vacation requests shall be submitted no later than March 1<sup>st</sup> of each year. Vacation schedules are subject to the approval of the CAO. All vacations chosen shall be taken or paid out in the current calendar year.

## **6.10 EMPLOYEE BENEFITS**

### **1. Health & Welfare Benefits**

The following Health and Welfare benefits will be provided to regular full-time employees, with the 100 Mile Development Corporation paying 100% of the premiums. Coverage begins the day following 90 days of employment.

- i. Basic Group Life Insurance
- ii. Accidental Death and Dismemberment
- iii. Weekly Indemnity
- iv. Long Term Disability
- v. Extended Health Care
- vi. Dental

#### **a) Basic Group Life Insurance/Accidental Death and Dismemberment**

The principal amount will be equal to two (2) times annual earnings to a maximum of \$200,000.00.

#### **b) Weekly Indemnity**

Equal to seventy-five (75%) percent of weekly salary up to the Employment Insurance maximum per week for a period of twenty-six (26) weeks commencing upon the first day of absence due to disabling injury and commencing upon the fourth day of absence due to illness.

#### **c) Long Term Disability Income**

Equal to seventy-five (75%) percent of regular salary up to a maximum of \$3,000.00 per month payable in the event of total disability and commencing after 180 days of absence.

#### **d) Extended Health**

Plan information is available in the employee's handbook provided by the benefit provider for the 100 Mile Development Corporation. This includes a provision for eyeglasses, up to \$300 per family member, every two years.

**e) Dental**

Basic dental services as provided by Plan “A” with 100% coverage. Plan “B: - Restorative Care and Plan “C” – Orthodontia both to be provided on 50% - 50% coinsurance basis.

**f) LTD: Employee Benefits Continuation**

Life insurance, accidental death, dependent life insurance, weekly indemnity and long-term disability premiums are waived while an employee is on Long Term Disability.

While an employee is on LTD, premiums for Extended Health, Dental and Medical Services Plan will be paid for as follows:

**5 to 10 years of employment**

The District will pay the premiums up to twelve (12) months from the date of acceptance on LTD at which time benefits will be terminated by the Corporation unless the employee elects to continue and pay for the benefits.

**10 to 20 years of employment**

The District will pay the premiums up to eighteen (18) months from the date of acceptance on LTD at which time benefits will be terminated by the Corporation unless the employee elects to continue and pay for the benefits.

**20 to 25 years of employment**

The District will pay the premiums up to twenty-four (24) months from the date of acceptance on LTD at which time benefits will be terminated by the Corporation unless the employee elects to continue and pay for the benefits.

**Employee Election to Continue**

All employees may elect to continue the benefits and to reimburse the Corporation on a monthly basis until the age of sixty-five (65).

**2. Worker’s Compensation**

If you are injured on the job and cannot perform all or any of your duties, you may be covered under Worker’s Compensation. The amount you will receive and the length of time the benefit will be paid depends on your salary and the degree of your injuries. If you are injured on the job, first seek medical attention if required and let your supervisor know as soon as possible.

**3. Leaves of Absence**

All leaves of absence are unpaid except for those identified otherwise in this policy. Granting of unpaid leaves of absence is at the discretion of the CAO.

**a) Personal Needs Leave**

Paid personal needs leave shall be granted to all regular employees on the basis of one (1) personal need day for every complete month of service, accumulative to a maximum of seventy-two (72) hours per year, non-cumulative from year to year.

An employee will notify their supervisor promptly in case of any personal needs leave and will also notify the supervisor when he is able to return to work. Pay for personal needs leave will occur with the normal pay. Part Time, Casual and Student employees are entitled to take up to five (5) paid days and three (3) unpaid days after they have been employed for ninety (90) calendar days as per employment standards.

**b) Bereavement Leave**

In the event of death in an employee's immediate family, the employee may be absent for a period not exceeding three (3) working days, increasing to five (5) days for outside of the Province or Vancouver Island. An additional two (2) days may be taken if required and this time will be deducted from the employee's personal needs leave. Upon request, consideration will be given to using vacation days in conjunction with bereavement leave.

Immediate family is defined as: wife, husband, common-law spouse, child, brother, sister, parent, grandparents, mother-in-law, father-in-law, son-in-law and daughter-in-law. Bereavement leave with pay, to a maximum of 3 days per occurrence, will be available to regular full-time employees only. Bereavement Leave shall not be available to employees on paid Leave of Absence, or to employees on unpaid leave in excess of 5 days.

Compensable hours under the terms of this section will be counted as hours worked for the purpose of qualifying for recognized paid Statutory Holidays, but will not be counted as hours worked for the purposes of computed overtime.

**c) Family Responsibility Leave**

An employee is entitled up to five (5) days of unpaid leave per employment year to meet responsibilities related to the care, health or education of any member of the employee's immediate family.

**d) Jury Duty**

Any regular full-time employee who is required to perform Jury Duty or serve as a subpoenaed court witness on a day which they would normally have worked will be compensated by the Corporation for their regular straight time hourly rate of pay for their regularly scheduled hours of work. It is understood that such compensation shall not be for hours in excess of the maximum hours of the employee's normal work schedule per day or forty (40) hours per week. The employee will be required to furnish proof of Jury Service and Jury Duty pay received and shall turn over to the

Corporation the money received for such duties. Leave for jury duty will be granted to any employee, however, only regular full-time employees will be reimbursed for lost wages.

Hours paid for Jury Duty will be counted as hours worked for the purpose of qualifying for recognized paid Statutory Holidays, but will not be counted as hours worked for the purposes of computing overtime.

#### **4. Employee & Family Assistance Program**

There are times in all our lives when personal and emotional problems may affect our ability to handle home and work responsibilities. The pressures of everyday life sometimes challenge our ability to balance the competing demands on our personal, family and work lives.

Canada Life offers a suite of services designed to help you and your dependents manage work and personal life to lead a healthier, happier and more productive life.

Canada Life can provide you and your dependents with support, advice and information on a wide range of every day issues including:

- Parenting & childcare
- Education
- Older adults
- Midlife & retirement
- Disability
- Financial
- Legal
- Everyday issues
- Work
- Managing people
- Health
- Emotional well-being
- Grief & loss
- Addiction & recovery

Contact your supervisor or benefit provider if you require further information regarding this benefit.

#### **6.11 BRIBERY**

Any employee who is offered a bribe shall immediately notify the CAO in writing of the circumstances of such bribe and shall not have further dealing with that particular matter until instructed by the CAO in writing.

## **6.12 CELL PHONE USAGE**

The 100 Mile Development Corporation may provide cellular phones to selected staff so they may safely, effectively and efficiently perform their job duties. Staff may use it for any aspect of their day to day duties where immediate communication is required or desired. Employees who are required to carry a cellular phone device for 100 Mile Development Corporation business may already possess a personal device. In recognition of the impracticability of carrying two devices, a bring your own device option is available (BYOD).

### **General Guidelines**

Cellular phones are a tool to assist the employee with their job functions and are to be used for Corporation business only.

From time to time employees will need to use a cellular phone for personal reasons in unforeseen circumstances. Employees will be expected to reimburse the Corporation for these calls.

Employees will not be reimbursed for using their personal cell phone for Corporation business unless previously authorized by the CAO to do so.

Cellular phone calls should be kept as short as possible. Long distance calls are to be avoided whenever possible. Employees are to consider using conventional means of communication when the opportunity presents itself.

Employees are not to use a cell phone when operating a vehicle or piece of equipment. Before initiating or responding to a call, employees **MUST** pull the vehicle or equipment off to the side of the road so that it is not in motion until the call is completed.

A cellular phone is similar to any Corporation owned piece of equipment; proper care and diligence is required when it is being used.

Staff using the BYOD will be reimbursed by the 100 Mile Development Corporation to cover some of the costs of their device. The reimbursement amount considers District cellular use and wear and tear on the hardware while being used for District business. Any loss or damage reimbursement will be at the discretion of the CAO.

Reimbursement amount: \$50.00 per month

### **Disciplinary**

Any employee who continually or intentionally misuses a cellular phone will be subject to the District's Progressive Disciplinary Policy and may lose cell phone privileges.

## **Definitions**

“Day to day duties” is defined as any job-related task that an employee has been requested to perform as part of the position’s regular activities.

## **Procedure**

It will be the responsibility of the Department Director to decide which staff require a cellular device and eligible for reimbursement as provided in this policy.

It will be the responsibility of the Manager to purchase and obtain the cellular phone and then educate staff as to the cell phone functions.

All cellular accounts will be set up for the standard corporate plan package. Additional services will require approval from the CAO.

Cellular phone bills will be submitted to the appropriate Manager’s attention for approval.

Reimbursement will be made end of June for the period of January 1<sup>st</sup> to June 30<sup>th</sup> and the end of December for the period of July 1<sup>st</sup> to December 31<sup>st</sup>. Staff using the BYOD method for work purposes will submit a copy of their cellular phone bill to their Department Director in June and December of each year.

## **6.13 CONSUMPTION OF ALCOHOL ON MUNICIPAL PREMISES**

1. The 100 Mile Development Corporation wishes to ensure that the workplace is a safe environment for all employees, visitors and the public. The consumption of alcohol during working hours (including while being on call) is contrary to a safe workplace and is strictly forbidden.
2. The Corporation discourages abuse and encourages responsibility on the part of those who wish to drink. The Corporation is committed to promoting the health and well-being of the Corporation’s employees and residents. All employees have an obligation to make responsible decisions concerning alcohol. The Corporation does not condone any social function that has a purpose or focus the over consumption of alcohol.
3. This policy applies to all employees of the Corporation participating in any way in the serving or consumption of alcohol. Employees of the Corporation include full-time staff and part-time staff. Each employee of the Corporation is responsible for his/her own conduct. Nothing in this policy or its procedures is to be taken as creating or imposing any liability at law or in equity upon the Corporation for violation of this policy by any employee of the Corporation.

4. Those who serve and those who consume alcohol on Corporate premises and at any Corporation functions must act in a responsible manner, with due regard to the safety of all concerned. The person organizing the function should be aware that based upon recent court decisions, he/she as well as the Corporation could be held vicariously liable for injury or death caused by over-consumption of alcohol at such a function. The organizer must minimize the risk of such liability by understanding and following this policy and by exercising due diligence. In addition, those who serve and those who consume alcohol on Corporation premises and at all Corporation functions must comply with all legal requirements, all requirements of this policy, and any requirements established by the administrative head of unit having authority of the space within which the function is to be held.

Employees of the Corporation may wish to organize a staff function or hold a special occasion on Corporate premises at which alcohol may be served or consumed.

5. The Board of Directors member or the employee of the Corporation who wishes to organize a function at which alcohol may be served or consumed on Corporate premises, must obtain a *Special Occasion License* in accordance with the *Liquor Control and Licensing Act*. That person shall be named as the licensee and shall be personally responsible for compliance with the terms of the *Special Occasion License* and all other alcohol-related matters related to the function, including the conduct of visitors and guests. The Corporation's involvement shall be limited to the granting of permission to hold a licensed function on its premises. The serving or consumption of alcohol at unlicensed functions on Corporate premises is illegal, and can lead to serious consequences.
6. Employees are not permitted, under any circumstances, to operate a personal vehicle for Corporation business, when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any personal vehicle while on Corporation business after consuming alcohol that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment or intoxication.

#### **6.14 E-MAIL AND INTERNET USE**

The 100 Mile Development Corporation seeks to promote a high level of responsible behaviour in connection with the use of Internet and e-mail and has formulated this policy to accomplish the following goals:

- (a) to protect the reputation and resources of the Corporation, its customers, and the Internet/e-mail communities at large, from irresponsible or illegal activities;
- (b) to ensure privacy, security and reliability of the Corporation's network and systems;
- (c) to establish guidelines for the acceptable use of the Corporation's network;
- (d) to define generally those actions which are considered abusive and prohibited.



## **POLICY**

The Corporation's Internet and e-mail systems are provided for use by authorized employees to conduct business on behalf of the Corporation. Brief and occasional personal use of the internet and e-mail systems is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to the Corporation.

The Corporation owns the rights to all data and files in any computer, network, or other information systems used in the Corporation. The Corporation reserves the right to monitor computer and e-mail usage, both as it occurs and in the form of account histories and their content. The Corporation has the right to inspect any and all files stored in any areas of the network or on any types of computer storage media in order to assure compliance with this policy, all reasonable requests from law enforcement, regulatory agencies and FOI requests for information on individual usage.

The Corporation has the right, but not the obligation, to monitor users of the system and may do so at any time. Employees must be aware that the electronic mail messages sent and received using Corporate equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by Corporate authorized personnel at all times.

All users of the Corporation's Internet and e-mail resources must adhere to the terms of this policy. A copy of this policy shall be provided to each user and each user is required to sign an acknowledgement of receipt. The form shown in Attachment I to this policy is used for this purpose.

## **RESPONSIBILITY**

- 1) Users of the Corporation's Internet and e-mail systems are strictly prohibited from creating, transmitting, distributing, forwarding, downloading and/or storing anything which:
  - ❖ infringes any copyright, trademark, trade secret, or other intellectual property right;
  - ❖ is obscene, immoral, unethical or pornographic;
  - ❖ is libellous, defamatory, hateful, or constitutes a threat or abuse;
  - ❖ encourages conduct that would constitute a criminal offense or give rise to liability;
  - ❖ harasses the receiver, whether through language, frequency, or size of messages;
  - ❖ is considered e-mail junk, spam or chain e-mail;
  - ❖ forges or misleads the sender's identity;
  - ❖ divulges private and/or confidential information related to the Corporation's business, its clients and/or its employees.
  
- 2) It is recommended that using all capital letters, shorthand, idioms, unfamiliar acronyms, and slang be avoided when using electronic mail. These types of messages are difficult to read.

- 3) Users of the Corporation's Internet and e-mail systems must protect themselves and the Corporation from entering into unintended legal obligations and contracts. This includes downloading from the Internet unauthorized programs and/or software.
- 4) Users of the Corporation's Internet and e-mail systems are required to take appropriate steps to ensure the security of the system by adhering to all Corporate security measures, including using and safeguarding all necessary passwords.
- 5) Passwords on individual computers and for employee access to software programs are to be changed on an annual basis and provided to the CAO or his/her designate.
- 6) Users are individually liable for any and all damages incurred as a result of violating Corporate security policy, copyright, and licensing agreements.

## **PROCEDURES**

- 1) Internet and e-mail use may be monitored from time to time, without notice, to evaluate customer services and to determine how the system is being used. Employees should not expect privacy when using e-mail or Internet resources.
- 2) When necessary, due to vacations and other absences, the Corporation may request access to an employee's e-mail and Internet accounts in order to properly continue work. Employees are required to provide this access upon request.
- 3) Downloading of any programs, software or data from the Internet or e-mail directly to a user's computer terminal is prohibited unless advance written authorization is obtained from the CAO or his/her designate. Such material must first be screened through the Corporation's computer security systems including virus scans.
- 4) Upon the termination of any e-mail or Internet user, the user's immediate supervisor shall immediately notify the CAO or his/her designate of the name(s) of the user(s) terminated. The CAO or his/her designate is required to immediately deactivate the user's password(s) and the user's access to any electronic systems.

## **Violation of Policy and Disciplinary Measures**

Access to the Corporation's Internet and e-mail system is not a right, but a revocable privilege. Users found in breach of this policy will be subject to disciplinary actions up to and including discharge for cause.

## **6.15 PROGRESSIVE DISCIPLINE**

### **1.0 Preamble**

1.1 It is the policy of the 100 Mile Development Corporation to promote and ensure appropriate conduct among staff and facilitate the fair and consistent treatment of all employees.

### **2.0 Objectives**

#### **2.1 The objectives of this policy include:**

- a. To provide a productive and safe workplace;
- b. To encourage positive employee/employer relations by providing for the fair and consistent treatment of staff throughout the Corporation;
- c. To encourage the proper conduct of corporate employees;
- d. To ensure that all corporate employees are aware of their obligations and the consequences of disregarding those obligations;
- e. To ensure that employee misconduct is dealt with in an appropriate manner correct unsatisfactory performance or conduct; and
- f. To maintain necessary records of violations and disciplinary actions administered with regard to all employees.

### **3.0 Procedure**

#### **1.1 Disciplinary Action:**

Corporate employees are expected to conform to reasonable standards of job performance and personal and professional conduct. Failure or refusal to meet those standards shall constitute just and reasonable cause for disciplinary action.

The 100 Mile Development Corporation has a duty to investigate, and either substantiate or exonerate an allegation of perceived or actual misconduct or inappropriate behaviour. In the event that an investigation substantiates that an employee is involved in an incident or incidents of misconduct or inappropriate behaviour, then a process of progressive discipline shall be implemented.

There will be a variation of disciplinary action dependent upon the severity, intent and frequency of the misconduct or inappropriate behaviour. Disciplinary action shall be in

accordance with Corporation policy or procedure, as well as local, Provincial or Federal laws and regulations. The length of employment and the employee's record and position in relation to the violation must also be taken in to account.

## **1.2 Levels of Progressive Discipline**

Progressive discipline is a process that aims to advise an employee of misconduct or inappropriate behaviour and to correct or alleviate misconduct or inappropriate behaviour within a reasonable period of time.

A process of progressive discipline shall only be implemented when misconduct or inappropriate behaviour has been identified, investigated and substantiated, and shall be implemented in accordance with the procedures of this policy. In any application of this policy, all employees shall be treated with dignity and respect and the onus of responsibility is on the 100 Mile Development Corporation to prove just and reasonable cause and to act with due process.

The following steps outline progressive discipline or can be discipline stages on their own, subject to circumstances of the infraction.

### **a. Stage One Oral Warning**

When the Corporation has identified, investigated and substantiated misconduct or inappropriate behaviour, the Manager will notify the employee in advance of the purpose of the meeting.

At the meeting the Manager describes the problem or issue, and the expectations to be met by the employee. The Manager clearly states the serious nature of the issue, noting that further action will be taken if the problem or issue is not resolved.

Within five working days of the meeting, a letter signed by the Manager describing the oral warning is given to the employee, a copy placed in the employee's personnel file.

Within ten working days of the meeting, the employee has the right to append to his or her personnel file with a written response, or a dissenting view.

### **b. Stage Two Written Warning**

If the oral warning at Stage One has not resulted in the expected changes, or in the event that the issue or problem is serious enough, the

Manager calls for a formal meeting with the employee. The Manager will notify the employee in advance of the purpose of the meeting.

At the meeting the Manager reviews the misconduct or inappropriate behaviour with the employee and provides an opportunity for the employee to clarify or add information to the discussion. The Manager gives a written letter of warning to the employee that documents the problem or issue, efforts made to date to resolve it, the expectations to be met by the employment. The letter also establishes a time frame and identifies that if the conduct or behaviour are not corrected that further action will be taken which could include the employee's suspension and/or termination of employment with the Corporation.

The Manager signs the written letter of warning. The employee is asked to sign a copy of the written letter of warning to acknowledge receipt of the letter, which shall be placed in the employee's personnel file.

Within ten working days of the meeting, the employee has the right to append to his or her personnel file with a written response, or a dissenting view.

c. Stage Three Suspension

Suspension is disciplinary action that forms an imposed absence from work for a specified period of time, normally without pay.

If the written warning at Stage Two has not resulted in the expected changes, or in the event that the issue or problem is serious enough, the Manager or the CAO will call for a formal meeting with the employee. The Manager or CAO will notify the employee in advance of the purpose of the meeting.

At the meeting the Manager and/or the CAO gives a written letter of suspension to the employee. The letter describes the conditions of the suspension and restates the contents of the written warning in addition to any new relevant information. The letter states the reasons for the action, and identifies the length of time the employee is suspended, as well as the date and time for return to work. The letter describes the expected standards of conduct, and identifies that further action will be taken, which could include further suspension and/or termination from the Corporation, if the conduct or behaviour are not corrected within a specified time frame.

The Manager or the CAO signs the written letter of suspension. The employee is asked to sign a copy of the letter to acknowledge receipt of the letter, which shall be placed in the employee's personnel file.

Within ten working days of the meeting, the employee has the right to append to his or her personnel file with a written response, or a dissenting view.

d. Stage Four Termination Of Employment

Termination is an involuntary ending of employment, which may be imposed for misconduct or inappropriate behaviour after a process of progressive discipline has failed. In some cases, termination may be imposed for gross misconduct, and in such cases, the termination may occur in the absence of a process of progressive discipline.

If the written letter of suspension at Stage Three has not resulted in the expected changes, the Manager or the CAO calls for a formal meeting with the employee. The Manager or CAO will notify the employee in advance of the purpose of the meeting.

At the meeting the Manager and/or the CAO informs the employee that his or her employment with the Corporation has been terminated. A written letter of termination, which has been signed by the Manager and/or the CAO, is given to the employee documenting this decision, and a copy of the letter is placed in the employee's personnel file.

### **1.3 Records of Workplace Standards**

Records of any corrective action taken shall be added to the employee's personnel file and will be reviewed after two years. If the employee has maintained a record of good conduct for that two-year period, all accounts of minor infractions (i.e., those incidents that did not proceed beyond Stage One) and corrective action shall be removed from the employee's file. The employee shall be informed that their record has been cleared. If any additional corrective action was required during this period, all records of this action shall remain on the employee's file until they complete the necessary two-year period of good conduct. Accounts of corrective action for major infractions shall be retained on the personnel file as a permanent record.

### **1.4 Corrective Action Records Maintenance**

The following points shall be emphasized with respect to records detailing corrective action:

- a. The records describing the incident, misconduct or inappropriate behaviour shall be as complete and as detailed as possible;
- b. The records must be dated and signed by the Manager and/or the CAO and, where appropriate, by the employee affected;
- c. The records shall state the action taken by the Manager and/or the CAO to address the situation;
- d. The incident, misconduct or inappropriate behaviour, as well as the effects or potential effects of the incident, misconduct or inappropriate behaviour, shall be recorded;
- e. Those factors which were considered relevant to the degree of action taken must be specified; and
- f. Any verbal discussion or reprimands given previously must be indicated, as well as specific dates and other relevant material.

### **1.5 Infractions Warranting Progressive Discipline**

Every situation requires careful consideration to identify extenuating circumstances. For example:

- Time interval between offenses;
- Length and quality of past service;
- Emotional stress from other sources;
- Other aggravating factors;
- Allowances for temperament.

The following lists typical infractions grouped roughly according to level of severity, but is not limited to infractions, which may warrant progressive discipline, up to and including dismissal:

#### Group One

First Offense	Verbal Warning
Second Offense	Written Warning
Third Offense	Suspension
Fourth Offense	Termination

- Absence from duty without prior permission from the employee’s supervisor, the Director or the CAO;
- Unauthorized leaving of the working area at any time without permission from the employee’s supervisor, the Director or the CAO;
- Tardiness;
- Undesirable conduct;
- Failure to commence work at the beginning of the work period, and/or leaving prior to the end of the work period;
- Stopping work or making preparations to leave work without specific prior authorization before any official break in work or before the specified quitting time (i.e. washing up or changing clothes before the official quitting time);
- Creating or contributing to unsanitary or unsafe conditions in the workplace;
- Failure to immediately report any personal injury or equipment damage to the employee’s supervisor, the Director or the CAO;
- Neglect of work
- Unsatisfactory work and/or failure to maintain required standards of performance;

Group Two

First Offense	Written Warning
Second or Third Offense	Suspension
Fourth Offense	Termination or long term suspension

- Neglect or carelessness in following safety or Departmental rules, or disregard of common safety practices;
- Sleeping on the job;
- Being in possession of, or using, alcohol or non-prescription drugs at work;
- Use of abusive or threatening language towards other employees or members of the public;
- Soliciting/canvassing of other employees, without permission, during working hours;
- Failure to report an accident in which the employee was involved;
- Unauthorized use of Municipal property to do private work;
- Threatening or intimidating employees or supervising authority at any time;
- Making or publishing of false, misleading or malicious statements concerning any employee, supervising authority, the Municipality or its operation.

Group Three

First Offense	Suspension or Temination
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- Wanton or wilful neglect in the performance of assigned duties, or while caring for, using, or in custody of Municipal property;
- Abuse or deliberate destruction of Municipal property;



- Altering another’s or one’s own record without authority;
- Wilfully giving false information or withholding information called for in making application for employment;
- Making false claims or misrepresentations in an attempt to obtain sickness or accident benefits;
- Attacking or fighting with another employee;
- Use of confidential Municipal information for private gain;
- Unauthorized removal from the premises of information such as drawings, blueprints, lists, records, or confidential information of any nature, or unauthorized release of any such information;
- Dishonest conduct: e.g. theft, pilfering, snooping through property or other employees or property of the Corporation. Making false statements to secure an excused absence or to justify an absence or tardiness; making or accusing to be made inaccurate or false reports concerning any absence from work; making or joining in a false statement to influence any official action by the Corporation, or make a false statement concerning any matter pertaining to work or to employment. (The foregoing are examples only and do not limit the definition of the term “dishonest”);
- Insubordination;
- Refusal to perform work as assigned, except as authorized under Safety Regulations.

#### 4.0 Policy Review

4.1 This Policy may be amended or supplemented in whole or in part from time to time in order to meet the requirements of the workplace, and/or to be used in conjunction with other policies of the 100 Mile Development Corporation.

#### 6.16 RECOGNITION OF EMPLOYEES

##### 1) Long Term Service Awards

The Corporation wishes to recognize individuals for their value, contributions and achievement as a long-term employee and to promote camaraderie among the staff of the 100 Mile Development Corporation

- a) Regular full-time employees shall be presented with long term service recognition gifts with the approximate values noted after completing 5 years of service, and at each succeeding 5 years:

5 years of service	Gift Value	\$ 50
10 years of service	Gift Value	\$ 100
15 years of service	Gift Value	\$ 150
20 years of service	Gift Value	\$ 200
25 years of service	Gift Value	\$ 250

30 years of service	Gift Value	\$ 300
35 years of service	Gift Value	\$ 350

- b) Long term service awards shall be presented to employees at the annual Christmas dinner each year. Awards presented at the annual Christmas dinner shall be based on the length of service of the employee as of December 31<sup>st</sup> of the preceding year. Employees being honoured at the dinner and their spouses, shall have their dinner expenses paid.
- c) Entitlement dates for all awards will be determined by the CAO and all arrangements for obtaining and presenting the awards will be made by the CAO's office.

**2) Employee Farewell Get Together and Leaving Gift**

The 100 Mile Development Corporation wishes to recognize the services of employees that leave the 100 Mile Development Corporation employ.

**a) Recognition of Retiring Employees**

Retiring employees shall be presented with a gift valued up to \$20.00 per year of service. This gift shall be presented by a member of the Board of Directors at an event scheduled to recognize the employee's retirement.

Retiring employees and spouses shall be invited to the recognition banquet following their retirement, with the Corporation paying the cost of the retiree and spouse.

**b) Recognition of Employees Leaving the 100 Mile Development Corporation after three years of service**

Employees leaving the 100 Mile Development Corporation shall be presented with a gift valued up to \$20.0 per year of service.

The Corporation will provide for a farewell get-together whenever a full-time employee leaves the employ of the 100 Mile Development Corporation. The farewell get-together may be arranged at the earliest convenient date just prior to or just after the date of termination. The department that employs the person leaving will organize the farewell get-together and shall use their own discretion as to who shall be invited. The department organizing the farewell get-together will be responsible for the clean-up.

## 6.17 SMOKING AND E-CIGARETTE FREE WORKPLACE

The 100 Mile Development Corporation aims to protect the health of its employees by banning the use of certain substances to reduce staff's exposure to hazardous second-hand smoke emission and e-substances and to create a professional presentation to the general public.

### **General Guidelines**

The Corporation requires employees to at all times comply with the *BC Tobacco and Vapour Products Control Act*, as amended, and the *Cannabis Control and Licensing Act* and associated Regulations. These laws specify where smoking tobacco and cannabis, and the use of vapour products and electronic cigarettes are banned, and include requirements that came into force in October 2018 when cannabis was legalized in Canada. The 100 Mile Development Corporation requires that employees at all times abide by any and all laws in force that govern smoking and the use of vapour products. As the 100 Mile Development Corporation is subsidiary corporation of the District of 100 Mile House, this policy also applies to all municipal owned and operated facilities.

The policy prohibits all persons from smoking tobacco or cannabis, or using vapour products at or in all 100 Mile Development Corporation work sites including:

- Any Corporation owned, operated or leased building, structure, or any other worksite that is fully or substantially enclosed;
- All parks, playgrounds, playing fields, public squares.
- Outdoor areas that are within seven (7) meters of doorways, open windows or ventilation air intakes of owned, operated or leased buildings, enclosed structures
- Corporation vehicles and equipment.

Staff is also prohibited from consuming any form of cannabis in any vehicle used for work, whether stationary or in motion.

Employees are NOT permitted to smoke while engaged in work. Employees are allowed to smoke tobacco or vape non-cannabis containing vapour products in their personal vehicle provided this does not expose another employee to the non-cannabis containing vapour products. Smoking is only permitted during an employee's break-

## **Definitions**

**“Cannabis”** means:

- a) any part of a cannabis plant, including the phytocannabinoids produced by, or found in, such a plant, regardless of whether that part has been processed or not, other than one of the following part of the plant: a non-viable seed of a cannabis plant; a mature stalk, without any leaf, flower, seed or branch, of such a plant; fiber derived from a stalk referred to in items; or the root or any part of the root of such a plant;
- b) any substance or mixture of substances that contains or has on it any part of such a plant; and
- c) any substance that is identical to any phytocannabinoid produced by, or found in, such a plant, regardless of how the substance was obtained.

**“E-cigarette”** means the following:

- a) a product or device, whether or not it resembles a cigarette, containing an electronic or battery-powered heating element capable of vapourizing an e-substance for inhalation or release into the air;
- b) a prescribed product or device similar in nature or use to a product or device described in paragraph (a).

**“E-substance”** means a solid, liquid or gas.

- a) that, on being heated, produces a vapour for use in an e-cigarette, regardless of whether the solid, liquid or gas contains nicotine, and
- b) that is not a controlled substance within the meaning of the *Controlled Drugs and Substances Act* (Canada).

**“Tobacco”** means tobacco leaves or products produced from tobacco in any form or for any use.

**“Vapour product”** means the following:

- a) an e-cigarette;
- b) an e-substance;
- c) a cartridge for or a component of an e-cigarette.

**“workplace”** means any place in which a person performs services in return for compensation and includes any places that are used in conjunction with the workplace such as a bathroom, meeting room or building or structure used for taking breaks.

## **6.18 SUBSTANCE ABUSE/MISUSE**

The 100 Mile Development Corporation is committed to ensuring the health, safety and well-being of its employees and the safety of the public. Employees are expected to perform their work duties safely, competently and efficiently, without any limitations arising from substance use or the after-effects of substance use that risk their health or safety or that of any other person. This policy is designed to promote cooperation among all employees to prevent and address substance use and substance use disorder in the workplace.

Reporting fit for work and remaining fit for work at all times is a fundamental requirement of employment. The following procedures provide guidance and direction in responding to alcohol and substance use issues in the workplace.

### **Definitions**

**“Alcohol”** is any alcoholic beverage including, but not limited to, beers, wines or liquors.

**“Drug or Substance”** is anything (other than alcohol) that affects a person’s physical or mental capacity or functioning, or is capable of altering the mood, perception, pain level or judgment of the individual consuming it, and includes but is not limited prescription medications.

**“Fit for Work”** is when an individual is in a physical, mental, and emotional state which enables the employee to perform the essential tasks of his or her work assignment in a manner which does not threaten the safety or health of oneself, co-workers, property, or the public at large.

**“Safety Sensitive Position”** is defined as a position in which an employee enters into situations, engages in processes, or uses equipment where error could result in serious harm to the employee, their co-workers, the general public, or the environment.

## **Employee Responsibilities**

- Reporting fit for work and remaining fit for work at all times during working hours or while engaged in Corporation business.
- When attending a training event/seminar or when otherwise appearing at an event as a representative or ambassador ensuring they are not impaired.
- Abstaining from the use or consumption of any substance prior to or during working hours, including during paid or unpaid breaks that could impair their ability to safely and efficiently perform their duties.
- Informing their supervisor immediately if they are unable to safely and efficiently perform their duties due to the consumption of alcohol, drug or substance.
- Refraining from the possession, distribution, sale, offer for sale of illegal drugs, or manufacture of alcohol, drugs, or substance during working hours, whether on or off of corporation premises.
- Assuming responsibility for their substance dependency and seeking professional assistance, including following any recommended treatment and relapse prevention programs following treatment.
- Intervening; if and as appropriate, to encourage a co-worker to access treatment before alcohol, drugs, or substance use impacts performance or the safety of the individual or co-workers.
- Co-operating with any investigation into a violation of this policy.
- Reporting in confidence to their Supervisor or Director of any impaired driving charge or conviction prior to or immediately upon returning to work for those who are expected to operate District vehicles/equipment.
- Exercising due diligence and immediately notifying their Supervisor or Director of any individual co-worker in an unfit condition on corporation premises, or engaged in company business, such that they may endanger themselves, others, or the environment.

### **Supervisors/Managers Responsibilities**

- Not knowingly permitting a person to remain at any workplace while the person's ability to work is affected by alcohol, a drug or other substance so as to endanger the person or anyone else.
- Understanding their role and the procedures related to alcohol, drugs, or substance use in the workplace and informing their staff of the policy and Part 4.20 WSBC Guidelines, so that they are applied in a consistent manner.
- Taking appropriate action to ensure no individual remains in an unfit condition during their working hours whether on or off of company premises such that they may endanger themselves, others, or the environment. Arrangements for safe transportation to their residence or a medical facility may also be necessary.
- Discussing with the Chief Administrative Officer (CAO) any potential need to utilize the services of specialists in the addiction medicine/treatment for employees within their area of operations.
- Intervening as appropriate to encourage a co-worker to access treatment before alcohol, drugs, or substance use impacts performance or the safety of the individual or co-workers.
- Co-operate with any investigation into a violation of this policy.

### **Impairment by Alcohol, Drug or Other Substance**

Employees are responsible for their consumption or use of any alcohol, drugs, or substance preceding a work shift and must allow sufficient time for any alcohol, drugs, or substance consumed to be fully metabolized, and for the impairing effects of those substances to have fully resolved. Employees are expected to arrive at work fit for work and be able to perform their duties safely and to standard by being unimpaired. Employees must remain fit for work at all times during working hours. The 100 Mile Development Corporation strictly prohibits employees from consuming or using alcohol, drugs, or substance whether on or off duty in circumstances, or at a time, such that the employee could become impaired during their working hours.

Employees who are impaired for any reason must disclose their impairment to their supervisor or manager, prior to commencing work. Where the employee becomes impaired during working hours, they must not return to work or must immediately cease working, and must disclose the fact they are impaired to their manager. The manager will need to contact the CAO to discuss the situation.

### **Voluntary Self-Referral**

The 100 Mile Development Corporation recognizes that alcohol and drug dependencies are treatable conditions and that early intervention greatly improves the probability of long-term recovery. Employees who suspect that they have a substance abuse problem are encouraged to seek assistance and to obtain appropriate treatment promptly before personal health, job performance or family life is compromised. Continuing and supportive aftercare has also been shown to contribute positively toward the maintenance of sobriety and the return to productive work of a person recovering from addiction.

Where an employee has or suspects they may have an addiction or substance dependency, and where the dependency does not render them unable to do so, they are required to notify their manager.

Under the Voluntary Self-Referral, where an employee discloses an addiction or substance dependency, the employee is given an opportunity to undergo treatment/rehabilitation as a means of managing the dependency. The completion of any prescribed treatment program via voluntary self-referral is fully the responsibility of the employee.

Self-referral and treatment after the launching of an investigation into job performance issues will not stop the investigation and/or remedial action from proceeding.

Any prescribed treatment/rehabilitation is the responsibility of the employee and shall be paid for in full by the employee.

### **Confidentiality**

Documentation of alcohol, drugs, or substance referral/treatment/follow-up conducted under this policy shall be done in confidence and based on a need-to-know basis. Medical updates and correspondence will be kept in a separate disability folder.

### **Incident Investigation and Remedial Action**



When there are reasonable grounds to believe the actions, appearance or conduct of an employee while on duty are indicative of the use of or being under the influence of alcohol, drugs, or substance, the Supervisor and/or Manager must immediately remove that employee from the workplace. Where reasonably practicable, documentation of the observed actions and behaviours should be made in writing as soon as possible after the incident. The Manager must report the incident to the CAO immediately. Documentation of an incident should, to the extent reasonably possible, include notes concerning some or all of the following:

- direct observation of the use of or possession of alcohol or illegal substance;
- time and location where the incident or behaviour occurred;
- witnesses, if any, to the behaviour or incident;
- work being performed by the employee at the time of the incident or behaviour;
- observed signs of alcohol or drug use impairment;
- patterns of erratic or abnormal behaviour;
- changes in the physical appearance, behaviour, speech patterns of the employee;
- evidence of unsafe work practices, equipment or property damage, observations of co-workers and/or bystanders including members of the public;
- information provided by a reliable, credible source;
- admission of use of alcohol or illegal substances by the employee.

Employees suspected of being under the influence of alcohol or substance use must not be permitted to remain at work, regardless of whether or not they occupy a “safety sensitive” position. Any determination concerning whether or not an employee is to be sent home will be made on a case-by-case basis by the Manager and/or Director of the operational area within which the employee works or is assigned.

### **Accommodation**

Where an employee is required to use medication (including but not limited to medical cannabis) pursuant to a valid prescription and in accordance with a physician’s directions, at a time, whether on or off of corporation premises, that could cause them to be impaired during working hours they are required to adhere to the following:

- The employee must notify their manager, prior to using medication during working hours that could cause them to be impaired, and prior to attending work impaired, to determine whether their use of that medication can be accommodated.

## **6.19 TRAINING & DEVELOPMENT**

### **General Statement**

The 100 Mile Development Corporation recognizes the importance of attracting and maintaining highly trained, qualified employees in order to provide service excellence. The Corporation encourages employees to take an active role in their own development and personal growth, and will endeavour to allocate funds in the annual budget for the purposes of ongoing staff development.

All staff development requests are subject to budget availability and approval of such requests shall be at the discretion of the Corporation.

### **Procedures**

#### **A. Short Term Courses, Seminars and Conferences**

1. Development needs includes training that is required by the Employer or is beneficial to the employee in his/her current position or supported by the Employer for another position within the Corporation.
2. In order to receive reimbursement of expenses incurred by the employee while on the short term course, seminar or conference, an employee must obtain the written approval of his/her Manager prior to attendance.
3. Applications must be accompanied by a statement of estimated costs including:
  - Registration fees
  - Transportation costs, if applicable
  - Accommodation costs, if applicable
  - Meals and incidental expenses, if applicable

The Manager will review all such applications and if considered to be in the interests of the Corporation, and providing sufficient funds are available, may approve the course for payment.

#### **B. On-going Program of Study**

1. The 100 Mile Development Corporation may reimburse up to 100% of tuition fees and textbooks for courses offered by an accredited post-secondary institute or an acceptable equivalent provided that the employee obtains approval from the CAO prior to commencement of the course of studies. Requests for program approval shall be made, where possible, at least six (6) months in advance of the anticipated start date of the course. Requests for financial support must be submitted to at the time of request.

2. The CAO will review all such applications to determine the suitability of the course and, if approved, to outline the extent of the Corporation's support.
3. Evidence of successful completion of the program of studies must be submitted to the Corporation and will be retained in the employee's personnel file.
4. In the event the employee leaves the employ of the Corporation prior to completing two years of service, following completion of a course leading to a specific designation, the employee will be required to reimburse the Corporation a portion of those agreed upon costs, up to and including registration fees, course materials and travel costs.

**Length of Service**

**Reimbursement**

0 to 6 months	100%
6 months < 1 year	50%
> 1 year < 2 years	25%

If an employee commences a Program of Study but does not complete the Program as approved by the employer, the following provisions may apply depending on the circumstances of non-completion:

- (a) Employees who complete less than  $\frac{1}{4}$  of the Program of Study shall be required to reimburse the Corporation 75% of all costs agreed to be paid by the Corporation up to and including registration fees, course materials and travel costs.
- (b) Employees who complete more than  $\frac{1}{4}$  but less than  $\frac{1}{2}$  of the Program of Study shall be required to reimburse the Corporation 50% of all costs agreed to be paid by the Corporation up to and including registration fees, course materials and travel costs.
- (c) Employees who complete more than  $\frac{1}{2}$  but less than  $\frac{3}{4}$  of the Program of Study shall be required to reimburse the Corporation 25% of all costs agreed to be paid by the Corporation up to and including registration fees, course materials and travel costs.

**Training/Development Reimbursements**

1. Registration and tuition fees for approved short term courses, seminars and conferences and programs of study will be paid by the Corporation in advance.
2. Registration and if required, hotel accommodations shall be arranged and approved by the appropriate Manager.

3. Upon completion of the short term course, seminar, conference or program of study, the employee shall complete an “*Employee Statement for Training and Development Travel Expenses*” form in its entirety and submit to his/her Manager for authorization of payment. All original receipts must be attached. The Manager shall authorize and code the document, then submit to the Finance Department for payment.
4. Employees are responsible for any and all costs associated with having a spouse (or other person) accompany them while on authorized corporate business.

### **Accommodation**

Government rates are to be requested when booking accommodation, and at single occupancy rates. If a spouse is accompanying the employee, travel is at their own expense, and the employee may only claim the single room rate.

Employees may choose to stay at a conference hotel or at a nearby, more economical hotel. Inquire about government rates before requesting the conference rate, as it may be less expensive.

Non-commercial accommodation may not be claimed.

Hotel accommodation shall be arranged and approved by the appropriate Department Director.

### **Meal Allowances and Per Diem Rates**

Employees are entitled to meal allowances and per diem rate pursuant to the Expense Reimbursement Policy.

Incidental allowance (i.e., telephone calls, photocopying/fax charges, cleaning or repair of clothing, etc.) for each day of travel shall be paid pursuant to the Expense Reimbursement Policy.

### **Travel**

Actual air fare at economy rate, substantiated by receipts will be paid. If travel is by car, equivalent air fare or mileage may be claimed, whichever is lesser. The mileage rate is pursuant to the Expense Reimbursement Policy.

Actual transportation costs, including fares, rents, fees and charges for airport limousine, bus, taxi, ferry, rental car, tolls, parking, and other reasonable transportation expenses substantiated by receipts, will also be reimbursed.

## 6.20 WHISTLE BLOWER

### Purpose

- To create and maintain a work environment with high standards of business and personal ethics.
- To inform all employees of their responsibilities and opportunities to report conduct that falls below acceptable ethical standards.
- To prevent retaliation against employees who report unacceptable conduct.
- To enable employees to raise serious concerns within the Corporation rather than seeking resolution outside the Corporation.

### Policy

The 100 Mile Development Corporation requires employees to conduct their duties with integrity, impartiality and equality of service. The Corporation is committed to creating and maintaining a work environment where high standards of business and personal ethics are observed.

The Corporation believes that employees must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. All employees must report fraudulent or dishonest conduct in accordance with this Policy.

### Definitions

**“Baseless Allegation”** means an allegation of fraudulent or dishonest conduct made in bad faith or with reckless disregard for truth or falsity;

**“Fraudulent or Dishonest Conduct”** means a deliberate act or failure to act with the intention of obtaining an unauthorized benefit or some other improper purpose. Examples of fraudulent or dishonest conduct include, but are not limited to:

- (a) forging documents;
- (b) unauthorized alteration or manipulation of computer files;
- (c) fraudulent financial reporting;
- (d) misappropriation or misuse of the Corporation’s resources, such as funds, supplies, materials, equipment, tools, vehicles, or other assets;
- (e) misappropriation or misuse of the Corporation’s facilities;
- (f) authorizing or receiving compensation for goods not received or services not performed;
- (g) authorizing or receiving compensation for hours not worked; and
- (h) unauthorized release of in camera or confidential information.

**“Informant”** means an employee who reports an allegation of fraudulent or dishonest conduct;

**“Retaliation”** includes, but is not limited to, threats of physical harm, harassment, punitive work assignments, negative impacts on salary or wages, and job loss.

### **Reporting Process**

An employee who knows or suspects that another employee or Board member has engaged, or plans to engage, in fraudulent or dishonest conduct, must immediately report this information as follows:

- (1) if the matter involves a colleague, the employee must report the information to the employee’s direct supervisor;
- (2) if the matter involves a supervisor, the employee must report the information to the employee’s manager;
- (3) if the matter involves a manager the employee must report the information to the CAO;
- (4) if the matter involves the CAO, the employee must report the information to the President;
- (5) if the matter involves the President or another member of the Board, the employee must report the information to the CAO

Managers must advise the CAO of any suspected or reported allegations of fraudulent or dishonest conduct. If the concern involves an allegation of fraud or theft, the Director of Financial Services must also be advised of the matter. The Director of Financial Services will determine whether the matter must be reported to the Corporation’s auditors.

All allegations will be investigated in an impartial and timely manner. The CAO has the authority to investigate the allegation or to designate an appropriate internal or external investigator to conduct the investigation. The investigator will interview the informant and may take any other steps he or she thinks necessary to make a fair determination of whether fraudulent or dishonest conduct has occurred or may occur.

Where the investigation reveals that an employee or member of the Board has engaged in, or planned to engage in, fraudulent or dishonest conduct, the following forms of corrective or preventative action, without limitation, may be recommended:

- (a) education and training for the person whose conduct is found to be fraudulent or dishonest;
- (b) review and modification of Corporation policies, procedures and practices, if necessary, to ensure they better address or prevent future fraudulent or dishonest conduct;
- (c) notification of the Board, the Corporation's auditors and appropriate law enforcement authorities or other oversight bodies;
- (d) disciplinary action, up to and including dismissal.

In all cases, corrective or preventative action will be appropriate to the situation. When determining appropriate action, the following factors, without limitation, may be considered:

- (a) the nature and seriousness of the fraudulent or dishonest conduct;
- (b) whether the fraudulent or dishonest conduct was a single or repeated act;
- (c) the duties and responsibilities of the Corporation to report fraudulent and dishonest conduct to other people or agencies;
- (d) the personnel record of the employee whose conduct is found to be fraudulent or dishonest.

### **No Retaliation**

An informant who, in good faith, reports suspected fraudulent or dishonest conduct will not suffer harassment, retaliation or adverse employment consequences.

Corporation employees and members of the Board must not retaliate against an informant. Informants who believe they have been retaliated against may file a written complaint with the CAO. If the employee believes the retaliation involves the CAO or a member of the Board, the individual may file a written complaint with the President. A proven complaint of retaliation will result in an investigation, and may result in disciplinary action, up to and including dismissal, against the individual engaging in retaliation.

This protection does not interfere with the rights and responsibilities of managers and the CAO to take action, including disciplinary action, in the usual scope of their duties.

### **Baseless Allegations**

The Corporation recognizes that not every complaint will reveal fraudulent or dishonest conduct. Determining whether a particular incident is fraudulent or dishonest will require a full investigation to obtain relevant facts and background information that may not be available to an informant. Informants must be careful to avoid making

baseless allegations of fraudulent or dishonest conduct. Baseless allegations can have serious, negative effects on innocent parties. If, after investigating an allegation, the CAO or a designated investigator determines it is a baseless allegation, disciplinary action may be taken against the informant.

### **CONFIDENTIALITY**

The Corporation will use its best efforts to protect the confidentiality of informants and protect informants from retaliation by other employees and Board members. However, it cannot guarantee confidentiality, and there is no such thing as an “unofficial” or “off the record” report. The Corporation will keep the informant’s identity confidential unless:

- (a) the person agrees to be identified;
- (b) identification is necessary to allow the Corporation or law enforcement officials to investigate or respond effectively to the allegation;
- (c) identification is required by law; or
- (d) the person accused of fraudulent or dishonest conduct is entitled to the information to ensure fairness in investigations and disciplinary proceedings.

In order to encourage employees to report concerns under this policy, the Corporation will investigate anonymous complaints. However, it must be recognized that the Corporation will be limited in its ability to thoroughly investigate complaints made on this basis.

### **Board Member/Employee Review**

All members of the Board and each corporate employee will review this policy upon commencement of work and on a yearly basis (January of each year) and sign that they have read and understood the policy.



Board Member/Employee: \_\_\_\_\_

Date and sign below that you have read and understood the ***Whistle Blower Policy***.

YEAR	DATE SIGNED	BOARD MEMBER/EMPLOYEE SIGNATURE
2024		
2025		
2026		
2027		
2028		
2029		
2030		
2031		
2032		
2033		
2034		
2035		
2036		
2037		
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2039		
2040		
2041		

## 6.21 WORKPLACE HARASSMENT

### POLICY

This policy recognizes that individuals have the right to be treated with respect in the workplace. The Corporation will not, and employees should not, condone behaviour in the workplace that is unacceptable and likely to undermine work relationships or productivity, as our continued growth and success is a reflection of everything we do.

The Corporation is committed to a respectful workplace, free from discrimination, harassment and sexual harassment. The Corporation considers workplace discrimination, harassment and sexual harassment as having serious effects on the work environment, which can lead to adverse job-related consequences for affected persons and for the Corporation itself. The Corporation will not tolerate behaviour which may undermine the respect, dignity, self-esteem or productivity of any person(s).

### SCOPE

This policy applies to all persons employed by the Corporation, which includes elected officials and volunteers.

### DEFINITIONS

**“Discrimination”** refers to unfair, differential treatment of an individual or group of individuals that is prohibited by law as defined within the *BC Human Rights Code*. It may be intentional or unintentional and often stems from prejudice and/or stereotypes. Discrimination can result in one individual or group having an advantage over another. It can cause an individual or group to be excluded from activities, in which they have the right to be included.

**“Harassment”** refers to any behaviour that tends to disrupt civility and cooperation in the workplace and interferes with efficient and effective work flow, including, with limitation, any inappropriate behaviour in the form of repeated and hostile or unwanted actions, verbal comments, actions or gestures, that could negatively impact the dignity or psychological or physical integrity of an employee or other individual, or that otherwise tends to result in a harmful work environment for the employees. A single serious incident of such behaviour may also constitute disruptive behaviour.

Such behaviour may include but is not limited to:

- a) abuse of authority where a staff member uses authority in an unreasonable manner;
- b) non-constructive criticism addressed in such a way as to intimidate, undermine confidence, or imply incompetence;
- c) spreading malicious rumours or intentionally conveying false information about another individual;
- d) breaching the confidentiality of another employee;

- e) refusal to cooperate with other staff members and employees;
- f) bullying or shouting at an employee;
- g) using abusive language and/or intimidate behaviour;
- h) threats of violence, retribution, litigation or financial harm; and
- i) verbal or physical assaults directed at other employees,

**“Sexual Harassment”** refers to unwelcome conduct that is sexual in nature which tends to result in a damaging effect on the work environment or lead to adverse job-related consequences for the victim of the harassment. The term of “sexual harassment” is not meant to apply to social relationships between employees based on mutual consent. Individuals’ conduct and comments should reflect mutual respect as normal standards of conduct for the workplace.

Examples of Sexual Harassment include, but are not limited to:

- a) A person in authority asking an employee for sexual favours in return for being hired or receiving promotions or other employment benefits;
- b) Unwelcome remarks, questions, jokes, innuendo of a sexual nature including sexist comments or sexual invitations;
- c) Leering, staring or making sexual gestures;
- d) Unwanted physical contact such as touching, patting, pinching or hugging;
- e) Verbal abuse, intimidation or threats of a sexual nature;
- f) Sexual advances with actual or implied work-related consequences.
- g) Inquiries or comments about a person’s sex life or sexual preference;
- h) Display of pornographic or other sexual materials, or
- i) Offensive pictures, graffiti, cartoons or sayings.

### **CONFIDENTIALITY**

The Freedom of Information and Protection of Privacy Act governs rights to privacy and access to information with respect to complaints under this Policy. The investigation of complaints will be conducted with discretion and inappropriate breaches of confidentiality may be subject to discipline. To protect the interests of the parties involved, every reasonable effort will be made to maintain confidentiality throughout the process. Information relating to the complaint will only be disclosed to the extent necessary to carry out these procedures. Individuals consulted will be cautioned not to discuss the issue or disclose that a complaint has been made and is being investigated. All parties will be given the opportunity to present evidence in support of their positions and to defend themselves against allegations of misconduct under this Policy.

### **COMPLAINT PROCEDURE**

All reports of discrimination, sexual harassment, and disruptive and disrespectful conduct will be taken seriously. Employees should report any behaviour which they believe constitutes a violation of this policy.

Complainants are encouraged to make known to the alleged harasser(s) directly that their conduct is unwelcome and that it should cease immediately. If this is not successful in stopping the behaviour or if the complainant is uncomfortable doing this, then he/she may proceed with the following steps:

### **Step 1 - Informal Complaint**

Where a complaint (either verbal or written) is made, it can be directed to the Unionized Relief immediate supervisor or manager. The Manager will attempt to resolve the matter in consultation with the complainant and immediate supervisor. If it cannot be resolved, the complaint should be formalized. The complaint shall remain confidential as well as the complainant's identity.

### **Step 2 - Formal Complaint**

The complaint should be in writing to the CAO and be signed by the complainant. The complaint may be on a form provided by the local government or in another written form and must state the nature of the complaint and the name, address and telephone number of the complainant.

#### **1. Processing of Formal Complaints**

- a) **Acknowledgement**  
The complaint is first reviewed by the Manager who will acknowledge in writing to the complainant receipt of the complaint and will describe to the complainant the various review stages and the appeal process.
- b) **Referral/Review**  
The complaint is then referred to the individual(s) or committee whose decision precipitated the complaint and the immediate supervisor of the person(s) for review. The immediate supervisor is required to invite the complainant to discuss the concerns. Upon completion of the review, the results may be conveyed in writing to the complainant, including reasons for the decision, as well as any legal, legislative, or policy restriction which may have affected the decision.
- c) **Review by CAO**  
Where the complaint has not been resolved by the previous steps, the complaint will be reviewed by the CAO who will invite the complainant and staff or committee to discuss the concerns. Upon completion of this review, the results will be conveyed in writing by the CAO to the complainant, including the reasons for the decision, as well as any legal, legislative or policy restrictions, which may have affected the decision. The complainant should be advised at this time that if they are not satisfied with the results, an appeal can be made.

### **1.30 RECORD KEEPING**

An administrative review file should be established and maintained for all informal and formal complaints received. The file should contain a copy of formal complaint and notes summarizing any meetings held to attempt to informally resolve the complaint.

### **1.40 APPEALS**

In the event the complainant is not satisfied with the efforts of the CAO to address the complaint, the complainant may file a further complaint with the Board, which must be in writing, and the local government authority must conduct a review “in camera.”

### **1.50 LOCAL AUTHORITY REVIEW**

- a) When conducting a review, the Board must give reasonable and timely notice to all persons, including the CAO and the complainant, who might be affected by the review process. All supporting information shall be provided to the local government authority. There may be circumstances where a complainant would prefer to make only a written submission.
- b) The complainant and CAO shall appear before the Board. However, if the complainant is not comfortable appearing in a formal setting, at the request of the complainant, discussions may be held informally, possibly before an Administrative committee of the Board.
- c) The decision of the Board in respect of the review should be made reasonably promptly in all circumstances.
- d) The decision shall be confirmed in writing, outlining the reasons for the decision and noting any legislative, bylaw or policy restrictions affecting the decision. This decision will also be copied to the staff member and the supervisor.

### **Unsubstantiated Complaints**

The 100 Mile Development Corporation recognizes that not every incident complained of will constitute bullying, discrimination or harassment. Determining whether a particular action or incident occurred and/or constitutes harassment or discrimination will depend on an evaluation of all the facts, circumstances and applicable legal principles.

If it is determined that a complaint is substantiated, a record of the incident(s) and outcome(s), including any corrective action taken, will be kept in the Respondent’s

personnel file. If there is insufficient evidence to support the complainant's allegations, they will submit that finding.

There will be no record of the complaint on the complainant's or respondent's file and there will be no penalty to anyone concerning the incident. A finding of no evidence is a simple reflection of an absence of evidence to support the claim and nothing more.

### **No Reprisal or Retaliation**

Any individual covered by this Policy who is found to have engaged in any reprisal or retaliation in violation of this Policy will be subject to appropriate disciplinary action, which action may include the termination of employment for just cause or sanction by Council (when applicable).

### **Vexatious Allegations and Complaints**

Any individual covered by this policy who makes an allegation or complaint under this policy that is subsequently found to have been made in a deliberately vexatious or malicious manner, or otherwise to have been made in bad faith, will be subject to appropriate disciplinary action, which action may include the termination of employment for just cause or sanction by Council (when applicable).

## **6.22 WORKING ALONE**

The purpose of this policy is to identify what all employees should be familiar with while working alone. This policy is to be used as a guideline for safe working practices.

1. Make sure that all buildings are secure. (windows and doors)
2. Do a walk through the buildings every hour to ensure security
3. Do not announce that you are alone to anyone
4. Make sure that you are familiar with all of your surroundings
5. Arrange to check in hourly with someone (e.g.: Manager, Family, Friends)
6. Keep emergency numbers close to phones
7. Ensure familiarity with all Evacuation Plans
8. If employee feels threatened in any situation, employee is to proceed to nearest Fire Alarm Control Panel and activate the fire alarm. By doing this process, the Manager will automatically be notified as well as the Fire Department, so help will be on the way.

## 6.23 SOCIAL MEDIA

The 100 Mile Development Corporation recognizes the importance of social media as an additional communication tool for the purpose of sharing information and encouraging dialogue with the public. Engaging in social media should follow the same principles and guidelines as engaging in traditional forms of communication - by using sound judgement and common sense.

Employees and Board Members representing the 100 Mile Development Corporation whether in a personal or professional capacity, have a duty to protect the interests, reputation and relationships of the Corporation.

The Social Media policy establishes and governs the principles expected of all employees and Board members when engaging in Social Media publication and commentary on behalf of the 100 Mile Development Corporation.

### Purpose

This policy is intended to:

- ensure effective online communication while adhering to legal requirements, particularly Freedom of Information and Protection of Privacy Legislation;
- ensure that the employees and Board Members understand their responsibilities to the Corporation and their colleagues;
- protect the privacy, confidentiality, interest and reputation of employees, officials and the 100 Mile Development Corporation;
- protect the Corporation's confidential business information;
- ensure a respectful workplace free from harassment and discrimination; and
- establish a standard for professional and respectful online communication.

### Definitions

**"Board"** includes members appointed as the Board of Directors acting on behalf of the 100 Mile Development Corporation

**"CAO"** means Chief Administrative Officer of the District of 100 Mile House

**“District”** means the District of 100 Mile House

**“Employees”** means the employees of the 100 Mile Development Corporation

**“Media”** includes media sources outside of the 100 Mile Development Corporation and District of 100 Mile House Social Media sites such as newspapers, radio, television and other social media sites that are not populated by the Corporation or the District

**“Personal Information”** means information about an identifiable individual. Personal information includes, among other things, an individual’s name, email address or username if it includes the individual’s name, a portion of their name, or is a pseudonym that is attributable to an identifiable individual by using readily available information; contact information, home address or email; appearance and image; educational and employment history; and personal opinions

**“Post”** means online content, including comments, links, documents and images, including but not limited to photographs, graphics, video and emoticons

**“Social Media”** means internet and mobile-based tools used for sharing and discussing information, including but not limited to Facebook, Twitter and YouTube. Social Media describes the convergence of telecommunications, computing and social interaction to allow people to interact and share their opinions, photographs, videos and links to material from a wide variety of sources. The broad definition of Social Media currently includes message boards, blogs, video posting sites, photo posting sites, social networks, forums and online customer chat sites.

### **Social Media Account Management**

- a) 100 Mile Development Corporation Social Media will be populated regularly by the Corporate Administrator and/or designate.
- b) Employees and Board members must obtain authorization from the CAO prior to engaging in work-related Social Media on behalf of the Corporation.
- c) The Corporate Administrator and/or designate will be responsible for maintaining a list of all social networking application domain names in use, the names of all employee administrators of these accounts, as well as the associated user identifications and passwords.



- d) The CAO and the Deputy Corporate Administrator will maintain the Social Media sites, including the look and feel of pages, review each posting for spelling or grammatical mistakes and for policy and legal issues.
- e) Social media identities, logon ID's and usernames may not use the Corporation's name without prior approval from the CAO.
- f) Employee profiles on social media sites must be consistent with employee profiles on the Corporation's website or other facility publications. Profile information may be obtained from Corporate Administration and/or designate.
- g) Official Corporation or District photographs must be used for profile photographs, photographs can be obtained from the Corporate Administrator and/or designate.

### **Availability**

The Corporation updates and monitors social media accounts during regular office hours. As customer service is a priority, every attempt will be made to respond to all inquiries via Social media in a timely manner during office hours, however, the usual ways of contacting the facilities for official correspondence are encouraged. The Corporation assumes no responsibility for lack of service due to site related downtime or issues.

### **Posting Guidelines**

- a) Social Media sites will be used for:
- Announcements, such as community or public events organized by the Dev. Corp., SCRC or partner agencies/organization;
  - Links to information or media releases relating to programs and initiatives of the 100 Mile Development Corporation.
  - Photo or video galleries of community events or gatherings;
  - Information on volunteer opportunities and programs from partner agencies/organizations of the District;
  - Links to career postings for employment at the 100 Mile Development Corp, SCRC; and
  - Public safety information from the RCMP, Fire Department, District or Emergency Operations personnel as approved by the CAO.
- b) Social Media will not be used for:

- Hosting of conversations relating to issues that will be dealt with through public hearings or other official consultations. These processes are subject to specific legislative processes and have statutory conditions and obligations.
  - Platforms for campaigning during local, provincial or national elections or referendums. Postings by elected officials, prospective or declared candidates or their supporters will be removed immediately for the period of 60 days prior to the relevant election.
- c) Employees shall be cautious of posting or disclosing their personal details when engaging in Social Media.
  - d) All content associated with the 100 Mile Development Corporation shall be consistent with corporation business, values and professional standards. No information which is in good faith and good conscience, ought not to be disclosed, will be posted on Social Media sites.
  - e) Any information communicated that is later found to be in error will be removed or corrected and publicly communicated as soon as possible.
  - f) Misrepresentations made by, or in, the Media about the Corporation may be addressed, but only by using facts and with respect.
  - g) Employees will take time to edit, spell check and have the CAO review Social Media messages before posting.
  - h) Messages will be simple, engaging and link the reader to further information on the associated website.
  - i) Quotes from other sources will be attributed to the original author/source, and when possible, a link provided to the original author/source rather than reproducing the work.

### **Employee Conduct**

- a) Employees representing the District via Social Media are expected to conduct themselves at all times as a representative of the District and in accordance with District Policy and individual and collective contractual obligations.
- b) Employees engaging in Social Media on behalf of the District are required to identify themselves as an employee of the District.

c) Employees shall not publish or comment via Social Media in any way during work hours, using work facilities unless specifically authorized to do so. Social Media may be used only as a business practice and not for personal reasons during business hours.

Access to personal Social Media sites during work hours is unnecessary and an inappropriate use of company property and time.

d) Employees in Management positions shall conduct themselves in accordance with this policy when using Social Media for personal use as their position would be well known within the community.

e) Employees must be aware that participation in Social Media results in comments being permanently available and open to being re-published in other media. Engaging in Social Media on behalf of the Corporation or District may attract media interest to individuals. Employees should proceed with care whether participating as a representative or in a personal capacity.

### **Board Conduct**

Official Social Media sites will not be used to promote opinions or political accord. The Board/District Council is accountable to the public and should abide by their legal responsibilities, avoiding conflict of interest and respecting confidentiality, as laid out in the Community Charter.

### **Ethical Conduct**

When engaging in Social Media:

- Citizen protection and respect are paramount;
- Every effort will be made to keep interactions factual and accurate;
- Transparency and openness will be strived for in Social Media interactions.

Content, comments or links containing any of the following will not be allowed on Social Media sites.

- Comments not topically related to the particular site or blog article;
- Slanderous or defamatory remarks, obscene language or sexual content;

- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- Promotion of commercial services or products other than significant District sponsors, affiliations, or business partnerships;
- Promotion of political candidates or of political ideas of individual elected officials;
- Promotion of illegal activity;
- Information that may compromise the safety or security of the public or public systems;
- Content that violates non-disclosure agreements or legal ownership interest of any other party
- Identifying remarks, citations or references of citizens, partners or suppliers without prior approval;
- Slandorous or embarrassing comments of the Corporation/District, customers, or employees;
- Promotion or personal views or beliefs unless they represent or are consistent with the Board/District's views and are done in accordance with policies.

### **Records**

All Social Media sites shall adhere to applicable provincial, federal and local laws, regulations and policies including Information Technology and Records Management bylaws and policies and all other applicable policies.

*The Freedom of Information & Protection of Privacy Act* applies to Social Media content and therefore content must be able to be managed, stored and retrieved to comply with the act.

### **Copyright Laws**

Laws governing copyright and fair use or fair dealing of copyrighted material owned by others must be adhered to, including 100 Mile Development Corporation and District of 100 Mile House copyrights and brands.

### **Enforcement**

- a) This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, email and the internet.

- b) Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.
- c) Use of the provided internet email and Social Media is a privilege. Unauthorized use will result in the loss of access for the user and, depending on the seriousness of the infraction, may result in disciplinary action as deemed appropriate.
- d) The employer reserves the right to restrict or remove any content from Social Media sites that is deemed in violation of this policy or any applicable law.

## **7. SUPERVISION AND TRAINING**

### **7.1 PURPOSE**

To provide qualified instruction and supervision in the provision of programs in order to provide better and safer services in response to the demands of the users.

This part of the program must start with the proper selection and training of employees and volunteers. This can be accomplished by:

- establishing the qualifications required to participate in the provision of services,
- hiring practices which ensure that the qualification requirements are adhered to and can be demonstrated by the employees,
- writing of and conveying of job descriptions so that employees are aware of their responsibilities,
- performance review systems that measure and convey progress of staff,
- in-service training programs to update and refresh skills of employees (maintain records of such training),
- monitor the qualification expiration dates of employees and offering re-certification programs, and
- the provision of an orientation package for new employees, which includes documentation on safety and emergency procedures, insurance coverage and other matters.

This can be further enhanced by:

- providing a staff manual which outlines policy and procedures that apply,
- defining and documenting program plans which incorporate participant/instructor ratios, proper use of equipment, guidelines for the level of activity for each program, and
- providing first aid training to employees where appropriate.

It is emphasized that this is just as applicable to volunteers as it is to paid employees, especially in communities which depend heavily upon volunteer assistance.

### **7.2 ACCIDENT RESPONSE PROCEDURES**

In case of emergency situations, the Emergency Response Procedures should be followed. In respect to responding to accidents, the following should be implemented:

- require first aid training for all staff and volunteers.
- obtain medical information from participants in document form (e.g., MSP number, allergies, relevant medical history, etc.),
- establish evacuation plans for all facilities,

- provide for adequate first aid equipment at facilities (make a daily/weekly check of such equipment and replenish as required), and
- provide written instructions for accident response. (There may be a need for both general and specific instructions for various accident; e.g., chlorine evacuation.)

In respect of securing accident information and preparing accident reports the following should be implemented:

- develop an accident report form, which satisfies the reporting requirements internally and also provides information needed by insurers for claim purposes. (Note: There may be more than one type of accident report required. A separate report for vehicle accidents or property damage will likely be required.)

There is also a need for incident reports even when there is no accident (e.g., public complaints).

- complete the accident reports in a factual and objective manner. Do not write opinions into the report.
- review accident forms and develop internal procedures for summarizing key information such as location of accidents, time of accidents, frequency of occurrence, etc., and
- utilize information from accidents to make adjustments in programs, procedures and equipment to improve operations.

**8.**

**“ATTACHMENTS”**



**100 MILE DEVELOPMENT CORPORATION**  
**RECORDS FOR DESTRUCTION**

Department: \_\_\_\_\_

File No.	Retention	Description

Attachment "A"

Date: \_\_\_\_\_ Employee's Signature: \_\_\_\_\_

Department Director's Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Corporate Administrator's Approval: \_\_\_\_\_ Date: \_\_\_\_\_

*This form shall be completed as per the Records Management, Retention and Disposal Policy*

ROBBERY SUSPECT DESCRIPTION FORM

Should be completed from the witness's own recollection and not after discussion with others then handed back to the investigating officers.

Date: \_\_\_\_\_ Incident #: \_\_\_\_\_ Investigator: \_\_\_\_\_

Sex: **M** **F** Racial Origin: \_\_\_\_\_

Age: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Build: \_\_\_\_\_ (stocky, slight, etc.) Shape of Face: \_\_\_\_\_

Complexion: \_\_\_\_\_ (fair, pockmarked, etc.) Eye Colour: \_\_\_\_\_

Hair Colour/style: \_\_\_\_\_ Facial Hair: \_\_\_\_\_

Marks/Scars/Tattoos: \_\_\_\_\_

Unusual Features: \_\_\_\_\_  
(Smell of alcohol, odors, limp, missing teeth, etc.)

Clothing: \_\_\_\_\_  
\_\_\_\_\_ (colour, type, shoes, etc.)

WHAT DID THE SUSPECT SAY?

Attachment "B"

Voice: \_\_\_\_\_  
\_\_\_\_\_ (Accent, speech, impediment etc.)

Describe weapon used: \_\_\_\_\_

Did you touch the holdup note: \_\_\_\_\_

Description of getaway Vehicle: \_\_\_\_\_  
(Make, model, year, colour, license plates, distinguishing features)

**CAN YOU IDENTIFY SUSPECT?** \_\_\_\_\_

\_\_\_\_\_

Attachment "B"

PRINT YOUR FULL NAME: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ BUS. PHONE: \_\_\_\_\_

CUSTOMER OF STAFF? \_\_\_\_\_

WRITE OUT IN CHRONOLOGICAL ORDER IN DETAIL WHAT HAPPENED – WHAT YOU SAW, HEARD, DID, ETC

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Attachment "B"

## 100 Mile Development Corporation Employment Opportunity

### Position:

100 Mile House is centrally located in the heart of British Columbia's Southern Interior and worldly recognized as the "Handcrafted Log Home Capital of North America". 100 Mile House is the commercial hub of the South Cariboo and the main service centre for many outlying communities. It is well known for its outdoor recreational activities and friendly atmosphere.

### Position Summary:

### Essential Qualifications:

### Experience:

### Specific Skills"

### Special Requirements:

### Salary & Hours of Work:

Resumes detailing education, qualifications and proof of required licenses/certificates/degrees will be accepted prior to <time>, <date> by:

### <Hiring Department Director Name>

PO Box 340, 385 Birch Avenue

100 Mile House, BC V0K 2E0

Or by email to: <email address>

**Only those selected for interview will be contacted.**

Date Posted:

Posting Expires:

## ADMINISTRATION - Attachment "D"

### TELEPHONE REFERENCES

Reference checking involves checking critical information learned during the interview and on the job application to ensure the applicant's information is accurate.

**Caution:** In Manitoba, a personal investigation may not take place without the written consent of the applicant.

Use the following guide to ensure that you have collected all the necessary information about the applicant during a telephone reference check.

Name of Applicant: \_\_\_\_\_

Person contacted: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_

What were the dates of his employment with you?

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What was his salary at the time of leaving your employment?

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What did you think of his work?

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How would you describe his work performance in comparison with other employees?

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What job progress did he make?

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Would you re-employ this person?

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What are his strong points? Limitations?

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Attachment "D"

How did he get along with other people?

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Could you comment on his:

Attendance: \_\_\_\_\_

Dependability: \_\_\_\_\_

Ability to take on responsibility: \_\_\_\_\_

Potential for advancement: \_\_\_\_\_

Degree of supervision needed: \_\_\_\_\_

Overall work attitude: \_\_\_\_\_

Is there anything else of significance we should know?

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References checked by: \_\_\_\_\_

Date: \_\_\_\_\_

Attachment "D"



<Date>

<Name>

<Address>

<Address>

Attachment "E"

Dear <Mr/Mrs./Ms.> <Name>

**Re: Employment Offer**

The 100 Mile Development Corporation is pleased to make you the following job offer and trusts it will meet with your approval.

The position we are offering is that of **<Name of Position>** with a rate of pay of **<Amount>**.

Upon successful completion of the probationary period, fringe benefits will be applicable as outline in the 100 Mile Development Corporation Personnel Policy. Your working hours will be **<Days of Week>**, **<Hours of work>** starting **<Date>**, reporting to the **<Where>** at that time.

Please sign the enclosed copy of this letter and return it to me by **<Date>** to indicate your acceptance of this offer.

We are confident you will be able to make a significant contribution to the success of our organization and look forward to working with you.

Sincerely

<Name>

<Position>

# Attachment "F"

<Date>

<Name>

<Address>

<Address>

Dear <Ms.Mrs.Mr.><Name>:

**Re: Job Posting " <Name of Position>"**

Thank you for your interest in the above-mentioned position with the 100 Mile Development Corporation. We have completed the interview process and wish to advise you that we have awarded this position to another candidate.

We wish you all the best in your future endeavors.

Sincerely,

<Director's Name>

<Director's Position>

**EMPLOYEE ORIENTATION CHECKLIST**

**CHECKLISTS WILL BE SPECIFIC TO EACH LOCATION**

Attachment "G"

**WORKPLACE  
HARASSMENT/HARASSING BEHAVIOUR REPORT**

HARASSING BEHAVIOUR is any improper conduct by an individual that is directed at and offensive to another person or persons in the workplace, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the *Canadian Human Rights Act*. The *Canadian Human Rights Act* provides every person in the workplace the right to freedom from harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction. These are referred to as prohibited grounds.

<b>WEEK OF:</b>	
<b>DEPARTMENT:</b>	<b>REFERENCE #:</b>
<b>POLICY TITLE:</b>	
<b>INCIDENT REPORTING DATE:</b>	
<b>100 MILE DEVELOPMENT CORPORATION REPRESENTATIVE:</b>	
<b>AFFECTED PERSONNEL:</b>	
<b>INCIDENT ISSUE IF KNOWN:</b>	
<b>WAS AND AT WHAT LEVEL WAS INCIDENT RESOLVED:</b>	

Attachment "H"

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## E-Mail/Internet Policy Acknowledgement and Agreement

By signing this document, I, \_\_\_\_\_  
(Employee Name)

1. Acknowledge receipt of the Corporation's policy concerning e-mail and Internet use regarding permitted and prohibited uses of the e-mail and Internet systems.
2. Acknowledge and understand that violation of this policy may lead to disciplinary sanctions, up to and including termination for cause.
3. Confirm that I have read and understand the terms of this policy and agree to abide by the terms of this policy.
4. Understand and agree that e-mails and attachments as well as my Internet use are not private and confidential and may be monitored or searched by the Corporation any time it deems fit in its sole discretion.
5. Understand and agree that any e-mails, attachments and Internet use may be archived by the Corporation and may be subject to disclosure and discovery in case of litigation or other legal processes.
6. Understand and agree that the usage of e-mail and/or Internet systems will be limited to Corporate business.
7. Confirm that I will not download information from the Internet site unless solely for the Corporation purposes.
8. Confirm that I will respect the Corporation's obligations with respect to software licensing and copyright.

Attachment "1"

\_\_\_\_\_  
Employees Signature

\_\_\_\_\_  
Date

100 MILE DEVELOPMENT CORPORATION  
STAFF TRAINING & DEVELOPMENT APPLICATION  
Short Term Course, Seminar, Conference and Program of Study

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

Course/Seminar/Conference/Program of Study (attach brochure)

\_\_\_\_\_

Location: \_\_\_\_\_ Dates: \_\_\_\_\_

\_\_\_\_\_

**Estimated Expenses:**

Registration/Tuition Fees	\$ _____
Course Materials	\$ _____
Accommodations	\$ _____
Transportation	\$ _____ (mileage@ \$ .70/km)
	\$ _____ (air fare)
Meals (Breakfast \$15 Lunch \$15.50 Dinner \$41.30)	\$ _____ ( per diem @ \$71.80/day)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Approval:**

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CAO Signature (if required): \_\_\_\_\_ Date: \_\_\_\_\_

Attachment "J"



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# Freedom of Information and Protection of Privacy

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Policies & Procedures

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March 2024

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Office of the Chief Administrative Officer  
100 Mile Development Corporation  
#1-385 Birch Avenue  
100 Mile House, BC V0K 2E0  
T: 250-395-2434  
F: 250-395-3625

Approved by Board:



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### 1. Freedom of Information and Protection of Privacy Act

The *Freedom of Information and Protection of Privacy Act* establishes a process by which any person may request access to records held by the 100 Mile Development Corporation. Individuals also have the right to review their own personal information held by the Corporation.

The general right of access to information is restricted by certain specified and limited exceptions, necessary to protect a variety of needs of confidentiality and the right of individuals to privacy.

Individuals requesting answers to questions (rather than requesting copies of records will not be treated as a formal request for information). Staff is expected to assist such individuals through routine procedures.

### 2. Privacy Management Program

#### Privacy Contact Person

The Director/Deputy Director of Corporate Administration of the District of 100 Mile House will be designated as the privacy contact person and will be responsible for the following:

- ✚ Being a point of contact for privacy-related matters such as privacy questions or concerns;
- ✚ Supporting the development, implementation, and maintenance of privacy policies and/or procedures; and
- ✚ Supporting the 100 Mile Development Corporations compliance with FOIPPA.

#### Collection of Personal Information

The Act protects the personal privacy of individuals by restricting the collection, use and disclosure of personal information. Disclosure of personal information, even to other public bodies, is strictly limited under Part 3 of the Act.

The 100 Mile Development Corporation may only collect personal information:

- ✚ where it has clear authority to collect (ie: expressly authorized under an Act or information is collected for the purposes of law enforcement), or
- ✚ where collection is directly related to and is necessary for the operating, planning or evaluating of a program or activity of the 100 Mile Development Corporation; or
- ✚ at presentations, ceremonies, performances, or similar events, that are open to the public and where you voluntarily appear, such as public meetings and events.



## Freedom of Information and Protection of Privacy Policy

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Personal information can be used only for the reasons it was originally obtained; multiple and inconsistent uses of information are restricted by the Act.

Before collecting personal information from an individual, you are required to let them know why you're collecting it, your legal authority to request the information, how you will use the information, and the contact information of someone in the organization who can answer their questions about the collection. [See Appendix 2 for "Collecting PI" form.](#)

### What is Personal Information?

Personal information is simply defined as "recorded information about an identifiable individual." The Personal Information can be in any format (e.g. digital, paper, recording) and can include any detail about an individual in a personal capacity that makes it reasonably possible to identify who the person is.

Examples of personal information that **cannot** be disclosed by the 100 Mile Development Corporation include but are not limited to the following:

- ✚ An individual's name, home address, personal e-mail or telephone number;
- ✚ The individual's race, national or ethnic origin, color or religious or political beliefs or associations;
- ✚ An individual's age, sex, sexual orientation, marital status or family status;
- ✚ An identifying number, symbol or other particular assigned to the individual (ie: social insurance number, driver's license number, customer ID, etc.)
- ✚ Information about the individual's health care history, including a physical or mental disability;
- ✚ Information about the individual's education, financial, criminal or employment history;
- ✚ Anyone else's opinion about the individual (but not the identity of the opinion holder); you can know what is said about you, but not who said it.
- ✚ The individual's personal view or opinion, except if it is about someone else, belongs to the individual and is considered personal information; and
- ✚ Images of identifiable individuals captured by surveillance systems.

### What is NOT Personal Information

Someone's business contact information is not considered personal information. Any information that is typically found on a business card (name, job title, work phone, work email, work address) is not protected under privacy legislation.

### Accuracy of Personal Information

The 100 Mile Development Corporation will make every reasonable effort to ensure that the personal information it uses to make a decision directly affecting the individual is accurate and complete.



### Use and Disclosure of Personal Information

The Act embodies the principle that individuals own their personal information and have the right to exercise control over its use and disclosure. Public bodies are only permitted to use personal information for the following purposes:

- ✚ The purpose of which it was collected or a use consistent with that purpose;
- ✚ A purpose for which the person concerned has consented in writing; or
- ✚ A purpose for which the information may be disclosed to the public body under section 33 to 36.

Public bodies are only permitted to disclose personal information in certain circumstances; that most common of which are as follows:

- ✚ If the individual the information is about has consented in writing
- ✚ For the purpose of complying with a law of British Columbia or Canada
- ✚ For the purpose of complying with a subpoena, warrant or court order
- ✚ To a public body or a law enforcement agency in Canada to assist in a law enforcement matter
- ✚ To an officer or employee of the public body if the information is necessary for the performance of his or her duties or safety (“need-to-know” principle)
- ✚ For research, statistical, archival or historical purposes

### Access to Personal Information

Requests for an individual’s personal information that is in our custody or control can be obtained from the Privacy Contact Person.

Before disclosing personal information with an individual, employee, third party, or authorized representative, it is important to verify the individual’s identity and, where appropriate, their authority to act on behalf of an individual.

Verification can be obtained in person by requesting to see a photo identification. When an individual is unable to produce photo identification, the “three facts” verification protocol will be used. The “three facts” protocol will be used for telephone and email inquiries. The “Three facts” protocol requires three of the below four facts to be supplied:

- Full Name
- Address
- Telephone Number
- 100 Mile House account number or Folio number



### **Retention and Disposal of Information**

If an individual's personal information is used to make a decision that directly affects them, it will be kept for at least one year after the decision is made. The personal information is also kept in accordance with the 100 Mile Development Corporations relevant record retention schedules. Reasonable efforts to ensure that the personal information is destroyed securely when the time comes under our records retention schedule.

### **Responsible Use of Information and Information Technology**

Reasonable security arrangements will be used to protect an individual's personal information against such risks as unauthorized access, collection, use and disclosure. These arrangements may include information technology measures, as well as policies and practices. A Confidentiality Notice shall be inserted in all e-mails as set out in [Appendix 2](#)

Reasonable efforts will be made to impose contractual protections on a service provider should personal information be disclosed to them.

All employees are required to respect the confidentiality of personal information they receive or compile and are required to use and disclose it only in accordance with this policy and the Act.

### **Privacy Complaints and Privacy Breaches**

Any complaint about any privacy-related matter under this policy or under the Act must be made in writing.

Employees will immediately report actual or suspected breaches to a supervisor and the privacy contact person so that the alleged breach can be confirmed and dealt with.

Determining the level of harm and the need for breach notification will be made in accordance with the *Freedom of Information and Protection of Privacy Regulation*. [Complete Privacy Breach Form in Appendix 2.](#)

If applicable, notify affected individuals and the Information and Privacy Commissioner as required under Section 36.3 of FOIPPA.

### **Education and Awareness**

All 100 Mile Development Corporation employees will receive training on the Act and privacy generally as appropriate to their work function. ( <https://mytrainingbc.ca/FOIPPA/>)

Additional training may be given in the following circumstances:

- ✚ Employees handling what is considered high-risk or sensitive personal information electronically, receive training related to information systems and their security;



## Freedom of Information and Protection of Privacy Policy

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- ✚ Employees managing programs or activities receive training related to privacy impact assessments; and
- ✚ Employees managing common or integrated programs or activities receive training related to information sharing agreements.

### **Privacy Practices and Policies**

Upon request, a Privacy Statement (Appendix 2) will be made available to any resident or client.

All new employee packages will be given a Records Management and Privacy Protection Employee Agreement (Appendix 2) to sign and return.

### **Privacy Impact Assessments**

Privacy Impact Assessments (PIAs) are conducted to determine if a proposed system, project, program or activity meets or will meet the requirements of Part 3 of FIPPA. A PIA will be done for any new system project, program or activity involving personal information and for any new collection, use or disclosure of personal information. A PIA will also be conducted for common or integrated programs or activities and data-linking initiatives, as well as when significant modifications are made to existing systems, projects programs or activities.

The Ministry's "Privacy Impact Assessment for Non-Ministry Bodies" can be used and be found at:

<https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/privacy/privacy-impact-assessments/complete-a-privacy-impact-assessment>

### **Service Provider Management**

Employees who prepare or manage contracts with service providers are to include the privacy protection schedule or standard privacy language, as designated by the Corporate Officer, in all contracts that involve the service provider having access to, or collecting, using or disclosing, personal information in the custody or under the control of the 100 Mile Development Corporation.



Privacy Language for service provider contract:

### **“Acknowledgements**

1. The Contractor acknowledges and agrees that
  - (a) it is a service provider and, as such, the requirements and restrictions established by Part 3 of the Freedom of Information and Protection of Privacy Act apply to the Contractor in respect of personal information;
  - (b) unless the Agreement otherwise specifies, all personal information in the custody of the Contractor is and remains under the control of the 100 Mile Development Corporation; and
  - (c) unless the Agreement otherwise specifies or the District otherwise directs in writing, the Contractor may only collect, use, disclose or store personal information that relates directly to and is necessary for the performance of the Contractor’s obligations, or the exercise of the Contractor’s rights, under the Agreement.”

### **Monitoring and Updating**

A review of the Privacy Management Program will be done annually or when there is a large change in the 100 Mile Development Corporation’s operations. This is to ensure that the program is still relevant to 100 Mile Development Corporation’s current activities and personal information holdings.

## **3. Requests for Information**

### **What is a Record?**

The definition of a “record” under the *Interpretation Act* applies to the interpretation of the *Freedom of Information and Protection of Privacy Act* as follows:

**“includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.”**

Records include memos, letters, reports, e-mails, maps, calendars, post-it notes, annotations, doodles, etc. **Remember, if it is recorded, it is a record which may be subject to release under the Act.**

The information contained in records could be produced by a public body or received from other sources, such as third parties, service providers or other public bodies.





## Freedom of Information and Protection of Privacy Policy

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All records created or received by employees during the course of their work duties or during the conduct of 100 Mile Development Corporation business belong to the corporation, not the individual employee.

All 100 Mile Development Corporation records must be treated in accordance with the Records and Information Management (RIM) program.

**Routine requests** – Are requests for information that is easily accessible and not subject to the *Freedom of Information and Protection of Privacy Act*. A fee may be charged for this information as set out the most current Fees & Charges bylaw or other applicable bylaws. The request can be verbal and does not require the involvement of the Information and Privacy Coordinator.

**Information requests (Review)** – Are requests for information that is generally routinely available but requires an information review of the records, usually by a department director or the Information and Privacy Coordinator. This can also be a request for records that are not readily at hand, such as records stored in semi-active or archived files. Applicable fees may be charged as set out in the most current Fees & Charges bylaw. These requests should be responded to within a time frame that is reasonable for the size of the request or the location of the records.

**Formal requests** – Are requests for records that are neither routinely available nor available through more informal procedures. Formal requests under the Act must be made in writing. A form for this purpose is available, but a letter, fax or e-mail is also acceptable. Formal requests are to be directed to the Information and Privacy Coordinator as soon as received, as the Act stipulates a deadline for response.

### Timelines

The *Freedom of Information and Protection of Privacy Act* requires that a response be provided to the applicant within 30 business days of receipt of the request. Weekends and statutory holidays are not included in the calculation of time limits under the Act.

Occasionally it might be necessary to extend the timeline by an additional 30 business days. Should this situation arise, the Information and Privacy Coordinator will advise the applicant of the time extension in advance.

### Standard Request Process

This standard process is for a simple *Freedom of Information and Protection of Privacy Act* request and the number of records requested is not large. If the number of records requested is very large, the process and timeline to accomplishing the process will be extended as appropriate.

- 1) FOI request file number is assigned and file created;
- 2) Acknowledgement letter to applicant;
- 3) Request for information sent to the applicable department director;



## Freedom of Information and Protection of Privacy Policy

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- 4) Director calculates and provides an estimate of staff time required to locate and provide copies of records to FOI Coordinator;
- 5) FOI Coordinator prepares and provides a response letter to the applicant advising of the fee payable for the production of the requested records;
- 6) Records are produced and provided to the FOI Coordinator who reviews and prepares documents for disclosure;
- 7) Applicant confirms associated fee for the production is acceptable;
- 8) FOI Coordinator provides a response package.

### **4. Routinely Available Records**

The following list identifies some of the most common record types that are routinely available to the public at the 100 Mile Development Corporation. The list should be used to help determine whether or not a particular record can be released routinely or whether a more formal review is required. It is by no means an exhaustive listing; is meant only as a guide.

Copies of routinely available records may be provided at a cost in accordance with the current Fees & Charges Bylaw or any other applicable bylaw.

Examples of routinely available records include:

- Annual Reports
- Brochures
- Budgets
- Building Permits (Except personal information supplied in support of the application)
- Building Plans (Exterior views and site plans only)
- Bylaws
- Board agendas and minutes (Except from meetings closed to the public)
- Licenses (Except personal information supplied in support of an application)
- Maps
- Policies/Manuals
- Permits (Except personal information supplied in support of the application)
- Records published to the 100 Mile Development Corporation's & District website
- Staff reports supporting items on Council agendas (Except from meetings closed to the public)
- Statistical Information

Reviews and FOI requests are handled by the District of 100 Mile House Administrator. Any requests for records not available routinely should be made in writing and directed to the FOI Coordinator.



Fees may apply to the provision of records requested under the Act as per 100 Mile Development Corporation Freedom of Information and Protection of Privacy Bylaw No. 1108, 2008.

### 5. Record Types

#### Accident Reports

Full disclosure to a lawyer acting for the 100 Mile Development Corporation. Lawyers representing a client must provide written confirmation/consent they are acting for an individual before they are provided with any personal information of their client. Personal information regarding others must be severed.

#### Accounts Payable

General information is available. Individual files and invoices require an FOI request to ensure no proprietary information is being disclosed.

#### Accounts Receivable

General information including total amount due is available. Individual files, outstanding or paid amounts on individual files requires an FOI request.

#### Agents and Contractors

Agents and contractors contact information is available. Agents on development applications are operating in a business capacity and their contact information is therefore available, even if they provided their personal information.

#### Agreements

See "Contracts and Agreements"

#### Application Forms

Applications forms generally contain personal information and contact information may be harmful to business interests and must be reviewed before being released. A description of the application, name of the applicant, name and contact information for the agent, contractor or a business and property information related to the application, are routinely releasable.

If a home address of the applicant is different than the property information, it is not releasable. The applicant's email, phone and other contact information are not releasable.

#### Appraisals

Land appraisals commissioned or received by the 100 Mile Development Corporation are not routinely available to the public. Requests for appraisals are to be forwarded to the FOI Coordinator for response.



### Auditor's Report

Confidential until released with Financial Statements and requires an FOI request.

### Building Permits and Plans

Issued building permits are available. The application and supporting materials for the building permit are not available and should be subject to a formal FOI request.

Where a request is made to view building plans, access should be provided to plans showing site layout and any exterior elevations. These plans may be viewed, but not copied as they are protected by copyright law. Copies of such plans will only be provided upon receipt of a written release from the owner and the professional that created the plans or as part of an FOI request. The federal Copyright Act provides for the copying of copyright materials as part of an access request. However, copyright restrictions still apply to the use of the copied plan by the applicant or by any other person. Any released plan must be stamped with an appropriate "Copyright Act Information" stamp.

The 100 Mile Development Corporation will **not** make available those plans showing interiors of a building. Interior plans could harm the business interest of 3<sup>rd</sup> parties such as builders who have designed layouts, and could cause security harm by potentially showing the layout of the home.

### Business Licenses

The following business license information contained within the Business License System may be released in the form of a Business License Summary Report – FOI to the public upon request:

- Business License Number
- Business License type code
- Location
- Business Name
- Mailing Address
- Business Phone number
- Description of Business

Additional information regarding license details, fee payment and license restrictions can also be routinely disclosed. The release of business license information must **NOT** disclose any additional personal information supplied in support of the license application.

For home-based businesses, the applicant's home address is considered public information because it is the location of the business.



A list of business licenses cannot be disclosed if it is to be used for solicitation purposes.

### **Bylaws**

Bylaws are routinely available. Draft bylaws must not be disclosed.

### **Bylaw Enforcement**

Records may be released once the investigation has been completed. Personal information and personal identifiers, anything in the context or substance that identifies the individual, must be severed. Bylaw enforcement can disclose personal information to another public body or law enforcement agency inside Canada.

The person the complaint is about has the right to know the substance of the complaint, but **not** the identity of the individual who made the complaint. The requestor should be made aware that the complainant's identity will not be revealed.

Requests for copies of complaints must be directed to the FOI Coordinator.

### **Cheques/Cheque Requisitions**

An FOI request is required to obtain information regarding cheques and cheque requisitions issued.

### **Contact Information**

Contact information is information that allows an individual to be contacted at **a place of business** and includes the name, position or title, business telephone number, business address, business email or business fax number of the individual.

### **Contracts and Agreements**

Generally, most contracts or agreements signed by the Mayor and Clerk or staff with any other party are available to the public through an FOI request. Wording and clauses of the agreement must be examined to ensure that it does not reveal trade secrets, proprietary information or information which could possibly harm the business interest of a third party which must be severed before the record is released.

### **Council/Board Records**

All "Non-Confidential" Council records, such as agendas for regular Council meetings, are available to the public only after they have been approved by the CAO.

Correspondence to Mayor and Council and letters in response to Development applications are treated as public documents and may be disclosed and included in agenda packages.

### **Council's/Board's Personal Information**

Mayor and Council's personal information is not releasable unless written consent has been provided annually and clearly states that staff have authority to release the personal information.



### E-Mail

E-Mail is subject to the Freedom of Information and Protection of Privacy Act.

If the information contained in an e-mail message is of value to the organization and is to be retained, it must be filed in the appropriate paper file within the records management system.

### Employee Files

Employees are entitled to view their employee file. Employees are entitled to see comments made about them, that is their personal information, however, the identity of the person making the comments may be withheld. Information regarding a person's employment history is personal information and will not be disclosed to third parties, unless express permission of the employee is obtained first, this includes information regarding benefits paid to the employee. If a request for salary information is received, the requestor will be told of the salary range for that particular position without identifying any individuals' specific salary unless express permission from the employee has been obtained first. Verbal requests from outside agencies wanting to confirm whether a particular individual employee is currently employed should not be confirmed without the employees consent.

Personal information about staff can be disclosed to a union representative if the employee has given authorization in writing. Elected officials do not have access to personnel files or personal information.

### Financial Statements

Available once adopted by the Board.

### Legal

All legal advice, invoices and correspondence must **not** be disclosed as its confidential communications between a solicitor and client. If a lawyer indicates in writing that he or she is acting on behalf of an employee, the local government body may disclose the information based on the written proof of the lawyer's authority to act for the employee. May disclose personal information to another public body or a law enforcement agency inside Canada if satisfied that there is an active investigation underway however, this precludes the sharing of information for the purposes of a "fishing expedition". Full disclosure for lawyer acting on behalf of the 100 Mile Development Corporation.

### Petitions

Citizens may provide input or feedback in the form of petitions and form letters listing their names, addresses and signatures to express support or opposition to an issue and to establish their legitimate interest in the matter. Since the intent of such petitions is to demonstrate the degree of public support or opposition to the subject matter of the petition, individuals who



## **Freedom of Information and Protection of Privacy Policy**

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complete them normally expect that they will be used for discussion purposes and that it will be part of the 100 Mile Development Corporation's public record.

If the petition is discussed in an open meeting, then staff can provide copies of requested petitions under Section 33.1(1)(c) and (c.1) of the Freedom of Information and Protection of Privacy Act, which permits disclosure for a consistent purpose. Otherwise, the request must be in writing and forwarded to the FOI Coordinator for response.

Note: Alternative Appeal Process petitions are not normally available for public inspection.

### **Request for Proposals**

Request for proposals are available to the public on the website or by request. RFP's should contain a statement advising that "All proposals received may be made publicly available, except information relating to unit pricing, confidential third party business information, and employment history of employees."

### **Surveys of the Public**

Surveys conducted by the 100 Mile Development Corporation or agents are public information and should be routinely disclosed, however, survey forms themselves will likely contain personal information which should not be disclosed. An FOI request must be made for the completed forms. Survey's must include a statement informing the person filing it out, why the information is being collected, under what authority and for what purposes the information will be used.

### **Remuneration**

It is not an unreasonable invasion of personal privacy to release information on an employee's position, functions or remuneration as an officer, employee or member of the local government. The description of functions, the position title, a generic list of the benefit package attached to that position, and the gross salary may all be released. The list of employees with salaries over \$75,000 and contractors with contracts of \$50,000 are available or available for purchase.

### **Staff Meetings, Minutes & Agendas**

Information must be reviewed to ensure no personal information or other information that may be withheld, is disclosed.

### **Tenders**

Tenders submitted in response to a call for bids or request for proposals are available to the public, except for information regarding unit pricing, employment histories and other confidential third party business information. Section 21 of the Act recognizes that the release of such information could potentially harm the company's business interests and provide access to personal information of their employees. Unit pricing information is considered proprietary information belonging to the third party. This information is therefore "blacked out" or severed prior to disclosure by the FOI Coordinator.



Requests for copies of tenders submitted to the 100 Mile Development Corporation should be directed to the FOI Coordinator.

### **6. Charging Fees**

*The Freedom of Information and Protection of Privacy Act* permits public bodies to charge applicants fees for costs associated with processing requests to access records under the Act.

The Act prohibits public bodies from charging applicants for access to their own personal information. Please note that a property file may contain personal information but the file itself is not the homeowner's personal information.

*The Freedom of Information and Privacy Act* stipulates that an applicant may be required to pay a public body for the following services:

- Locating, retrieving and producing the record
- Preparing the record for disclosure
- Shipping and handling the record
- Providing a copy of the record

The Act further states that an applicant must not be required to pay a fee for the following:

- The first three hours spent locating and retrieving a record, or
- Time spent severing information from a record

If an applicant is required to pay fees for services, the Act states that the public body shall give the applicant an estimate of the total fee before providing the service.

Records provided routinely to applicants by departments may charge the applicant for copies in accordance with the current Fees & Charges bylaw.

### **Fee Estimates**

In order to prepare and provide fee estimates to applicants in a timely fashion, departments may be asked to provide the FOI Coordinator with an estimate of the number of records that respond to the request, as well as the amount of staff time that would be involved with the following:

- Locating records that respond to the request (includes time spent searching for both physical and electronic records in the Records and Information Management Systems and on the computer network, e-mail archives, etc.)
- Preparing the records for photocopying (removing staples, etc.)
- Photocopying the records





## Freedom of Information and Protection of Privacy Policy

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- Time spent reassembling the original files

The Act provides that the head of a public body may excuse (upon written request) “an applicant from paying all or part of a fee if, in the head’s opinion,

- The applicant cannot afford the payment, or for any other reason it is fair to excuse payment, or
- The record relates to a matter of public interest, including the environment or public health or safety.”

**Note:** “Public Interest” is a specifically defined term and should not be confused with records that may be of interest to some members of the public or that the public may find interesting.



## Records Release Reference Table

TYPE OF RECORD	Source of Record	Routine Release	Review or FOI Request Req'd
Access to Information Request (FOI)	Administration		x
Accident Reports	Administration		x
Accounts Payable (General Information)	Finance	x	
Accounts Payable (Individual Vendor Files)	Finance		x
Accounts Payable (Invoices)	Finance		x
Accounts Receivable (General Information)	Finance	x	
Accounts Receivable (Individual Accounts Files)	Finance		x
Acts and Legislation	Administration	x	
Advertising - Public Hearing Notices	Administration	x	
Advertising - Public Meeting Notices	Administration	x	
Advertising - Other	Administration	x	
Agendas – 100 Mile Development Corporation Board	Administration	x	
Agreements	Administration		x
Annual Budgets	Finance	x	
Annual Financial Statements	Finance	x	
Annual Reports	Administration	x	
Application Forms - Blank	Administration	x	
Application Forms - Completed	Administration		x
Audits/Auditor's Report	Finance		x
<b>B</b>			
Benefits - Employee	Finance		x



## Freedom of Information and Protection of Privacy Policy

Brochures	Administration	x	
<hr/>			
Budgets - General Information	Finance	x	
Budgets - Operating Final	Finance	x	
Budgets - Capital Final	Finance	x	
Budgets - Draft	Finance		x
Budgets - Financial Plan	Finance	x	
<hr/>			
Buildings - 100 Mile Development Corporation owned - Individual files	Administration		x
<hr/>			
Bylaws - After First Reading	Administration	x	
Bylaws - Draft	Administration		x
Bylaws - Enforcement/Complaints	Administration		x
<hr/>			
<b>C</b>			
<hr/>			
Cheques/Cheque Requisitions	Finance		x
<hr/>			
Claims - General Information	Administration	x	
Claims - Individual Files	Administration		x
<hr/>			
Complaints & Service Requests	Administration		x
<hr/>			
Contracts/Agreements/Leases	Administration		x
<hr/>			
Council - Financial Disclosure Forms	Administration	x	
Council - Indemnities/Remunerations	Administration	x	
Council - Personal Information	Administration		x
Council - Meetings Agendas/Minutes/Reports-Open Meetings	Administration	x	
Council - Meetings Agendas/Minutes/Reports-In-Camera Meetings	Administration		x
Council- Resolutions - Open Meetings	Administration	x	
Council - Resolutions - Closed (In-Camera) Meetings	Administration		x
<hr/>			
Covenants - Restrictive Covenants	Lands Title Office	x	
<hr/>			
Criminal Records Checks - Staff & Volunteers	Administration		x

## D



## Freedom of Information and Protection of Privacy Policy

### E

E-Mail	Administration		x
Emergency Plan	Fire Dept		x
Employee - Benefits	Finance		x
Employee - Classification	Finance	x	
Employee - Individual File	Finance		x
Employee - Financial Disclosure Forms	Finance		x
Employment Applications/Resumes	Administration		x
Environmental Reports	Planning	x	
Expense Accounts - Council/Staff	Finance	x	
Expense Claims - Council/Staff	Finance		x

### F

First Aid/Worksafe BC Reports	Administration		x
Fleet Statistics - Vehicles/Equipment/Fuel Usage	Administration		x
FOI-Individual Requests for Information	Administration		x

### G

Garbage Collection/Recycling Calendar	Administration	x	
Grants from the 100 Mile Development Corporation - General Information	Finance	x	
Grants from the 100 Mile Development Corporation - Applications/Requests	Finance		x
Grants to the 100 Mile Development Corporation - General Information	Finance	x	
Grievances - Individual files	Administration		x

### H



### I

<b>Incident Reporting Forms</b>	<b>Administration</b>		<b>x</b>
<b>Insurance Policies</b>	<b>Finance</b>		<b>x</b>
<b>Inventories &amp; Asset Control</b>	<b>Finance</b>		<b>x</b>
<b>Invoices</b>	<b>Finance</b>		<b>x</b>

### J

<b>Job - Classifications</b>	<b>Administration</b>		<b>x</b>
<b>Job - Competitions</b>	<b>Administration</b>		<b>x</b>
<b>Job - Descriptions</b>	<b>Administration</b>	<b>x</b>	
<b>Job - Evaluations</b>	<b>Administration</b>		<b>x</b>

### K

### L

<b>Labour Negotiations</b>	<b>Administration</b>		<b>x</b>
<b>Legal Opinions</b>	<b>Administration</b>		<b>x</b>
<b>Legal Opinions - Invoices/Costs</b>	<b>Administration</b>		<b>x</b>
<b>Letter of Credit - Held by the 100 Mile Development Corporation</b>	<b>Finance</b>		<b>x</b>
<b>Licenses - Applications</b>	<b>Administration</b>		<b>x</b>
<b>Licenses - Individual Files</b>	<b>Administration</b>		<b>x</b>
<b>Licenses - Issued</b>	<b>Administration</b>	<b>x</b>	
<b>Licenses - Liquor -Applications</b>	<b>Administration</b>		<b>x</b>
<b>Licenses - Liquor - Individual files</b>	<b>Administration</b>		<b>x</b>
<b>Litigation - Individual files</b>	<b>Administration</b>		<b>x</b>
<b>Litigation - Invoices/Costs</b>	<b>Administration</b>		<b>x</b>
<b>Long Term Disability - Individual Files</b>	<b>Administration</b>		<b>x</b>

### M



## Freedom of Information and Protection of Privacy Policy

<b>Management Reviews</b>	<b>Administration</b>	<b>x</b>
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<b>Manuals - Policy &amp; Procedure</b>	<b>Administration</b>	<b>x</b>
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<b>Media Releases</b>	<b>Administration</b>	<b>x</b>
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<b>Mission Statement</b>	<b>Administration</b>	<b>x</b>
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### N

### O

<b>Operational Certificates/Permits</b>	<b>Administration</b>	<b>x</b>
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<b>Organizational Chart</b>	<b>Administration</b>	<b>x</b>
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<b>Organization Reviews/Audits</b>	<b>Administration</b>	<b>x</b>
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### P

<b>Parking Tickets/Enforcement</b>	<b>Administration</b>	<b>x</b>
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<b>Payroll</b>	<b>Finance</b>	<b>x</b>
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<b>Performance Planning &amp; Review</b>	<b>Administration</b>	<b>x</b>
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<b>Permits Issued - All Types</b>	<b>Administration</b>	<b>x</b>
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<b>Pesticide Use Permits</b>	<b>Administration</b>	<b>x</b>
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<b>Petitions - Discussed in Open Meeting</b>	<b>Administration</b>	<b>x</b>
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<b>Petitions - Alternative Appeal Process</b>	<b>Administration</b>	<b>x</b>
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<b>Policies - Council, Corporate, Departmental</b>	<b>Administration</b>	<b>x</b>
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<b>Policies - Draft</b>	<b>Administration</b>	<b>x</b>
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<b>Project Files</b>	<b>Administration</b>	<b>x</b>
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<b>Proposals</b>	<b>Administration</b>	<b>x</b>
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<b>Purchase Orders</b>	<b>Finance</b>	<b>x</b>
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### Q

Quotation	Finance		x
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### R

Remuneration – Council/Board	Administration	x	
Remuneration - Staff	Administration	x	
Reports & Statistics	Administration	x	
Reports to Board- Open Meeting	Administration	x	
Reports to Board - Closed (In-Camera) Meeting	Administration		x
Requests for Proposals (RFPs)	Finance	x	
Request for Proposals - Submission	Finance		x

### S

Signs - Permits	Planning	x	
Signs - Inspections	Planning	x	
Soil Permits - Applications	Administration		x
Soil Permits - Individual Files	Administration		x
Soil Permits - Issued	Administration	x	
Special Events/Occasion Permits	Administration	x	
Speeches	Administration	x	
Staff Meetings - Agendas & Minutes	Administration		x
Staff Reports - Open Meetings	Administration	x	
Staff Reports - Closed (In-Camera) Meetings	Administration		x
Survey Forms - completed (Survey of the Public)	Administration		x
Survey Results (Survey of the Public)	Administration	x	

### T

Telephone Bills	Finance		x
Timesheets	Finance		x



## Freedom of Information and Protection of Privacy Policy

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Training & Development - General Information	Finance	x	
Training & Development - Individual Employee	Finance		x
Travel Advances	Finance		x
Travel Allowances & Expense	Finance	x	

### U

Utility Connections	Administration		x
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### V

Vendors/Suppliers - Individual Files	Finance		x
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### W

WorkSafe BC Claims	Administration		x
Workplace Inspection Reports	Administration		x

### X,Y,Z





## **Appendix 2**

# **PRIVACY MANAGEMENT PROGRAM FORMS**



## 100 MILE DEVELOPMENT CORPORATION Collecting Personal Information

### In Person/Telephone/Website

The collection of personal information is authorized under section (A) of the *Freedom of Information and Protection of Privacy Act* (FIPPA) and (B) This information will be used for (C). Questions can be directed to: Privacy Contact Person, 385 Birch Avenue, 100 Mile House, BC V0K 2E0 250.395.2434, selias@100milehouse.com.

Key for completing privacy notification:

- A. In this space enter the paragraph of section 26 of FIPPA that provides the general legal authority for collecting the personal information. At the 100 Mile Development Corporation we generally use the authority in section 26(c) (the information relates directly to and is necessary for operating a program or activity of the public body).
- B. In this space, where applicable, enter any Federal or Provincial Laws other than FIPPA that provide specific legal authority for collecting the personal information. If you don't know of any, then delete this part.
- C. In this space, enter a simple statement regarding the purpose for collecting the personal information. Sample statements of purpose include:
  - a. Processing this application;
  - b. Processing your registration;
  - c. Evaluating your employment application;
  - d. Administering employee benefits;
  - e. Considering your views and communicating with you.

Sometimes, personal information is collected in person without using a form (e.g. taking a name and phone number over the phone to return a phone call; registering someone for a program over the phone). A verbal privacy notification needs to be provided in these circumstances. This can be done by advising them how their personal information will be used, that it may be retained for future communications, and that the citizen may contact the Privacy Contact if they have any questions.

Script to be used:

***"We'll be sure to protect your personal information will only use it to (communicate with you/process your registration/etc.). Our Privacy Officer would be happy to answer any questions that you might have."***



**E-MAIL CONFIDENTIALITY NOTICE**

All 100 Mile Development Corporation e-mail account holders shall ensure that the following statement is inserted on each e-mail:

***CONFIDENTIALITY NOTICE:*** *If you choose to respond to this email, any emails received by the 100 Mile Development Corporation are subject to the Freedom on Information and Protection of Privacy Act and may be released or shared in accordance with the law. This electronic transmission, and any documents attached to it, may contain confidential information belonging to the 100 Mile Development Corporation. If you are not the intended recipient, you are hereby notified that any disclosure, copying distribution or the taking of any action in reliance upon the contents of this information is prohibited. If you have received this transmission in error, please notify the sender immediately and delete the message and all documents.*



**100 MILE DEVELOPMENT CORPORATION**  
**Privacy Breach Report**

FILE: YYYY-###

Date of Report:	
Department:	
Main Contact:	
Position:	
Phone:	
E-Mail:	

1. Incident Description	
Date and time of breach:	
Location of incident:	
Date that breach was discovered:	
Description of breach:	
Type of personal information ("PI") compromised: (e.g. name, address, SIN, financial, medical; <i>do not include identifiable personal information</i> )	



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Estimated number of individuals affected:	
Type of individuals affected:	<input type="checkbox"/> Employees <input type="checkbox"/> Customers/Citizens <input type="checkbox"/> Businesses <input type="checkbox"/> Children/Youth <input type="checkbox"/> Other (specify):
Immediate steps taken to contain the breach: <i>(e.g. locks changed, computer access codes changed, records moved/secured, etc.)</i>	
<b>2. Safeguards</b>	
Describe physical security measures taken to protect PI: <i>(e.g. location, locks, alarm systems, etc.)</i>	
Describe technical security measures in place to protect PI: <i>(e.g. encryption, passwords, etc.)</i>	
Describe other measures in place to protect PI <i>(e.g. policies, role-based access, training, contractual provisions, etc.)</i>	
<b>3. Harm from Breach</b>	
Identify the type of harm(s) that may result from the breach:	<input type="checkbox"/> <b>Identity theft</b> <i>(most likely when the breach includes loss of SIN, credit card numbers, driver's licence numbers, personal health numbers, debit card numbers with password information and any other information that can be used to commit financial fraud)</i>



## Freedom of Information and Protection of Privacy Policy

	<input type="checkbox"/> <b>Risk of physical harm</b> <i>(when the loss of information places any individual at risk of physical harm, stalking or harassment)</i>  <input type="checkbox"/> <b>Hurt, humiliation, damage to reputation</b> <i>(associated with the loss of information such as mental health records, medical records, disciplinary records)</i>  <input type="checkbox"/> <b>Loss of business or employment opportunities</b> <i>(usually as a result of damage to reputation to an individual)</i>  <input type="checkbox"/> <b>Breach of contractual obligations</b> <i>(contractual provisions may require notification of third parties in the case of a data loss or privacy breach)</i>  <input type="checkbox"/> <b>Future breaches due to similar technical failures</b> <i>(notification to the manufacturer may be necessary if a recall is warranted and/or to prevent a future breach by other users)</i>  <input type="checkbox"/> <b>Failure to meet professional standards or certification standards</b> <i>(notification may be required to professional regulatory body or certification authority)</i>  <input type="checkbox"/> <b>Other (specify):</b>
<b>4. Notification</b>	
<b>Has the Privacy Officer been notified?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, who was notified and when?	
If No, who will be notified and when?	
<b>Have the police or other authorities been notified?</b> <i>(e.g. professional bodies or persons required under contract)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No Explain:



## Freedom of Information and Protection of Privacy Policy

<p><b>Based on the harms identified in section 3, do the affected individuals need to be notified?</b></p>	<p><input type="checkbox"/> No</p> <p>Explain:</p> <p><input type="checkbox"/> Yes</p> <p>Manner and date of notification:</p>
<p><b>Confirm inclusion of the following information in the notification:</b></p> <p><i>*attach copy of the notification to this report, if applicable</i></p>	<p><input type="checkbox"/> <i>n/a (notice was not given)</i></p> <p><input type="checkbox"/> Date of the breach</p> <p><input type="checkbox"/> Description of the breach</p> <p><input type="checkbox"/> Description of the information inappropriately accessed, collected, used or disclosed</p> <p><input type="checkbox"/> Steps taken so far to control or reduce the harm</p> <p><input type="checkbox"/> Future steps planned to prevent further privacy breaches</p> <p><input type="checkbox"/> Steps the individual can take to reduce the harm</p> <p><input type="checkbox"/> Privacy Commissioner contact information and their right to complain</p> <p><input type="checkbox"/> Organization contact information for further assistance</p>
<p><b>Consider (and check off) the following factors to determine if the Office of the Information and Privacy Commissioner needs to be notified of the breach:</b></p>	<p><input type="checkbox"/> The personal information involved is sensitive</p> <p><input type="checkbox"/> There is a risk of identity theft or other harm including pain and suffering or loss of reputation</p> <p><input type="checkbox"/> A large number of people are affected by the breach The information has not been fully recovered</p> <p><input type="checkbox"/> The breach is the result of a systemic problem or a similar breach has occurred before</p> <p><input type="checkbox"/> Your organization or public body requires assistance in responding to the privacy breach</p> <p><input type="checkbox"/> You want to ensure that the steps taken comply with the organization's or public body's obligations under privacy legislation</p>



## Freedom of Information and Protection of Privacy Policy

<p><b>Will the OIPC be given notice?</b></p> <p><i>*If yes, please attach copy of notification to this report</i></p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p><b>5. Prevention</b></p>	
<p><b>Describe the long-term strategies that will be implemented to correct the situation and ensure future breaches like this do not occur:</b></p> <p><i>(e.g. staff training, policy development, privacy and security audit, contractor supervision strategies, improved technical security architecture, improved physical security):</i></p>	
<p><b>Privacy Officer comments:</b></p>	

Attachments:

A –

B –

**Department Review/Approval:**

**Privacy Officer Review/Approval**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Full Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date





## **100 MILE DEVELOPMENT CORPORATION PRIVACY STATEMENT**

**The 100 Mile Development Corporation is committed to protecting the privacy of residents, employees, and clients.**

The 100 Mile Development Corporation is subject to the *Freedom of Information and Protection of Privacy Act* (the Act). It is the goal of the 100 Mile Development Corporation to not only meet the requirements of the Act, but to exceed them by implementing “best practices” with respect to the collection, use and disclosure of personal information.

The 100 Mile Development Corporation requires third party service providers to demonstrate full compliance with its privacy obligations, principles and processes as outlined in this Statement.

The 100 Mile Development Corporation collects personal information for a variety of purposes. Only that information which relates directly to, and is necessary for the operation of, related programs and services is collected. The 100 Mile Development Corporation does not collect personal information unlawfully or unfairly. Indirect collection occurs in limited and specific circumstances, or as required by law.

Personal information will only be used by authorized 100 Mile Development Corporation employees and third-party service providers to fulfill the purpose for which it was originally collected, a consistent purpose or a specific purpose as directed by the relevant individual.

The 100 Mile Development Corporation and its service providers treat personal information in its custody and/or control with a high degree of confidentiality and only disclose it for the purposes of providing related programs and services, in specific circumstances (with consent of the relevant individual), or as required by law. The 100 Mile Development Corporation will not disclose personal information outside of Canada without an individual’s explicit consent unless required by law.

The 100 Mile Development Corporation does not sell, share, or disclose personal information to others for any type of mailing list.

The 100 Mile Development Corporation administers the highest security standards to ensure that personal information in its custody and/or control is secure. Security measures include: secure facilities and departments, limited user access, password protection, firewalls and encryption software.

### **Questions Regarding Privacy**

Questions regarding privacy protection at the 100 Mile Development Corporation may be directed to Sheena Elias, Privacy Officer, at 250.395-2434 or selias@100milehouse.com .



**100 MILE DEVELOPMENT CORPORATION  
Records Management & Privacy Protection  
EMPLOYEE AGREEMENT**

The 100 Mile Development Corporation (the “100 Mile Development Corporation”) is committed to the security, confidentiality and management of records in its custody and/or control (including records containing personal information). These terms and conditions document the required, ongoing compliance of 100 Mile Development Corporation employees with regard to provincial, legislative and regulatory obligations.

**Definitions**

For the purposes of this agreement, the term “**employee**” will extend to and include Council members, Committee members and other volunteers, and third-party service providers.

**Contact Information** is defined as any information that would enable an individual to be contacted at their place of work.

**Personal Information** is defined as recorded information about an identifiable individual excluding contact information. Examples include: name, residential address and telephone number, ethnic origin, sex, marital status, employment history, financial information (including financial history), health care history, etc.

**Record** is defined as any recorded information. Examples include: books, documents, maps, drawings, photographs, letters, vouchers, papers and any other medium on which information is recorded or stored by any means whether graphic, electronic, mechanical or otherwise.

**Confidential Information** is defined as non-public information that contains administrative, operational or proprietary information requiring protection against unauthorized access or disclosure. It includes anything that has been acquired by, or made available to an individual or other legal entity in the course of the relationship between parties.

**Terms and Conditions**

While employed by the 100 Mile Development Corporation, employees will abide by all provisions of the *Freedom of Information and Protection of Privacy Act* (FIPPA) including appropriate use, disclosure, access, and security of personal and confidential information. Employees are responsible for the protection and security of information and records in their custody to prevent unauthorized access, modification, use, disclosure, theft, or disposal of such records. Employees must not share, show, or discuss such records, or the personal or confidential information contained therein, except as appropriate and required in order to perform their operational duties for the 100 Mile Development Corporation or as required by FIPPA and/or 100 Mile Development Corporation policies.



## Freedom of Information and Protection of Privacy Policy

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Records created, maintained and used during the course of employment to meet the 100 Mile Development Corporation's administrative and operational objectives remain the property of the 100 Mile Development Corporation and will be retained and disposed of per approved retention and disposition schedules. 100 Mile Development Corporation employees are accountable and responsible for records at all times which are the exclusive and confidential property of the 100 Mile Development Corporation.

Within 24 hours of termination of employment, all records in the custody and/or control of employees must be returned to the 100 Mile Development Corporation.

All standards, guidelines, procedures, and protocols related to these terms and conditions are documented and reflected in the 100 Mile Development Corporations' Records Management & Privacy Program Manual.

I have read and agree to the above terms and conditions:

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

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date



## **Appendix 3**

### **Fees & Charges**

Requests for information under the Freedom of Information and Privacy Act will be charged out as per the schedule of fees set out in the Freedom of Information & Protection of Privacy Act and Regulation.



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Accident / Incident Investigations and Reporting</b>
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**Date Approved:**

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## **PURPOSE**

The South Cariboo Recreation Centre strives to prevent all workplace accidents and injuries. The formal investigation of accidents/incidents followed by the detailed documentation and reports of workplace accidents/incidents increases overall readiness to identify and resolve workplace health and safety issues, reduce workplace injuries and increase efficiency.

## **POLICY**

When an accident/incident occurs, a prompt and thorough investigation must take place. Furthermore, accidental events (near misses) with the potential for serious injury will also be investigated. The purpose of the investigation is to find out what happened, why it happened, and what can be done to prevent a re-occurrence.

## **DEFINITIONS**

Critical Injury means an injury of a serious nature that places life in jeopardy, produces unconsciousness, results in a substantial loss of blood, involves the fracture of a leg or arm (but not a finger or toe), involves the amputation of a leg, arm, hand or foot (but not a finger or toe), consists of burns to a major portion of the body or causes the loss of sight in an eye.

Environmental Release means an accidental discharge of a physical, biological or chemical substance into the workplace and/or community.

Fatality means an injury that result in loss of life.

Fire means an event where undesired combustion occurs.

First Aid includes but is not limited to: cleaning minor cuts, scrapes or scratches, treating a minor burn, applying bandages and/or dressing, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

Harassment is defined by Human Rights Codes as engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcomed.

Reference policy on harassment and bullying behaviours for more information.



Lost Time means a work related injury that results in the injured employee missing scheduled time from work resulting in a wage loss.

Medical Aid means treatment received for an injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work nor a wage loss. Also referred to as Health Care.

Near Miss means an event under different circumstances that could have resulted in physical harm to an individual or damage to the environment, equipment, property and/or material.

Occupational Illness means a condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that normal physiological mechanisms are affected and the health of the worker is impaired.

Property Damage means an event where contact is made between two objects resulting in alteration to one or both of the objects.

Psychological Harassment means any vexatious behaviour in the form of repeated and hostile or unwanted conduct, verbal comments, and actions or gestures that affect an employee's dignity or psychological or physical integrity and that result in a harmful work environment for the employee. A single serious incidence of such behavior that has a lasting harmful effect on an employee may also constitute psychological harassment.

Serious Incident and/or Dangerous Occurrences (where applicable) means an incident in which a worker is: killed; suffers an injury resulting from electrical contact; unconsciousness as a result of a concussion; fracture of his or her skull, spine, pelvis, arm, leg, hand or foot; amputation of an arm, leg, hand, foot, finger or toe; third degree burn; permanent or temporary loss of sight; cut or laceration that requires medical treatment at a hospital; asphyxiation or poisoning; and involves: the collapse or structural failure of a building, structure, crane, hoist, lift, temporary support system or excavation, explosion, fire or flood, uncontrolled spill or escape of a hazardous substance, bursting of a grinding wheel, or the failure of an atmosphere-supplying respirator.

Sexual Harassment' means unwelcome verbal or physical conduct of a sexual or gender-related nature.

Workplace Violence whether at a work site, or work related, includes incidents in which a person is threatened, abused or assaulted in circumstances related to their work, including all forms of harassment, bullying, intimidation, physical threats, assaults, robbery or other intrusive behaviours. These behaviours may originate from customers or co-workers at any level of the organization.

Workplace violence means the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; and a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.



## RESPONSIBILITY

Managers and Supervisors are responsible for ensuring that accident investigations are completed in a timely manner. A Manager or Supervisor should be present for all accident investigations and should complete a review of accident reports on a regular basis. They must also ensure that regular (minimum quarterly) reviews of First Aid and Near Miss Reports are reviewed in order to determine further investigation needs, and to identify hazards in the workplace.

The Director of Recreation Services is responsible for ensuring that Management and members of the Joint Health and Safety Committee (JHSC) receive training on site accident investigation. The Director will define what needs to be trained and will ensure that the training is completed before a person is made responsible for completing accident investigations. They will also evaluate the effectiveness of the training and will ensure that a record of the training is kept and is available.

The JHSC is responsible for taking part in accident investigations and for delegating the appropriate individual to the task, depending on the department where the accident occurred.

Employees are responsible for immediately reporting any workplace accident or injury and being fully cooperative with any investigation.

## PROCEDURES

An inspection of work areas, equipment or material that was involved in the accident/incident must be completed after it has occurred. The use of photographs, sketches or drawings of the incident scene and a description of the size, distances, and weights of objects may be required.

The investigators shall attempt to find the root cause of the incident, along with contributing factors that may have acted alone or interacted with one another such as: people, equipment, material, environment or process.

Once the root cause has been identified, the investigators should determine recommended immediate and long-term corrective actions in order to ensure that a similar situation does not occur in future. Any recommendation provided should identify:

- ✓ What needs to be done to control any identified hazard
- ✓ How the control would be implemented
- ✓ Who may be responsible for implementation
- ✓ When the control should be finalized.

A member of the investigation team, typically the JHSC member, should be assigned responsibility to follow-up on any proposed corrective action provided. Documentation of what has been done, who has completed the action and when the actions were completed should be retained in the JHSC file, along with a copy of the Accident Investigation Report.

Once an Accident Investigation Report is completed, it should be forwarded to the appropriate Manager, Supervisor, Human Resources and/or JHSC. This report should be readily available for



inspection by a Provincial Health and Safety Officer. It will also be retained for a five (5) year minimum after the serious injury or accident.

The Accident Investigation Report (see Attachment A-Accident Investigation Report) will be used when completing accident investigations.

A member of Management and a worker member of the JHSC must immediately investigate the following situations:

- Critical Injuries;
- Environmental Release;
- Fatalities;
- Fire;
- Lost Time;
- Medical Aid;
- Occupational Illness;
- Property Damage; and
- Workplace Violence.

Note: Harassment investigations will be conducted in line with the 100 Mile Development Corporation's bullying and harassment behaviour policy.

When possible, the injured employee should be present for and fully cooperate in the investigation. If the employee is not available, Management will attempt to contact the worker by telephone in order to obtain details about the incident.

Eyewitnesses and any other people who may be involved in the occurrence should be interviewed and asked to complete a Witness Statement. The interview should take place as soon as possible after the occurrence in order to ensure accuracy. Interviews of witnesses should take place in a quiet, segregated place, and should be a one-on-one interview with the investigator. The investigator will take notes during the interview. The Witness Statement must be in handwriting and should be completed by the witness in the "Witness Statement" portion of the Accident Investigation Report.





**Notification Requirements:** Each jurisdiction in Canada has its specific requirements. Managers and JHSC's are to ensure they understand the local requirements. Where the seriousness of the accident requires notifying the Ministry of Labour, Ministry of the Environment, or other Government Agency the facility General Manager (or Sr. Manager for the division; example: CCT) will do so.

Examples of incidents which require jurisdictional reporting include:

- Critical and fatal injuries require contact to the Ministry of Labour, or Provincial equivalent, immediately and a written investigation report must be completed and sent within forty-eight (48) hours.
- Any fire, explosion or flood must be reported to the Ministry of Labour, or Provincial equivalent,(immediately if it results in an injury, or has the potential of causing a serious injury).
- An injury or accident that results in a worker's being admitted to a hospital.
- Chemical release must be immediately reported to the Ministry of the Environment.
- Incidents that result in lost time, health care, where modified work is required as a result of first aid. Note: BC has a dual reporting requirement.
- Material or property damage valued at \$150,000 or more (where applicable).



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Accident / Incident Investigation Report</b>
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Injured Worker's Last Name:	First Name:	Occupation:
Location where injury/accident occurred:		First Aid Provider:
Hospital or Clinic Attended for Medical Aid:		Treating Physician's Name:
Nature of Injury		Project Location or Accident/Injury:
Person who transported employee:		
Will this be a lost time injury?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Is the injury work related?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Were any (sub)contractors involved?	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Was the MOL called?	<input type="checkbox"/> No	<input type="checkbox"/> Yes

Injury Details							
Date and Hour of Injury:				Date and Hour Reported to Employer:			
Day	Month	Year	Time (am/pm)	Day	Month	Year	Time(am/pm)
Date and Hour Last Worked				Normal Working Hours:			
Day	Month	Year	Time	Day	Month	Year	Time
Who was the injury reported to?:							
What caused the injury? Describe the injury, the body part involved and specify left or right side (Use back of sheet if necessary)							



Describe the worker's activities at the time of the injury. Include details of: people, equipment, materials, environment or process involved (use back of sheet if necessary).

Witness Statements:

Photo/drawing attached	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to 100 Mile Dev. Corp	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to JHSC	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to Employee File	<input type="checkbox"/> No	<input type="checkbox"/> Yes



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Accident / Incident Report</b> <input type="checkbox"/> <b>Contractor</b> <input type="checkbox"/> <b>Facility User</b>
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Name of Person completing form:			
Date:			
Injured Person's Last Name:	First Name:	Purpose of Visit to Facility:	
Location where injury/accident occurred:		First Aid Provider:	
Hospital or Clinic Attended for Medical Aid:		Treating Physician's Name:	
Nature of Injury		Project Location or Accident/Injury:	
Person who transported injured:			
Or was BC Ambulance called?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	

Injury Details							
Date and Hour of Injury:				Date and Hour Reported to Facility Manager:			
Day	Month	Year	Time (am/pm)	Day	Month	Year	Time(am/pm)
Who was the injury reported to?:							
What caused the injury? Describe the injury, the body part involved and specify left or right side (Use back of sheet if necessary)							



# 100 Mile Development Corporation

Describe the person's activities at the time of the injury. Include details of: people, equipment, materials, environment or process involved (use back of sheet if necessary).


Where their Witnesses?     No                       Yes

If Yes, Please have each witness complete a statement or record comments below:


Photo/drawing attached	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to 100 Mile Dev. Corp	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to JHSC	<input type="checkbox"/> No	<input type="checkbox"/> Yes
Copy to Incident File	<input type="checkbox"/> No	<input type="checkbox"/> Yes



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**KITCHEN – CONCESSION SAFETY AND  
PERSONAL PROTECTIVE EQUIPMENT**

**Date Approved:**

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## **PURPOSE**

The purpose of this policy is to outline the procedures for kitchen/ concession staff for health and safety, to identify & remove hazards and to identify general food safety requirements.

## **POLICY**

Kitchen/ Concession staff work in an area with risks, commonly splatters, burns, slip and falls. SCRC is committed to ensuring that hazards inherent in a kitchen / concession environment are managed as much as possible. Kitchen/ concession hazards are assessed and controls/procedures are put in place to assist in the elimination of hazards, where possible.

In addition, in preparing food items employees are responsible for adhering to food safety regulations. Personal Protective Equipment (PPE) will be made available to reduce/ remove specific hazards.

## **DEFINITIONS**

Safe Work Practices means activities performed in a manner that minimizes the likelihood of injury/incident.

Safe Work Procedures means an established method to perform activities to minimize the likelihood of injury/incident.

Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.

## **RESPONSIBILITY**

Management is responsible for developing safe work procedures and for ensuring that employees are trained to inspect kitchen areas for safety issues.



Management and Supervisors are responsible for ensuring that any hazardous condition or acts are rectified as quickly as possible.

The Joint Health and Safety Committee (JHSC) is responsible for making written recommendations to SCRC in order identify kitchen hazards.

Employees are responsible for following all SCRC safe work practices and procedures and reporting the existence of any hazards of which they are aware.

Employees and supervisors are responsible for ensuring food preparation is done in a safe manner and in accordance with food safe handling regulations and requirements.

If a Hazard Assessment identifies the need for PPE, Management will ensure that the designated PPE is correct for the hazard. Refer to SCRC's general policy pertaining to PPE for more information.

### **PROCEDURES**

- All kitchen/concession staff must maintain a neat working area and must put away utensils, tools, containers, carts etc. to their appropriate place as soon as finished using them.
- Hairnets or hats must be worn by employees while in food preparation areas.
- Beards must be covered with a beard net in all food preparation areas. Moustaches are permissible, if they are nearly trimmed.
- No rings, ornamental neck or jewellery is to be worn in any food preparation areas, although medical alerts are acceptable. Watches and other loose articles are to be removed prior to entering food preparation areas (exception wedding rings are permitted but must be taped over).
- All customer service and kitchen / concession staff are required to wear closed toe, non-slip, low heeled shoes with repellent uppers.
- If a kitchen preparation area is equipped with a floor mats, it must be an anti-slip mat.
- Gloves are available for employees working with material, or any other objects that present a risk of hand injury.
- All employees must wear the appropriate uniform and shoes while in kitchen.
- Only employees who are authorized and trained in the use of kitchen equipment are permitted to use these devices and tools. The use of kitchen equipment and/or tools are to only be used for their intended purpose(s).



## 100 Mile Development Corporation

- No employee shall run or take part in any type of horseplay while in kitchen or kitchen areas.
- If something is spilled on the kitchen floor it must be cleaned and dried immediately. A caution sign must be used while the area is wet. Employees should refer to MSDS sheets and WHMIS protocols for cleaning spills, or when transporting, disposing, or refilling chemical containers. Broken glass should be removed immediately.
- All kitchen floors should be cleared of boxes, stools, bags of food or any other tripping hazard.
- All kitchen equipment and tools should be unplugged or locked out prior to cleaning.
- Employees should never plug or unplug equipment or tools with wet hands.
- Electrical cords should be watched for breaks, cuts or frayed areas where the cord may pass over an edge or something may have sat on it. Any damage should be reported to a Supervisor immediately.
- Appliances should not be kept or used near a sink or water.
- Supplied oven mitts, potholders and aprons must be used while removing, transporting or working with hot items.
- Employees should not overfill pots or containers as it will make them harder to move or carry and will increase the chance of spills.
- Lids must be removed away from an employee's face to avoid burns from steam.
- Long handles of pots and pans must be turned away from foot traffic and heat sources.
- Employees must never put a utensil or a hand inside a working blender or mixer.
- Chemicals and other flammables must never be stored near cooking equipment or hot surfaces.
- Employees should never overheat oil (to smoking) and should not pour or dump ingredients into very hot oil.

### Use of Knives:

- Employees must always cut on a proper surface.
- Knives must be checked for defects before use.
- Employees are to use the appropriate type of knife designated for the job they are performing.
- Sharp knives should be used to help reduce strain to hands, arms and shoulders.





## 100 Mile Development Corporation

- Employees should never try to tear or break through a tough food item with force. Rather, employees should allow items to thaw sufficiently before cutting or should choose a more appropriate knife, technique or process.
- Employees must cut in a direction away from the body and keep fingers curled away from the cutting line, or whenever possible, use a device to hold the food item to be cut.
- If it is unavoidable or unrealistic to cut in a direction away from the body, employees must wear a cut resistant glove on the hand not holding the knife.
- Employees should never try to catch a falling knife and should never attempt to wipe foodstuffs off the blade with fingers.
- When placing a knife down, employees should ensure that the blade is facing in a direction away from the user.
- Employees should never leave knives, blades or other sharp items in a sink. Rather, employees should wash knives in clear water.
- Employees should point blades down when placing knives in vertical containers such as a dishwasher.
- Knives are to be kept in the designated location(s).
- Employees are responsible for themselves, their surroundings and others while using knives.
- Defective or damaged knives are not to be used and should be brought to a supervisor immediately.



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>CONSTRUCTOR AND CONTRACTORS POLICY</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this policy is to outline the roles, responsibilities and procedures to be followed when a contractor is assigned to complete work on SCRC premises.

## **POLICY**

The SCRC is committed to providing a safe, healthy and secure environment in which to carry on its business. To attain a safe environment, all contractors must comply with Health and Safety policies and program requirements and must take responsibility for Health and Safety in the workplace.

The SCRC will meet or exceed the legislated requirements made under applicable provincial Occupational Health and Safety Acts, Regulations and Codes. All contractors are also required to meet or exceed the Workers Compensation Occupational Health and Safety Acts, Regulations and Codes, and conduct their activities in accordance with the SCRC's policies and procedures.

## **DEFINITIONS**

Constructor means a person who undertakes a project for an owner and includes an owner who undertakes all or part of a project by himself or by more than one employer.

Contractor means a person or company entering into a remuneration contract with the SCRC to perform a specific service.

Employer means a person who employs one or more workers or contracts for the services of one or more workers and includes a contractor or sub-contractor who performs work or supplies services and a contractor or sub-contractor who undertakes with an owner, constructor, contractor or sub-contractor to person work or supply services.

Prime Contractor means the contractor, employer or other person who enters into an agreement with the owner of the work site to be the prime contractor, or, if no agreement has been made, or if no agreement is in force, the owner of the work site.



Principal Contractor means the owner or any other person who, on a construction site, is responsible for the carrying out of all the work.

### **RESPONSIBILITY**

Managers and Supervisors are responsible for communicating and enforcing the responsibilities of contractors working on the premises. Should any contractor fail to comply with this policy, Managers and Supervisors are responsible for rectifying the non-compliance or removing the individual from the premises.

All Prime Contractors, General Contractors, Sub-Contractors, Service Contractors and Consultants are responsible for adhering to SCRC's policies, procedures and health and safety program while on-site.

In situations where the SCRC, as the owner of the worksite, is assigned the role as Prime Contractor, the SCRC shall ensure, as far as it is reasonably practicable to do so, that provincial occupational health and safety legislation and regulations are complied with in respect of the work site, and will do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance.

### **PROCEDURES**

See Attachment A -Contractor Health and Safety Rules, Regulations and Responsibilities.

#### Contractor Accountability

Any contractor that fails to comply with applicable legislation or SCRC's health and safety program requirements as set out in this policy will be removed from the premises.

#### Training

Communication and safety requirements and responsibilities of personnel on SCRC premises will occur by the Manager or Supervisor that has contracted the services being provided by the contractor. The Manager or Supervisor contact will review SCRC's Contractor Health and Safety Rules, Regulations and Responsibilities when the contractor has signed the Guest Sign-In log.

#### Documentation

The Guest Sign-In-log will be reviewed by the Joint Health and Safety Committee (JHSC) during their regular workplace inspection and will be filed with the JHSC meeting records.



## Attachment A

### Contractors Health and Safety Rules. Regulations and Responsibilities

All Prime Contractors, Principal Contractors, Constructors, Contractors, General Contractors, Sub-Contractors, Service Contractors and Consultants will adhere to SCRC's health and safety policies, procedures and programs. These encompass the following Health and Safety responsibilities:

- ✓ All contractors must notify the Manager or Supervisor that contracted them on their arrival to any SCRC premises. The Manager or Supervisor will review the contractor rules and regulations prior to the commencement of work. This will include informing the contractor of any and all hazards in the area(s) where work will be completed. Contractors will provide evidence of insurance (liability and workers compensation).
- ✓ All contractors must sign-in before entering any SCRC premises, signifying that they have read and understood SCRC rules and regulations.
- ✓ All contractors shall wear the equipment, protective devices or clothing the Occupational Health and Safety Act specify.
- ✓ Contractors must follow all verbal and visual instructions, including remaining in designated areas.
- ✓ No contractor shall touch, or attempt to operate any machine, device or equipment unless they have specifically been contracted to fix or operate the device.
- ✓ Contractors should not talk to or distract workers from their duties.
- ✓ Contractors must report any injury/illness sustained during their visit.
- ✓ Contractors must sign out in the Guest Sign-In Log on departure from premises.

All contractors shall abide by the following conduct:

- ✓ Shall work in compliance with the provisions of all Provincial Occupational Health and Safety Acts and Regulations (where applicable);
- ✓ Shall never work in a manner that may endanger anyone, including engaging in horseplay, fighting, threatening, any prank, contest, feat of strength, running or rough and boisterous conduct on the premises;
- ✓ Shall only eat in the "Designated Eating Areas" while on SCRC's premises;
- ✓ Shall not use alcohol or illegal drugs while on SCRC's premises;
- ✓ Shall adhere to all warnings, caution signs and regulations that are posted to prevent unsafe acts and conditions. Strict observation is mandatory.



### Contractor Health and Safety Responsibilities:

- ✓ Receive permission of a Manager or Supervisor before entering the premises;
- ✓ Notify the Manager or Supervisor of completion of work;
- ✓ Advise the Manager or Supervisor of job status and sign off applicable paperwork before leaving the property;
- ✓ Take all necessary steps to protect all workers and third parties from injury or illness;
- ✓ Prime Contractors must ensure that all SCRC policies, procedures and safe work practices and programs are used on the worksite;
- ✓ Advise the Manager or Supervisor of any existing or potential work site hazards that may affect the employer's workers, ensure that the hazards are eliminated before work begins, or if hazards cannot be eliminated, are reduced or controlled;
- ✓ Prepare a written plan that coordinates activities, identifies the prime contractor's backup and supervisors on the worksite and explains how health and safety requirements will be met. This plan must be delivered to all employees and sub-contractors before work commences;
- ✓ If a contractor is involved in work on a construction project that has a prime contractor, the contractor must advise the prime contractor of the name of every employer or self-employed person with whom the contractor has contracted to perform work on SCRC premises (where applicable);
- ✓ Ensure qualified workers and competent supervision are provided for the work being performed;
- ✓ Ensure that all equipment provided by the contractor must be maintained in safe working order;
- ✓ Ensure that first aid services, equipment and supplies and emergency communications are available at the work site (where applicable);
- ✓ Ensure that all necessary personal protective equipment is worn and maintained in good condition;
- ✓ Ensure that any required notices are posted in a conspicuous location at every SCRC work site, including prime contractor contact information and names of committee members;
- ✓ Report and investigate any and all incidents, accidents or injuries that may occur on any and all SCRC premises to the appropriate Manager or Supervisor, immediately and provide reports as required and where applicable;
- ✓ Provide a list and MSDS sheets of any chemical/toxic substance brought to or removed from any SCRC premises. Only approved chemicals shall be allowed on SCRC property;
- ✓ Ensure that any and all required information that may affect the health or safety of any person on a SCRC work site is made readily available to occupational health committees, representatives, employers and workers;
- ✓ Ensure that no process which produces gas, fumes, or vapour should be undertaken without prior notice to a Manager or Supervisor;



- ✓ As appropriate, related to the size and scope of a project, provide a bulletin board in a prominent place on the worksite that is readily accessible to workers for the exclusive use of committee members, the representative, or both, in connection with safety and health matters
- ✓ Exit SCRC premises immediately upon hearing an evacuation alarm;
- ✓ Cooperate with any and all persons exercising a duty imposed by provincial Health and Safety legislation;
- ✓ Contractors must take the following steps when handling machinery and safety equipment;
- ✓ Lockout any equipment before commencing any maintenance (where applicable);
- ✓ Not operate or handle equipment without prior authorization from Management;
- ✓ Not operate equipment until properly instructed on its proper use;
- ✓ Maintain an orderly work area;
- ✓ Report to Management any problem with any equipment that may endanger personnel;
- ✓ Shall use proper lifting techniques and will ask for help when required;
- ✓ Shall, when in doubt, ask for information from Management.

**Any and all contractors, who fail to comply with applicable legislation or SCRC's requirements, will be removed from SCRC premises.**



**Attachment B**

SAMPLE: Guest Sign-In Log

By signing this document you acknowledge having read and understood SCRC's Health and Safety Rules, Regulations and Responsibilities of Visitors and Contractors.

Visitor Name	Visiting Whom	Date	Time In	Time Out



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**HEALTH & SAFETY CONTINUOUS  
IMPROVEMENT PLAN**

**Date Approved:**

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## **PURPOSE**

The purpose of this Policy is to outline the process to follow when developing and implementing an organizational Health and Safety Continuous Improvement Plan.

## **POLICY**

The SCRC will endeavour to create and promote a safe and healthy work environment for all employees. In order to accomplish this goal, the SCRC has implemented a Continuous Improvement Plan that outlines improvements and goals regarding Policy, building, equipment and employees that incorporate and address the Health and Safety of all employees.

## **DEFINITIONS**

Continuous Improvement means a document outlining a timetable for the organization to implement its health and safety goals and objectives.

## **RESPONSIBILITY**

Management is responsible for developing, reviewing and training employees regarding the Continuous Improvement Plan.

Supervisors are responsible for implementing areas of the plan that are within their area of control.

The Joint Health and Safety Committee (JHSC) or H&S Representative is responsible for assisting management in developing and implementing the Continuous Improvement Plan.

## **PROCEDURES**

The Continuous Improvement Plan for the next year will be developed as part of the annual operating plan budgeting process for the following year. Resources that may be required (people, time, money) will be considered and discussed when planning and implementing an improvement.





## 100 Mile Development Corporation

Each item will be reviewed, approved and signed off by Management before being implemented.

Each improvement item will be assigned a timeline and responsibility. The Continuous Improvement Plan will be reviewed at least quarterly in order to ensure compliance steps, follow-up and continued relevance.

The success of the Continuous Improvement Plan will be celebrated within the facility and organization through thorough communication of improvements and processes. Communication will take place at all levels through the company via email (as appropriate) and the Health and Safety bulletin board.

Attachments:

Attachment A: Continuous Improvement Plan Template





South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Emergency Preparedness and Employee Training</b>
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**Date Approved:**

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### **Emergency Preparedness Plan:**

The South Cariboo Recreation Centre recognizes that the safety of its employees and customers is of paramount importance. With many customers and staff in the facility, our ability to react in an emergency can mean the difference between a safe and orderly evacuation and panic, injuries and possibly death. The 100 Mile Development Corporation and the District of 100 Mile House has established a Health and Safety Committee to protect its employees by ensuring safe working conditions exist in all areas of the facility.

The SCRC has developed an Emergency Preparedness Plan to handle emergencies that may come up. These plans have been reviewed and approved by the facility's local Fire/Emergency provider. Plans will be posted in the following areas:

- The Main Office
- Each Ice-Resurfacer Room (as appropriate)
- The Kitchen
- The Sports Store
- Each Staff Room
- Other- as appropriate based on the facility configuration.

The company will train all employees on their role in the event of an emergency. It will also conduct periodic emergency drills.



**Acknowledgment of: SCRC's Emergency Preparedness Plan**

Your signature below indicates that you have read and are aware of the Company's Emergency Preparedness Plan.

Date: \_\_\_\_\_

Employee's Name (please print): \_\_\_\_\_

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

Supervisor's Name (please print): \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Copy Distribution:**

Payroll Department (Original),

Facility

Employee File

Employee



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>EQUIPMENT PROCUREMENT – EQUIPMENT MODIFICATION</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this Policy is to outline the procedures to be followed when purchasing, modifying or changing equipment.

## **POLICY**

SCRC is committed to Health and Safety within the organization. To this end, the SCRC will ensure that all purchased and or modified equipment, or change to any process is safe prior to use.

## **RESPONSIBILITY**

Management is responsible for ensuring that any equipment purchased has a user manual and that it meets all regulatory compliance and industry safe standards in the purchase specifications, during construction and/or the installation phases. They will also ensure that Job Hazard Analysis (JHA) and Safe Operating Procedures (SOP) are completed for all new or modified processes.

The Management representative purchasing equipment will complete an Equipment Specification Checklist (located in Asset Planner - FAME) to ensure that all equipment meets all requirements of the organization prior to purchase.

Supervisors will ensure that equipment is safe to operate and that employees are trained in the applicable JHA and SOPs before work begins.

The Joint Health and Safety Committee (JHSC) is responsible for taking part in the development of JHA and SOPs, where required, as well as ensuring equipment is safe prior to use.

Employees are responsible for taking part in training and inspections, where required, as well as operating equipment in the manner in which it is intended.



## **PROCEDURES**

All new or modified equipment must have a user manual and must meet all regulatory compliance and industry safety standards in the purchase specifications, during construction and/or the installation phases.

If a piece of equipment does not have a user manual and does not meet all regulatory compliance and industry safety standards, SCRC will not purchase the equipment.

The purchaser must ensure the equipment and/or utensils are designed, constructed and installed to ensure that it is capable of completing the required task.

Whenever there is a new piece of equipment introduced to the workplace, or a modification has been made to an existing piece of equipment, an inspection must be completed before use. The inspection should be completed by a member of the JHSC along with a Management representative and an individual who operates the equipment. The inspection must be completed on all new or modified equipment prior to initial use to ensure employee safety. The completed inspection will be brought to the JHSC.

Management will receive a copy of the completed inspection from the JHSC including any recommendations for corrective actions and a rating of any hazard identified. As with any other recommendation, the employer will respond to the recommendation by identifying who, what and when action was/will be taken.

A review/new JHA will be completed to determine and control any hazards. If a major hazard is identified a SOP will be developed. Employees will be trained regarding the JHA and SOP (where applicable).

Attachment: Equipment Specifications Checklist



**Attachment A**

Equipment Specification Checklist

Purchasing Person: \_\_\_\_\_

Type of Equipment Purchasing: \_\_\_\_\_

Company Purchasing From: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Reference (another user of equipment): \_\_\_\_\_

Safety Features: \_\_\_\_\_

Check the following (where applicable):

- Guarding is adequate
- Emergency Stops are adequate
- CFIA, CSA and ULC certified
- Has a Pre-Start Health and Safety Review been completed by a Professional Engineer
- User manual supplied with equipment
- Electrical voltage and connection is appropriate
- Equipment is capable of requirements of the process

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>FALL PROTECTION</b>
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**Date Approved:**

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## PURPOSE

The purpose of this policy is to outline the procedures to ensure that the appropriate safety measures, training and maintenance standards are in place when using fall protection equipment.

The SCRC is committed to ensuring that all employees are safe while completing their duties. To this end, it is vitally important that employees are trained in proper use and maintenance of fall protection equipment. Only employees that have been trained and approved will be allowed to use fall protection equipment.

## DEFINITIONS

Anchor Point means a secure point of attachment for lifelines, lanyards, or deceleration devices which is independent of the means of supporting or suspending the employee.

Barriers mean guardrails, parapets and warning flags. These may be temporarily or permanently affixed to the work area. These barriers must be at least 900mm (3 feet) in height.

Fall Arrest System means an assembly of components joined together so that when the assembly is connected to a fixed support, it is capable of arresting a worker's fall, consists of a full-body harness with back-mounted "D" ring, a shock absorbing lanyard, lifeline, connecting hardware and anchorage point(s). When designed, the system shall be arranged so that a worker cannot hit the ground or an object or level below the work, or swing in a manner that poses a risk to the safety or health of the worker.

Fall Restricting System means a type of fall arrest system that has been designed to limit a worker's fall to a specific distance, consisting of a full-body harness, body belt

Risk of Falling means where a worker must encroach within two (2) meters (6 feet, 6 inches) of an unprotected edge, the risk of falling is hereby recognized.

Travel Restraint System means as assembly of components capable of restricting worker's movement on a work surface and preventing the worker from reaching a location from which he or she could fall, equipment designed to keep a person away from the location of the fall hazard, a mechanism which





restricts the movement of a worker or on a work surface, consists of a full-body harness, lifeline or retractable lanyard or body belt, and an anchorage point.

Unprotected Edge means a roof or other work location where the risk of falling more than three (3) meters (10 feet) or into hazardous substances, operating machinery or water exits and which is not protected by means of guardrail, parapet or similar structure of a height of 900mm (3 feet), will be considered an unprotected edge. This may include but no limited to the perimeter of a roof, opening in a floor, elevated work platform (cat walk) etc.

## **RESPONSIBILITY**

Management is responsible for ensuring that fall protection equipment is designed, installed, tested, used and maintained as per manufacturer and industry guidelines. Regular maintenance must be completed on fall protection equipment to ensure no hazard is posed in the workplace. Management is also responsible for ensuring that all fall arrest equipment meets Provincial regulation standards and that all components of a fall protection systems are compatible with one another the environment they are used in.

Supervisors are responsible for ensuring that employees receive training prior to being assigned work at heights where fall protection equipment is required.

Employees must take part in training and at all times adhere to safe work practices when working at heights will fall protection equipment.

## **PROCEDURES**

Fall protection is required where there is a risk of falling more than 3 meters (10 feet) into hazardous substances, operating machinery or water (or other liquid), or less than 3 metres if there is an usual possibility of injury due to the surface or item on which the worker might land.

The use of alternative work procedures, temporary or permanent barriers, safety nets or travel restraints systems may be used to eliminate the requirement for fall arrest. Where possible, it is preferable to implement a system whereby fall arrest equipment is not required to ensure the safety of the worker.

### **Mandatory Fall Protection**

Fall protection application applies where a worker is exposed to any of the following hazards:



- Falling more than three (3) meters;
- Falling into operating machinery;
- Falling into water or another liquid;
- Falling into or onto a hazardous substance or object; and
- Falling through an opening on to a work surface.
- Employees are to confirm with Management if they are not sure of what type of fall protection to use for a particular situation.
- When possible, attempts will be made to remove the risk of falling by use of barriers, guardrails, safety nets or altering the work procedure so as to eliminate the need to encroach an unprotected edge.
- Where it is not possible to eliminate the risks, travel restraint options will be investigated and utilized where appropriate.
- Where travel restraint options are not appropriate or feasible, fall arrest systems will be employed.

### **Equipment**

All travel restraint and fall arrest equipment must be CSA approved, inspected prior to use for signs of damage, and must be found to be in good working condition. All equipment should be stored free from substances and conditions that could contribute to the deterioration of the equipment. No component of fall protection system should come into contact with a sharp edge that could cut, chafe or abrade any piece of equipment. If equipment is deemed defective or has come in contact with excessive heat, a chemical, or any other substance that may corrode or otherwise damage the fall protection system, said equipment should be destroyed.

The fall arrest system must be inspected and maintained after each and every use to make sure there are no cuts or frayed areas in the equipment. If a fall occurs, all components of the fall arrest system should be removed from service.

### **Training**

All employees must attend training on the regulatory requirements, proper use of full body harnesses, lanyards and anchor points prior to being assigned work using fall protection equipment. A competent instructor will provide oral and written training in the proper use, care and inspection of each piece of fall protection equipment, (as well as Ontario's Working at Heights Training Requirements, where applicable).



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>First Aid</b>
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**Date Approved:**

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## **POLICY**

The SCRC will ensure that the appropriate number of first aid trained personnel and supplies, as required by Provincial regulations, are maintained and accessible at all times. Should injuries occur, our employees will receive prompt first aid or medical treatment.

## **DEFINITIONS**

First Aid means the immediate and temporary care given to an injured or ill person at a work site, using available equipment, supplies, facilities or services, including treatment to sustain life, to prevent a condition from becoming worse or to promote recovery, until medical aid has been obtained. It includes but is not limited to: cleaning minor cuts, scrapes or scratches, treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, use of an AED, changing a bandage or a dressing after a follow up observation visit and any follow up for observation purposes only.

First Aider means the person is a holder of a valid First Aid certificate granted by an organization recognized by the appropriate Provincial body and will administer First Aid promptly and efficiently.

First Aid Kit means a kit consisting of a portable box divided into compartments to store First Aid articles required by the appropriate Provincial Legislation, and on which is affixed a red cross and the words "First Aid" in conspicuous characters.

First Aid Station means a work-related area containing the supplies and equipment required by Provincial regulation.

Automated External Defibrillator (AED): Is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillation and pulseless ventricular tachycardia in a patient, and is able to treat them through defibrillation.

## **RESPONSIBILITY**

Management in partnership with the Joint Health & Safety Committee are responsible for:



- Ensuring that the required numbers of trained First Aiders, as prescribed by the appropriate Provincial regulations are available and ensuring that they have successfully completed a First Aid training course and hold a valid First Aid certificate in accordance with same. Further they will be trained in the use of an AED.
- Ensuring that the first aid materials and equipment are maintained in a clean, dry and serviceable condition and is clearly identified as First Aid equipment and supplies.
- First Aid kits will be checked during JHSC regular workplace inspections. A First Aid Kit Checklist will be used for this purpose which will list the materials and supplies, required by the appropriate Provincial regulation.
- Maintaining a list of the name and qualification(s) of each First Aider and ensuring that a copy of the list is provided to the Joint Health and Safety Committee (JHSC) and is also posted on the Health and Safety Bulletin Board.
- Posting signs at a conspicuous place in all worksites that indicate the location of First Aid services, equipment and supplies.
- Ensuring that an emergency communication system is in place for workers to summon First Aid services and for ensuring arrangements are in place to transport injured or ill workers from work sites to the nearest health care facility.

Further, Management is responsible for:

- Ensuring that all injured employees receive fast and effective first aid as needed.
- Providing first aid materials and equipment, as required.
- Ensuring that all first aid materials and equipment are available and accessible during all working hours.
- Ensuring that a First Aider suffers no loss of pay or other benefits as a result of providing first aid.
- Ensuring that a First Aider has adequate time off from regular work duties to receive First Aider training, with no loss of pay or other benefits.
- Ensuring that a personal First Aid kit is provided to an employee who may be working alone and does not have ready access to other First Aid kits, including any vehicle used to transport employees (as required by the appropriate Provincial Legislation).
- Ensuring that records of acute illnesses or injury that occur on work sites are retained for the required number of years per Provincial legislation. Copies of records pertaining to a worker must be provided to the employee, if requested.



- Providing additional suitable personnel, supplies, equipment, etc. that is appropriate for a specific hazard, which may arise from time to time as a result of construction or reconstruction, etc.

## PROCEDURES

1. Should an incident happen where First Aid is required, injured employees are to immediately notify their Manager or Supervisor or Manager on Duty (MOD) who will in turn give first aid or notify a qualified First Aider.
2. The JHSC will be notified of the incident.
3. First Aid Stations will include a First Aid kit, a suitable First Aid Manual and any other supplies and equipment as set out in the appropriate Provincial regulation. Each station will be clearly marked by signs and will contain an emergency procedure that includes an emergency telephone list or other instructions for reaching the nearest fire, ambulance, physician, hospital or other appropriate service. First Aid kits will be located within quick and easy access of all employees and will be large enough so that each item is in plain view and easily accessible.
4. First Aid kits shall be checked by the JHSC during their regular workplace inspection. A First Aid Kit Checklist will be used for this purpose. First Aid kits will be restocked as needed with items as prescribed by the applicable Provincial regulation. Only those items approved for the first aid kit shall be contained in same.
5. AED's will be inspected and serviced in accordance with manufacturer's requirements.
6. All First Aid treatments, regardless of how minor, will be recorded in a First Aid Treatment Log



**Attachment A: First Aid Treatment Log**

Employee Name	Person Giving First Aid (& Qualifications)	Injury Code	Part of Body	Date, Location & Cause of Injury	Time of Injury (am or pm)	Treatment Required	Witness

**Injury Codes:**

- 01-Scrape    02-Cut    03-Cut Requiring Stitches    04-Bruise    05-Pinch    06-Crush    07-Strain  
08-Sprain    09-Break    10-Burn    11-Other (Specify



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>General Health &amp; Safety Policy</b>
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**Date Approved:**

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## **POLICY**

The South Cariboo Recreation Centre endeavours to provide a safe, healthy and secure environment in which to carry on its business. All possible preventive measures are taken to eliminate accidental injuries, occupational diseases and risks to personal security. Compliance with the Workers' Compensation Act(s), OSHA, WHMIS and related legislation and regulations is the minimum standard acceptable.

On an annual basis, this policy is reviewed and approved by the 100 Mile Development Corporation Board of Directors.

## **PROCEDURE SUMMARY**

### Management

It is the responsibility of Management acting through the facility Director of Recreation to:

- Provide a safe, healthy and secure working environment;
- Ensure regular inspections are made and take action as required to improve unsafe conditions;
- Ensure that health, safety, and personal security considerations form an integral part of the design, construction, purchase and maintenance of all buildings, equipment and work processes;
- Provide first aid facilities where appropriate;
- Support supervisors and safety committees in the implementation of an effective health, safety and security programs;
- Ensure compliance with WCB, OSHA and other applicable legislation;
- Establish facility safety committees as required by regulations;
- Communicate with affected groups about events or situations when potentially harmful conditions arise or are discovered;
- Provide training to employees with respect to safety related items;
- Ensure accidents and incidents are properly investigated;
- Ensure proper records are kept with respect to the above items;
- Ensure adequate resources are available to implement appropriate procedures.



## The Supervisor

It is the responsibility of supervisory staff to:

- Formulate specific safety rules and safe work procedures for their area of supervision;
- Ensure that all employees under their supervision are aware of safety practices and follow safety procedures;
- Provide training in the safe operation of equipment;
- Inspect regularly their areas for hazardous conditions;
- Be responsible to concerns expressed about personal security and investigate any accidents, incidents or personal security concerns which have occurred in their area of responsibility;
- Report any accidents or incidents involving personal security to the appropriate authority;
- Participate, if requested, on facility safety committees;
- Maintains a level of knowledge with respect to safety through ongoing personal learning and training initiatives.

## Individual Staff

- Observe safety rules and procedures established by supervisory staff and facility managers;
- Be safety-conscious in all activities;
- Report as soon as possible any accident, injury, unsafe condition, insecure condition or threats to personal security to a supervisor or manager;
- Use properly and care for adequately all personal protective equipment provided;
- Attend training in safety related matters and update work procedures as a result.
- Participate, if elected or appointed, on facility safety committees.

## Health and Safety Committees

- Health and Safety committees work to achieve the above objectives by providing education and reviewing policies and procedures;
- Health and Safety committees carry out the safety programs within their areas and make recommendations to ensure that the safety objectives can be achieved;
- Health and Safety committees will comply with the appropriate governing legislation.

## Records with Respect to Safety Activities (Inspections, Meetings, Training)

Part of maintaining a safe workplace is keeping records with respect accidents, incidents, investigations and training activities. Positive, detailed records are integral to risk management duties. Records must be maintained with respect to inspections, investigations, meetings and training initiatives (at the individual level as well as the group level). As required by regulations, records will be posted. Further the facility should maintain a central binder to keep records with respect to the above. The binder should be separated into 4 sections: Meetings, Inspection Reports, Investigations and Training Records.





<p>South Cariboo Recreation Centre          #2-175 B Wrangler Way, PO Box 340          100 Mile House, BC, V0K 2E0</p>	<p><b>Health &amp; Safety Training – New Hire,          Seasonal and Employees Returning From          Leave</b></p>
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**Date Approved:**

## **PURPOSE**

The SCRC may present hazards to individuals who are not familiar with our operations, the facility and related job tasks. The Orientation/ On-boarding training policy outline the procedures to be followed to safely integrate new, returning and transferred individuals to the organization.

## **POLICY**

The SCRC has implemented an Orientation/ On-boarding program to ensure that employees are introduced to their role(s) and workplace in the safest possible manner. This procedure will be used for newly hired employees, employees returning from long absences, students, contract and temporary staff.

## **DEFINITIONS**

Orientation/ On-boarding means an introduction, as to guide one in adjusting to new surroundings, employment, activity, or the like.

Young Worker: Workers under the age of 18, whom based on age, may be subject to employment/ job restrictions.

New Worker: A worker new to the work place or a returning worker after an extended absence.

## **RESPONSIBLITV**

The Director of Recreation or his/her designate is responsible for providing the orientation/ on-boarding training related to the workplace, work procedures and possible hazards or risks. Further management and supervisors are responsible to be knowledgeable about, understand and follow any specific Provincial employment regulations which may exist regarding young workers.

Employees are responsible for taking part in the orientation process and for following the policies and procedures outlined during this process.

## **PROCEDURES**

Before beginning work, all employees will be interviewed by their immediate supervisor. During this discussion, the supervisor will determine to what extent the employee is familiar with the type of job



the employee will be completing. Using the Orientation/ On-boarding process, our new hire & checklist and the "4 Milestones", supervisors will develop the overall training plan, inclusive of health and safety.

The employee will be given an overview of the operation to which they will be assigned. They will be informed of the importance of safety within the organization and what will be expected of them. Particular information from the Health and Safety Program will be explained to them.

This information may not be limited to, but will include the following:

- An overview of applicable sections of Health and Safety legislation;
- Health and Safety Policy and general rules;
- A review of the Health and Safety responsibilities, paying particular attention to the responsibilities of employees and supervisors;
- Workplace Violence and Harassment Policies;
- A review of Job Hazard Analysis (JHA) and control procedures;
- An explanation of the function, operation and composition of the Joint Health and Safety Committee (right to participate through the JHSC);
- Refusal to work procedures;
- How to report hazards and make recommendations to the Employer;
- Reporting procedures for injury/illness in the workplace;
- First-aid and WCB reporting and claims procedures (including the Early and Safe Return to Work Procedure);
- Instruction on emergency and fire evacuation procedures;
- WHMIS training

Depending on the person's role the training may also include:

- Personal protective equipment;
- Workplace inspections;
- Fall protection procedures;
- Ladder safety;
- Manual material handling;
- Mechanical material handling;
- Inclement Weather (Hot or Cold);
- Working alone procedures.

While certain components of this program must be presented before the employee begins work, other parts can be presented at a later time. All training will be monitored and reviewed by the supervisor and a training log kept in the employee's file. The supervisor will also complete the New Hire Orientation Checklist.

Prior to work commencing, employees should be given a tour of the operation. During this tour the employee will be shown emergency exits, fire extinguishers, AED's and First Aid facilities. In addition it is recommended that employees be introduced to a member of the JHSC (if possible).



After the tour, employees will begin their training with their supervisor and/ or assigned job coach. The following will be included in the on-the-job training:

- Introducing the employee to co-workers;
- Reviewing the Job Hazard Analysis for the job(s) the employee will be performing; and
- Re-enforcing to the employee the importance of working safely, not taking chances and asking questions concerning things that they may be unsure of.

During the first few days on the job, the supervisor will frequently discuss the job safety with the new employee. This will allow the employee to ask any questions they may have.

All supervisors will receive training in Health and Safety upon beginning employment, or upon being promoted or transferred within the organization. This training will include, but may not be limited to:

- Health and Safety legislation with special emphasis on those sections affecting Management and Supervision and related responsibilities;
- 100 Mile Development Corporation Health and Safety Program and Policies;
- Accident Investigations training;
- Workplace Inspections training;
- Any regulatory training needed;
- WHMIS training;
- Review of operating instructions for equipment and processes;
- Training employees to work safety including Job Hazard Analysis training; and
- Training regarding Workplace Violence and Harassment.

In addition to the above supervisors will receive training as may be dictated by changes in legislation or policies and procedures.



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**HAND TOOL AND PORTABLE POWER TOOLS**

**Date Approved:**

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**PURPOSE**

The purpose of this Policy is to outline the proper procedures to be followed when using hand tools in order to protect employees from accidental injuries resulting from unsafe use of or faulty equipment.

**POLICY**

SCRC strives to provide a safe and healthy environment to all employees. It is SCRC's intention to eliminate the potential for injuries due to unsafe use of, or faulty hand and portable power tools. All SCRC employees are expected to operate hand tools in the manner outlined in these procedures.

**RESPONSIBILITY**

Management is responsible for ensuring the safe condition of tools and equipment used by all SCRC employees. They will not issue or permit the use of unsafe hand tools and will ensure that all SCRC employees required to use hand tools will be informed of hazards and trained in the proper use and handling of tools and equipment. Management and supervisors will also ensure that regular examination of hand tools is completed and that any damaged tool is removed from use until properly repaired. Finally, management and supervisors are responsible for ensuring that all personal protective equipment (PPE) is worn to protect employees against hazards that may be encountered while using hand tools.

Employees are responsible for completing the mandatory training and for following all manufacturer safety practices while using hand tools. Employees are responsible for reading, knowing and understanding all safeguards prior to the use of equipment. They are also responsible for reporting any defects or damage to their supervisor and for ensuring that they wear the appropriate PPE while using hand tools.



## PROCEDURES

- All SCRC employees who use hand tools will be trained in the appropriate use and handling of tools and equipment.
- All tools will be regularly inspected before use.
- Employees must wear the appropriate PPE while using hand tools.
- All employees will use hand tools in the appropriate manner for which they are intended.
- All hand tools needing repair will be removed from use until a thorough repair is completed, or if not feasible, will be discarded completely.
- Employees must report to their supervisor any and all concerns regarding the safe use and handling of hand tools, including damage.
- No one may remove the appropriate safeguards of a machine other than for maintenance, testing, repair, adjustment or replacement. When it is not reasonably practicable to provide a safeguard on a machine, an alternative mechanism system or change in work procedure must be put in place to protect the Health and Safety of SCRC employees. This change must offer protection that is equal to or greater than the original safeguard.

### General Safety:

- Ensure that machines are not installed too close together;
- Never carry a tool by the cord or hose;
- Never yank the cord or hose to disconnect it from a receptacle;
- Keep cords and hoses away from heat, oil and sharp edges;
- Disconnect tools when changing accessories such as blades, bits and cutters;
- Keep all people not involved with the work at a safe distance from the work area;
- Secure work with clamps or a vise, freeing both hands to operate the tool;
- Avoid accidental starting;
- Do not hold fingers on a switch button while carrying a plugged-in tool;
- Maintain tools with care - keep them sharp and clean for best performance;



## 100 Mile Development Corporation

- Follow instructions in the user's manual for lubricating and changing accessories;
- Be sure to keep good footing and maintain good balance when operating power tools;
- Wear proper apparel for the task- loose clothing, ties or jewelry can become caught in moving parts;
- Ensure that head and facial hair is short or confined and cannot be snagged or caught;
- When using saw blades, knives or other tools, direct tool away from aisle areas and from other employees working in close proximity;
- Spark-resistant tools made of non-ferrous materials should be used where flammable gases, highly volatile liquids and other explosive substances are stored or used;
- Remove all damaged portable electric tools from use and tag them: "DO NOT USE."

### **Hand Tool Equipment:**

- All hand tools such as chisels and punches that develop "mushroomed" heads must be taken out of service and reconditioned;
- Handles on hammers, axes and other similar equipment that may be cracked or fractured should be replaced immediately;
- Wrenches whose handles are bent or if gripping surfaces are worn should be replaced;
- Screwdrivers that are bent or whose ends are chipped should be replaced;
- Tools should be stored in a secure, dry location when they will not be tampered with;
- Tools should be stored in such a way that sharp edges do not present a danger when reaching into tool boxes or storage areas;
- Tool cutting edges should be sharp so the tool will move smoothly and not bind;
- All handles should be free from burs and splinters and should be firmly attached to the working head of the tool.

### **Hand Tool: Grinders**

- Set up and turn on portable exhaust (where applicable);



## 100 Mile Development Corporation

- Inspect machine closely for damage, including a sound, or ring test to ensure it is free from cracks or defects;
- Ensure that appropriate machine guarding is in place;
- Guards must cover spindle, nut and flange projections;
- Guards must maintain alignment with the wheel;
- Guards must not exceed strength of fastening;
- If using a hand-held grinder, ensure guard covers the area of the grinder accessory contained within an arc of at least 120 degrees of the accessory's circumference.
- If grinder uses a coolant, ensure grinder is equipped with splash guards;
- Ensure that machine is properly grounded and that electric cords are free of frays or other physical defects;
- Wear appropriate eye/face, hand and foot protection;
- Start grinder taking care of moving parts and ensuring to stand clear of wheels;
- Keep loose clothing clear;
- Allow tool to come up to operating speed prior to grinding or cutting and never stand in the plane of rotation of wheel as it accelerates;
- Ensure that work piece is secure and do not apply excessive pressure;
- Do not exceed maximum RPM rating of grinder as posted by the manufacturer, which must be posted on the grinder;
- Stand clear of wheels when stopping grinder;
- Never clamp a hand-held grinder in a vise;
- Do not approach grinder until wheels have completely stopped spinning;
- Turn off power when not in use.

### **Hand Tool: Belt Sanders**

- Inspect machine closely for damage;
- Ensure that appropriate machine guarding is in place, where appropriate;



## 100 Mile Development Corporation

- Ensure that machine is properly grounded and that electric cords are free of frays or other physical defects;
- If sander is pneumatic, ensure that machine is securely attached to air hose;
- Ensure that appropriate screening is set up to protect nearby employees, where appropriate;
- Wear appropriate eye/face, hand and foot protection;
- Set rest block accordingly;
- Start sander, taking care of moving belt and end roll;
- Stand clear of belt when starting - do not lean across belt sander from front of work area;
- Keep loose clothing clear;
- Allow tool to come up to operating speed prior to sanding;
- Ensure that work piece is secure and do not apply excessive pressure;
- Turn off power when not in use.

### **Hand Tool: Bandsaw**

- Inspect machine and blades closely for damage;
- Ensure that appropriate machine guarding is in place;
- Ensure that machine is properly grounded and that electric cords are free of frays or other physical defects;
- Wear appropriate eye/face, hand and foot protection;
- Ensure that work piece is secure using vise and do not apply excessive pressure;
- Start saw taking care of moving parts and ensuring to stand clear of blades;
- Keep loose clothing clear;
- Allow tool to come up to operating speed prior to cutting and never stand in the plane of rotation of blades as it accelerates;
- Take care to mind hot flying pieces, the moving blade and an abrupt initial contact with work piece;
- Back blade travel away from workpiece with foot bar;





## 100 Mile Development Corporation

- Never reach into work area until blade stops;
- Turn off power when not in use.

### **Hand Tool: Chopsaw**

- Turn on portable exhaust (where applicable);
- Inspect machine closely for damage;
- Ensure that appropriate machine guarding is in place;
- Ensure that machine is properly grounded and that electric cords are free of frays or other physical defects;
- Wear appropriate eye/face, hand and foot protection;
- Ensure that work piece is secure using vice or roller stand to support work and do not apply excessive pressure;
- Start saw taking care of moving parts and ensuring to stand clear of blades;
- Keep loose clothing clear;
- Cut at a reduced speed to ensure blade does not shatter and heat build-up is kept to a minimum;
- Take care to mind hot flying sparks and debris, the moving blade and an abrupt initial contact with work piece;
- Never reach into work area until blade stops;
- Turn off power when not in use.

### **Hand Tool: Drill Press and Drills**

- Inspect machine closely for damage;
- Ensure that appropriate machine guarding is in place;
- Ensure that machine is properly grounded and that electric cords are free of frays or other physical defects;



## 100 Mile Development Corporation

- Wear appropriate eye/face, hand and foot protection;
- Select proper drill bit and install while drill is de-energized, tight with chuck;
- Remove chuck key from drill before starting machine;
- Properly prepare work and secure using clamp or vice;
- Ensure coolant, if applicable, is in place;
- Start machine taking care of moving parts;
- Keep loose clothing clear;
- Ensure that work piece is secure and do not apply excessive pressure;
- Be careful of burrs or hot temperature of finished work;
- Turn off power when not in use.

### **Other Tools and Portable Equipment:**

- Ensure the operator is fully familiar with the equipment's safety instructions, as outlined in the owner's manual. Operator must follow the instructions.
- Inspect machine closely for damage;
- Wear appropriate eye/face, hand and foot protection;
- Properly prepare work area;
- Start machine taking care of moving parts;
- Keep loose clothing clear;
- Turn off power when not in use.



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Hazard Reporting &amp; Recommendations to the Employer</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this policy is to outline the function and procedures to be followed when reporting a hazard and/or making a recommendation to the SCRC and/or the 100 Mile Development Corporation.

## **POLICY**

All employees are responsible for Health and Safety within the organization. Employees are asked to report hazards and are welcome to make recommendations regarding issues found, as well as ways to make the workplace safer for all employees.

## **RESPONSIBILITY**

All employees are responsible for reporting the existence of any hazard(s) of which they are aware. The SCRC is responsible for maintaining safe and healthy working conditions. They are also responsible for responding to any recommendations made by the Joint Health & Safety committees within twenty-one (21) days of the recommendation being received.

Managers and Supervisors are responsible for ensuring that any hazardous condition or act is followed up in a timely manner. They are also responsible for ensuring that copies of Hazard Reports are distributed to the Employer, Prime Contractor or Constructor, where applicable, and to the Joint Health and Safety Committee (JHSC).

The JHSC is responsible for making written recommendations to the Employer, Prime Contractor or Constructor, where applicable, based on recommendations made by employees.

## **PROCEDURES**

- If any employee has a concern about the safety of their working environment, they must immediately take their concern to their Manager, Supervisor, or member of the JHSC. This can be done either verbally or in writing (see Attachment A - Hazard Report Form). The employee must clearly define the cause of the hazard, if known.
- All hazards will be reported to Management and the JHSC



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**PROGRAMS ON-ICE ACTIVITIES – SAFETY  
HEADWEAR - HELMETS**

**Date Approved:**

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**Preamble:**

With alarming regularity we see on-ice mishaps with the potential to injure our employees. These incidents blemish the "Customer Experience" of our guests. Additionally, in recent years many of the non-profit youth and adult sport organizations have implemented on-ice helmet rules for the protection of their volunteers, coaches, trainers, instructors and officials.

**POLICY:**

Employees of SCRC who are involved with our Program Department(s) and are involved with regular on-ice duties and responsibilities in lessons, public skate and hockey programs are required to wear approved helmets during all on-ice activities. Helmets must be approved by CS.A. (Canada) and/ or H.E.CC (USA).

Independent Contractors (examples: Referees, Coaches, Volunteers) are also required to wear helmets during their on-ice activities.

As the Figure Skating competition rules do not allow the use of helmets, employees involved in figure skating activities are presently exempt. However the company recommends and encourages the use of helmets by employees involved in figure skating activities.

**PROCEDURES:**

SCRC will provide, free of charge, one helmet to full time employees involved with regular on-ice responsibilities. Independent contractors will supply their helmet at their own expense.

In addition, each facility should have a reasonable quantity of helmets available for use by part time employees or for "intermittent" and or "emergency use" by any person involved with on ice activities.

Where the SCRC supplied helmet has become unserviceable due to regular wear and tear or where the C.S.A.H.E.C.C. approval date has expired, the company will replace the helmet, free of charge. It is the responsibility of the employee to care, maintain and keep safe the equipment provided.

Upon termination of employment, helmets which have been provided to employees are to be returned to the SCRC.



## 100 Mile Development Corporation

Employees may choose alternate, safety approved helmets at their own expense.



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>JOB HAZARD ANALYSIS (JHA)</b>
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**Date Approved:**

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## **PURPOSE**

**Accidents can be prevented!** This can be achieved through systematically controlling or eliminating the hazards inherent in job work tasks. All workers will be trained by their Manager or Supervisor on the hazards, controls and SOP's associated with their work. This training will be a part of all new hire orientation / on-boarding.

Through Job Hazard Analysis (JHA), accidents can be prevented by identifying and controlling or eliminating unwanted outcomes associated with activities necessary for the completion of a task. The JHA provides a written step-by-step breakdown of the practices and Safe Operating Procedures (SOP) that must be followed to maintain a safe working environment for all employees.

## **DEFINITIONS**

- Hazard means a situation, condition or thing that may be dangerous to the safety and health of workers.
- Safety Hazard means any condition or work activity that has the potential to result in injury, illness or property damage.
- Safe Work Practices means activities performed in a manner that minimizes the likelihood of injury/incident.
- Safe Work Procedures means an established method to perform activities to minimize the likelihood of injury/incident.

## **RESPONSIBILITY**

Management and the Joint Health and Safety Committee (JHSC) are responsible for completing a JHA for each job and identifying work practices and procedures. They are also responsible for ensuring that JHAs are updated as required.



Managers and Supervisors are responsible for training and orientating their employees in regards to the job hazards in their area(s). Prime Contractors (as applicable) are responsible for ensuring Management of any existing or potential work site hazards that may affect workers are identified.

Employees are responsible to take part in JHA and SOP training as required, and for following all outlined safe work practices, procedures and requirements.

### **PROCEDURES**

1. JHA's will be completed for all jobs and will be reviewed when:
  - At reasonably practicable intervals to prevent the development of unsafe and unhealthy working conditions;
  - When a new work process is introduced.
  - When a work process or operation changes; or
  - Before the construction of significant additions or alterations to a work site.
2. Copies of JHA's will be distributed to all Managers and Supervisors and applicable copies to all employees.
3. The JHA will be used as a basis for Safe Work Practices and Procedures. The JHA identifies tools and personal protective equipment (PPE) that are required, as well as provides the information on physical demands associated with the work activity.
4. When completing a JHA: identify activities and/or processes that have potential for injury and/or illness and identify specific hazards that exist in these processes and/or activities. All areas and facets of the workplace are to be reviewed for the identification of hazards.

### **Hazard types:**

- Chemicals - compressed gases, flammables;
- Physical - noise, weather, heat, cold;
- Biological - blood, insect bites, plants;
- Ergonomic - computer work stations incorrectly adjusted, repetitive motions;
- Safety- housekeeping, inadequate guarding, material handling and energy.
- Hazard Sources:
  - People - actions;
  - Equipment - tools, production equipment;
  - Material - raw material, chemicals;
  - Environment- noise, air quality;
  - Processes - combination of the above.



**Each JHA will identify** (see Attachment A -Job Hazard Analysis):

- Job Title;
- Job Location;
- Date of Analysis;
- Analyzed by;
- A list of Job Functions or steps involved in completing the task;
- Hazard(s) involved in completing the task;
- Hazard Rating;
- Control or Protection that is in place to minimize or eliminate the hazard(s).
- Each Job Function that involves a hazard will be rated to identify the degree of severity and probability for each hazard.

**Each Hazard will be rated as a Class 1, Class 2 or Class 3:**

- Class 1- Low Risk (no significant risk to health).
- Class 2 - Medium Risk (temporary or minor injury may occur).
- Class 3 - High Risk (life-threatening, major or permanent damage may occur).

**Hazard controls will be implemented:**

- As a first priority for all hazards assessed as a Class 3 risk, the timeframe for hazard control is immediate.
- As a high priority for all hazards assessed as a Class 2 risk, the timeframe for hazard control is as soon as possible.
- As a medium priority for all hazards assessed as a Class 1 risk, the timeframe for hazard control is whenever practical.

**The hierarchy in which controls should be considered are:**

- Elimination (stop what is creating the hazard);
- Substitution (replace with something less likely to harm/damage);
- Isolation (separate what can be harmed/damaged from the hazard);
- Engineering (change the way of doing that may be creating the hazard);
- Administrative (reduce the exposure to the hazard);
- PPE (best used with another control);
- Combination (of engineering, administrative or personal protective equipment);

The best controls should be placed:

- At the source of the hazard;
- Between the source and the worker; or,
- At the worker (least preferred).





## 100 Mile Development Corporation

Job functions rated a Class 3 hazard, signifying that it is a high-risk hazard (immediately dangerous to life and health), an SOP must be written against the hazard. The SOP will list the steps an employee must take to complete the job or task. The SOP will include the PPE needed for the job, any safety precautions and other controls that may be in place in the work environment or on equipment being used. If emergency action is required to control or eliminate a Class 3 hazard, only those workers competent in correcting the condition, and the minimum number necessary to correct the condition, may be exposed to the hazard, and every reasonable effort will be made to control the hazard while the condition is being corrected.

JHAs will be kept as a record of hazards associated with certain jobs and will be available to the JHSC.



**Job Hazard Analysis**

Job Title:		Date of Analysis:	
Job Location:		Analyzed By:	

Job Function	Hazard	Hazard Rating	Control or Protection
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>LADDER USE</b>
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**Date Approved:**

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## PURPOSE

The purpose of this policy is to outline the procedures for safe use of ladders.

SCRC is committed to ensuring that all employees are safe while completing their job duties. To this end, it is vitally important that employees use ladders in the appropriate manner. As such, procedures for safe use of ladders are outlined below.

## DEFINITIONS

Ladder means an often portable structure consisting of two long sides crossed by parallel rungs, used to climb up and down.

Portable Ladder means any ladder that is not fixed in place, which also includes a stepladder.

## RESPONSIBILITY

Management and supervisors are responsible for ensuring that ladders are available where required, stored properly, kept in good working order and replaced where required. They are also responsible for ensuring that all ladders meet the appropriate Provincial Legislation and CSA Standards (or equivalent). They are responsible for ensuring that employees are using ladders in an appropriate manner and for the right purpose(s).

Management and Supervisors must ensure that every ladder provided to a worker is designed, constructed and maintained to safety support any load that will be, or is likely to be imposed on it.

The Joint Health and Safety Committee (JHSC) is responsible for informing Management if a ladder is being use incorrectly, inspecting all ladders on a monthly basis during workplace inspections and notifying Management of any damage to a ladder.

Employees are responsible for ensuring that ladders are in good working order prior to use, notifying Management if a ladder is being used incorrectly, and following all safety procedures when using a ladder.



## PROCEDURES

- Ladders and fixed access structures shall be inspected for safety before use.
- Fixed access structures shall comply with the applicable Provincial Legislation, be designed by a professional engineer, equipped the appropriate safety components to protect workers from falling.
- All ladders (whether commercially manufactured, site-fabricated or constructed, extension, portable or step) shall be CSA-approved and rated "industrial heavy duty" or "industrial extra-heavy duty", and shall meet the required Provincial legislation as appropriate.
- Employees climbing and working from ladders shall maintain "3-point contact" with the ladder. If a worker is working from a portable ladder from which the worker may fall three (3) meters or more, the worker must use a Fall Protection System, unless the work is a light duty task or of a short duration, the worker maintains their centre of balance in the centre of the ladder at all times, and maintains three- point contact. No worker shall stand on the top of or the pail shelf of a step ladder. Where applicable, no worker shall worker on the top two rungs/steps of a portable ladder unless the manufacturer's specifications allow the worker to do so and is equipped with a suitable handrail.
- Defective ladders shall be taken out of service, tagged for repair, or scrapped. Ladders and fixed access structures shall be repaired only by qualified personnel.
- All portable ladders shall be secured against movement and placed on a base that is stable, be free from broken or loose members of other faults, have non-slip feet and be placed on firm footing. Portable ladders must be held in place by one or more workers while being used if it exceeds six (6) meters (or Provincial equivalent restriction) in length and is not securely fastened or is likely to be endangered by traffic.
- Wooden ladders shall not be painted or coated with an opaque material (but may be preserved with a transparent protective coating, or a small identifying mark or symbol, which may be non-transparent), shall be made from wood that straight-grained and free of loose knots, sharp edges, splinters and shakes. All wooden ladders will meet the applicable legislation and regulations.
- Special purpose ladders and work platforms shall be used in accordance with the manufacturer's directions and only for the applications intended.

### To Avoid Accidents with Portable Ladders:

- Select the right ladder for the job situation.
- Inspect the condition of the ladder before using it.
- Inspect the job-site for overhead wires, obstructions and solid surfaces.



- Use the ladder as it was designed to be used.
- Remove material and debris away from the base of the ladder.
- Set the ladder one (1) foot out for every three (3) or four (4) feet up, and secure the base.
- Ensure that the rails of the ladder extend one (1) meter above the landing or point of contact.
- Clean the soles of your footwear before climbing the ladder.
- Face the ladder when climbing or descending and maintain 3-point contact.
- Keep your centre of gravity between the side rails.
- Tie-off the ladder at the point of contact.

### **Safe Ladder Use:**

- DO NOT use ladders with damaged parts that affect the strength of the ladder.
- DO NOT work on ladders when feeling weak, sick or dizzy.
- DO NOT work while leaning away from the ladder.
- DO NOT alter the ladder.
- DO NOT move a ladder horizontally while workers are on it, unless it is a mobile ladder and the proper procedures are followed.
- DO NOT work on ladders covered with snow, ice, or other slippery materials.
- DO NOT erect, use, alter, or move ladders within twelve (12) feet of overhead power lines.
- DO NOT work on ladders in bad weather or high winds.
- DO NOT use boxes, barrels, other makeshift materials, or lash one ladder to another in order to increase its length.
- DO NOT put more weight on a ladder than it is designed to hold.
- DO NOT use metal ladders when servicing energized or potentially energized electrical equipment.



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**MANAGING HEAT AND COLD**

**Date Approved:**

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**PURPOSE**

This policy is intended to outline the procedures to follow when working in hot or cold environments and where it is not realistic to control thermal conditions.

**POLICY**

SCRC has adopted this policy to ensure the ongoing Health and Safety of all employees who may be exposed to high levels of heat or cold in the performance of their job duties. This policy is intended to include both indoor and outdoor work where temperature may be a concern.

**DEFINITIONS**

Heat Cramps:

Root Cause(s): Dehydration due to excessive sweating; imbalance of internal pH due to the loss of salt and other electrolytes through excessive sweating.

Signs and Symptoms: Cramping and painful spasms; excessive sweating.

Treatment: Drink water to replenish lost fluids; rest, and where possible, removal from area where the heat is excessive to a cooler area, or under shade; massage cramps.

Heat Exhaustion:

Root Cause: Dehydration due to excessive sweating; shock due to a failure to properly acclimatize to conditions.

Signs and Symptoms: Excessive sweating; increased level of thirst; increased heart rate/rapid pulse; dizziness/fatigue/weakness; loss of consciousness (fainting/collapse);



Treatment: Drink water to replenish lost fluids; rest lying down with legs elevated, and where possible, removal from area where the heat is excessive to a cooler area, or under shade.

### Heat Stroke:

Root Cause: Extended/over-exposure to excessive heat.

Signs and Symptoms: Failure of ability to internally regulate temperature; temperature of worker continues to rise, even with addition of water, and removal from area with heat; excessive body temperature (above 98.5 degrees); sweating has stopped; skin appears red, and is very hot and dry; heart rate is increased and pulse is rapid; breathing is laboured; worker is dizzy and/or disoriented; worker experiences fatigue and/or weakness; loss of consciousness.

Treatment: Heat stroke is a medical emergency!!!!!! Immediately call for help and contact emergency services (ambulance). Where possible, immerse the worker in water in an effort to cool them down.

### Frostbite:

Root Cause: The freezing of extremities such as fingers, nose tip, toes, ears and cheeks, which become numb and hard. Because of poor blood supply, these extremities may become frostbitten even if the rest of the body remains warm or even overheated.

Signs and Symptoms: Blueness of the skin; skin is hard to the touch and cold.

Treatment: Frostbitten parts should be placed against warm body surfaces and gradually re-warmed.

### Hypothermia:

Root Cause: The lowering of body temperature due to excessive loss of body heat. Hypothermia can be fatal unless the casualty is moved to a warm shelter and receives timely medical attention.

Hypothermia casualties are unable to recognize their own signs and symptoms of hypothermia.

Signs and Symptoms: Low body temperature; shivering; blueness to the lips, fingers, toes, lowered heart and breathing rate.

Treatment: Immediately call for help and contact emergency services (ambulance). If required gradually rewarm the person.



## RESPONSIBLITIY

Management and Supervisors are responsible for:

- The frequent monitoring of thermal conditions;
- The evaluation of the work that will be performed, including the arrangement of work;
- Ensuring that appropriate safeguards, relief measures and emergency supplies (drinking water, rest periods scheduled, appropriate clothing etc.) are available and implemented;
- Ensuring that employees are appropriately acclimatized to heat and cold prior to the work being performed;
- The frequent observation of workers by a person who is trained to recognize symptoms of physiological stress resulting from extreme temperatures;
- The communication of information regarding the signs and symptoms of heat and cold stress/disorders; and
- Where a worker is required to work in thermal conditions that are different from those associated with their normal duties, they must provide suitable clothing or PPE necessary to protect the health and safety of the worker.

Employees are responsible for taking part in training and for adhering to all SCRC procedures for working in hot and cold environments.

## PROCEDURES

In the event that any signs/symptoms of a heat or cold injury are observed or experienced, the symptoms should be immediately communicated to Management, and appropriate First Aid measures should be taken.

### Controls of Heat Stress:

Engineering Controls: Where possible, venting and/or air-conditioning shall be applied. Alternate methods will include the use of fans, and opening of windows. For outdoor work, management shall work to ensure that a shaded area is available.





**Acclimatization:** In an effort to avoid shock associated with exposure to heat, Canlan employees should use appropriate acclimatization procedures to adapt to new temperatures.

**Work Conditions:** Management will regularly check the weather conditions that may affect outdoor work, and will adapt schedule(s) and tasks as appropriate.

**Work/Rest Cycles:** Where possible, work requiring strenuous physical activity shall be scheduled for cool periods in the day (early morning or evening), and non-essential tasks will be re-scheduled until such time as the risk of injury or illness due to heat stress falls into an acceptable range. Scheduling of tasks will ensure that employees are rotated in a manner that allows for sufficient break periods in a cool and/or shaded area.

**Personal Protective Equipment:** Employees required to perform work duties in hot environments, will be directed to utilize appropriate light-weight/breathable garments that will provide maximum protection against the sun and potential Health and Safety hazards involved in both the work and heat stress. Where work is performed outdoors, sun block will be recommended.

**Fluid Intake:** To minimize the danger of dehydration and other health risks associated with heat stress, Management will ensure that employees are provided with access to water. Employees that perform work in areas with excessive heat are advised that the recommended intake of fluid is 250ml (one cup) per 20 minutes.

### **Controls of Cold Stress:**

**Footwear:** In addition to any required Personal Protective Equipment (PPE), winter footwear must protect against the cold and wet and must also provide traction to help prevent slips and falls.

**Wear Appropriate Clothing:** The purpose of cold weather clothing is to maintain layers of warm air around the body. Clothing should be worn in a number of layers so that one or more items of clothing can be discarded when doing heavy work. The outer layer should be wind-proof. Gloves should also be worn in layers. Protection of the head is essential as this is where most heat loss occurs.

**Keep Dry:** Wet clothing will conduct heat away from the body. Therefore, employees must wear clothing in layers that will allow the removal of outer coverings in order to avoid overheating and excessive sweating.

**Stay Safe:** Limit the length of time spent in extreme conditions and use buddy systems.

**Avoid Fatigue:** Rest periodically in a sheltered area, and take scheduled warm-up breaks as appropriate. Avoid fatigue by taking warm-up breaks in order to ensure that manual dexterity is maintained which will decrease the risk of unnecessary injuries and potential overexposure to cold. Warm-up break periods will be determined in the scheduling and break period section below.



Avoid Tobacco: Avoid tobacco in any form, as nicotine decreases blood flow and increases the possibility of cold injury.

**During the Summer:**

If an employee is working outside or if at any time the air conditioning is not working and the temperature reaches 40° (100°F) with the humidex, employees are to take a break every 15-20 minutes to cool down. They must also drink water to re-hydrate and to bring body temperature back to normal.

**During the Winter:**

If an employee is working outside, they should schedule breaks based at their discretion.

If an employee is working inside and the furnace stops working and the temperature reaches 18°(65°F) or lower, the employee is to contact Management in order to arrange for repair or alternative heating sources.



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**MANUAL MATERIAL HANDLING**

**Date Approved:**

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**PURPOSE**

The purpose of this policy is to outline the procedures to follow when manually lifting and handling materials in an effort to ensure the ongoing Health and Safety of SCRC employees.

**POLICY**

The SCRC believes that in order to maintain a high level of safety throughout our operation, employees must follow safe manual material handling procedures. All employees are expected to work according to the procedures outlined herein.

**DEFINITION**

Manual Material Handling means the use of the human body to lift, lower, fill, empty or carry loads.

**RESPONSIBILITY**

Management and supervisors are responsible for training employees on safe manual material handling procedures and for enforcing the use of said procedures.

Employees are responsible for following safe manual material handling procedures.

**PROCEDURES**

The practice of safe lifting is essential in reducing the risk of musculoskeletal injury (MSI). These procedures are based on best practices and are meant to be guidelines rather than exhaustive procedures. If an employee is in doubt about lifting an item, they should always ask for help.

The SCRC will provide, where reasonably practicable, appropriate equipment for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads. If however, equipment is not reasonably practicable in particular circumstance, or for a particular heavy or awkward load,

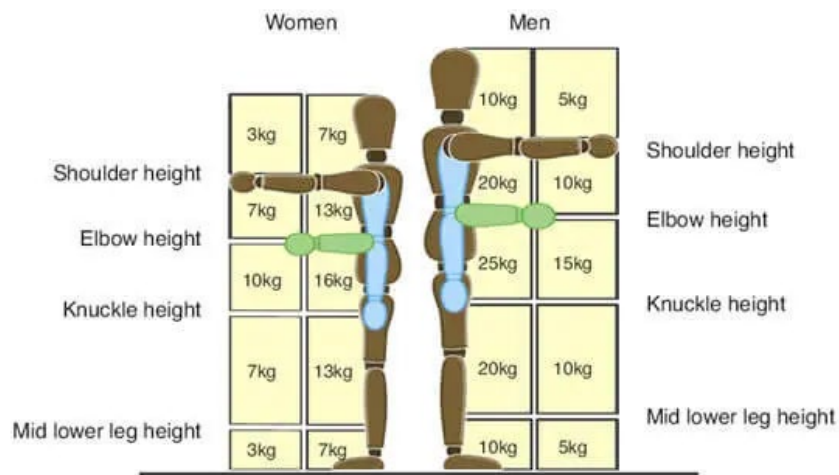


Management will take all practicable means to either adapt the load to facilitate moving the load without injuring workers or minimizing the manual handling required to move the load.

## Pre-Lift

Prior to the manual lifting, pushing, pulling, handling, carrying or transportation or any materials that may cause strain or injury, employees must first determine whether an item should be carried at all, and complete a hazard assessment that considers:

- Determine the approximate weight, size and shape of the load;
- Check the writing on any container in order to determine the contents and weight;
- Establish the distance that the load must be physically moved;
- Establish the number of times the load will be moved;
- Decide on the best possible manner in which to move the load (manually, with assistance or via mechanical support);
- Determine the speed in which the load will be carried;
- Ensure that there is a safe and clear pathway to move the material;
- Before actually moving an item onto a shelf, ensure that it is supported once moved into place;
- Establish and understand individual "safe lift zones".
- Always plan to push rather than pull.



Note: 1kg = 2lb 3oz



## Safe-Lift Zone

In the event that a load is determined to be either too heavy or awkward to move manually, or where a device that could reasonably move the load is either unavailable or non-existent, the employee must consider alternate methods for moving the load. This may be done using the following techniques:

- Where possible, remove elements of the load to divide the weight and move it in parts to reduce the potential of injury;
- Obtain assistance from other staff members in moving the material(s); and
- Identify and review the methods for performing the necessary tasks and revise where possible.

## The Lift

- Set feet shoulder width apart, bend knees and lower body as required. Ensure that the natural curvature of the lower back is maintained. The back and spine are most stable in this position;
- Maintain a firm grip on the load and keep arms and elbows close to the body;
- To lift, the load should be drawn close to the body. Fingers and hands should be extended around the object;
- Pull the load in between the knees and as close the body as possible;
- Use thigh and leg muscles to lift the object rather than the back; and
- Use core strength to lift. Contract core abdominal muscles while lifting, lowering or moving materials in order to keep the body more rigid and stable, thus reducing the chance of injury.

## Safe Carrying

- Maintain a good grip on the load;
- Remember to keep the load close to the body while arms and elbows are tucked in;
- Keep loads at a reasonable height in order to maintain clear vision; and
- Pivot with feet when carrying loads. Do not twist the back.



## Lowering the Material

- When lowering material, implement the lifting procedure in reverse;
- If lowering material into a deep shelf, place the material on the edge of the shelf and push it back into place. Prior to moving the material, ensure that it can be supported.

## Two-Person Lift Technique

- When executing a two-person lift, ensure that both people are relatively the same height and have one person be "in charge" of the lift. This person is responsible for guiding the lift and moving maneuvers. It is important to lift together, walk in step and lower the load together.

## Training

SCRC will provide employees with training on how to eliminate or reduce the possibility of musculoskeletal injury. Such training will include:

- The identification of factors that could lead to a musculoskeletal injury;
- The early signs and symptoms of musculoskeletal injury and the subsequent potential health effects; and Preventative measures including, where applicable, the use of altered work procedures, mechanical aids and personal protective equipment.



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>MECHANICAL EQUIPMENT USE</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this Policy is to outline safe Standard Operating Procedures for the operation of mechanical equipment.

## **POLICY**

SCRC believes that in order to maintain a high level of safety throughout our operations, employees must follow safe mechanical equipment procedures. SCRC employees must to operate mechanical equipment according to the procedures outlined herein and in accordance with the manufacturer's instructions.

## **DEFINITIONS**

Mechanical Equipment means all motor or human propelled wheeled or track equipment.

## **RESPONSIBLITIY**

Management and Supervisors are responsible for ensuring that all mechanical equipment is maintained in a condition that that will not compromise the Health or Safety of workers using it. They are responsible for ensuring that the equipment will safely perform the function for which it is intended or was designed and that it is free from obvious defects. Finally, they are responsible for training employees on the safe Standard Operating Procedures for mechanical equipment and for enforcing the use of said procedures.

Employees are responsible for following safe Standard Operating Procedures developed by the SCRC.



## PROCEDURES

- All employees who operate a piece of mechanical equipment will be trained in the appropriate Standard Operating Procedure.
- All equipment will be inspected before initial use, which includes a review of the listed safety precautions.
- Employees must wear the appropriate personal protective equipment (PPE) while operating mechanical equipment.
- All employees will operate the equipment for the appropriate manner in which it is intended.
- Mechanical equipment will undergo periodic and proper maintenance and repair in order to ensure its continued safe use by SCRC employees.
- Employees must report to their Supervisor any and all concerns regarding the safe use of mechanical equipment, including damage.

### Common Equipment within SCRC Operations

#### Standard Operating Procedure: Ice Resurfacer

Employees who operate an Ice Resurfacer must have the proper qualifications and training.

#### Mounting and Dismounting:

- Mount and dismount the Ice Resurfacer only where steps and/or handholds are provided;
- Use both hands and face the equipment when mounting and dismounting. Use extra care when wet or slippery conditions exist;
- Never get on or off a moving machine. Never jump off the machine;
- Do not try to climb on or off the Ice Resurfacer when carrying tools or supplies.

#### Before Operation:

- The operator must only operate the machine from the operator's station;





- Adjust the seat so that full pedal travel can be obtained with the operator's back against the seat back;
- Ensure the lighting system is working properly;
- Ensure that no one is working on, underneath or close to the Ice Resurfacer before turning on the key or beginning to move the machine. Make sure the area is free of personnel;
- Ensure that all obstacles from the path of the Ice Resurfacer are removed and beware of hazards such as curbs, blocks, posts, wire, cans etc.;
- Ensure that the horn and all other warning devices are working properly;
- Check for proper operation of all controls.

### **Operation:**

- Obey all traffic rules and warning signs;
- Always observe floor load limits and overhead clearances;
- Slow down to a safe speed when turning;
- Only one person should be on equipment at a time, they are not designed for passengers.

### **Parking:**

- Park Ice Resurfacers in authorized areas only;
- Ensure the machine is off before dismounting;
- Is possible, park the machine on a flat and level surface. If the machine is parked on a grade, the wheels must be blocked to prevent the vehicle from rolling away;
- Store in well-ventilated area.

### **Standard Operating Procedure: Scissor Lift**

Employees who operate a scissor lift must have the proper qualifications, training, and must be familiar with the proper use and maximum loads of the machine.



**Before Operation:**

- The area in which a scissor lift is in operation must first be roped off using either yellow caution tape or red danger tape;
- Yellow caution tape is used to make people aware that there is potential for injury and to take caution. A person may enter the caution zone with the operator's permission;
- Red tape is used to ensure no one that no one enters the hazardous areas where there is greater potential for injury;
- Complete a pre-lift inspection, including a visual check of the platform floor, guardrails, toe boards, tires, wheels, controls and hydraulics;
- Ensure that obstacles are the work platform and in the path of travel of the lift, such as holes, drop offs, debris, ditches or soft soil are removed;
- Perform a function test which includes testing ground controls, manual lowering controls and platform controls, emergency stops, steering and drive functions;
- Check for overhead clearances.

**Operation:**

- Pull out the emergency stop button on the control panel;
- Select "platform" with off/platform/base select key switch;
- Enter the platform;
- Pull out the emergency stop button on the platform control panel;
- Do not drive near drop-offs, holes or loading docks;
- Do not raise platform on slope or drive onto slop when elevated;
- Do not raise platform on uneven or soft surfaces;
- Do not use without proper guardrails, mid rails, chain or bar in place;
- Do not raise platform in windy or gusty conditions;
- Do not exceed rated load;
- Do not use near moving vehicles;
- Do not stand or sit on guardrails;



- Do not use under influence of alcohol or drugs;
- Do not raise platform while machine is on truck, forklift or other device;
- Do not use ladder, scaffolding or other device to increase size or working height of platform;
- Do use as a crane;
- Ensure that proper lockout procedure is in place.

**Shutdown Procedure:**

- Fully lower platform;
- Push the emergency stop buttons;
- Turn the base key switch to the off position;
- Clear away all tools and debris from the platform.

**Standard Operating Procedure: Floor Buffer**

Only those employees who have had the proper training may operate a floor buffer. Before Operation:

- Ensure the polisher is unplugged before inspecting, cleaning, adjusting or repairing it, or installing a pad/brush;
- Inspect the pad/brush for dirt, wear and damage. Clean or replace as required. Install the brush/pad, ensuring the holding is locked in place;
- Inspect the machine for any damaged, missing or worn parts;
- Ensure operating controls and safety devices are working properly; Operation:
- Place "Caution: Wet Floor" signs near the area being cleaned;
- Ensure that people are a safe distance away from operating area;
- Keep hands, feet and clothing away from all moving parts;
- Operate machine in standing upright position maintaining good footing and firm grip of handles;
- Take note of surroundings and pay attention to changes in floor surfaces;



- Watch for foreign objects and hazards;
- Use caution around corners;
- Only use attachments that are approved by the manufacturer;
- Only use floor cleaners and waxes intended for machine application;
- Do not leave a scrubber plugged in unattended;
- Do not wear loose fitting clothing, jewelry or long loose hair while operating polisher;
- Do not use in rooms where flammables are stored;
- Do not pull the electrical cord to move the machine;
- Do not ride the machine.

### **Storage and Servicing:**

- Do not store the machine with the pad/brush on the machine;
- Use the transport wheels to move the polisher to the designated storage area;
- Remove pads and clean. Allow to dry completely before next use;
- Store in clean, dry location.

### **Standard Operating Procedure: Turf Cleaner**

#### **Before Operation:**

- Inspect the area where the equipment will be used ensuring that all debris is picked up and overhead obstructions and underground obstacles are noted;
- Visually inspect the entire unit looking for signs of wear, loose hardware, missing or damaged components and fuel/oil leaks;
- Check fuel supply and crankcase oil levels are at the full mark;
- Ensure machine is adjusted for required height;
- Ensure machine is lubricated and transport tires are properly inflated.



- Do not operate equipment without the proper decals, guards, shields, discharge deflectors or other protective devices securely fastened in place;
  - Place unit on flat surface, disengage all drives and engage parking brake before starting engine;
  - Never direct discharge toward bystanders, nor allow anyone near the machine while in operation;
  - Inspect machine for damage immediately after striking obstruction or if machine begins to vibrate abnormally;
  - Slow down and use extra care on uneven surfaces or inclines;
  - Look behind and down before backing up to be sure of a clear path;
  - Use care when approaching blind corners or other objects that may obscure vision;
  - Always operate at appropriate speeds in order to maintain complete control;
  - Never operate engine without proper ventilation;
  - Keep engine clean;
  - Before cleaning, adjusting or repairing the machine, ensure all power has been disconnected;
- Storage:
- Wash machine thoroughly and lubricate where required, taking care to paint damaged or exposed metal;
  - Ensure equipment is on a clean, dry, flat surface when storing.



South Cariboo Recreation Centre  
#2-175 B Wrangler Way, PO Box 340  
100 Mile House, BC, V0K 2E0

**PERSONAL PROTECTIVE EQUIPMENT – IN  
GENERAL**

**Date Approved:**

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## **PURPOSE**

The purpose of this policy is to outline the procedures for use and maintenance of personal protective equipment (PPE).

## **POLICY**

The SCRC believes that the use of PPE is an essential component to employee safety. Careful planning and consideration has been applied by the SCRC to the selection of PPE and is required to be used by all employees when completing duties requiring same.

## **DEFINITION**

Personal protective equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.

## **RESPONSIBILITY**

If a Hazard Assessment indicates the need for PPE:

- Management will ensure that the designated PPE is correct for the hazard, that it protects workers and is in a condition to perform the function for which it was designed. Management will ensure that the use of PPE will not in itself endanger SCRC employees. Such PPE will be free of charge.
- Supervisors and the Joint Health and Safety Committee are responsible for ensuring that the appropriate PPE is available before work begins, and that it is used correctly where required. Supervisors are responsible for training employees on the proper use, limitations and maintenance of PPE.
- Employees are responsible for using or wearing the prescribed PPE. They are also responsible for taking the necessary steps to prevent damage to the PPE and for inspecting the PPE before use.



## PROCEDURES

- Damaged PPE should be brought to Management for repair or replacement immediately.
- Employees will be trained on the proper use, storage, location and maintenance of PPE before use. This includes notifying employees of the reasons for the PPE and the limitations of the protection.
- All employees are required to use or wear the prescribed PPE at SCRC work sites.
- Management will ensure before the use of PPE that all equipment is fit for its purposes, fits the worker correctly and can be used without adverse effect.
- It is the employee's responsibility to ensure that all PPE is in working order before use. Any item of PPE that has been damaged or modified from its original state must be replaced or removed.
- PPE must be returned and stored in the designated, clean, dry areas to ensure proper supply and maintenance, and to ensure that all PPE is readily accessible to all SCRC workers.
- If any PPE is to be cleaned during working hours, SCRC will ensure that there is adequate time during normal working hours to do so, without loss of pay or other benefits.
- Where there may be a risk of injury to the skin, gloves will be made available for employees working with material, or any other objects that may present a risk of hand or skin injury, such as harmful chemical substances, prolonged exposure to water, puncture, abrasion or irritation to the skin.
- Earplugs are available for employees who desire to use them.
- Safety glasses will be used when decanting chemicals and/or based upon the direction of the Material Safety Data Sheet (MSDS). Safety glasses will also be used in situations where grinding, sawing, etc. happens. Such protective eyewear must be approved and must meet the necessary standards.
- SCRC must ensure that, if wearing contact lenses poses a hazard to any SCRC employee during work, that that employee is advised of the hazards and the alternatives to wearing contact lenses.
- Where there may be a risk of cut, puncture, irritation or abrasion to the lower body, workers must use safety pants that are appropriate for the work being performed.
- SCRC will provide high visibility safety apparel to workers who may be at risk of injury from a moving vehicle or powered mobile equipment.
- All customer service staff are required to wear closed toe, non-slip, low heeled shoes with repellent uppers. All maintenance and operations staff are required to wear steel toed, non-slip safety approved footwear.



- During a construction project that may occur on SCRC premises, all employees and contractors involved will wear the prescribed protective head and footwear as per requirements and regulations. Protective headwear will be of a highly visible colour (example: fluorescent orange). It will include a retention system in order to secure the headwear to avoid dislodgement.





South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Records of Health &amp; Safety Meetings, Inspections and Training</b>
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**Date Approved:**

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## Scope

The SCRC endeavours to provide a safe, healthy and secure environment in which to carry on its business. Part of maintaining a safe workplace is keeping records with respect to health and safety activities. Positive, detailed records are integral to the SCRC's risk management duties.

Records must be maintained with respect to inspections, meetings and training initiatives (at the individual level as well as the group level. The SCRC facility should maintain a central binder to keep records with respect to the above. The binder should be separated into 3 sections: Meetings, Inspection Reports, and Training Records.

### Inspection Reports:

The Operations Department have full length facility inspection reports for internal use by Facility Health and Safety Committees. Copies of this report should be attached to the minutes of the health and safety meetings and subsequently filed in the meetings section of the binder.

### Meetings:

Minutes of Health and Safety Committee meetings must be kept. Minutes should contain Facility name, date of meeting, names of participants, agenda, items discussed, initiatives planned and items completed. Attached to these minutes should be the Facility Inspection report.

### Training Records:

Records must be kept with respect to any training initiatives. Record keeping will apply to two levels: Individual Training and or Group (Department) Training.

**Individual Training:** Individual training records will have the date, detailed list of items trained on, employees name and signature acknowledging the training and the trainer's name and signature. (In many cases the trainer will be the Supervisor). Individual training records will have 2 copies, one for the employee file and one for the Safety binder.

**Group Training:** Group or Department training records will contain the date of training, list of employees who participated in the training including the employee's signature acknowledging the training and the trainer's name and signature.



## 100 Mile Development Corporation

Contract Trainers: As part of the record keeping for the above, when outside trainers are used, full trainer contact information should be kept, attached to the above records.

Facilities are reminded to work with their respective local agencies to ensure that the records kept comply with local needs & regulations.

South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>REFRIGERANT EXPOSURE</b>
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**Date Approved:**

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## Purpose

The purpose of this policy is to minimize the risk of injury resulting from exposure to refrigerants used in the South Cariboo Recreation Centre, including Ammonia and Freon gasses. Both Ammonia and Freon are dangerous and can cause serious injury, including death, if not handled appropriately.

## Application

### Employees

1. No employee is permitted to conduct work on the Ammonia or Freon systems, whereby such work could result in a release of either gas. Qualified service mechanics must be dispatched to perform work on these systems, including regular maintenance, emergency repairs, and leak stoppage. Examples include but not limited to:
  - a. Adding and changing compressor oil
  - b. Draining oil separator
  - c. Leak detection
  - d. Projects
2. Employees who are assigned to work within the refrigeration rooms alone (but not on the Ammonia or Freon systems) are required to have a certified air purifying respirator (APR) on their person that has been fit-tested within the last year and provides an air-tight seal around face as well as a personal ammonia detector. Eye protection must be worn at all times.
3. Employees who are assigned to work within the refrigeration rooms but not on the Ammonia or Freon systems are required to notify their respective supervisor (i.e. manager, supervisor, lead hand, MOD) when they enter the room and when they have left the room. Eye protection must be worn at all times.
4. No employee is permitted in the refrigeration room when the leak detection device has triggered a low-level alarm (25 PPM) of Ammonia or Freon gas in the room. Instead, a qualified mechanic must be dispatched to find and fix the leak, regardless of its size. If an Ammonia or Freon alarm has been triggered by the leak detection device, all employees are required to vacate the room immediately.
5. When qualified mechanics are conducting regular maintenance in the refrigeration room (i.e. oil change), only ticketed employees and/or the Operations manager of the facility is permitted into the room but must wear an APR and eye protection as well as have a personal ammonia detector in their possession at all times. In the event the regular maintenance results in a

release of Ammonia or Freon above 125 PPM, all employees are required to vacate the room immediately.

### **Contractors**

(refrigeration, mechanical, fire prevention, water treatment, etc.)

1. All Contractors hired to work inside SCRC refrigeration rooms are required to have their employees formally check-in with management or designated employee (such as shift supervisor, MOD, etc.) prior to commencing work. All contractor employees will also formally check-out with management or designated employee once work is complete.
2. Contractors are required to provide their employees with their own Personal Protective Equipment (PPE) when working on the Ammonia or Freon systems and ensure this equipment is worn while doing work. Mandatory PPE to be worn by Contractor employees include but not limited to:
  - a. Air purifying respirator
  - b. Personal Ammonia and Freon detector
  - c. Eye protection
3. Contractor employees working inside refrigeration rooms, but not directly on the Ammonia or Freon system, are required to have an APR and personal ammonia detector on their person at all times.
4. Contractors will ensure their employees follow a "two-deep rule" when working on the Ammonia or Freon systems. The two-deep rule requires a second employee to be dispatched and/or previous arrangements made with management to assign a employee to act as a 'buddy' and communicate if an emergency arises.
5. Contractors are not permitted to dispatch apprentice-level technicians for non-emergency work without prior approval from the SCRC manager or the facility operations manager.

### **Visitors & Facility Tours**

1. Periodically, non-personnel request tours of the refrigeration rooms in our facilities. Although this is not encouraged, it is still permitted if the Chief of the Plant and/or Operations manager and/or designated authorized representative is present during the entire duration of the tour.
2. Visitors are required to document entry and exit of the refrigeration room in the plant logbook.
3. Visitors and tour guides must have an APR (escape bite pack) on their person at all times.

### **Clarifications**

1. Certain designated employees conduct work inside the refrigeration rooms regularly. This is acceptable as long as there is no Ammonia or Freon leak detected in the refrigeration room and appropriate PPE is in their possession at all times. Examples of this work include but are not limited to:
  - a) Taking plant readings
  - b) Working on the secondary cooling system (brine/glycol)

- c) Condenser water treatment
  - d) Housekeeping and painting
2. Certain employees regularly enter the refrigeration room to inspect condition. This is still permitted with the following conditions:
- a) No Ammonia or Freon leaks are detected
  - b) Chief of the Plant or Operations manager is present
  - c) SCRC's designated authorized representative(s)
  - d) Appropriate fit-tested APR and personal ammonia detector is in their possession at all times
  - e) Employees are wearing eye protection

### **Reporting**

- 1. Ammonia leaks triggering a low-level alarm or greater (25 PPM) must be reported by following the standard operating procedure for Environmental Incident Reporting.
- 2. Facility management must follow local regulations for reporting ammonia releases to authorities.

### **Exceptions**

There are no exceptions to this Policy. This Policy supersedes all previously documented or undocumented work practices, procedures, and policies.

***Receipt and Acknowledgment of SCRC's Policy with respect to Refrigerant Exposure Policy***

Your signature below indicates that you have been provided a copy of, read, understand, and agree to abide by the South Cariboo Recreation Centre's Policy regarding Refrigerant Exposure.

Employee's Name (please print):	
Location & Department:	
Employee Signature:	
Date:	
Supervisor's Name (please print):	
Supervisor's Signature:	
Date:	

Copy to Personnel File



South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Refusal of Unsafe Work</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this Policy is to outline the procedures to follow if an employee refuses to work due to safety concerns.

## **POLICY**

The SCRC will strive to meet all requirements of applicable Health and Safety Legislation and will ensure a safe working environment for all employees. To this end, employees have the right to refuse work that they have reasonable and probable grounds to believe is dangerous to either their own health and safety or that of another worker, or person.

## **DEFINITIONS**

Imminent Danger means in relation to any occupation a danger that is not normal for that occupation or a danger under which a person engaged in that occupation would not normally carry out that person's work.

## **RESPONSIBILITY**

Employees are responsible for immediately informing their Manager and/or Supervisor if they are going to refuse work. They must remain in a safe place while an investigation or the situation takes place. Management and Supervisors are responsible to implement the Work Refusal Policy and to ensure that all employees receive training in the appropriate steps to be followed in a work refusal. They must also immediately investigate work refusals in conjunction with the Joint Health and Safety Committee (JHSC), and assign safe work in the vicinity to the refusing worker.

The JHSC must take part in Work Refusal investigations and make recommendations to the Employer and Management to control hazards.



## PROCEDURES

A worker can refuse to work if they have reasonable and probable grounds to believe:

- There exists an imminent danger to the health and safety of that worker or another worker or person;
- Any equipment, machine, device or thing they use or operate is likely to endanger themselves or another worker or person;
- The physical condition of the workplace or part thereof in which they work is likely to endanger themselves or another worker or person;
- Workplace or domestic violence is likely to endanger themselves or another worker or person;
- Any equipment, machine, device or thing they use or operate or the physical condition of the workplace in which they work is in contravention of Provincial Health and Safety regulations and the contravention is likely to endanger themselves or another worker or person.

Once a worker has chosen to exercise their right to refuse work, the following procedures will be undertaken:

- The worker will immediately advise their Manager or Supervisor who will contact a worker member of the JHSC. If none of these persons are present at the workplace, the worker must take reasonable steps to ensure that one of them is informed as soon as possible;
- The worker member of the JHSC and the Manager or Supervisor will investigate the matter immediately in the presence of the worker;
- The worker shall remain in a safe place near their workplace while the investigation takes place, and will be available to Management or the Supervisor for the purposes of the investigation;

An employee who exercises their right to refuse work for safety reasons will not suffer any type of discriminatory action or disciplinary action or reprisal. An employee who refuses work for safety concerns will not suffer any loss wages or benefits while an investigation takes place.

Pending the investigation, no other worker will be assigned to the refused work unless they have been advised, in the presence of a worker member of the JHSC, and in writing of:

- The first worker's refusal;
- The reasons for the refusal;
- Their right to refuse dangerous work under Provincial legislation;
- The reason why, in the opinion of the SCRC, the work does not constitute danger to the safety or health of workers;
- They are not exposed to the imminent danger, or the imminent danger has been eliminated.

The person required to inspect the dangerous condition shall take any action necessary to remedy any dangerous condition, or ensure that such action is taken;

If the investigation does not resolve the matter to the satisfaction of the worker, a call can be placed to the Workers Compensation Board authority responsible for health and safety requesting an inspector





to investigate, in consultation with the worker member of the JHSC, to ensure a satisfactory conclusion to the refusal.

While waiting for a decision from the Inspector, the worker shall remain, during their normal working hours, in a safe place that is as near as reasonably possible to his or her workstation and will be available to the inspector for the purposes of the investigation. The Manager or Supervisor may assign temporary work to the employee that he or she is reasonably capable of performing. The temporary assignment is not considered disciplinary action.

Where an Inspector decides that the act or series of acts that a worker has refused to perform is not unusually dangerous to the health or safety of the worker, or any other person at the workplace, the Inspector shall, in writing, advise the SCRC and the worker of their decision, and advise the worker that he or she is no longer entitled to refuse to perform the act or series of acts;

Where the exercise of the right of refusal results in the deprivation of work of other employees, those employees are deemed to be at work for the duration of the work stoppage, but the SCRC may however, assign these employees other duties that they are reasonably capable of performing, or require that they remain available at the workplace for the duration of the investigation;

The SCRC may however, where applicable, within ten (10) days following a final decision by an Inspector dismiss, suspend, transfer the worker, or impose another penalty on him or her if it is deemed the worker abused their right.

A worker, who has reasonable cause to believe that they have been dismissed or subjected to disciplinary action contrary to the above, may file a complaint with the Provincial authority. The worker member of the JHSC and the Manager or Supervisor will ensure that a Refusal to Work Report (see Attachment A- Refusal to Work Report) is completed in all work refusal situations. A copy of the report will be reviewed by the JHSC and will be given to the employee who refused the work. Recommendations for corrective actions will be presented by the JHSC to Management, where applicable.



**Attachment A**

**Refusal to Work Report – South Cariboo Recreation Centre**

Person Who Received Refusal to Work: \_\_\_\_\_

Name of Person Refusing to Work: \_\_\_\_\_

Reason(s) For Refusal to Work: \_\_\_\_\_

\_\_\_\_\_

Record Steps Taken to Resolve or Investigate Refusal: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Time of Investigation: \_\_\_\_\_ AM PM

Investigators Names: \_\_\_\_\_

Management: \_\_\_\_\_

JHSC Rep: \_\_\_\_\_

Investigation Findings: \_\_\_\_\_

Investigation Recommendations: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Deficiency Found and Corrected: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Ministry of Labour Involvement:

- YES
- NO

Ministry of Labour Order:

- YES
- NO

**Notes:**

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South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>RETURN TO WORK PROGRAMS, MODIFIED DUTIES</b>
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**Date Approved:**

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## **PURPOSE**

The purpose of this policy is to outline the Early and Safe Return to Work (ERSTW) procedures to follow, in facilitating a timely and smooth transition back to regular work for employees who have suffered an on-the-job illness or injury or off-the-job illness or injury and have been absent from work.

Temporary modification of duties can be made for an employee that would allow them to return to work in a limited capacity, subject to his/her medical restrictions. Such temporary modifications are called "light duty, limited duty, or modified duty" assignments.

## **POLICY**

The SCRC recognizes that a temporarily disabled employee can and should be performing meaningful, productive work. At the discretion of management, all employees are eligible to return to work on a temporary "modified duty" status, considering that the following criterion exists.

- The injury sustained by the employee has been determined to be temporary in nature.
- The limitations or restrictions imposed by the treating physician/ return to work specialist are specific (e.g. no lifting over 50 pounds); and
- The physical restrictions imposed by the treating physician are for a specified, temporary period (e.g. 10 days); and
- Work-related tasks which meet the physical limitations of the treating physician/ return to work specialist are available and are within the physical and skill capacities of the injured employee, with reasonable accommodations made by the employer and the employee.

This policy gives temporarily disabled employees structure and organization and recognizes both the employer's and employees' joint responsibilities to participate in the rehabilitation process.

## **DEFINITIONS**

Core Job Responsibilities or Duties: Those components of a role which make up the primary reason for the role to exist.



Illness means a condition that results from exposure in a workplace or away from the workplace; to a physical, chemical, or biological agent to the extent that normal physiological mechanisms are affected and the health of the worker is impaired.

Injury means an event that results in physical harm to an employee.

Modified Duty is the temporary restructuring or modification of an employee's position that allows the employee to carry out work assigned within the employee's capabilities. Temporary restructuring may include modification of essential or non-essential functions of the job, limitation of working hours, changes in working conditions, or physical modification of the workplace.

Reasonable Accommodation is the modification or adjustment to a job, the work environment, or the way things are usually done that enables a qualified person with a disability or injury to enjoy equal employment opportunities.

## **RESPONSIBILITY**

### Management is responsible for:

- Assist in developing written Return to Work (RTW) plans and procedures that are fair which consistently apply to all employees covered by the program.
- Educating all employees about the RTW program.
- Regularly communicating with employees during their time away from work and monitoring their progress when they return to work.
- Working with the employee and any health professional involved to identify suitable work.
- Modifying the workplace as required to accommodate employees who are temporarily disabled due to injury or illness.
- Monitoring the progress of employees in modified work programs and meeting with them regularly to ensure they will be successful in achieving their return to work goals.
- Reporting, as required to any regulatory agencies or bodies.

### Supervisors are responsible for:

- Seeking advice from treating medical practitioners regarding possible limitations, restrictions and functional capabilities. (see Attachment B- Medical Letter to Treating Physician).
- Ensuring that the employee is contacted regularly and receive updates of doctor orders.



- Ensuring that any hazard(s) that may have caused the accident is corrected.

With assistance from medical professionals and return to work specialists, depending on the needs and status of the returning employee.

- Meet with the employee to complete the Return to Work Plan (see Attachment C- Return to Work Plan). If unable to meet, Supervisors must contact the employee to advise them of the process and must send the form to the employee.
- Maintaining regular contact with the employee until they return to regular work. The regularity of contact with the injured employee will be based upon the seriousness and length of absence of the employee. If follow up doctor appointments are required, there must be contact with the employee as soon as possible after the appointment in order to determine the employee's ability to return to work.
- If an employee will be off work for weeks, there should be weekly contact with the employee and at a minimum, contact after every doctor appointment. The ESRTW Contact Log will be used for this purpose (see Attachment D - ESRTW Contact Log).

### Employees are responsible for:

- Calling their Manager or Supervisor immediately after seeing a physician in order to update them on their condition.
- Returning a copy of the completed medical reporting form(s) to their Manager or Supervisor immediately after seeking medical attention, (if applicable).
- Reporting for their next scheduled shift.
- In unable to return to full, regular duties, modified work will be available based on the physician's comments on a medical reporting form.
- If the physician indicates the employee is unable to return to work they must:
  - o Notify their Manager or Supervisor immediately of their absence;
  - o Continue to receive medical attention or rehabilitation while absent from work;
  - o Provide regular updates to their Manager or Supervisor regarding their recovery (the timeframe of updates are determined by the Manager or Supervisor); and
  - o Provide updated medical reporting form(s) to the Manager or Supervisor, as requested.



Co-workers of an injured employee are responsible for assisting the worker in their duties, where applicable.

Health Care Providers will provide up-to-date medical information, fill out forms as requested, and act as a resource to both employees and Management.

Health Care Providers and/ or the applicable Worker's Compensation Board will act as a resource to both employees and Management.

### **PROCEDURES**

The SCRC will, where possible, provide modified duties for those employees who have been injured on the job and will make every reasonable effort to find modified work in the employee's own work area. However, if this is not possible, duties may be arranged in another work area.

The modified duties that are offered to injured employees will be based on a doctor's assessment of what physical restrictions the employee may have.

A Gradual Return to Work Plan will be implemented where an employee is required to gradually re-integrate to their job based on a doctor's assessment and the worker's physical response to the work.

Management and the injured employee will work very closely to ensure that the modified work is appropriate for the injury or illness sustained. The employee must communicate any issues they may experience with the modified work.

It will be expected that employees will return from doctor appointments with updates as to their physical well-being in order to ensure that the modified work continues to be effective.

In the event a worker refuses modified work, and the worker is under the care of an applicable Worker's Compensation Board, the SCRC will notify the Board of the refusal.

### **Attachments**

- Attachment A- Responsibilities of an Injured Worker
- Attachment B - Medical Letter to Treating Physician
- Attachment C - Return to Work Plan
- Attachment D - ESRTW Contact Log



## Attachment A

### Responsibilities of an Injured Worker

- ✓ Immediately informing a Manager or Supervisor of any injury or illness sustained at work.
- ✓ Seeking medical attention or First Aid, as required.
- ✓ Calling their Manager or Supervisor immediately after seeing a physician in order to update them on their condition.
- ✓ Returning a copy of the completed medical reporting form(s) to their Manager or Supervisor immediately after seeking medical attention, (if applicable).
- ✓ Reporting for their next scheduled shift.
- ✓ In unable to return to full, regular duties, modified work will be available based on the physician's comments on the medical reporting form.
- ✓ If the physician indicates the employee is unable to return to work they must:
  - Notify their Manager or Supervisor immediately of their absence;
  - Continue to receive medical attention or rehabilitation while absent from work;
  - Provide regular updates to their Manager or Supervisor regarding their recovery (the timeframe of updates are determined by the Manager or Supervisor); and
  - Provide updated medical reporting form(s) to the Manager or Supervisor, as requested.





## Attachment B

### SAMPLE Medical Letter to Treating Physician – Completed on Letterhead

The employee being treated will know a contact name and phone number.

Date

Dear Doctor:

The South Cariboo Recreation Centre is committed to assisting our employees with work related injuries or health problems by offering transitional duties in keeping with the individual's capabilities and precautions.

The early and safe return to work program is a phased program of productive work. General modified duties include, but are not limited to, the following:

Light Lifting; Limited bending or twisting; Limited use of limbs; and Limited hours of work.

If the employee is unable to return to full and regular duties, please provide information about the employee's limitations. Specifically, please indicate the duties this person is capable of doing without detriment to their well-being and are there any specific precautions that should be considered?

If any additional information is required by you to make your determination, please feel free to contact the South Cariboo Recreation Centre.

Thank you in advance for your cooperation in this matter.

Manager of Recreation Services

South Cariboo Recreation Centre



**Attachment C**

**SAMPLE: Return to Work Plan**

Date:

Revised from:

Employee's Name: \_\_\_\_\_

Claim # \_\_\_\_\_

Area of Injury: \_\_\_\_\_

Accident Date: \_\_\_\_\_

Last Day Worked (Reg Duty): \_\_\_\_\_

Est. RTW/Modified duties: \_\_\_\_\_

Actual RTW Start Date: \_\_\_\_\_

Est. RTW Regular duties: \_\_\_\_\_

Limitations and Restrictions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Modified Work:

---



---



---

All above duties are performed in compliance with above identified limitations and restrictions

Pre-injury Work schedule:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Proposed Work Schedule:

Week 1 (# of modified / # of regular duties)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Week 2 (# of modified / # of regular duties)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Week 3 (# of modified / # of regular duties)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Week 4 (# of modified / # of regular duties)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday



--	--	--	--	--	--	--

Week 5 (# of modified / # of regular duties)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

*Use additional sheets as required*

The worker will be paid for hours worked while participating in this program. Any changes to this plan must be supported by objective medical documentation and approved through the applicable provincial Worker's Compensation Board. Worker and employer will participate in regular meetings to assess the progress.

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

Date: \_\_\_\_\_

Employer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Medical Practitioner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Copy to: Applicable Provincial Worker's Compensation Board; Worker



## Attachment D

SAMPLE: ESRTW Contact Log

Note: The regularity of contact with the injured worker will be based upon the seriousness and length of absence of the employee. If follow-up doctor appointments are required, there must be contact with the employee as soon as possible after the appointment in order to determine the employee's ability to return to work. If an employee will be off work for weeks, there should be weekly contact with the employee and at a minimum, contact or a meeting after every doctor appointment.

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

Date of Injury: \_\_\_\_\_

Area of Injury: \_\_\_\_\_

Contact on Day of Injury- Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Scheduled Contact (Regularity): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Date - Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Date - Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Date - Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Date - Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



100 Mile Development Corporation

South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	
---	--

**Date Approved:**

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South Cariboo Recreation Centre #2-175 B Wrangler Way, PO Box 340 100 Mile House, BC, V0K 2E0	<b>Workplace Violence Prevention</b>
---	--------------------------------------

**Date Approved:**

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## Policy

100 Mile Development Corporation and the SCRC are committed to the prevention of workplace violence. We take reasonable steps to ensure our employees are protected from workplace violence from all sources.

Compliance with the Workers' Compensation Acts, Occupational Health & Safety Acts, OSHA, WHMIS, Employment Standards and related legislation is the minimum standard acceptable.

Violent behaviour in the workplace is unacceptable. Sources of violence may include co-workers, supervisors, subordinates, contractors, volunteers, customers, vendors and visitors. Broadly this policy applies to all, in ensuring a safe work environment. Everyone is expected to work together to prevent workplace violence and uphold this policy.

Directors, Managers and Supervisors recognize, support and work towards ensuring a safe workplace, acknowledging this as a primary responsibility of their role. All employees are accountable for ensuring that appropriate measures and safe work practices are followed at all times.

Employees are encouraged to raise any concerns about workplace violence (whether direct to themselves or others) and to report any violent incidents or threats in a timely manner.

Definition: Workplace violence is defined as:

- The exercise of physical force by a person against an employee, in the workplace, that causes or could cause physical injury to the employee;
- An attempt to exercise physical force against an employee, in the workplace, that could cause physical injury to the employee; or
- A statement or behaviour that it is reasonable for an employee to interpret as a threat to exercise physical force against the worker, in the workplace, that could cause physical injury to the employee.
- And with respect Domestic Violence, where the employee is subject to physical violence, emotional, sexual and psychological intimidation, verbal abuse and the use of electronic communications devices to harass or control the employee, while in the workplace, from persons they are in an intimate relationship with.



## Basic Reporting Procedures

- 1) Any employee who believes they have been subjected to violent behaviour in the workplace, they should promptly report their complaint to their immediate supervisor or manager on Duty. If the immediate supervisor is the subject of the complaint, the employee should report the situation to the individual at the next level of authority above their immediate supervisor. Where the employee is uncomfortable with the preceding chain of reporting, they may make direct contact with the Chief Administrative Officer.
- 2) The supervisor receiving the complaint will communicate the complaint to the Director of Recreation.
- 3) The Director or supervisor will ensure that an immediate and thorough investigation of the complaint is undertaken. (Reference Tool: Conducting an Investigation Manual & Checklist)
- 4) If the complainant employee's complaint is substantiated, SCRC will take corrective action or disciplinary action against the perpetrator. For employees this includes disciplinary action up to and including termination of employment.
- 5) If an employee's complaint is found to be "trivial, frivolous, vexatious, or made in bad faith", corrective or disciplinary action will be taken against the employee, up to and including termination of employment.
- 6) The 100 Mile Development Corporation's senior Human Resources person will be consulted throughout the complaint and investigation process.

Management pledges to investigate and deal with all incidents and complaints in a timely and fair manner, respecting the privacy of all concerned, to the extent possible.

Employees will review the Harassment and Bullying Behaviour Policy, in conjunction with this policy, to have clarity on these topics.





## Appendix: Glossary of Terms:

Workplace Harassment: Engaging in a course of vexatious comment or conduct against a worker, in a workplace -- behaviour that is known or ought reasonably to be known to be unwelcome.

Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers. It can also include behaviours that intimidate, isolate or even discriminate against the targeted individual(s).

Workplace harassment often involves repeated words or actions, or a pattern of behaviours, against a worker or group of workers in the workplace that are unwelcome.

This may include:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend;
- displaying or circulating offensive pictures or materials in print or electronic form;
- bullying;
- repeated offensive or intimidating phone calls or e-mails; or
- inappropriate sexual touching, advances, suggestions or requests.

Also refer to the 100 Mile Development Corporation's Workplace Harassment Policy.

Workplace Violence: "Workplace violence" means,

- (a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- (b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- (c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Domestic Violence: A person who has a personal relationship with a worker - such as a spouse or former spouse, current or former intimate partner or a family member - may physically harm, or



attempt or threaten to physically harm that worker at work. In these situations, domestic violence is considered workplace violence.

Disclosure of Persons with a Violent History: The obligation on employers and supervisors to provide information, including personal information, to a worker about a person with "a history of violent behaviour" if:

- The worker could be expected to encounter that person in the course of his/her work; and
- There is a risk of workplace violence likely to expose the worker to physical injury.

Work Refusals: A worker may refuse to work where he/she has reason to believe that he/she is in danger of being a victim of workplace violence.



## Violence Incident Report Form

This form is to be completed in the event of any incident of violence that takes place at work, which may include threats of violence, bullying, and physical violence.

1. Name of complainant: \_\_\_\_\_
2. Address: \_\_\_\_\_
3. Location of Incident: \_\_\_\_\_
4. Person(s) accused of perpetrating a violent incident, or making threats of violence  
(respondent): \_\_\_\_\_
5. Nature of the allegations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Date(s), time(s) and place(s) where the incident(s) took place: \_\_\_\_\_  
\_\_\_\_\_
7. Did anyone witness the incident?  
 No  
 Yes  
If yes:
  - a) Name(s) of witness(es): \_\_\_\_\_
  - b) Description of the respective role(s) played by witnesses in the incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. What actions did you take, in response to the incident? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



9. If applicable, describe any incident that took place previously. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I am filing this complaint because I honestly believe that \_\_\_\_\_  
has committed an act of violence.

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete. Making false or frivolous allegations is in violation of the 100 Mile Development Corporation – South Cariboo Recreation Centre Workplace Violence policy and is subject to disciplinary sanctions.

Furthermore, I realize that an inquiry will be initiated once this report has been filed.

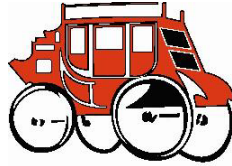
Signature of the complainant: \_\_\_\_\_

Name of the complainant: \_\_\_\_\_

Date: \_\_\_\_\_

Notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## **South Cariboo Rec. Centre**

### **EMERGENCY PLANNING AND EVACUATION PROCEDURES**

2024

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## Address #2-1758 Wrangler Way

## EMERGENCY PHONE NUMBERS

<b>Service:</b>	<b>Emergency Number</b>	<b>Non-Emergency Number</b>
Fire	911	250-395-2152
Police	911	250-395-2456
Ambulance	911	250-395-3288
Poison Control	911	1-800-567-8911
Refrigeration Plant Contractor (KenCo)	250-706-2644	250-395-1382
Super-Save (Propane)	1-800-665-2500	250-395-5242
(Fire alarms/sprinklers) Monitoring	1-800-387-2966	Customer # 225322
Security Monitoring	Same as above	Same as above
(Natural Gas) provider	1-800-663-9911	1-888-224-2710
Electrical Provider	1-888-769-3766	
Electrical Contractor	250-395-0353	236-593-3222
<b>Water/Sewer,</b> District emergencies	250-395-2132	250-706-2217 (Todd Conway)
Ministry of Environment:	1-800-663-3456	250-398-4716
Plumber (Jayco)	250-395-0106	

<b>POSITION TITLE</b>	<b>NAME</b>	<b>CONFIDENTIAL CONTACT NUMBERS:</b>
General Manager	Josh Dickerson	Cell 250-395-9416
Operations	Laura Albert	Cell 250-644-0183
Programs	Shelly Morton	Cell 250-706-7313
Director of Community Services	Todd Conway	Cell 250-706-2217
Fire Chief	David Bissat	Cell 250-644-0636

## **EMERGENCY PLANNING AND EVACUATION INFORMATION**

### **MEDIA COMMUNICATIONS**

Radio, Television, Newspapers, Internet. We've all seen the pictures, whether live or in print - the unfortunate, beleaguered facility worker with one or a battery of microphones forced upon him while he struggles to answer the aggressive questioning of reporters on the scene of the disaster.

The answer to that situation? Don't offer the answers if you are not the facility's spokesperson. In the case of an emergency, **DO NOT RELEASE ANY INFORMATION TO THE MEDIA**. The General Manager, his designate, or the person appointed and duly authorized by 100 Mile Development Corporation to handle public relations and media releases is the only person allowed to speak on their behalf.

### **Emergency Response Team**

The size and complexity of the facility, the events in progress, and occupancy load are normally factors that determine the number of staff available to respond to and control emergency situations. The availability of staff along with the safety equipment available will determine the structure of the Facility's Emergency Response Team at any given time.

There must be an organizational structure - someone must be authorized to take charge of the situation, whether on shift by himself at a small facility; or a manager with a full complement of subordinates reporting to them. Each individual in the structure must know his responsibility and be fully trained to carry out their obligations. In most cases the senior person on shift in the facility will serve as "captain of the team".

It is imperative that you appoint an individual that will be responsible to carry out their obligations. This should be a senior person on shift at any given time.

**"South Cariboo Rec Centre"** - Captains: Manager on Duty - on site

General Manager -	Josh Dickerson	Cell: (250) 395-9416
Operations Supervisor -	Laura Albert	Cell (250) 644-0183

**Remember: REMAIN CALM IN DEALING WITH ANY EMERGENCY**



**IN ALL CASES OF EMERGENCY, THE FOLLOWING GUIDELINES SHOULD BE FOLLOWED:**

As the person in charge of the facilities at the time, you and your subordinate staff:

- Will remain calm. Be courteous
- Inform the media that you are not authorized to permit their entry into the facility until you have consulted with your supervisor. The facility should be secured to prevent unauthorized entry.
- Do not release information or admit liability to anyone. Do not provide details of the emergency.
- Refer all questions to the person authorized by the owner of the facility to act as their spokesperson.

**OBJECTIVE OF THE EVACUATION PLAN**

- To prepare for a situation that poses a threat to the safety of individuals in the facility of the South Cariboo Rec. Centre
- To provide a systematic method of evacuation for the facility, or areas within the facility, in a safe and orderly manner.
- To be used as an educational tool for informing staff and patrons of South Cariboo Rec. Centre of the procedures to follow if a hazardous incident were to occur.

**DEFINITIONS**

*For the purpose of this document the following terms are defined for use in this emergency evacuation plan.*

**An Emergency Situation**

- Is a situation that may harm an individual due to fire, explosion, wind, power outage, building instability, chemical spill or threat of harm. (i.e. bomb threat)

### **Emergency Supervisor - Manager on Duty**

- Manager on Duty - An individual employed by 100 Mile Development Corporation "**South Cariboo Rec. Centre**" that has been appointed and trained to ensure the safety of other individuals in the facility by evacuation or other safety measures.

### **Safe Assembly Area**

- The safe assembly area for this building is the parking lot on the north side and Outriders Grounds on the south side of the building. This area is out of the line of traffic from the emergency response vehicles and away from possible chemical spills. In the winter individuals evacuating building will wait there to be transported to a heated waiting area or to be given instructions.

### **Exits**

- These are passageways that lead to the outside of the building and provide a continuous flow for traffic to leave the building.

### **Person with a Disability**

- Any individual that needs assistance to leave the building

## **INTRODUCTION**

This emergency evacuation plan has been developed to assist the employees of the South Cariboo Rec. Centre facility to systematically manage their own safety and the safety of others in an emergency situation.

This emergency evacuation plan has been developed to prevent injury or fatality in the event of an emergency situation.

### **South Cariboo Rec. Centre responsibility to its patrons and staff:**

- To ensure the safety of everyone in the facility.
- To provide responsible persons to administer an emergency evacuation plan.

- To test and maintain an emergency evacuation plan.
- To provide emergency training to its staff.
- To provide emergency evacuation instructions to persons within its facility.

**When an emergency situation is identified, the following evacuation plans should be implemented:**

- Rinks and Change rooms
- Lower level offices, lobby
- Upper level, Lounge
- Washrooms
- Kitchen
- Plant and Zamboni rooms

#### **GENERAL INFORMATION**

- The General Manager or Department Managers will appoint emergency supervisors.
- All staff will be trained for emergency situations.
- Fire drills will be held a minimum of once a year.
- The Manager on Duty must know who is on staff and account for them after evacuation.
- Managers on Duty must meet at front door area after leaving building to instruct emergency respondents to situation within building and report to supervisor.
- The Emergency Evacuation Plan will be available for all staff to review.

#### **Emergency Response Duties of M.O.D.**

- To ensure the safety of everyone in the South Cariboo Rec. Centre facilities.
- To follow the emergency plan to the best of their ability.
- To co-operate with emergency respondents.

#### **Tournaments**

- Tournament officials must be given a copy of the emergency evacuation plan.
- Coaches must be informed they are responsible to have a list for their team to account for them in the facility.

## **BUILDING DESCRIPTION**

The South Cariboo Rec. Centre is a one-story building constructed of mainly non-combustible steel and masonry. The building houses 1 ice rink with 8 changing rooms, along with 5 offices, kitchen and lounge that overlooking the rink. It was designed primarily as an ice hockey rink.

## **OCCUPANCY**

The facility contains four general areas of occupancy as follows:

- A. The majority of the facility is dedicated to ice rinks with average viewing from the bleachers beside the rink.
- B. The core area for occupancy in the building is the main lobby and lounge for traffic especially during tournaments. This area has two levels - upper and lower. The lower level houses the main viewing areas (bleachers for the rink and viewing area in the lobby), 6 changing rooms, 2 referee change room and 5 offices. The upper level houses a 60 seat Lounge with viewing
- C. Zamboni room is located at the center of the south end of the facility.
- D. The plant room is located off the south end of the building attached to the east side of the rink. This room houses Freon compressors and Methanol for the ice plant.

## **EXITING**

### **Ice Rinks**

There are five exits for the rink, which lead to the outside of the building, rooms exiting to the rinks should use these exits.  
(See diagrams)

### **Main Lower Level**

All rooms on the lower level should exit out the nearest of three exits to the outside. This would include the 5 office spaces, kitchen, the 8 dressing rooms exiting to the lobby, hallways, a storage rooms, and washrooms.

### **Zamboni room and Plant**

The Zamboni room should exit using the south exit door from the Zamboni room. The occupants of the Zamboni room should not wait to open overhead doors to exit

the building, use the emergency exits, as these are quicker.

The plant room has 2 exterior exits and 1 exits that leads to the rink area

### **Upper Level**

On the upper level there are one exits located at the south side of the lounge and down the stairs to the north end to the lobby (Front Doors).

### **Concession**

Concession Workers and lobby patrons should exit thru the north exit doors (Front Doors).

### **AREAS OF REFUGE**

These areas are intended for use in bad weather conditions such as high winds. Areas of refuge are provided in the following areas:

- The lower level with doors at the front entrance to the building closed.
- Any of the change rooms

### **FIRE EXTINGUISHERS**

Portable fire extinguishers are located in the following places

- On each of the Zamboni's
- Zamboni room: off the south end of the rink, beside the workshop door as you enter.
- Plant room: beside exterior door and interior door leading to the rink
- Tenant offices: hallway
- Kitchen: Mounted under the cabinet to the left as you enter.
- Janitor room: left of the entrance door
- Rink: next to all exterior emergency doors

The kitchen is equipped with an automatic extinguishing system in the hood over cooking area. There is a manual release for this system located on the electrical wall - must pull the pin to activate. This system is not monitored by the building's alarm system.

## **ELECTRICAL POWER**

The main electrical shut-off switch for the plant is located in the plant room near the water tanks. The main electrical shut-off for the building is located in the exterior electrical room outside of the plant room.

## **EMERGENCY LIGHTING**

The emergency lighting will automatically initiate in the event of a power failure. The battery packs will supply lighting for 20 minutes continuously. These are located in all the hallways, the rink, in each dressing room and office hallway.

## **NATURAL GAS SUPPLY**

The shut-off valve is located on the east side of the curling rink. The gas can only be shut off by Natural gas Provider.

## **WATER SUPPLY**

The city water supply enters the building from the south end of the building. The exterior water hydrant is located on the front of the building, the parking lot.

## **FIRE ALARM SYSTEM**

The fire alarm control panels are located at the front entrance at the north side of the building, just inside the doors or in the exterior electrical room at the south side of the building. When activating one of the pull station alarms it automatically alerts ADT Security and they notify the fire department. The manual pull stations are located at every emergency exit. The fire department has access to the control panel as well as management. M.O.D. also has directions on how to use alarm for evacuation drills.

## **SPECIAL HAZARDS**

There are three areas of the building that warrant special attention:

I. The kitchen is located at the center of the main lobby at the north side of the building. This area by nature produces high levels of heat and is more likely to be a fire hazard. The hood houses an automatic sprinkler system. The hood should be kept clean to keep in working order to avoid a fire hazard.

2. The plant room is located at the south end of the rink on the main level. This room is of special hazard due to the Methanol and Freon is used as the building ice rink system
3. Propane Lock box outside the Zamboni Bay.
4. Paint and Solvents stored in a fire cabinet inside the Zamboni room.

### **FIRE DEPARTMENT ACCESS ROUTE**

The fire department vehicles can access the building from the north lobby or south end by the plant or Zamboni bay

### **EMERGENCIES - FIRE**

All through our life we have been taught to respect and fear fire as an enemy that can kill. It is reasonable to assume then, that the general public has a basic understanding that when the alarm sounds, there is a problem that requires some action. They are waiting on you, the responsible person in charge of the facility, for direction.

Under the Fire Codes, the operator of a facility is responsible for the establishment and implementation of a fire safety plan. The following measures must be incorporated in the Fire Safety Plan:

- Establishment of emergency procedures to be followed at the time of an emergency.
- Appointment and organization of designated supervisory staff to carry out fire safety duties.
- Instruction of supervisory staff and other occupants so that they are aware of their responsibilities for fire safety.
- Holding of fire drills
- Control of fire hazards in the building.
- Maintenance of building facilities and equipment provided for safety of the occupants.
- Provision of alternate measures for safety of occupants during shutdown of fire protection equipment.

- Assuring that checks, tests, and inspections, are completed on schedule and that records are retained as required by the Fire Code.
- Posting and maintaining a copy of the Fire Safety Plan on each floor area.
- Notification of the Chief Fire Official regarding changes in the Fire Safety Plan.

Prior to preparing a Fire Safety and Emergency Procedure Plan, an audit of available resources must be conducted. This audit will include the fire safety systems and equipment, and human resources available in the facilities. The plan must be designed around the resources at hand. Only after having evaluated the resources on hand can duties be assigned to groups or specific personnel.

**Audit of building systems and equipment:**

- o Fire alarm systems
- o Exit locations
- o Fire department access
- o Portable fire extinguishers
- o Standpipe and hose systems
- o Automatic sprinkler systems
- o Automatic fire pumps
- o Defibrillators
- o Emergency electrical power
- o Emergency lighting
- o Smoke control measures

**Audit of available human resources:**

- o Facility General manager
- o Manager on Duty
- o Production / Ice / Janitorial Staff
- o Office / Marketing/ Programs/ League Staff
- o Food & Beverage Staff
- o Other Management personnel
- o Building occupants / tenants



## **FIRE EMERGENCY PLAN**

The emergency plan must be posted on the main floor of the facility. This plan will be posted alongside a drawing (floor plan) which clearly shows the location of exits and fire safety equipment.

### **In Case of Fire**

- Remain Calm
- Upon Discovery Of Fire -- Sound the Alarm - Use Nearest Pull Station & Leave Building Via Nearest Exit
- Upon Hearing Fire Alarm - Leave Building By Nearest Exit - Phone Fire Department - Dial 911 Give Fire Location In Building
- Caution - If You Encounter Smoke In Exit or Stairway, Use Alternate Exit - Shout Warning to Others
- Evacuation Post: "**North Parking lot or Outriders Grounds at the South End**".

**On Hearing the Fire Alarm - Duties of the Person in Charge:**

- Determine the location of the fire by immediately checking the Enunciator Panel located: "**North Foyer Exit**"
- Ensure the Fire Department has been called - Dial 911
- Evacuate the building. Ensure patrons are moving toward marked exits. Assist persons with disabilities.
- If safe to do so, check all washrooms, change rooms, Offices.  
Close but **Do Not Lock doors** behind you.
- Report to the Evacuation Post. Location: "**North Parking Lot or Outriders Grounds at the South End**".
- Check to make sure all staff are accounted for.
- Consult with Fire Department upon arrival.
- Notify your immediate supervisor.
- Do Not Release Any Information To The Media. See Media Relations - Media Communications Policy.
- Refer All Questions To Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe to do so and has given permission to do so.
- Fill out Incident Report.

**a) FIRE****Upon Discovery of a Fire**

- Ensure the fire alarm is activated. Call the Fire Department - Dial 911
- Assess the situation:
  - If you discover a fire, you may try to extinguish the fire only if you believe it is safe to do so. Use the nearest fire extinguisher, only if you have been trained in its use, and if you feel confident enough to safely control or extinguish the fire.
  - **Caution:** Do not attempt to fight the fire alone, never let the fire get between you and the way out, and never turn your back on a fire. If you cannot extinguish the fire safely with the contents of one fire extinguisher, close all doors in the immediate area and leave via the nearest exit.
- Evacuate the building. Ensure patrons are moving toward marked exits. Assist persons with disabilities.
- If safe to do so, check all washrooms, change rooms, first aid rooms. Close but **Do Not Lock doors** behind you.
- Report to the Evacuation Post. Location: **"North Parking Lot or Outriders Grounds at the South End"**.
- Check to make sure all staff are accounted for.
- Consult with Fire Department upon arrival.
- Notify your immediate supervisor.
- Do Not Release Any Information To The Media. See "Media Relations - Media Communications Policy".
- Refer All Questions To Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe and has given permission to do so.
- Fill out Incident Report.

**b) EARTHQUAKE**

The following are recommended procedures:

- o Remain calm.
- o TAKE COVER under desks or tables
- o FACE AWAY from windows
- o ASSUME "CRASH" POSITION on knees, head down, hands clasped on back of neck or head covered with book or jacket
- o COUNT ALOUD to 60 -- earthquakes rarely last longer than 60 seconds

The South Caribo Recreation Centre Team member, within their area:

- o Issue the "Take Cover" order
- o Also take cover for 60 seconds
- o Review evacuation procedures.
- o Where appropriate: Order evacuation

In general at the first sign of a quake, occupants should:

- o Move away from windows, shelves and heavy objects
- o Take cover under a table or desk, in a corner or doorway
- o In halls, stairways and other areas where no cover is available, move to an interior wall; kneel with back to wall; place head close to knees; clasp hands behind neck; and cover side of head with arms
- o In areas where there is a risk of items falling, (example: bookshelves) take cover away from such risks.
- o Stay inside-usually the most dangerous place is just outside where building debris may fall; exit only after shaking has stopped
- o Turn off all running equipment; turn off gas lines.
- o Stay away from hazardous chemicals that may spill

### c) Carbon Monoxide Emergency Checklist

1. Emergency Response
  - a. At 10 PPM, turn ON ventilation if manual and confirm ventilation is ON, if Automatic.
  - b. At 35 PPM, evacuate building and notify key contacts (GM, Ops Manager, service Providers)
  - c. If Injuries, contact 911 and ask for FD response.
  - d. Turn off sources of CO (you may want to leave this to the mechanical service provider to do and NOT staff)
  - e. Do not allow anyone in the building until CO Levels return to normal which should be below 5 PPM and all sources of CO are confirmed to be inactive.
  
2. Evacuation Plan
  - a. Refer to page 3.
  - b. Report to the Muster Location: **North Parking Lot or Outriders Grounds at the South End.**
  - c. See facility Contact Page 3
  - d. At 35 PPM, evacuate building and notify key contacts (GM, Ops Manager, service Providers)
  
3. CO Monitoring
  - a. CO sensors on East wall above bleachers will activate (10ppm) large exhaust fans located on South and West walls. West wall fan draws fresh air into the building while South fan draws air out of building.
  - b. Controls in Electrical #1 will indicate CO levels that control fan speeds
4. Facility Ventilation
  - a. The facility has an automated ventilation system. Sensors are located on East wall above bleachers that control intake fan on West wall and exhaust fan on South wall.
5. CO Sources
  - a. Zamboni could be a CO source.
  - b. Contractors working within the facility that are operating, Forklifts, man lifts or boom lifts. This includes any gas operated equipment.

## d) NOXIOUS GAS LEAK

### Emergency Response for Noxious Gas Leak

Since only emergency situations are considered here, it is assumed the leak has exceeded level 1 and 2 criteria for safe entry procedures, and we are at level 3.

A leak has occurred where you cannot enter the room without using a self-contained breathing apparatus. No one should enter the room to attempt to isolate the problem unless accompanied by a firefighter.

- o Ensure fire alarm is activated - call Fire Dept - Dial 911
- o Evacuate the building. Ensure patrons are moving towards marked exits. Assist persons with a disability.
- o If safe to do so, check washrooms, change rooms, offices. Close all doors behind you but **Do Not Lock Them.**
- o Start the room's ventilation system if not already started automatically.
- o Report to evacuation post. Location: "**North Parking Lot or Outriders Grounds at the South End**".
- o Consult with the fire department upon their arrival.
- o Open exterior doors to the room.
- o Do not allow access to the building to anyone other than properly trained and equipped emergency response personnel until the fire department has issued an "all clear" situation.
- o Contact Refrigeration Contactor: **250-706-2644**
- o If possible, isolate Heat, Vent and Air Conditioning systems to keep the gas from contaminating other areas of the facility.
- o Shut down necessary equipment following correct shut-down procedures.

**Do Not Enter the Room or Any Contaminated Areas Unless You Have All Necessary Personal Protective Equipment, And Are Accompanied By A Fully Equipped Fire Fighter.**

- Notify your immediate supervisor.
- Do Not Release Any Information to The Media. See "Media Relations - Media Communications Policy".
- Refer All Questions to Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe to do so and has given permission to do so.
- Fill out Incident Report.

### **Emergency Response beyond the Facility**

Emergency procedures may be published in the municipal phone book.  
Call 911 to have the Emergency Response Team dispatched to the facility.

If fire is likely to cause a violent ammonia release due to rupture of a vessel or other part of the plant; or if a major leak has already occurred, a competent person may make the decision to release the ammonia in the system to the atmosphere in a controlled manner through the emergency relief valve. Before releasing the ammonia to the atmosphere, all Emergency Response services must be notified, and the evacuation plan enacted.

Determine wind direction. Do not begin emergency release of ammonia until the evacuation zone downwind has been evacuated to safe areas.

Ministry of the Environment must be notified of circumstances and precautions taken:  
**Emergency number** ; non-emergencies number

- Notify your immediate supervisor.
- Do Not Release Any Information To The Media. See "Media Relations- Media Communications Policy".
- Refer All Questions To Supervisor
- Do not allow anyone access to the building until the Fire Department has determined it is safe and has given permission to do so.
- Fill out Incident Report.

**e) NATURALGAS/PROPANELEAK****(i) Natural Gas**

Natural Gas may be used in recreation facilities as a heating fuel and as a fuel for ice resurfacing equipment. In addition it may be used in cooking.

A Natural gas leak can be identified by odour (rotten egg smell) of Mercaptan, which is added to the gas for that purpose. Natural gas is lighter than air, and therefore will rise to the top of an enclosed area.

**Emergency Procedures for Natural Gas Leak**

If, on entering the facility, you detect or think you detect the odour of Natural Gas:

- o Remain calm
- o **Do Not Touch Any Electrical Switches**
- o Immediately phone MOD
- o Fire Department dial Local Emergency **Tel: 911**
- o Evacuate the building; make sure patrons are moving towards marked exits. Assist persons with a disability.
- o If safe to do so, check all change rooms, offices, washrooms
- o Report to Evacuation Post. Location: **"North Parking Lot or Outriders Ground to the South End"**.
- o Consult with fire department and MOD upon arrival
- o Do not admit anyone other than fire department and gas service personnel back into the facility, until advised by them it is safe to do so.
- o Notify your immediate supervisor.
- o Do Not Release Any Information To The Media. See "Media Relations- Media Communications Policy".
- o Refer All Questions To Supervisor
- o Do not allow anyone access to the building until the Fire Department has determined it is safe and has given permission to do so.
- o Fill out Incident Report.



**(ii) Propane:**

Propane gas is 15 times heavier than air, and therefore tends to accumulate at the lowest levels in the building. In an enclosed area, the gas will tend to fill up the room from the lowest point upward, and if a source of ignition is reached, can explode and cause fire. Propane can be detected by the odour (rotten egg smell) of the ethyl mercaptan which is added to it for leak detection purposes.

**Emergency Procedures for Propane Leak**

If, on entering the facilities, you detect the smell of propane:

- o Remain Calm
- o **Do Not Touch Any Electrical Switches**
- o Put on appropriate personal protective equipment
- o If possible, ventilate area by means of natural ventilation (doors, windows)
- o When the room has been ventilated, check for source of the leak using soapy water on valves, fittings, etc.
- o If the faulty equipment cannot be removed from the building, or the leak cannot be controlled, evacuate the building
- o Call fire department **Tel: 911**
- o Ensure patrons move toward marked exits. Assist persons with a disability.
- o If safe to do so, check all change rooms, offices, washrooms.
- o Report to Evacuation Post. Location: **"North Parking Lot or Outriders Grounds at the South End"**.
- o Consult with fire department personnel upon arrival.
- o Do not admit anyone other than fire department personnel back into the facility until advised by them that it is safe to do so..
- o Notify your immediate supervisor.
- o Do Not Release Any Information To The Media. See "Media Relations- Media Communications Policy".
- o Refer All Questions To Supervisor
- o Do not allow anyone access to the building until the Fire Department has determined it is safe to do so and has given permission to do so.
- o Fill out Incident Report.

**(f) BOMB THREAT OR SUSPICIOUS PACKAGE**

## Considerations:

- Is it from a company or person you don't recognize?
- Was it hand delivered by a person other than normal delivery persons, especially a person using a non-delivery type vehicle?
- Was the package left by someone you have never seen before, or someone known to carry a grudge against you, other facility personnel, or administration?
- Is the outside of the item oily or stained?

**Response to a Bomb Threat (telephone)**

- Listen - Be calm and courteous. Nearly all bomb threats are only threats; however, each one must be taken seriously.
- Do not interrupt the caller
- Do not hang up
- Note exact wording on bomb threat response form (see Appendix 2)
- Do not speak to anyone else unless instructed. Do not say the word "bomb"
- After caller hangs up, trace call (if your telephone service has that feature) or note any information your phone system may have regarding caller ID.
- Call the **Police (Tel: 911)** and report the threat immediately after the caller has hung up.
- **Decision To Evacuate Will Be Made By The Police.**
- Call your immediate supervisor
- Fill out incident report

**Response to Suspicious Package or Object:**

- Remain calm
- Do not touch it
- Call your immediate supervisor
- While waiting for instructions from your supervisor, clear the area around the object and try to determine ownership. (Did anyone see who left this here?)
- Supervisor should call the police immediately. Police will decide whether to evacuate the building or not.
- Fill out incident report

**Police Decision TO Evacuate**

- o Remain calm
- o Ensure fire alarm is activated
- o Do not stop to search change rooms. If it is safe to do so, check rooms for patrons only and evacuate.
- o Report to Evacuation Post. Location: **"North Parking Lot or Outriders Ground to the South End"**.
- o Consult with the police upon their arrival
- o Notify your immediate supervisor
- o Fill out incident report

**Police Decision NOT TO Evacuate**

- o Ensure your supervisor or alternate has been called.
- o Consult with police upon arrival. Provide assistance as requested.
- o Fill out incident report.

**(g) POWER FAILURE**

All facilities must be equipped with emergency lighting systems. Emergency lighting systems will provide lighting for 20 minutes to allow safe evacuation.

**Emergency Procedures for Power Failure**

- Remain calm. Access flashlights.
- Call Electrical Provider: **Tel # 1-888-769-3766**. Request information on estimated down time.

**If Downtime is estimated to be less than 20 Minutes:**

- "Please remain where you are until power is restored. We expect the power to be restored shortly."
- Fill out incident report

**If Downtime will be more than 20 Minutes:**

- Announce: "Attention! Everyone must evacuate the building immediately. Please leave in an orderly fashion" - repeat the message.
- Ensure patrons are moving towards marked exits. Assist persons with a disability.
- Check all change rooms, washrooms, and offices, **locking all doors** behind you.
- Ensure your supervisor or alternate has been called.
- Do not allow anyone besides trained staff back inside the building until power has been restored.
- Secure the building as for unoccupied mode.
- Fill out an Incident Report form

**If Downtime Will Be For An Extended Period Of Time:**

- Proceed as for interruption exceeding 20 minutes
- Open main electrical disconnects
- Winter months: Initiate procedures for freeze protection of facilities and equipment.

**(h) MISSING PERSONS**

- o Remain calm, polite, and reassuring
- o Obtain as much information about the person as possible:
  - o **Who?** - name, gender, age, size, colour & length of hair, description of clothing, any physical condition
  - o **Where?** - where was the person last seen, who were they with?
  - o **When?** - What time did the person go missing?
- o Check the building thoroughly:
  - o Every room, **locking door** behind you if possible
  - o Every washroom stall - open each door
- o Exterior/ parking lot check (include the vehicle the person arrived in)
- o After all facility checks have been made, if the person has not been found, have the parent / guardian / relative/ friend phone the person's home to make sure they are not there.
- o Announce "Missing person, (give description and state) If anyone has seen this person or knows his / her whereabouts, please report to the Admin Office"
- o Upon locating the missing person, complete an incident report

If foregoing has failed to locate the missing person, notify the police - **Tel 911**.

- o Upon police arrival, have the individual who reported the missing person meet with them in the Admin Office. Explain the situation.
- o Fill out incident report

**(i) ROBBERY****Your Safety and That of Your Patrons Are Your Main Concern Both During And Following a Robbery:**

- o Remain calm
- o Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- o Do not argue or attempt to withhold cash from the robber
- o Try to get a good look at the robber's face and clothing - look for any distinctive marks or characteristics; estimate their height
- o After the robber leaves, if possible without endangerment to anyone, check their escape route - on foot; type of vehicle, colour, condition, and license plate; direction & speed.
- o Call the police- **Tel 911**. Give your name, location, details of the robbery.
- o Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses, phone numbers.
- o Notify your immediate supervisor
- o Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- o Consult with the police upon their arrival.
- o Do not release any information to the media. See "Media Relations - Media Communication Policy"
- o Fill out incident report

**U) SAFETY PROCEDURES FOR DEALING WITH BLOOD/ BODY FLUIDS****CONTACT WITH BLOOD (IN GENERAL):**

Any Janitor or Icemen coming in contact with blood or any other body fluids should follow this procedure;

1. Put on rubber latex gloves to prevent contact and eye protection to prevent splash contact.
2. Clean using a anti-bacterial cleaning agent and treat the area using a sanitizing agent.
3. After the area is clean, properly dispose of the cleaning material (i.e.. Mop- head) to prevent any future contact.

**CONTACT ON ICE SURFACE:**

Any Iceman coming in contact with blood on the ice rink surface should follow the following procedure;

1. Put on rubber gloves to prevent contact and eye protection to prevent splash contact.
2. Allow the blood or other body fluid to freeze before cleaning.
3. After frozen, use a spudder or other sharp edge to scrape blood/fluid free from the ice surface and remove with shovel.
4. Dispose of contaminated ice shavings appropriately (where they won't be in contact with any person) and sanitize the equipment used.

Please also refer to Appendix 1, Blood borne Pathogens: Control Procedures.

**(k) CRITICAL INJURY OR DEATH**

Critical injury as defined under the Occupational Health and Safety Act refers to the injuries which may be sustained by an employee at work. The Occupational Health and Safety Act does not apply to patrons using the facility. The Act and its regulations can be adopted as guidelines in providing an acceptable level of reasonable care in the case of injury to a patron.

**Critical Injury:**

- A. Places life in jeopardy;
- B. Produces unconsciousness;
- C. Results in substantial loss of blood;
- D. Involves the fracture of a leg, arm, but not a finger or toe;
- E. Involves the amputation of a leg, arm, hand, or foot, but not a finger or toe;
- F. Consists of burns to a major portion of the body; or
- G. Causes the loss of sight in an eye.

**Emergency Procedures for Critical Injury or Death**

- o Remain calm. Give first aid if qualified, or ensure injured person receives first aid.
- o Call the ambulance. **Tel 911**
- o Preserve the accident scene - except for the purposes of saving a life. Do not allow persons to disturb or alter the scene of the accident until directed to do so by your supervisor.
- o Call your immediate supervisor.
- o Do not release information to anyone. See "Media Relations - Media Communication Policy"
- o Complete incident report form.



## (I) EVACUATION PROCEDURE

Once The Decision Has Been Made To Evacuate:

- o Remain calm
- o Announce - ***"We have an emergency. Everyone must leave the building immediately. Proceed to the nearest exit in an orderly fashion."*** - Repeat the announcement.
- o Ensure patrons are moving toward marked exits. Assist persons with a disability.
- o Ensure assistants guide patrons and move toward marked exits.
- o Report to Evacuation Post. Location: **"North Parking Lot or Outriders Grounds at the South End"**.
- o Do not allow anyone to re-enter the building except for properly equipped emergency response personnel.
- o Check
  - o Has the building been cleared?
  - o Are all staff accounted for?
- o Consult with fire department and/or other emergency response personnel. (Advise of any unaccounted persons and their last known location)
- o Contact your immediate supervisor.
- o Do not release any information to the media. See "Media Relations - Media Communication Policy"
- o Complete an incident report.
- o Refer to ISNS Emergency Evacuation Plan (see next page)

## **100 Mile Development Corporation "South Cariboo Rec. Centre" Emergency Evacuation Plan**

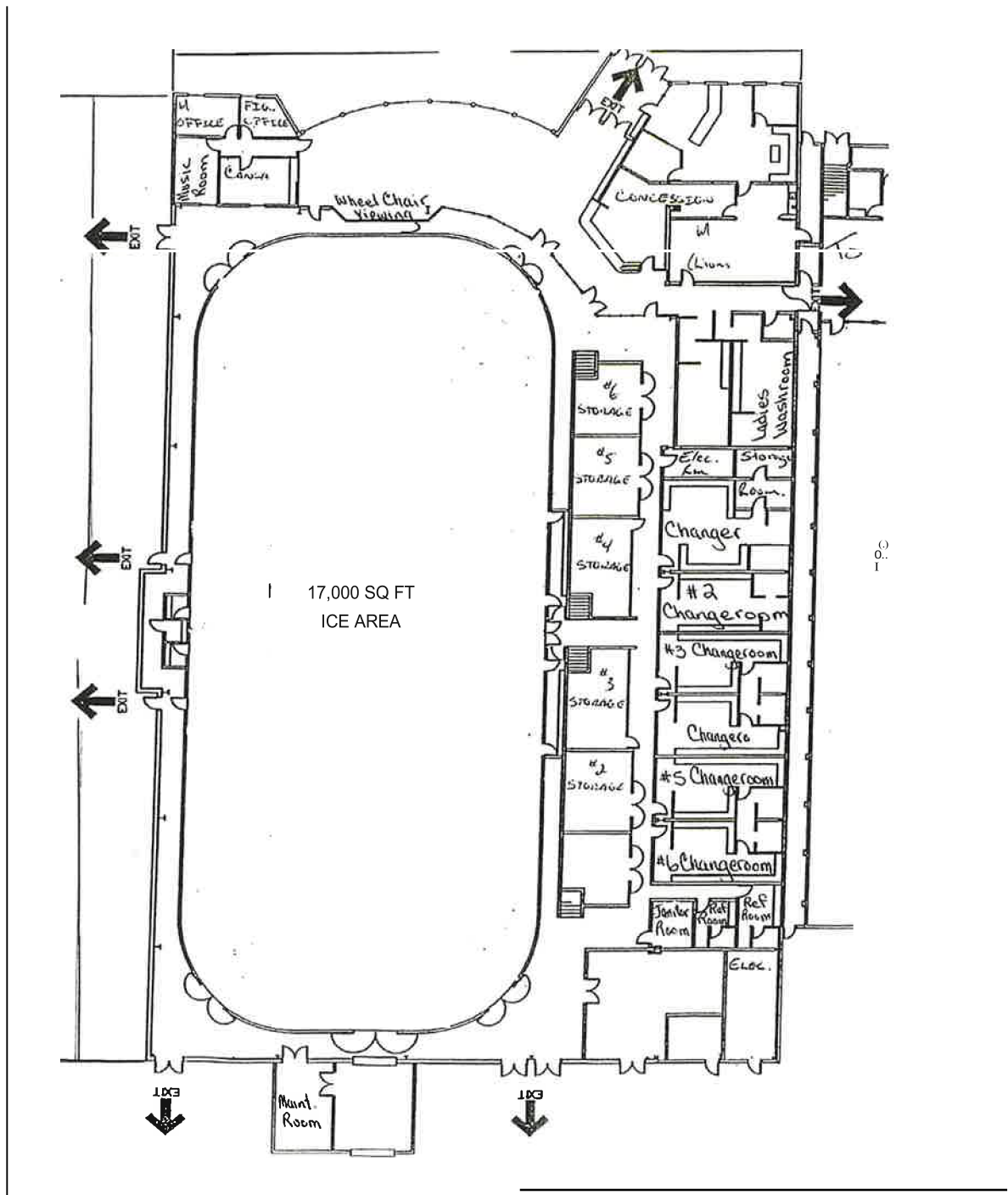
After a fire alarm or at the request of Operations staff, each department will have the following duties:

- 1- **MOD:** Will take the main Office radio. MOD will then go to fire panel board in main foyer then search out hazards, and let staff know where to exit the building. He/she should then phone 911 and inform dispatch of the nature of the hazard. Finally, MOD should await arrival of Fire Department/ Ambulance/ Police and direct them accordingly.
- 2- **Food and Beverage:** will do a sweep of the entire area: back offices and cooking area, viewing area and male and female washrooms, while directing patrons to the safest exit to the meeting place in the parking lot.
- 3- **Operations:** First priority is the plant. If the fire is in another location, they will clear the Zamboni bays, referee rooms and staff room as well as all 8 dressing rooms for the rink. They will then direct patrons through the safest exit to the meeting place in the parking lot.
- 4- **Office staff:** Clear the rink and check all 8 dressing rooms, the rental offices, the front foyer washrooms. (if the problem is in the plant room, they will also cover non-plant Operations areas of responsibility). Escort patrons out through the safest exit to the meeting place in the parking lot.

**\* CLOSE ALL DOORS BEHIND YOU BUT DO NOT LOCK THEM\***

(I) FACILITY LAYOUT

Floor 1:



## Appendix 1: BLOOD-BORNE PATHOGENS: CONTROL PROCEDURES

Attendants will wear the appropriate personal protective equipment.

### GENERAL TERMS:

**Occupational exposure** - reasonably anticipated harmful contact with blood or other potentially infectious materials (OPIMs) that may result from the performance of a worker's duties.

**Bloodborne pathogens** - pathogenic microorganisms present in human blood and OPIMs, that can cause disease in humans. These pathogens include but are not limited to hepatitis B virus (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV). 3 **Harmful contact** - an **exposure incident** to blood or OPIMs through:

- D percutaneous injury (injury through the skin from a contaminated sharp item such as a needle)

- D contact with the mucous membranes of the eyes, nose or mouth

- D contact with non-intact skin (healing wound less than 3 days old or lesion causing disruption of outer skin layer)

- O bites.

**Other potentially infectious materials (OPIMs)** - other materials (besides blood) that can be sources of bloodborne pathogens: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, any body fluid visibly contaminated with blood, all body fluids in situations where it is difficult to differentiate between body fluids, and tissues.

**Contaminated** - means the presence or the reasonably anticipated presence of blood or OPIMs on an item or surface

### A. Engineering controls

Although first aid kits and equipment contain only a few items that could break through the skin, Attendants must always watch out for other sharp objects that may be encountered and pose a risk of percutaneous injury (e.g. contaminated broken glass at an accident site). Sharps disposal containers are located: **Operations area, back of Zamboni bay.**

Pocket masks with one-way valves are available in: **AED Cabinet** for attendants to use when ventilating patients. These masks should not be shared before being washed and disinfected, or the valves should be changed if there is insufficient time to do this between uses.

### B. Work practice controls and written work procedures

As specified in the Occupational First Aid Reference & Training Manual (manual) and Occupational First Aid Training Guides (training guides), attendants will:

D follow standard precautions

use pocket masks with one-way valves when ventilating patients

O follow safe sharps handling procedures, such as discarding any disposable, contaminated sharp items in sharps disposal containers as soon as possible

O wear waterproof, disposable medical examination gloves when assessing and treating patients (if there is potential contact with patients' blood, body fluids, secretions, excretions, mucous membranes or non-intact skin), and when touching contaminated items or surfaces; also wear such gloves if they have non-intact skin on their hands, after first covering the affected skin with a waterproof dressing

replace gloves as soon as practical if they are torn, cut, punctured or leaking, and when they become contaminated or damaged such that their ability to function as a barrier is in question

not wash or decontaminate disposable gloves for re-use

O follow the procedures for glove removal and hand washing

O follow the cleanup procedures for spills of blood that minimize splashing

O not store or consume food or drink in first aid facilities.

O follow post-exposure health management procedure, if they have an exposure incident to blood

### **C. Personal protective equipment**

Waterproof, disposable medical examination gloves are available in: all **First Aid Kits, Admin Office, Operations Staff Room, Janitors Room**. They will be worn and used as specified in the manual and training guides, and safe work practices and written work procedures outlined above.

Eye/face protection in the form of safety goggles is available: **Operations bay**. They will be worn by Attendants when it can be reasonably anticipated that the mucous membranes of their eyes, nose or mouth may be splashed or sprayed with blood or OPIMs (e.g. relieving subungual hematomas).

### **D. Housekeeping, laundry and waste**

All reusable first aid equipment and environmental working surfaces will be decontaminated as soon as possible after contamination with blood or OPIMs, as well as on a routine basis, as specified in the manual and training guides.

Laundry soiled with blood or OPIMs will be treated as specified in the manual and training guides.

Sharps disposal containers will be securely closed and replaced when they are two-thirds full.

First aid waste items (e.g. disposable gloves, pads and dressings) that are NOT dripping, saturated or grossly contaminated with blood or OPIMs are considered general waste. They will be discarded in waterproof waste bags for disposal at a landfill.

Items that are dripping, saturated or grossly contaminated with blood or OPIMs are considered biomedical waste. They must be appropriately bagged and disposed of in accordance with provincial and local environmental regulatory agencies.

### **E. Universal precautions**

Attendants will treat all blood and OPIMs as though they are known to be infected with bloodborne pathogens, and will follow infection control precautions and procedures as specified in the manual and training guides. This includes:

O following precautions to prevent sharps injuries

O using resuscitation devices

O wearing personal protective equipment and

following hand washing procedures

**APPENDIX 2: BOMB THREAT RESPONSE FORM**

Try to obtain answers to as many questions as possible - remain calm and courteous - do not hang up until the caller has. Fill out as soon as possible after the call is completed.

Exact Wording of Threat: \_\_\_\_\_

Check Call Display for Phone No. (If Available) \_\_\_\_\_

After Call Has Ended, Trace Call (If Possible) \_\_\_\_\_ Time: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_ Length Of Call: \_\_\_\_\_

Call Received By: \_\_\_\_\_

Describing the Caller:

Age \_\_\_\_\_ Child, Teen, Adult, Senior \_\_\_\_\_

Gender \_\_\_\_\_ No. Where Call Received \_\_\_\_\_

**DESCRIBE VOICE** (Check all that apply)

Calm - Nasal - Loud - Clearing Throat  
Angry - Well spoken - Laughter -Lisp Crying  
- Cracking Voice - Excited - Normal  
Irrational - Slow - Raspy - Disguised  
Rapid - Deep - Distinct - Incoherent  
Accent - Soft - Ragged - Slurred Whisper  
- Familiar - Foul - Stutter

**BACKGROUND SOUNDS** (Check all that apply)

Street - Party Sounds - Office noises - Train/airplane  
Other Voices - Animals - PA system  
Static - Taped Message Read - Other  
Local Music - Motors - House noise - Long distance

**QUESTIONS TO ASK - CIRCUMSTANCES PERMITTING**

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Where did you put it in the building?
- What is your address?
- Your name?

**APPENDIX 3: SCRC FACILITY FIRE EXTINGUISHER LOCATIONS**

- 1) Main Lobby (L side of foyer)
- 2) Office
- 3) Tenant Office Hallway
- 4) Under Player's Lounge Stairs
- 5) Concession: Under counter to left of door and suppression system above Grill
- 6) Rink: south corners, near fire exits
- 7) Rink: west side, near fire exits
- 8) Janitors room
- 9) Front Foyer
- 10) Meeting room
- 11) Player's Lounge
- 12) Zamboni's
- 13) Zamboni room
- 14) Plant room

**Cheque Register-Summary-Bank**



AP5090

Page : 1

Date : May 23, 2024

Time : 8:33 am

Supplier : 100E20 To ZZ0820  
 Pay Date : 16-Apr-2024 To 15-May-2024  
 Bank : 099 - CASH CLEARING/SUSPENSE "BANK" To 6 - 100 I

Seq : Cheque No. Status : All  
 Medium : M=Manual C=Computer E=EFT-PA

Cheque #	Cheque Date	Supplier	Supplier Name	Status	Batch	Medium	Amount
9068	26-Apr-2024	CINT20	CINTAS CANADA LIMITED	Issued	64	C	94.88
9069	26-Apr-2024	PATE20	PATERSON SEPTIC SERVICE	Issued	64	C	880.00
9070	26-Apr-2024	POIN20	POINTER SIGN SHOP	Issued	64	C	795.20
9071	26-Apr-2024	SMIT20	SMITTY'S JANITORIAL SERVICES (1993)	Cleared	64	C	813.75
9072	26-Apr-2024	SOUC20	SOUTH CARIBOO CHAMBER OF COMMERCE	Cleared	64	C	158.50
9073	26-Apr-2024	WILA20	WILLIAM LOVE	Cleared	64	C	2,247.00
01657-0001	18-Apr-2024	GRAY20	TELUS CUSTOM SECURITY SYSTEMS	Cleared	57	E	370.13
01658-0001	19-Apr-2024	RECG20	RECEIVER GENERAL FOR CANADA	Cleared	58	E	1,672.61
01660-0001	23-Apr-2024	SHAW20	SHAW CABLE	Cleared	60	E	172.41
01661-0001	24-Apr-2024	SHAW20	SHAW CABLE	Cleared	61	E	120.91
01662-0001	29-Apr-2024	RECG20	RECEIVER GENERAL FOR CANADA	Cleared	62	E	3,100.33
01664-0001	30-Apr-2024	TELL20	TELUS COMMUNICATIONS INC.	Cleared	65	E	144.64
01665-0001	30-Apr-2024	TELU20	TELUS MOBILITY	Cleared	66	E	117.60
01666-0001	30-Apr-2024	TELL20	TELUS COMMUNICATIONS INC.	Cleared	67	E	74.29
01667-0001	30-Apr-2024	TELS20	TELUS SERVICES INC.	Cleared	68	E	784.00
01668-0001	30-Apr-2024	ORKI20	ORKIN CANADA CORPORATION	Cleared	70	E	267.60
01669-0001	02-May-2024	SHAW20	SHAW CABLE	Issued	71	E	72.80
01670-0001	07-May-2024	BCHY20	BC HYDRO & POWER AUTHORITY	Issued	72	E	342.73
01671-0001	07-May-2024	BCHY20	BC HYDRO & POWER AUTHORITY	Issued	73	E	1,436.72
01672-0001	08-May-2024	FORT20	FORTIS BC	Issued	74	E	926.43
01673-0001	10-May-2024	FORT20	FORTIS BC	Issued	75	E	2,430.01
01674-0001	10-May-2024	SHAD20	SHAW DIRECT	Issued	76	E	142.18
01675-0001	14-May-2024	SHAW20	SHAW CABLE	Issued	77	E	75.26
01676-0001	07-May-2024	ROYB20	ROYAL BANK VISA	Issued	78	E	1,776.28
01677-0001	15-May-2024	TELS20	TELUS SERVICES INC.	Issued	79	E	784.00
01679-0001	01-May-2024	CLIF20	CANADA LIFE	Issued	81	E	313.40

<b>Total Computer Paid :</b>	<b>4,989.33</b>	<b>Total EFT PAP :</b>	<b>15,124.33</b>	<b>Total Paid :</b>	<b>20,113.66</b>
<b>Total Manually Paid :</b>	<b>0.00</b>	<b>Total EFT File :</b>	<b>0.00</b>		

26 Total No. Of Cheque(s) ...