



EMPLOYEE HANDBOOK

2025

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1.0 INTRODUCTION

1.1 Welcome

Congratulations on your appointment to the Lakeside Golf Club “**TEAM**” (Together, Everyone Accomplishes More). It is our pleasure to welcome you, we hope that your career with us will be exciting and interesting as well as mutually rewarding. Lakeside Golf Club (“the Club”) is a semi-private club with the mandate to provide affordable, quality golf to the residents of Chestermere and area. **Our 232 members are made up of adult, senior, and junior golfing members.**

Our golf season runs from approximately April 1st to October 31st. The clubhouse caters to the needs of the golfers, and is available for outside functions and banquets. The Pro Shop offers a full range of equipment and services as well as a driving range facility. The Club is primarily your place of work; however, we want it to be a place where you feel comfortable and look forward to coming to. We believe work should be taken seriously, with employees always demonstrating professionalism, but not devoid of fun and camaraderie.

1.2 Purpose of Handbook

As you become more familiar with your fellow employees and Club operations, this handbook is designed to assist you with information about the Club, its history, daily operations, procedures and expectations. You are required to familiarize yourself with the Club’s operation, procedures, and your responsibilities as an employee.

The Club’s successes to date have been made possible through the co-operative efforts of employees and management working together toward our common goal of consistently meeting needs and expectations while developing a friendly, professional rapport with members and guests.

As you read through this booklet, please be sure to note any questions that arise. Your Department Manager/Supervisor will be pleased to answer your questions and clarify any areas of uncertainty.

2.0 MISSION STATEMENT

2.1 Lakeside Golf Club

To provide and maintain the best quality golf opportunities for all members and guests of Lakeside Golf Club (the Club) at a reasonable and affordable cost.

This mission is achieved through:

- Continual review and improvement of value-added service on the golf course, in the clubhouse, and the Pro Shop.

- Providing the membership and its guests with a sense of belonging, relaxation, and paying proper attention to their needs.
- Maintaining a fiscally responsible plan to ensure value for its members, and guests.
- Performing as a good corporate citizen, while adhering to environmental issues and legislative requirements.
- Providing employees with the opportunity to grow, develop their skills, and share in the success of the Club.
- The Club has a community responsibility.
- Needs exist to be sensitive to and respond to changing times.

2.2 Employees

To provide members and guests with a safe, clean and esthetic environment with friendly and professional service. The property, services & merchandise must be of consistently high quality, providing value every time they visit. This will be accomplished through

- Ensuring members and guests are greeted and served by a employee member displaying a welcoming smile, and demonstrating a positive, professional attitude.
- Ensuring members and guests receive prompt, courteous and professional service, by knowledgeable employees.
- Ensuring proper maintenance and cultivation of the golf course and grounds.

2.3 Things to Remember

- Take every opportunity to be a positive representative of the Club.
- You are a symbol of the golf club and its service.
- Take pride in your opportunity to serve our members and guests.
- Be a “TEAM” player.
- Don’t underestimate your worth. You are a valuable member of our “TEAM”.
- The best preparation for good work tomorrow, is good work today.

3.0 OPERATIONAL STRUCTURE

3.1 L.G. Golf Limited Partnership (the Partnership)

- Owners of all property, structures & equipment.
- Golf Course Management:
 - Sets and enforces all policies, rules & regulations
 - manages and maintains the facilitates
- Employer of all employees
- Comprised of:

○ Wayne McBean, Managing Partner	403-569-9111 Ext 203
○ Glenn Carr, Director of Golf	403-569-9111 Ext 209
○ Darlene White, Controller	403-569-9111 Ext 208

3.2 Departments & Contact Information

- 01 – Administration 403-569-9111 Ext 201
 - Manager & Workplace Respect Officer – Lynne Harder
- 02 – Maintenance 403-569-9172
 - Manager – Blair Magwood 403-991-4885
 - Supervisor – Quaid McBean 587-894-2140
 - Equipment Tech – Darcy Kowalchuk 403-901-2140
- 03 - Pro Shop 403-569-9111- Ext 212
 - Manager – Tyler Willner
 - Supervisor – Emerson Green
- 05 – Restaurant 403-569-9111 Ext 210
 - Manager – John Santos
 - Supervisor – Makenna Summerfeldt
- 06 – Back Shop 403-569-9111- Ext 212
 - Manager – Tyler Willner
 - Supervisor – Seth Wilmott
- 08 – Kitchen 403-569-9111 Ext 210
 - Manager – John Santos
 - Supervisor – Troy Simpson

3.3 Workplace Health & Safety Committee

Employer Reps:

Maintenance:

- Blair Magwood, Co-Chair 403-991-4885 bmmagwood@hotmail.com
- Quaid McBean (alternate) 587-894-2141 qmcbean6@gmail.com

Golf Operations:

- Tyler Willner 780-935-2943 tyler.willner@lakesidegreens.com

Restaurant & Kitchen:

- John Santos 587-585-1969 john.santos@lakesidegreens.com

Employee Reps:

Administration:

- Lynne Harder, Co-Chair 403-510-2394 lynne.harder@lakesidegreens.com

Maintenance:

- Matthew Piers 403-992-8788 matt.piers.lakeside@gmail.com

Golf Operations:

- Emerson Green 204-931-6854 golfshop@lakesidegreens.com

Restaurant & Kitchen:

- Troy Simpson 587-226-8504 troy.simpson400@gmail.com

3.4 Building Addresses

Clubhouse Address:

- 555 Lakeside Greens Drive, Chestermere Alberta, T1X-1C5, 403-569-9111

Maintenance Building Address:

- 408 Merganser Drive, Chestermere Alberta, T1X-1C5, 403-569-9172

4.0 CLUB OPERATIONS

4.1 Hours of operation (**opening times depend on daylight hours*)

<u>Clubhouse</u>	Open 7:30 am –10:00 pm
<u>Restaurant</u>	Opens at 11:00 am - Closes after last guest leaves the course.
<u>Half-way House</u>	Opens at 9:00 am - Closes after last group moves to 10 th hole.
<u>Office</u>	Monday – Friday 8:00 am – 4:00 pm
<u>Pro Shop</u>	Opens one half hour before the first tee time of every day. Closes after the last person is off the course.

All hours (except for Office) are subject to weather changes.

5.0 EMPLOYEE RELATIONS

5.1 Equal employment opportunities

As an equal opportunity employer, the Club endeavours to select the most qualified individuals, regardless of race, sex, creed, color, religion, national origin, age, marital status, sexual orientation, physical or mental disabilities, or status as disabled. This policy commits the Club to provide equal opportunity in all phases of employment including, but not limited to recruitment, selections, placement, transfers, training and development, promotions, demotions, compensation, benefits, lay-offs and terminations, and all conditions or privileges of employment.

5.2 Hiring of relatives

The employment of relatives (a person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage) in an organization may cause serious conflicts or unforeseen issues. In addition to claims of partiality, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although the Club has no prohibition against hiring relatives of Club members or existing employees, we are committed to monitoring situations. In the event of actual or potential conflicts, the Club will take prompt action, that may include reassignment or, if necessary, termination of employment for one or all of the employees involved.

5.3 Employee Suggestions

Our Club is always looking for more efficient ways of doing things. If you have any ideas that may improve service, reduce costs, or develop better policies and practices, we encourage you to share them with your Department Manager/Supervisor. Be assured that your suggestions will be considered.

6.0 EMPLOYMENT

6.1 Employee classification

There are two types of employee classifications being permanent salaried and seasonal hourly or salaried.

The Club has always had a number of seasonal hourly employees – persons who are working at hours arranged for the convenience of both the employee and the Club. Due to the varied conditions under which these employees work and the short duration of their employment, they are not eligible for benefits.

6.2 Employment of minors

Provincial Labour Laws have regulations governing the employment of minors. In order to strictly comply with these regulations, the Club can only employ persons who are 15 years of age or older. No employee under the age of 18 years may serve alcoholic beverages.

6.3 Employment applications

The Club relies upon the accuracy of all information contained or provided during the employment application and hiring process. Any misrepresentations, falsifications, or material omissions may result in the Club's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment without notice.

6.4 Probationary period

All employees will be considered probationary for the first 90 days of active work. The probationary period gives the employee the opportunity to determine if he/she is satisfied with the position. It also allows the Club to evaluate the employee's suitability. Neither the employee nor the Club is required to provide notice of termination during the probationary period.

6.5 Performance evaluations

Managers, supervisors, and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations will be conducted on a regular basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct areas requiring improvement, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

It is your supervisor's responsibility to make you aware of the following

- *What is expected of me?* You should clearly understand your job description and the responsibilities of your job, as they provide the basis for judging your performance.
- *How am I doing in meeting those expectations?* The formal performance evaluations should contain no surprises. It is your supervisor's responsibility to keep you informed about your performance on an ongoing basis. If you are unsure, contact your supervisor. An open and frank relationship between you and your supervisor is necessary for your job satisfaction and growth as well as for the Club's success.

- *How can I improve?* Your supervisor may recommend a particular training course, change in job design or increased responsibility to help you develop your potential. You should also discuss your ideas about your career with your supervisor. The Club has limited funds set aside for financial assistance for employees taking job-related courses at outside educational institutions. Requests for financial assistance for professional development must be supported by your supervisor and are subject to approval by management.

Performance evaluations are confidential, only you, your supervisor and the management will see the completed evaluation form, which becomes a part of your file.

6.6 Raises

It is the Club's policy that raises are earned, subject to the annual budget, and not simply given due to longevity. Where applicable, raises will be adjusted in conjunction with your annual performance evaluation.

6.7 Payroll Procedures

All employees are paid on a bi-weekly basis. All monies will be automatically deposited to each employee's bank account. Appropriate banking information must be supplied to the Administration Department upon commencement of employment.

- It is your responsibility to check your pay stub against your timecard.
- If you move let us know – T4(s) are mailed to the supplied address

6.8 Timesheets

Your timesheet is as important, it is a legal document. Provincial and Federal governments periodically review these records to ensure compliance with the law. Signing in or out for another employee, or changing time-in or time-out on any timesheet is not permitted and grounds for dismissal.

Hourly Employees must sign in at the start of every shift, and sign out at the end of every shift. Failure to do so may result in loss of wages for that day. Every time you clock in you will be required to stay a minimum of three hours.

It is not the responsibility of management or your Department Manager/Supervisor to follow-up or determine what time you started or finished your shift. Sign-in time should be the time your scheduled shift starts, it cannot be earlier unless requested and authorized with your Department Manager/Supervisor with signature. Sign-out time should be the time your scheduled shift end, and will not be later unless requested and approved by a Department Manager/Supervisor with signature.

6.9 Overtime

All hourly employees in accordance with applicable Provincial and Federal laws relating to payment of overtime. Overtime will only occur in extenuating circumstances, and must be pre-approved by your Department Manager/Supervisor.

6.10 Termination of Employment

If you decide to resign, although not a requirement, it is preferred that your resignation be in writing and include the reason(s). You must return all Club property, including uniforms and keys, prior to the end of your last day of employment. The Alberta Labour Standards Act determines the length of termination notice required based on longevity. You may request an exit interview. After your last day of work, your employment is ended. If you are rehired, you start as a new employee.

Former employees who wish to be rehired will have to meet the pre-employment requirements. Employees who are terminated should not expect to be rehired.

6.11 Personnel records

Employee records are the property of the Club and will be treated as private and confidential. This information will be released to outside parties only as listed below:

- Routine written and telephone requests from credit and lending institutions for verification of employment. The Club will verify name, employment date(s) and job title.

Requests for employee home address and/or telephone number will not be honored. These calls or inquiries will be directed to the employee, or a message will be taken for the employee.

During your employment, you have the right to view your personnel file. If you desire to do so, a written request must be made to the Administration Department.

It is your responsibility to keep the information required to manage your employment accurate and up-to-date. Inform your Department Manager or the Administration department of any change in your TD-1, address, telephone number, marital status, persons to be notified in case of an emergency, or any information necessary to keep your file current.

6.12 Maternity leave

The Club grants maternity leave based on the Employment Standards Code. If you are pregnant, contact the Administration Department for details.

6.13 Leave of absence

Occasions may arise when you desire time off due to personal reasons, bereavement, or an emergency. At your Department Manager/Supervisor's discretion, hourly employees may be granted an unpaid personal leave of absence, dependent on the length of the leave, reason for request, and type of employee (permanent full-time or seasonal part-time). Each request must be in writing and is considered individually, taking into account your work record, attendance, length of service and nature of your request.

7.0 OPERATING POLICIES

7.1 Attitude

Report for work with a positive, co-operative and professional attitude. Always be friendly, courteous and professional with members, guests, co-workers and all other persons you come in to contact with during the course of your duties. Remember that you are representing The Club, and people's perception are often based on their first encounter, which usually occurs with a frontline employee (YOU!). Ensure all interactions with people are positive and professional.

7.2 Parking

Limited parking is available for employees working in the Clubhouse in the gravel area to the right of the main parking lot. Course maintenance employee will park in the maintenance compound. When driving off the property, drive slowly and attentively. There is high pedestrian and vehicle traffic, members/guests can be quick to report any perceived discourteous or careless driving practices.

7.3 Employee uniform

Employees are expected to report for work dressed in the required attire. The employee is expected to have his/her uniform cleaned and pressed daily. Employee uniforms and name tags will be provided to all Pro Shop, Back Shop (Outside Services)/Starters, and Food and Beverage personnel at the start of each season, or hire date from their designated department manager. Outside Services personnel, Starters, and Food and Beverage servers will be supplied with 2 shirts each; if more are required the employee will be expected to pay \$25 for each additional garment. Employees are permitted to keep their uniforms at the end of the season.

- Jeans or stretch spandex are not permitted.
- Shorts and skorts must be of an approved length by management.
- Sweaters or outerwear must be clean, safe and appropriate for the occasion. Check with your Department Manager/Supervisor.

7.4 Personal appearance

Just as the cleanliness of our Club is of utmost importance, so is each employee's personal appearance. You owe it to yourself, your co-workers, our members or guests, and the Club to look your best at all times by presenting a professional appearance.

Pride in your appearance reflects your attitude to those around you. Please ensure:

- Hair is to be kept clean, neat and safe by tying it back if the length is at your collar or longer. Hair nets or hats are required in the kitchen.
- Employees who wear make-up or jewelry are asked to do so safely in moderate and non-controversial manner.
- Uniforms are provided for Food and Beverage employee and must be worn while working. Adequate accessories must be worn; i.e. belts, socks etc.
- Pro Shop employee will be expected to dress in appropriate casual athletic style apparel consistent with generally accepted golf attire. Shorts and skorts must be of an appropriate length, and spandex bottoms will not be permitted on front shop or back

shop employee. Appropriate low heeled close toe shoes or athletic shoes are required, open toe footwear is strictly prohibited.

- Outside Services and Starters/Marshals will be expected to dress in long pants or appropriate length golf shorts, and will be supplied with employee clothing which will consist of two golf shirts and one outerwear piece. Proper closed toe shoes with appropriate turf friendly sole composition are required.
- Kitchen employee will be expected to dress in long pants and closed toe, non-slip shoes. Chef's coats or smocks will be supplied. Kitchen employee will be expected to supply their own headwear, hairnets will be supplied.
- Cloths will be clean and in good shape, free of wrinkles and with no rips.
- No tank tops, sleeveless shirts or low-cut shorts allowed.
- Hats will be worn forward.
- Maintenance only: Gloves, warm clothes, and a rain suit are recommended; you will be required to work in all kinds of weather.
- Shoes must be appropriate; no open toed shoes will be permitted in any department except Administration.
- Smoking is permitted in designated areas only, and only on designated breaks.
- Wash hands after every use of lavatory, sneezing, facial contact, including eating or smoking.
- Proper hygiene is essential. Daily showers and the use of a good deodorant are a must.
- DO NOT CHEW GUM OR EAT WHILE IN THE VIEW OF CUSTOMERS.

As a Restaurant, Pro-Shop or Back-Shop employee, you have the most direct contact with Members and guests, the QUALITY and STANDARDS of the CLUB may be judged by your appearance, attitude, and actions; as well as the quality of the food, merchandise and atmosphere.

Your professional appearance, conduct and quality of service are essential for our collective success. Confidence and loyalty to the Club that employs you, as well as respect for everyone you interact with is essential to a good working relationship.

PROFESSIONALISM REFERS TO THE PRIDE ONE TAKES IN ONE'S WORK, and it is very much a matter of attitude.

7.5 Locker policy

The Club may, subject to availability, assign lockers to employees. These lockers are provided solely for the employee's temporary storage requirements. The Club reserves the right to inspect and search any package, purse, gym bag, luggage or any other such container an employee brings into or takes out of the Club. Refusal to comply with the conditions of this policy may result in loss of locker privileges, employment suspension or termination.

Maintenance Employees Only:

- You will be assigned a locker and supplied with a hardhat and one set of safety glasses.
- You are responsible for your hardhat and glasses; only one free set of each will be supplied to you by the golf course.

- A replacement fee of \$15.00/hardhat and \$9.00/pair of safety glasses will be charged if you need to replace these items.
- Hard hats are mandatory and **will always** be worn by the employee.
- It is your responsibility to keep your hardhats, safety glasses and other personal belongings when not in use. The Club is not liable for any lost or stolen items.

7.6 Schedule flexibility

Due to the nature of the golf business, a successful Club must have a flexible and versatile workforce. Your co-operation will be expected in the following:

- Be prepared to work weekends and statutory holidays.
- Be prepared within reason, to work shorter or longer hours than scheduled.
- Be willing to cover positions or schedules other than your own.
- Be prepared to perform duties not directly related to your daily routine, but related to the general cleanliness and upkeep of the facilities.

7.7 Attendance and punctuality

Being on time is essential to the efficient operation of your department and the Club. Attendance is especially important as evidence of your interest in your job.

You are responsible to be ready for work at the scheduled start time. Employees are encouraged to report for work at least 10 minutes prior to their scheduled start time. This allows time to become knowledgeable about daily activities, retrieve clothing or hardhats etc., and be ready to start at the time posted on the schedule or attend the morning meeting. Employees wishing to change into their uniform or eat prior to their shift must do so on their own time prior to clocking in.

Phone number for the maintenance building is supplied. If for any reason you cannot make it to work or are going to be late a phone call to explain why is mandatory.

Tardiness is viewed as a lack of interest and commitment and will not be tolerated. In the rare instances an employee cannot avoid being late or unable to work as scheduled, the employee must notify their Department Manager/Supervisor as soon as possible.

A record of excessive lateness, or absenteeism, will be a factor in appraising your dependability and could lead to disciplinary action up to and including termination.

7.8 Work schedules

Schedules are prepared by your Department Manager/Supervisor and posted each week. **It is your responsibility to check your schedule, and report for work on time.** Know the week rotation; know which manager is on that weekend, text or call them

Employees requesting time-off:

- Must complete a Holiday/Time Off Request Form listing the schedule date(s) and time(s), the replacement employee(s).
- Do not text or email your Department Manager/Supervisor to request time off, a holiday form must be filled out

- The Holiday/Time Off Request Form must be approved by your Department Manager 3 days PRIOR to the requested date and time.
- You must arrange for a qualified replacement employee to cover all of the shifts you will be absent for.
- You are responsible for the employee replacing you, ensure they reliable and able to perform your required duties.

Employees are not permitted to exchange shifts with another employee without the prior authorization of the Department Manager/Supervisor. No authorization for exchanging shifts will be granted unless the exchange can be accomplished without interference to operations and without either employee working overtime.

7.9 Illness and emergencies

If you are unable to work your shift due to personal illness or family emergency, please notify your Department Manager/Supervisor as soon as possible, so that a replacement can be found.

There is no provision for paid sick leave for seasonal employees. Employees requesting to leave early as a result of not feeling well will only be paid for the hours worked. A doctor's certificate may be requested for absences in excess of 3 days.

7.10 Time-off

Employment is seasonal (for the duration of the golf season). Employees are expected to be available for their scheduled work shift, including weekends and statutory holidays.

If a specific day or days off are required, the employee must submit a "time-off" request stating the desired dates, and the reason for the time-off to the Department Manager/Supervisor. Consideration will be given to occasional time-off requests, and may be granted subject to scheduled events at the Club during that time period, as well as the frequency of time-off requests for a specific employee. Requests must be received at least 7 days in advance and will be based on a first come, first serve basis. Department Manager/Supervisor will do their best to accommodate your request, however, a request may be denied if:

- Scheduled Events at the Club require you to work your scheduled shift.
- The requested time-off has already been granted to another employee.
- An employee has had several prior time-off requests approved.

7.11 Honesty policy

The honesty and integrity of every employee is essential to the well-being and continued high performance of the Club. Acts of dishonesty by anyone involving Club property cannot be tolerated. Accordingly, it is the policy of the Club to take all reasonable steps to prevent and detect such acts and, when they are committed, to immediately terminate and prosecute the offenders. Each employee has a responsibility to report any individual and/or actions which constitute, or which the employee feels may constitute, dishonesty, theft, embezzlement, etc. "Protection" of fellow employees who are suspected of violating this policy will not be condoned. Any employee who has information about actions, which are

suspected to be in violation of this policy, should contact their Department Manager/Supervisor. All such matters will be treated with strict confidentiality and the identity of the employee will remain anonymous.

7.12 Cell phone, Tablet and Laptop usage while on duty

The use of cell phones, tablets, and laptop computers for personal reasons is prohibited while on duty, except when the use of such devices is approved by the Department Manager/Supervisor, necessary for the employee to properly carry out the duties of their job, or in the case of an emergency. You are otherwise expected to put your phones away while on duty and use it only during scheduled breaks.

7.13 Employee rest or meal break

Employee rest periods and meal breaks may only be taken with the knowledge and authorization of your immediate Department Manager/Supervisor. During any shift in excess of 5 consecutive hours of work, an employee is entitled to at least 30 minutes of unpaid rest.

The 30 minutes rest period can be taken in one unbroken period, two 15-minute periods, or three 10-minute periods. Breaks will be determined with your Department Manager/Supervisor and may be taken in DESIGNATED AREAS. We encourage you to take advantage of the Employee Discount on menu items.

Employees must notify their immediate Department Manager/Supervisor if they need to leave their workstation for any reason.

7.14 Employee meals

All employees will receive a meal discount of 25% off menu prices and fountain beverages cost a \$1.00 during work hours only. **Employee must inform Food & Beverage employees prior to ordering food.**

7.15 Smoking

Employees are not permitted to smoke in the building nor within 3 meters of the building and only in the designated areas outside. Please use the container supplied for extinguished materials at each of these locations.

7.16 Breakage

Carelessness can be very costly, please use caution when handling Club property and equipment and report any waste or broken equipment to your Department Manager/Supervisor.

7.17 Lost & Found

The Club's commitment to service extends to its lost & found items being returned to their rightful owners.

The Club has two lost & found locations, the Restaurant and the Pro Shop. All items are held for one golfing season. At the conclusion of the golfing season items are either thrown out, or in the case of golf clubs, cut down and donated to the junior program.

7.18 Club & Course Etiquette

- At every opportunity welcome Members & guests to the Club.
- Customer service starts when the customer drives in and ends when they drive out
- Always be aware of where golfers are.
- Do not interrupt a golfer when he/she is in their stance to hit the ball.
- Cell phones are to be used at break times only.
- Do not drive past golfers when they are addressing the ball, stop and wait at an appropriate distance.
- Stay far enough away for your own safety.

Maintenance Employees:

- Always stay on the cart paths travelling to and from jobsites. No short cuts.
- Do not drive or mow through mud puddles.
- Do not drive on greens or tees unless cutting them.
- Avoid approach areas to greens if possible
- When cutting rough make sure you take down, cut, and replace the rope and pegs before moving on to a new area.
- When working around golfers:
 - Stop what you are doing and let golfers play through.
 - Make sure machines, equipment and tools are not in the golfer's way.
 - Make sure you take the appropriate action(s) to protect yourself.
 - Be still and quiet.
- When running equipment around golfers:
 - Stop and idle machines down until golfers play through.
 - Do not shut machines off unless asked to.
 - When working around the green extra attention to the golfer is required.

7.19 Equipment

- All damage done to machines or tools **must** be reported to a Department Manager/Supervisor by the end of that workday.
- All damage **must be reported** on the appropriate form before the end of the day.
- Always check oil and fuel levels before running any machine.
- Always make sure to use the safety equipment listed in the Hazard assessment sheets supplied to you.
- All utility vehicles, mowers, carts will be cleaned, and all tools will be put back where they belong at the end of the day.
- Sunflower seeds are not allowed on golf course.

Maintenance Employees:

- Earbuds:
 - You may only have 1 earbud in.
 - You must be able to hear other noises when operating a machine.
 - If we can hear your music when we approach you the music is too loud.
 - The use of earbuds at work is a privilege not a right – please follow the rules or we will revoke this privilege.

- If using an earbud, you must follow the required PPE for the other ear.
- Earbuds (1) hooked to a phone may be used as long as attention is paid to both how the machine is running as well as to the golfers. Failure to do this will result in earbuds not being allowed on any machine.

7.20 Complaint resolution procedure

In the event job-related problems or complaints arise, or you feel you are not being treated fairly, the following is the process for resolution. This procedure removes fear of reprisal and that your issue(s) will be taken seriously and handled as confidentially as possible. The three steps below are essential in opening communication (see organizational structure) and must be followed to allow discussion and/or resolution:

- Step 1** Talk to your Department Supervisor. In the event you are not comfortable approaching or speaking to your Department Supervisor, as that may be where you feel an issue(s) exists, proceed to Step 2.
- Step 2** If the issue cannot be discussed with your Department Supervisor, or if you are not satisfied with the resolution provided by your Department Supervisor, talk to your Department Manager.
- Step 3** After discussing the issue(s) with your Department Manager, if you are not satisfied the issue(s) have been handled appropriately, directly contact the Director of Golf.

You should never hesitate to use this procedure. It has been established because both you and the Club benefit when **issue(s)** are brought to the attention of concerned management. It **is** an integral part of the communication process and **all parties** have a right and a responsibility to make it work.

7.21 Dealing with an Emergency

used in conjunction with the requirements listed in the WHS Manual

7.21.1 Medical Emergency in parking lot or on course:

- 1) First employee on scene will assess situation and, if qualified, administer appropriate first aid.
- 2) Contact the Pro-Shop, advise of precise location and type of emergency.
- 3) If Marshall is on course, direct them to the location of the emergency.
- 4) Make a decision as to whether 911 needs to be notified, is yes call immediately.
- 5) If 911 WAS called:
 - (a) Pro-Shop Manager/Supervisor or designated employee will meet the ambulance in the parking lot to direct them to the appropriate location.
 - (b) Keep this designated employee updated with pertinent information as it becomes available.
 - (c) If emergency vehicle(s) must proceed onto the course, the Pro-Shop Manager/Supervisor or designated employee will either:
 - (i) ride with the ambulance to direct them to the location or
 - (ii) have a cart which the ambulance can follow.

- 6) If 911 was NOT called:
 - (a) make determination on the seriousness of the emergency.
 - (b) An employee qualified in first aid & use of an AED will immediately proceed to the location with a first aid kit, AED unit and communication device. (Consideration should be given as to whether any higher trained medical personnel, doctor/nurse/paramedic, are in the general clubhouse area or on the course.)
 - (c) Make a determination of how to transport individual back to the clubhouse.
 - (d) If situation escalates and 911 is required, one of the employees on scene will call 911. Refer to **5)** above for process.

7.21.2 Medical Emergency In Clubhouse

- 1) First employee on scene will assess situation and if qualified, administer appropriate first aid.
- 2) Contact nearest Department Manager/Supervisor, advise of precise location and type of emergency and if not qualified in first aid, immediately request an employee with first aid and a first aid kit.
- 3) Make a decision as to whether 911 needs to be notified, is yes call immediately.
- 4) If 911 WAS called:
 - (a) A Department Manager/Supervisor or designated employee will meet the ambulance in the parking lot to direct them to the appropriate location.
 - (b) Keep this designated employee updated with pertinent information as it becomes available.
- 5) If 911 was NOT called:
 - (a) Make determination on the seriousness of the emergency.
 - (b) An employee qualified in first aid & use of an AED will immediately proceed to the location with a first aid kit, AED unit and communication device.
 - (c) Consideration should be given as to whether any higher trained medical personnel, doctor/nurse/paramedic, are in the general clubhouse area.
 - (d) If situation escalates and 911 is required, one of the employees on scene will call 911. Refer to **4)** above for process.

7.21.3 Non-Medical Emergency in the Clubhouse

- 1) First employee on scene will assess situation.
- 2) The Fire Panel is located by the main Clubhouse doors. It will show you the area where a possible fire may be.
- 3) Contact nearest Department Manager/Supervisor, advise of precise location and type of emergency.
- 4) Make a decision as to whether 911 needs to be notified, is yes call immediately.
 - 4.1) If 911 WAS called:
 - (a) All individuals in the Clubhouse will be evacuated immediately and directed to the **Muster Point**, the sign is on the fence on south west side of the property. Individuals will not be permitted to go to their vehicles to ensure emergency vehicles are not impeded entering the parking lot.
 - (b) A Department Manager/Supervisor or designated employee will meet the emergency vehicle(s) in the parking lot to direct them to the appropriate location.

- (c) Keep this designated employee updated with pertinent information as it becomes available.
- 4.2) If 911 was NOT called:
 - (a) Make determination on the seriousness of the emergency and require action to mitigate emergency.
 - (b) If situation escalates and 911 is required, one of the employees on scene will call 911. Refer to 4.1) above for process.

7.21.4 Shelter-in-Place Advisory – Severe Weather / Hazardous Air

Plan for different situations, working outside or inside, working alone. Each situation will require a different approach. Thunderstorms and tornadoes occur frequently across Alberta. They can be unpredictable, move quickly, and cause widespread devastation.

Department Managers and Supervisors are required to keep up-to-date on expected weather for the day.

If a severe weather warning is issued by Environment Canada, all employees will be immediately be notified by their Department Manager or Supervisor to get or stay inside of the Clubhouse.

If a shelter-in-place advisory is issued by Environment Canada, all employees will be immediately be notified by their Department Manager or Supervisor to:

- Get indoors immediately, if you are on course proceed to the closest Club building.
- If possible, take shelter on the lowest level in a small windowless room such as the locker-rooms, or yoga studio, etc.
- Assist anyone that may be in need due to mobility or health issues.
- If you are unable to get to a lower level, take shelter in a small room in the middle of the level, such as a bathroom, closet or under a heavy table or stairwell.
- The Department Manager/Supervisor must ensure everyone remains sheltered-in-place until the warning has been lifted.
- If you are unable to get indoors:
 - Find nearby shelter in a building with a solid foundation or beside a solid foundation.
 - During extreme winds or a tornado, take cover in a ditch, culvert or low-lying area immediately.
 - Lie down flat and be ready to move in the case of flooding.
 - Avoid places that may attract lightning such as standing water, metal, mobile equipment, power lines and trees.
 - Do not shelter under bridges or overpasses due to risk of flooding and high winds.
 - Cover your head and neck with your arms to protect yourself from flying debris or hail.
 - Remain sheltered-in-place until the warning has been lifted.

8.0 BENEFITS

8.1 Vacation

Hourly employees will receive the established percentage of 4% of their regular hours as set by the employment standards act as vacation pay, which will be included in each pay period.

8.2 Statutory Holidays

Remuneration for general holidays will be in accordance with the Alberta Labour Employment Standards Act. Employees working on a general holiday will be paid at a rate of 1½ times their hourly rate of pay for the hours worked. Employees will also receive statutory holiday pay in accordance with the Alberta Labour Employment Standards Act.

These **are the** statutory holidays that may affect you for 2025:

- Good Friday – Friday March 29
- Victoria Day – Monday May 20
- Canada Day – Monday July 1
- Labour Day – Monday Sept 2
- Thanksgiving Day – Monday October 14
- Remembrance Day – Monday November 11

NOTE: Heritage Day (first Monday in August) is **NOT** a statutory holiday.

8.3 Workers' Compensation

Workers Compensation provides payment of medical services and a reasonable part of lost wages to employees for injuries arising in the course of their employment.

It is important to immediately report any work-related illness or injury (no matter how minor) to your Department Manager/Supervisor. A detailed report must be filed within 72 hours to prevent the possibility of loss or reduction of benefits that you may be entitled to, and will enable you to receive emergency treatment, if required. The coverage is provided by the Club.

8.4 Golf Privileges

The Club permits employees to play golf providing they adhere to the following rules.

1. **Dress Code** - Proper golf attire must be worn at all times. Golf slacks and dress shorts must be worn or shorts at a minimum length of 7 inches from the inseam. Men must wear a polo golf shirt with both sleeves and collar. Ladies golf shirts with no sleeves must have a collar, shirts with no collar must have sleeves. Proper footwear must be worn. Denim jeans, cutoffs, tank tops, shirts or any outfit with inappropriate slogans are strictly prohibited. Employee uniforms are not acceptable while golfing.
2. **Booking & Green Fees** - Employees may play, at no charge, as a walk on at any time Monday to Thursday, Fridays before 8 am and after 6 pm, and weekends and holidays after 12 pm, when there is availability. At all other times, employees pay 50% of the regular green fee price. Employees has the option of booking a tee time and paying 50% of the regular price.
3. **Check-In: You must check in** at the Pro-shop PRIOR to using the range or starting your round, be courteous and insure you introduce yourself as an employee.
4. **Practice Facility** - Use of the driving range and putting greens is permitted providing members and guests are not waiting for a stall to become available.

5. **Power Carts** – Employees are encouraged to use pull carts. Power carts can be used if you are 16 years of age with a valid driver’s license. There will be no charge for a cart but it is subject to availability and at the discretion of the Head Professional.
6. **Abuse of Privileges** - Abuse of the foregoing rules could result in the withdrawal of golf privileges.



9.0 EMPLOYEE ACKNOWLEDGEMENT FORM

The 2025 Employee Handbook details important information and policies pertaining to the Lakeside Golf Club and I understand that I should consult the Department Manager/Supervisor regarding any questions not answered in the handbook.

Since the information, policies, and benefits described herein are subject to change, I acknowledge that revisions to the handbook may occur. I understand that revised information may supersede, modify, or eliminate existing policies. The Club has the ability to adopt any revisions.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor legal document. I have received the Employee Handbook, and I understand that it is my responsibility to read and comply with the policies contained therein and any revisions made to it.

Employee's Name (print legibly)

Department Managers Name

Employee's Signature

Department Manager's Signature

Date (MM/DD/YY)



10.0 MAINTENANCE EMPLOYEE HARD HAT AGREEMENT

Alberta Occupational Health and Safety advises the use of a hard hat while working on a golf course. The Club requires the use of a hard hat while working on the golf course.

This form of head protection is for your safety and will be a **mandatory** item to be worn at all times during working hours.

Some claims may not be supported if proven that head protection was not worn.

One hard hat will be supplied to the employee upon commencement of his/her employment.

Failure to adhere to this policy will result in termination of employment.

I have read and agree to comply with the Lakeside Golf Club Hard Hat policy.

Employee's Name (print legibly)

Department Managers Name

Employee's Signature

Department Manager's Signature

Date (MM/DD/YY)