



PALE HORSE TIPI CAMP

POLICIES AND PROCEDURES

INTRODUCTION

This document shall be referred to as the Pale Horse Tipi Camp Operational Policies and Procedures Manual. The effective date of this policy shall be June 3rd, 2013. This employee manual is a summary of policies, procedures and practices related to operational and human resource management at The Pale Horse Tipi Camp

The Accommodation Manager is accountable for leading an effective team and is thereby accountable for the development and implementation of the policies outlined in this manual. Management is responsible for human resources and should reference this manual to ensure organizational consistency in the application of these practices.

STATEMENT OF PHILOSOPHY

These Policies and Procedures are intended to promote effective and efficient internal administration and excellent service to the Pale Horse Tipi Camp through an organization of competent employees. The Pale Horse Tipi Camp wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person.

These policies may be amended from time to time by management as required

It is the responsibility of all staff to:

- Carry out their duties in a conscientious and loyal manner
- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Perform their work efficiently and economically
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Conduct themselves in a manner that brings credit to the Pale Horse Tipi Camp
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standard; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding

Pale Horse Tipi Camp Vision and Mission Statements

Vision

The Pale Horse Tipi Camp strives to create an outdoor experience showcasing Traditional Blackfoot culture in a safe and nurturing setting. This is done by providing the highest quality in service delivery and utilizing resources in the most effective and economical manner

Mission

Improve the operational efficiency of the Pale Horse Tipi Camp. Camp Employees will carry out this mission through:

- A. Continuous learning and promotion of traditional Blackfoot Culture and Ideology**
- B. Adherence to the Pale Horse Tipi Camp Personnel Policies & Procedures Manual.**

Scope

This document applies to all aspects of the Pale Horse Tipi Camp including;

- 1. Employment Equity**
- 2. Recruitment and Selection**
- 3. Orientation**
- 4. Employee Classification**
- 5. Offer of Employment**
- 6. Personnel Files**
- 7. Probation**
- 8. Payroll policy**
- 9. Hours of Work**
- 10. Professionalism**
- 11. Discipline**
- 12. Finances**
- 13. Conflict of Interest Policy**

1. Employment Equity

Employees covered by this policy

This policy applies to all Staff and Contract employees at the Pale Horse Tipi Camp

A. Policy Statement

The Pale Horse Tipi Camp pledges itself to commit to the achievement of equal opportunity. In this regard The Pale Horse Tipi Camp will recruit, hire, promote, educate, and provide services to persons based upon their individual qualifications. The Pale Horse Tipi Camp prohibits discrimination based on arbitrary considerations of such characteristics as 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.

2. Recruitment and Selection

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

Management will follow consistent hiring guidelines in an effort to recruit the most qualified applicants for employment vacancies. Applications are encouraged from Piikani Nation but will be screened in the same manner as applications received from outside applicants.

B. Advertisement

All employment opportunities at The Pale Horse Tipi Camp are posted for a minimum ten(10) working day period. All job postings will be displayed in public areas. They will be posted on The Pale Horse Tipi Camp website. Occasionally, they are posted on employment websites or with an employment agency or advertised in local area papers.

C. Application Process

Applicants are invited to submit their covering letter, along with a current resume, demonstrating that they meet the minimum criteria for the position being sought.

D. Screening Process

At the closing date, all applications are screened, and candidates selected for an interview are contacted. All applicants will be screened according to specific requirements of the Job Description.

E. Interviewing Process

1. The Interview Process will be administered as follows:
 - a. The Application and Screening process will be administered by the Accommodations Manager
 - b. Only those applicants screened by the Accommodations Manager will be granted an interview
 - c. The Interview panel will consist of the Executive Director and the Accommodation Manager. They reserve the right to select any other person to sit on the interview panel.
 - d. If an interview is positive, references will be contacted by the Accommodations Manager and depending on the feedback provided, a position may be offered to the applicant immediately.

Note: The Executive Director will ensure that an individual will not participate on an interview selection committee if any of the candidates for the position would place the selection committee member in a conflict of interest. [see Conflict of Interest Policy]

3. Orientation

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

All new employees to The Pale Horse Tipi Camp shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of the Personnel Policies and Procedures Manual and will be expected to learn its contents. New employees to The Pale Horse Tipi Camp will be required to sign off on their adherence to this employee Manual. (see Policy Adherence Form) The responsibility of the orientation process is shared among all incoming employees including management.

B. Orientation Procedure

It will be the responsibility of the Executive Director to ensure that a general Orientation is conducted for all employees prior to the commencement of the Camp operations.

It will be the responsibility of the Accommodations Manager to:

- (1) Provide new employees with an orientation specific to their workplace.

- (2) Provide on-the-job training needed for new employees to assume their responsibilities.

It will be the responsibility of new employees to:

- (1) Participate in appropriate orientation process.
 - (2) Seek information to enhance his or her orientation process.
 - (3) Complete and return appropriate forms.
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4. Employee Classifications

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

In the interest of treating all employees fairly and equitably, an employee classification system has been established. The purpose of this system is to determine the basis of pay and the benefits any employee should be entitled to.

B. Payroll Categories

1. Contract – An employee who is paid a set contract rate.
2. Staff (Hourly) – An employee who is paid an hourly wage for actual hours worked. An employee is entitled to be paid on an hourly basis if the number of hours to be worked from day-to-day is pre-set and subject to operational requirements.

C. Employment Designation

1. Full Time – A full-time position is defined as any position where the number of hours worked per week is thirty (30) hours or more.
 2. Part-Time – A part-time position is defined as any position where the number of hours worked per week is less than thirty (30) hours.
 3. Casual – A casual position is defined as any position that is not continuous from month to month or is not expected to continue beyond three (3) days
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5. Offer of Employment

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

All Employees shall sign an offer of employment outlining the terms and conditions of their employment

B. An Offer of Employment will include:

- a. Position Title
- b. Job Description
- c. Employee Classification
- d. Starting date
- e. Hours of work
- f. Description of probationary period
- g. Requirement to execute an Oath of Confidentiality
- h. Any other specific conditions which may apply
(see Offer of Employment Form)

Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probationary period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

C. Job Description Amendment

From time to time, it may be necessary to amend an employee’s job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management. (see Job Description Amendment Form)

6. Personnel Files

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

The Pale Horse Tipi Camp does collect personal information for inclusion in personnel files. This information is available only to the employee and management. This information is kept in a secure location and is the responsibility of management to ensure privacy.

B. Personnel File Content

Information which is contained in an employee's personnel file includes the following:

1. Employee Information Form
 2. Resume
 3. Offer of Employment Form
 4. Policy Adherence Form
 5. Job Description Amendment Form (if applicable)
 6. Disciplinary notices
 7. Tax forms (if applicable)
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7. Probation

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp

A. Policy Statement

Candidate hired for job openings will be selected on the basis of education, merit, ability, competence, experience and satisfactory character. Except for the Accommodations Manager newly hired employees must serve a probationary period of Five (5) days

B. Probationary Period Rationale

1. The purpose of a probation period is to:
 - a. Allow both parties (employer & new employee) time to assess suitability for employment with Pale Horse Tipi Camp
 - b. Provides an opportunity for management to assess skill levels and address areas of potential concern.
2. During the first five (5) days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice.
3. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:
 - a. Probation will end and the employee shall be considered hired
 - b. Probation may be extended for an additional five (5) days

c. Employment will end

4. Casual Labour.

A From time to time PHTC will be required to hire casual staff these members will be selected by the Owner/Operators discretion. Preferably in verbal communications or by phone.

8. Payroll Policy

Employees covered by this policy

This policy applies to all Staff and Contract employees at Pale Horse Tipi Camp.

A. Policy Statement

The Pale Horse Tipi Camp shall pay employees on a bi-weekly basis, every second Friday from the start date of employment.

Note: Advances – there will be absolutely no advances given to any employees under any circumstances

9. Hours of Work

Employees covered by this policy

This policy applies to all Staff at Pale Horse Tipi Camp

A. Policy Statement

The regular employee hours for The Pale Horse Tipi Camp shall be contingent on position. As an example, Kitchen staff are required at all meal times, custodial staff are required pursuant to cleaning schedules etc. Detailed schedules will be identified and outlined in the Letter of Offers.

Employees hired on a part time basis will have schedules determined on a case by case basis.

B. Absences

Employees are required to notify management in advance, of planned days away from the camp. Unplanned absences from the camp should be reported to management as soon as could reasonably be expected.

C. Staff Record Sheets (Employment Scheduling)

Management will record his/her staff days and hours of work on a bi-weekly control system

It will be the responsibility of each staff to sign off their staff record sheet, including a detailed listing of absences from work.

Records of actual hours of attendance will be prepared by management and submitted for payroll no later than 12:00 noon the Wednesday immediately preceding the appropriate pay day, Friday.

10. Professionalism

Employees covered by this policy

This policy applies to all Staff and Hourly employees at Pale Horse Tipi Camp

A. Policy Statement

The Pale Horse Tipi Camp is dedicated to fostering a professional image at all times. When representing Pale Horse Tipi Camp, management and staff should dress and behave appropriately; this is particularly important in positions which require employees to deal with the public. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others.

B. Profanity

Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

C. Dress Code

Supervisors and management should encourage employees to use good taste in achieving a neat and businesslike appearance.

11. Discipline

Employees covered by this policy

This policy applies to all Staff at Pale Horse Tipi Camp who have completed the probationary period.

A. Policy Statement

In order for The Pale Horse Tipi Camp to fulfill its mission each employee must perform at a level that promotes the objectives of the organization and reflect its policies. Management will make every effort to ensure employees receive the training and coaching they need to meet the high standard of professional conduct and productivity expected. The following procedure is meant to guide management

and the employee through the process of constructively improving an employee's behaviour, conduct, work habits, or performance if they do not meet the level of quality expected of camp employees at any time during the course of employment. Management is required to document all incidents of unsatisfactory performance.

In some cases this policy does not apply if an immediate termination is required.

B. Disciplinary Procedures

1. First Offence:

- a. A verbal statement of warning to an employee by Management.
- b. Discussions of verbal warnings will be clearly documented and placed in the employee's personnel file, of which the employee will be made aware.
- c. A follow-up date, set for an appropriate interval, will be arranged at which time the manager and employee can confirm whether the issue has improved or whether further discipline is needed.
- d. The outcome of the follow-up meeting will be documented and placed in the personnel file, of which the employee will be made aware.

2. Second Offence:

- a. If the behaviour/conduct/work habit/performance in question continues management will issue a written warning which will be placed in the employee's personnel file.
- b. Both management and employee will sign a copy of the warning prior to it being placed in the employee's file.
- c. A follow-up date, set for an appropriate interval, will be arranged at which time the manager and employee can confirm whether the issue has improved or whether further discipline is needed.

3. Third Offence:

- a. If the behaviour/conduct/work habit/performance in question continues the manager will terminate the employee with just cause.

12. Finance Policy

Employees covered by this policy

This policy applies to all functional aspects of the Pale Horse Tipi Camp.

A. Policy Statement

The Pale Horse Tipi Camp will ensure that all bookkeeping, accounting, payroll and any other financial transactions are managed in accordance to Generally Accepted Accounting Principles. All cheques and/or cash transactions will be recorded using appropriate accounting software. All deposits and receipts will be filed in a safe and accessible location.

Only the Executive Director will have signing authority on all cheques and will be responsible for all budgetary aspects of the Camp operations.

The Accommodations Manager will be responsible for ensuring efficiencies on accounts receivable, accounts payable and payroll as well as making deposits and issuing receipts and invoices.

13. Conflict of Interest Policy

Employees covered by this policy

This policy applies to all personnel involved in any aspect of the Pale Horse Tipi Camp

A. Policy Statement

For the purposes of this policy, Conflict of Interest shall be defined as any opportunity, benefit, decision and activity conducted by one person for the benefit of another who is a relative of that person. This policy defines relatives as parents, children, cousins, aunts, uncles, nephews, nieces, grandparents, grandchildren and legally adopted relatives.

Pale Horse Tipi Camp will make every attempt where practically possible to ensure Conflict of interest is avoided.

14. Arts and Crafts Purchasing

A. Policy Statement

The Pale Horse Tipi Camp supports the endeavors of numerous artists throughout Blackfoot country through the establishment of an Arts and Crafts Gift Shop. This gift shop is located in the camp and provides sales to camp customers throughout the summer.

Transactions relating to Arts and Crafts will be the responsibility of the Accommodation Manager.

The Accommodations Manager will have two options

1. The Accommodations Manager and the artisan will agree to a consignment rate of between 25% to 50%
2. The Accommodations Manager will be authorized to purchase any goods on a case by case basis at a valuation rate deemed applicable at the time