



2019 Employment Policies and Practices Handbook

Your start to a Summer of Fun!

**Please take the time to read this employee handbook to
learn more about how we do things here at Santa's Village!**

This handbook is a general overview of staff policies, procedures, and expectations of conduct for employees of Santa's Village (SVL). This includes: *Santa's Village, Sportsland, Muskoka Ziplines & Aerial Park, Santa's Whispering Pines Campground and Santa's Muskoka Ridge Campground.*

SVL reserves the right to supplement, modify or eliminate contents of any policy or procedure as they see fit at any time, with or without notice. SVL will make reasonable efforts to notify employees of policy and procedure changes, additions or revisions.

Nothing in this employee handbook or any other document is intended to create a promise of continued employment for any employee. This handbook is not a contract of employment.

Employee policies and procedures are intended to provide a safe, positive work environment. SVL values the talent and professional knowledge of our employees and endeavors to foster an open, safe, cooperative and dynamic environment to enable customers to maximize their experience at SVL. SVL fosters an open communication policy, where employees are encouraged to consult with management regarding suggestions or concerns related to company operations.

SVL is an Equal Opportunity Employer

SVL is committed to the principle of an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability.

WELCOME TO SANTA'S VILLAGE – MUSKOKA'S THEME PARK!

Santa's Village is a top vacation destination in Muskoka on more than 292 acres, featuring *Santa's Village, Sportsland, Muskoka Aerial Park & Zip Line, Whispering Pines Campground and the Muskoka Ridge Campground across the river*. The main park has offered families endless hours of fun for more than 60 years.

You will play an important role no matter what position you fill in the park; whether you work with the guests or behind the scenes.

You will be working with all types of people, both guests and fellow employees. Your job may require that you do some routine work or perhaps some new and unusual things. Working at Santa's Village is a FUN experience; but your position, whatever it may be, is giving service and entertainment to others. Giving service to others is a highly disciplined field, which is not always easy to do at first.

The operation of Santa's Village is a total team effort, requiring work and cooperation of every employee involved. When we all work together as a team, it adds up to maximum work enjoyment with minimum of frustrations. That is why you have been given this handbook; to show you the way we all work here at Santa's Village. They are the day-to-day standards that SVL uses for entertaining our guests.

Orientation

All new employees to SVL shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or SVL, an opportunity to learn the performance expectations management has with regard to the position in question.

Appearance – The Right Image is Important!

Projecting the right image for SVL is essential for our success and that means taking pride in your appearance. When representing SVL, staff must wear the SVL uniform and behave appropriately. Employees will purchase their uniforms and retain ownership. The cost of on-site, in stock items, will be deducted from your paycheque. At the end of the season, no refund will be issued.

Uniform expectations

- Uniforms must be worn as shown by your supervisor.
- Name tags are essential to complete the uniform and identify employees to our guests. Those working in direct food preparation will not require name tags whilst in the kitchens.
- Shoes must be close-toed, clean and laced properly; shoe laces must match the uniform
- No sandals, Crocs or other loose fitting footwear is permitted
- Shorts must be worn no lower than the hip bones
- Uniforms must be clean, laundered and well kept (i.e. no wrinkles)
- Limit items in pockets
- Cellphones, cigarettes, music listening devices etc. are not permitted at your workstation
- On cold days, the jacket that you have purchased can be worn over your assigned uniform
- Some positions require a hair net, which is to be worn at all times while at your workstation
- Uniforms are only to be worn while at work, not for social engagements before or after your shift

Sunscreen

- As the majority of the roles at SVL require you to be outside a greater part of the day, we ask that you apply sunscreen before your shift begins and again at your break. Please also make sure to stay hydrated while at your station.

Grooming policy

- Hair must be clean, neat and out of the eyes. Extreme styles or colours are not permitted.
- Avoid excessive jewellery as any jewellery interfering with job performance, guest experience or safety must be removed.
- Make-up may be worn, but only conservatively.

Scents

- SVL is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, we discourage the overuse of these products.

We want to make the guests' experience at SVL as magical as possible and make every guest feel special, so don't forget to:

- Smile and make people feel welcome!
- Make eye contact
- Initiate conversation – talk to the kids!
- Never answer "I don't know" if a guest asks you a question, if you can't help them just direct them to Guest Services

You are a representative of SVL and we appreciate the efforts you put forth in projecting a good image to our guests.

Our guests notice what you do. So it's important to look and act your best!

Safety on the Job – It's your Responsibility!

Safety awareness and accident prevention are important responsibilities of all SVL employees. Throughout SVL, the safest conditions have been designed for our guests and employees. Everyone must continually be on the alert to help protect our guests as well as fellow employees from possible accidents and mishaps.

There will be situations that arise that you need to be aware of while you are working. Some would be considered emergency situations. Emergency situations would be an injury to a guest, a fellow employee or yourself. Should such an emergency arise **always remain calm. Immediately contact your supervisor/manager.** Other emergency situations would be a lost child or a guest disturbance. Again, remain calm and contact your supervisor/manager.

There will be situations that arise that would not be considered an emergency. These situations could be finding a "lost" item or a guest getting "sick" in your area. Even though these are not emergency situations, it is still your responsibility to contact your supervisor/manager.

Lost and Found

The Lost and Found Centre is located at Guest Services at the Gatehouse at the front of the park. Please turn any lost items as soon as possible. We try to return lost articles to their owners the day they are lost. Please instruct any guest who has lost something to check with Guest Services.

Lost Children

The Lost Children Centre is located at Guest Services at the Gatehouse. If you encounter a lost child or frantic parent, reassure them that everything will be fine, tell them your name and that you are going to get help. Immediately contact your supervisor/manager.

You have a lost child without a parent - what to do?

Find a supervisor with a radio and have that person put a broadcast out that "we have a lost child" Then state the following:

Name of the child if they will give it.

The location you are at with the lost child.

Ask the last place the child was with their parents if they will give it.

Put out a description of the child.

Keep the child with you at all times.

A manager will take the lead on the communications over the radio until the parents are found.

The turnstile staff are to be notified and on alert.

You have a parent that approaches you saying they have lost their child - what to do?

Find a supervisor or someone with a radio as quickly as possible and put a broadcast out that "we have parents who have lost their child" then state the following:

Get a description of the lost child so it can be broadcast over the radio

Name

Age

Sex

Physical description and what they were wearing

The last place the parents were with the child

A manager will take the lead on the radio communication until the child is found.

Turnstiles will be on alert looking for any child fitting that description.

First Aid

First Aid stations are located at Guest Services, the Facepaint building near the Santa's Stage and Sportsland.

Personal Use of Hand-Held Devices

Employees with personal hand held communication devices are required to refrain from all non-emergency personal calls, texts and emails during working hours. **Employees bringing cellphones to work must have them turned off and left in the staff area before clocking in.** Any necessary personal calls, emailing or texting should take place during your break and in a staff areas or away from SVL guests to avoid disturbances to others and should be limited to a short duration.

Social Media

Employees are prohibited from using personal social media websites during working hours. This includes but is not limited to Twitter, Facebook, Snapchat and Instagram. All confidential SVL information, logos, photographs and proprietary information must not be posted on personal social media sites.

Pets

Pets (with the exception of service animals) are not permitted in Santa's Village, Sportsland or the Aerial Park. There are cages behind the Batting Cage to tie dogs up. Water is provided but guests need to bring their own food.

Re-Entry Policy

Guests wanting to leave and re-enter the park on the same day must have their hand stamped on their way out at the exit turnstiles.

Strollers and Wheelchairs

Strollers and wheelchairs may be rented in Sportsland at the Activity Centre. Limited numbers are available on a first come, first serve basis.

Park Cleanliness

Successful theme parks are clean and spotless. It is the responsibility of EVERY TEAM MEMBER to remove and dispose of trash whenever it is encountered. Remember, this is Santa's Summer Home in beautiful Muskoka, so let's all help to keep it clean!

Hours of Work

Santa's Village is open from 10 am – 6 pm daily from June 30 – Sept 2 and is open from 10 am – 8 pm on Saturdays during that time frame.

Sportsland is open from 10 am – 9 pm Monday thru Saturday and 10 am – 6 pm on Sundays.

Muskoka Zip Lines and Aerial Park is open from 10 am – 6 pm daily.

Our season runs from mid-May to Labour Day and then weekends in September and October.

SVL's business depends upon weather, which is considered out of our control, and could result in reduced or closed operations, therefore no minimum working hours are guaranteed on a daily or weekly basis. During the summer season, SVL is open seven days a week. Work schedules can vary from day-to-day and from week-to-week. At times you will be very busy, other moments will be slower. We ask that you keep busy cleaning, organizing and interacting with guests during the slower times.

Flexible work hours are necessary to meet the needs of our guests. However, we realize that there may be circumstances when you will need additional time off. **Requests for time off should be made to your supervisor/manager as far in advance as possible.**

Breaks

All team members working over a 5 hour shift will receive a 30 minute unpaid eating break. Your 30 minutes starts from the moment you leave your work area, and ends when you return. Leave yourself time to get back to your work station on time. If you are late, you make someone else late, which is unfair to your team members. Supervisors may deduct late arrival times off your next break.

Breaks will be taken at the times specified by your supervisor. Afternoon breaks are a privilege and are flexible according to our schedule and the number of guests in the park that day. Staff must take their breaks at the designated staff areas which are behind Kris Kringle's Kitchen and below the gift shop by the change rooms. No wandering is permitted.

Staff are welcome to bring their own lunch and snacks to see them through their shift. No nuts are allowed in SV, so please do not bring them here. Any cold food items can be stored in the fridge in the staff room. Staff may also visit any of the following outlets and purchase their lunch with a 20% off discount, as long as the outlet is not busy with guests. This is to ensure that **our guests are accommodated first and at all times. Prancer's Poutine and Sportsland are the approved outlets.** All Staff will consume their lunch in the staff Kitchen where you punch in/out.

Given that your break time is only 30 minutes, we do strongly recommend that you pack a lunch. A microwave, fridge etc. have been made available for you to use in the lunchroom in the basement under the gift shop.

As a reminder, drinking or eating any unpaid food or beverages that belong to SVL is not allowed. If you have any concerns or questions on this zero tolerance eating policy, please don't hesitate to contact your supervisor.

Parking

Our guests have priority in parking and obviously want to park as close as possible to the Gatehouse. Please park your vehicle in the furthest parking lot across the road from the park. Parking exemptions may be issues to staff who work later than 9:00 pm.

Reporting to Work

All team members must be in full uniform, clean and well-groomed when reporting to work. It is appreciated if you are on-site 10 minutes prior to your shift starting to ensure you are at your workstation at the start of your shift.

Staff Area Policies

Change rooms at SVL are located downstairs below the Gift Shop – females to the left and males to the right.

There is also a lunchroom in the basement under the Gift Shop.

- Do not leave money or valuables in the staff areas. SVL is not responsible for lost, stolen or damaged goods. Staff are required to bring their own locks for the change rooms, which are to be removed at the end of each shift.
- All team members are responsible for the cleanliness and upkeep of the staff rooms.

Pay Cheques

In order to be paid, each employee must complete TD1 government forms and provide Human Resources with the Social Insurance Number and birth date. At each shift, staff must punch in and out in order to be paid. If an employee forgets to punch in or out, hours will be calculated from the first and last time punched.

We are on direct deposit at SVL. The money will be deposited into your bank account every other Thursday and pay stubs will be emailed to you. If you do not have access to the internet, see the General Manager and other arrangements can be made.

Discipline

Discipline at SVL shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand
- iii. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty.

Departure

If an employee is terminated as a consequence of cause the employee will not be eligible to receive termination pay or notice. For the purposes of this Agreement, "Cause" may mean, but is not restricted to the following: (i) a willful act of dishonesty, theft, breach of trust, or misappropriation of SVL property.

If an employee is terminated as a consequence of the involuntary termination of the Employee for a reason other than death of the Employee or cause SVL shall pay to the Employee and the Employee shall be entitled to receive the government legislated employment wages or notice.

Health and Safety

SVL, along with its employees, must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario. Employees who have health and safety concerns or identify potential hazards should contact the general manager, Jamie Hopkins.

Alcohol, cannabis or illegal drug consumption is not permitted prior to, or at any time during work. Violations will result in disciplinary action up to and including termination.

Smoke Free Environment

Effective May 31, 2006, the province of Ontario banned smoking in workplaces. As such, smoking in the offices of SVL is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling.

We have one designated smoking area to accommodate guests which is located at Sportsland under the Zip Canopy Tour.

HARASSMENT

SVL wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. SVL will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

WORKPLACE VIOLENCE

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

SVL has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

Workplace Concerns

If you have a question, problem or find yourself in conflict with someone, SVL recommends the following process:

➤ Speak to your supervisor. If you don't feel you have reached a satisfactory resolution then;

- Talk to the manager responsible for your area of operation. If your concern is still not resolved;
- Bring it to the attention of the General Manager.

Accessibility for Ontarians with Disabilities Act

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a law in Ontario that allows the government to develop specific standards of accessibility and to enforce them.

Core Principles:

- **Dignity** – goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence** – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration** – Persons with disabilities can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental right.
- **Equal Opportunity** – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Who are people with disabilities?

When we think of disabilities, we tend to think of people who use wheelchairs and have physical disabilities that are visible and obvious. However disabilities can also be invisible and we cannot always tell who has a disability.

The following are a list of different types of disabilities:

- Vision
- Hearing
- Physical
- Intellectual
- Developmental
- Learning
- Mental Health
- Speech or Language
- Deaf-Blind

What are Barriers?

A barrier is anything that keeps someone with a disability from fully participating in all aspects of society because of their disability. When you think about accessibility, it is important to be aware of both visible and invisible barriers.

What are Assistive Devices?

Assistive devices are tools, technology or other mechanisms that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It assists the person to maintain their independence at home, at work and in the community.

What is a Service Animal?

A service animal is an animal with a job to do for a person with a disability, some examples include guide dogs or animals trained to alert an individual to an oncoming seizure and lead them to safety. The Ministry of the Attorney General may issue identification cards to identify a

person who is blind and their guide dog.

The Customer Service Standard requires that you allow people with disabilities use their service animals on the parts of your premises that are open to the public or to third parties unless the animal is excluded by law from the premises. Under the Standard, an animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his/her disability, or if the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his/her disability. If it is not obvious that the animal is a service animal, you are not required to allow the animal on your premises if the person does not have said written letter or an identification card.

What is a Support Person?

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care (i.e. eating or using the washroom), medical needs (i.e. providing injections or support during seizures) or access to goods and services. The support person can be a paid personal support worker, volunteer, a family member or friend, they don't necessarily need to have special training or qualifications.

All customers have their own specific needs or preferences. Being positive, flexible, and open to suggestions will help to create a good customer experience. A good starting point is to ask you customer "How may I help you", in most cases they will tell you the best way to assist them in accessing your goods and services.

Technology Use and Ownership

All technology related systems are to be used for business purposes in serving the interests of SVL in the course of normal operations. For security and network maintenance purposes, authorized individuals within SVL may monitor equipment, systems and network traffic at any time. SVL reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy. Users should be aware that the data they create on SVL systems remains the property of SVL. Because of the need to protect SVL's network, management cannot guarantee the confidentiality of information stored on any network device belonging to SVL. Employees should not have any expectation of privacy with respect to data they create on the SVL's systems.

Hand-Held Devices and Operating a Vehicle

Legislation under the *Highway Traffic Act, 1990* (Section 78.1), enforces strict requirements for employers and employees in order to comply with hand-held devices. As such, SVL has developed this policy in accordance with applicable legislation. All SVL employees are expected to apply sound judgment when carrying out wireless device communications in the course of performing their employment duties, maintaining an awareness of their surroundings and taking due care.

ACKNOWLEDGEMENT AND STATEMENT OF COMPLIANCE

I understand and agree that the Handbook is intended to provide an overview of the SVL’s employment policies and practices and does not necessarily represent all such policies and practices in effect at SVL and with which I am required to comply. I am aware that to the extent that the Handbook conflicts with applicable statutes, such statutes shall prevail. I acknowledge and understand that these policies and practices in the Handbook may be changed, modified, or updated at any time at the SVL’s sole discretion and that I agree to comply with any revised versions of the Handbook as may exist from time to time during my employment.

I have received a copy of SVL’s Employment Policies and Practices Handbook and acknowledge I have read and understood its contents. I understand non-compliance could be a cause for termination.

I promise to comply with the policies and practices contained therein.

Employee Name (Please Print) _____

Employee Signature _____

Date _____