

# **Trinity Western University**

## **STUDENT EMPLOYMENT HANDBOOK**

Published by:

The Student Success Centre

Human Resources

Trinity Western University

7600 Glover Rd.

Langley, BC V2Y 1Y1

Phone: (604)513-2017 Fax: (604) 513-2061

Trinity Western University does not discriminate on the basis of race, colour, national or ethnic origin, age, sex, marital or family status, pardoned conviction, nor physical or mental disabilities. Providing full information as requested will assist us in considering you for the position that best fits your God given abilities and experience and matches your qualification with the University's needs.

This handbook is available on-line at:

<http://www.twu.ca/career>

## **WELCOME**

Dear Student:

Welcome to a thriving, unique organization: Campus Student Employment. We hope you find your work experience both pleasant and rewarding. As you will soon learn, one of the most important benefits of your job will be the personal growth experienced through working. You will find your employment can be an asset to your lifelong learning experience.

The information in this handbook has been compiled to answer questions regarding the policies, procedures, and general rules that govern on-campus, part-time employment for student assistants at Trinity Western University (TWU). Although the information in this handbook is in effect at the time of publication, future changes in policies and procedures may be necessary. When such changes occur, student employees and supervisors will be notified.

If you have questions, comments and/or suggestions concerning any of the information in this handbook, you may contact the Human Resources Associate, Student Success Centre at (604) 513-2121 ext. 3616, or by e-mail at [abraham.jacob@twu.ca](mailto:abraham.jacob@twu.ca)

Sincerely,

Abraham Jacob  
Human Resources Associate  
Human Resources Office – Trinity Western University

## **Congratulations!**

As a student employee at TWU, you are of approximately 600 student employees, who keep the University's offices, libraries, labs, and facilities operating smoothly. Similarly, on-campus employment often becomes an important part of students' lives, not only as a source of income but as a way to expand their knowledge, skills, experiences, and friendships. Additional benefits may include:

- Scheduling work hours around classes.
- Becoming more involved with campus life.
- Establishing networking contacts.
- Enhancing academic and career goals.
- Exploring different work opportunities.

You may be somewhat nervous about starting your job, have concerns/questions, such as:

- What are my duties?
- How do I dress?
- What if I don't know how to do something?

Relax. We hope this handbook will help you feel at ease about these concerns by giving you a good understanding of what you can expect from your job and what will be expected of you.

**After reading your STUDENT EMPLOYMENT HANDBOOK, please save it for future reference.**

## **YOUR NEW EMPLOYER**

### **Trinity Western University**

#### **History**

Trinity Western University began as the dream of a number of Evangelical Free Church leaders who felt deeply that all people deserve, and many prefer, the option of university training in an Evangelical Christian context. It seemed an impossible endeavor to launch an Evangelical Christian Liberal Arts College in Western Canada, but in 1962 the College opened with seventeen students. Dr. Calvin B. Hanson was the founding president, serving until 1974. Reverend Dr. David E. Enarson, was a founder and the first Board chairman. Today the dream has become a reality – the hopes and prayers of hundreds of men and women who have supported and shaped the institution through the years have been realized many times over.

The University operated for its first decade as “Trinity Junior College”, with a two-year university transfer program. In 1972 the name was changed to Trinity Western College. The Trinity Western College Act was further amended in 1977 to allow for a four-year university program. Finally, in 1979, the Act was amended again to allow the new university to grant baccalaureate degrees. The first students to receive such degrees graduated in April, 1980.

In 1984 Trinity Western College was recognized by the Association of Universities and Colleges of Canada (AUCC), when it was admitted to full membership. In October, 1985 the Province of British Columbia changed the institution’s name to Trinity Western University.

Since 1962 Trinity Western has continued to build a reputation for quality university education. Programs have been continuously improved and develop in accord with Trinity Western’s own conception of evangelical Christian university education, and in consultation with representatives of other universities.

## **YOUR JOB**

### **Academic Responsibility**

As a student employee of the University, you should view your employment as secondary to academics. Although your employment will be a meaningful part of your University experience, it should not interfere or be detrimental to your academic studies.

As an Undergrad student you are permitted to work a maximum of 10 hours a week. You should consult with your supervisor if your workload or schedule creates a problem with your

academics. All departments will work with you to rearrange or reduce work schedules around academic commits such as final exams.

### **Mandatory Grade Point Average**

As a student employee, you must maintain a cumulative 2.0 grade point average. Students whose cumulative **GPA falls below 2.0 will be terminated.**

#### **Appearance**

Student employees are expected to dress appropriately and in a manner consistent with the university's public interests. Student employees working at a front desk are expected to dress professionally and in a manner that is inoffensive to the public that you are serving.

- Shoes must be worn at all times
- Everyone must wear shirts (including those working in Grounds, Maintenance and on Paint crews).

#### **Conduct**

Since TWU employs many students, extended conversation and socializing can be distracting to others and disrupt work. Please discourage friends and family from visiting you at work.

**Please understand that employment may be terminated for any of the following reasons:**

- Insubordination
- Theft
- Entering an unauthorized area at any time
- Wasting materials
- Willful violation of safety regulations
- Continued failure to perform assigned duties
- Negligence
- Falsifying records, reports or information
- Intoxication or drinking on the job
- Habitual absence or tardiness
- Unauthorized absence from assigned work area

- Willful damaging of equipment or property
- Gambling
- Sleeping while on duty

### **Confidentiality of Records**

Student employees are required to maintain TWU's confidentiality policy. All student employees are in a place of significant trust and responsibility, which may include access to confidential information as part of their job duties. Student Employees are required to abide by the policies governing review and release of student education records. The Privacy Act mandates that information contained in a student's education records must be kept confidential, including:

- Student's Class Schedule
- Academic Transcripts
- Grade/GPA Information
- Student ID number
- Social Insurance Number – may not be given out or posted in any manner

Student Employees are also required to maintain the confidentiality of other information they may have access to, such as that related to employees, donors, parents, grants, alumni, registrants and others involved with TWU.

**Records must be treated confidentially and professionally. Any student employee who provides confidential information to anyone outside their specific department will be terminated immediately.**

Student Employees must constantly exercise wisdom and discretion in what is said to whom so that others are not compromised in hearing confidential information they should not be privy to. Follow these guidelines to prevent pressure on yourself concerning access to records.

- 1) Do not let friends, relatives or acquaintances know you have access to confidential data.
- 2) Do not use computer terminals or files for any purpose other than to perform functions assigned to you by your supervisor.
- 3) Report to your supervisor anyone's attempts to gain unauthorized access to information.

Student Employees who improperly access or use confidential information will be subject to disciplinary action, up to and including dismissal and legal action, even if they do not actually benefit from the access, use, or disclosure of this information.

### **Continuing Employment**

If you do your job well, the department that you work for may continue to employ you during the next academic year. A student employee that continues with the same department has the opportunity to advance to higher levels of responsibility, better pay, and more challenging work. However, continued employment is never guaranteed. The University reserves the right to make changes in staffing and programs as needed.

### **Drug-Free Workplace Policy**

The following are required of the university and its employees:

- 1) An employee shall notify his or her supervisor or other appropriate management representatives of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
- 2) The University shall notify any federal contracting agency within ten days of having received notice that an employee engaged in the performance of such contract or grant has had a criminal drug statute conviction for a violation occurring in the workplace.
- 3) The university will take appropriate personnel action against any employee who is convicted for a violation occurring in the workplace or will require the employee's satisfactory participation in a drug abuse assistance or rehabilitation program.

### **E-Mail Policy**

E-mail information is defined as a public record. E-mail created or received by TWU employees in connection with official business, which perpetuates, communicates or formalizes knowledge, is subject to the public records law and open for inspection.

### **Giving Notice**

A two-week notice is generally considered to be a good business practice, so it is important for you to notify your supervisor two-weeks in advance if you decide to resign from your position. If you are unable to give a two-week notice, it is advised that you consult with your supervisor as soon as you know that you cannot keep your work commitment.

## **Grievance Procedures**

Because TWU encourages informal resolution of grievances and complaints, your immediate supervisor is available to help you resolve any work-related concerns or misunderstandings.

## **Performance Evaluation**

Your supervisor should evaluate your performance at the termination of each Employment Agreement period. If your work is unsatisfactory, you may be evaluated sooner.

## **Occupational Health & Safety Procedures**

Safety of all employees cannot be stressed enough. Occupational, Health & Safety will be in place for all departments. This Plan will cover the following: Employer Responsibilities, Employee Responsibilities, Employee Rights plus Workplace & Safety Policies, Procedures and Practices.

Be Aware: Always be aware of your surroundings. Try to anticipate any problems and move to correct them as quickly as possible.

Think Prevention: Take an active role. Use equipment correctly and survey activity area for potential hazards.

Think Safety: Above all be aware of safety in any activity that you may be involved in.

It shall be the responsibility of students to fully cooperate in ensuring the University meets our health and safety objectives. Students shall conduct University activities in a manner which protects their health and safety and that of our campus community.

Occupational Health and Safety at TWU is a shared responsibility – it rests with all levels of management, each employee, and our students. In our endeavor to maintain a healthy work environment, we support active and ongoing employee education and involvement in all aspects of health and safety.



## Safety & Injuries

# WHAT TO DO WHEN AN EMPLOYEE IS INJURED

1. **Seek medical attention**, call for medical assistance and transport the injured employee to the nearest location where medical treatment can be obtained.

Depending on the type of injury:

- a. Call First Aid (Security Department) at extension **2099** for medical assistance, and let the First Aid assistant decide what to do, and/or
- b. Call **911** for life threatening injury.
- c. Inform supervisor and give details of injury

**Responsible - All TWU employees**

2. If the injured employee seeks:
  - a) First aid treatment from a TWU first aid attendant, the attendant must complete a ***First Aid Record form*** and ***Occupational First Aid Patient Assessment form***
  - b) Treatment from a physician, the physician will complete a ***Physician's Report (form 8/11)***

**Responsible - First Aid Attendant / Physician**

3. After informing his/her supervisor, the employee needs to complete and submit to HR department a signed copy of ***Worker's Report of Injury or Occupational Disease to Employer (form 6A)*** which can be found at <http://www.worksafefbc.com/forms/assets/PDF/6a.pdf> or from HR/ supervisor

**Responsible – Employee**

4. Complete and send the *Employer's Report of Injury or Occupational Disease (Form 7)* to WorkSafeBC (via on-line, fax or phone call). Employer must report an accident to WorkSafeBC *within three business days* from the time the employee informs the employer or employer has become aware of the accident.

**Responsible - HR**

5. Report fatalities and serious injuries immediately to WorkSafeBC Prevention Emergency Line at **604 276-3301** in the Lower Mainland or toll-free **1 888 621-7233**.

**Responsible – HR, Supervisor**

6. Provide the employee with the *'Return to Work is Good Therapy'* and *'Return to Work is Good for Recovery'* booklets by WorkSafe BC if applicable, *physical demands analysis of their work; at least a copy of position description* if applicable.

**Responsible – HR**

7. In the event that an employee misses time from work due to an injury arising out of employment, ensure the worker reports their time missed to HR, who reports it to WorkSafe BC.

**Responsible – Employee, HR**

8. Once the claim is accepted by the WorkSafe BC board, keep communicating with employee, supervisor, HR, WorkSafe BC and Health Care Provider.

**Responsible – All who are involved**

## **HARASSMENT POLICY**

### **Policy Statement**

The University is committed to providing a community in which all individuals are treated with respect and dignity, free from harassment. The University considers harassment a

serious offence and will not tolerate harassing behavior that may undermine the respect, dignity, self-esteem, or productivity of any student, faculty, staff or administrative member.

The University encourages students, faculty, staff, and administration to come forward with complaints. Unless complaints are reported and resolved, it is very difficult for the University to maintain a harassment free community.

Breaches of this Policy are considered to be a breach of the University's Responsibilities of Membership Statement.

### **Seriousness**

All complaints of harassment will be taken seriously and will be addressed in a confidential, impartial and timely manner. It is imperative that all students, faculty, staff, and administration understand the seriousness of any violation of this Policy. Violation of this Policy will not be tolerated and may be a disciplinary offence.

### **Who is covered by the Policy?**

This Policy applies to all students, faculty, staff, and administration attending or working for the University, regardless of seniority or position.

### **Where does this Policy apply?**

The Policy is not restricted to the University's campus and educational activities. It applies where there is a sufficient relationship between the conduct or comment, about which complaint is made, and the functioning of the University as an institution.

### **What is harassment?**

Harassment must be defined within the context of TWU as a distinctive evangelical Christian university. Section 41 of the BC Human Rights Code applies, which in general terms indicates:

- *An organization or group such as Trinity Western must not be considered to be contravening this Code because it is granting a preference to members of the identifiable group or class of persons.*

Thus, section 41, in addition to the common law principles governing religious freedom and freedom of expression, establishes an important foundation for an institution such as Trinity Western University in maintaining its unique perspective, spiritual and academic goals, and enforcement of its Responsibilities of Membership Statement. Behavioral requirements and questions posed by University officials of students, staff, faculty, or administration that relate to the Responsibilities of Membership Statement, when posed in an appropriate manner, do not constitute harassment. The key principle at all times is to honour the upholding of a person's dignity within the parameters of the campus Christian community.

Within these provisions then, harassment is defined by this Policy as conduct or comment, which ought reasonably to be known to be objectionable or unwelcome, and serves no legitimate work or education related purpose and which:

- Detrimentally affects people within the work or educational environment; or
- Has adverse job or education-related consequence, such as reduced job security or a negative impact on a student's or employee's advancement.

Harassment is further defined as, but not limited to, one or a series of incidents involving comments or actions when:

- Such conduct might reasonably be expected to cause insecurity, discomfort, offence or humiliation to another person or group;
- Submission to such conduct is made either implicitly or explicitly a condition of employment or education;
- submission to or rejection of such conduct is used as a basis for any employment or education based decision including but not limited to, matters of promotion, raise in salary, job security, grades, or benefits affecting the student, faculty, staff, or administrative member; or
- such conduct has the purpose or the effect of interfering with a person's work or educational performance or creating an intimidating, offensive, or poisoned environment.

Harassment does NOT include actions occasioned through exercising in good faith the employer's managerial/supervisory rights and responsibilities, or the good faith academic decisions of the faculty/staff/administrative member.

### **How do you assess whether conduct constitutes harassment?**

In assessing whether conduct constitutes harassment, the University will adopt the legal standard of the reasonable person; that is, “what would the reasonable person think?” The question is not whether the alleged harasser intended to offend, but rather, what would be the effect of his/her conduct on the reasonable person.

### **Telephone Etiquette**

The following instructions may be used when answering a departmental phone call:  
Greet the caller- “Good morning (afternoon, evening), followed by department name.

Introduce: “This is ...”

Fact-finding question: “How may I help you?”

### **Cell Phones**

You are not allowed to have or carry your personal cell phone with you while working a scheduled shift. If you do bring your cell phone, you need to turn it off and store it with your belongings. If violation of the cell phone policy occurs, disciplinary action may follow.

### **Work Hours Absences**

If you know in advance that you will be late or absent from work, it is your responsibility to notify your supervisor. If you have something unexpected happen that will make you have to miss work or be late, you must contact your supervisor to let them know when you expect to return to work.

### **Maximum 10 Hours/Work**

The maximum hours that Undergrads are allowed to work are 10 hours per week cumulative (in all jobs) for Fall and Spring Semester.

### **Scheduling Work Hours**

Let your supervisor know in advance if you need to work fewer hours or plan to take some time off. Plan to make up any work you miss. You will have some flexibility in scheduling work around your class schedule, but remember to discuss any schedule changes with your supervisor by the first day of class each semester.

## **YOUR PAY**

Audit procedures require that the Employment Packet, which contains all appropriate federal and provincial forms, be complete and on file with the Payroll Office before time records can be processed. Time records must be submitted to the Payroll Office by 12:00 pm on the specified days of each month. If the Employment Packet is incomplete or missing information, it may delay the processing of timesheets which will result in delay of scheduled pay.

***All student employees are required to select Direct Deposit or Cheque during completion of the Employment Packet.***

- **Direct Deposit** is for those employees who have or plan to establish a savings or chequing account with a banking institution of their choosing. You will need to present a voided check or an official print out of your banking information by your bank
- **Cheque** is for those employees who opt not to have a banking relationship with any banking institution.

## **Taxes**

All earnings are subject to provincial and federal income tax regulations. Students, who earn less than \$9,869.00 Provincially and \$11,138 Federally from all employment are exempt from paying income tax. All students must pay into Employment Insurance and Canada Pension Plan. These deductions will be taken through payroll.

## **YOUR SUPERVISOR**

Your supervisor's primary responsibility is to provide you with adequate guidance, training and support. The following details some of the responsibilities of your supervisor:

- 1) Provides a job description that includes the purpose of the job, the duties and responsibilities, and the name of the student's supervisor.
- 2) Allocates job assignments. If you are scheduled to work, expect a work assignment to be ready for you to complete during the scheduled hours.
- 3) Certifies timesheet. The certification must include or be supported by a time record showing the hours worked in clock time sequence and total hours worked per day. Certification implies direct knowledge of the student having worked the hours reported.
- 4) Coordinates work schedule which is acceptable to both student and supervisor. Standard policy is that students are not allowed to work during scheduled class hours, even if class is cancelled or dismissed early. Instruction will be provided regarding procedures to be followed if you cannot report for scheduled work.

## **QUESTIONS**

Don't be afraid to ask questions or ask for help. It's better to admit you don't know something but are willing to learn than to give someone incorrect information.

If you have questions and/or concerns, please contact the Human Resource Associate, Student Success Centre at:

Phone: 604-513-2017 (3616)

E-mail: [abraham.jacob@twu.ca](mailto:abraham.jacob@twu.ca)