

Expectations of Student Employees

These are general guidelines for all student employees. There may be additional expectations specific to the type of work performed. This information will be communicated as required to student employees through the orientation process.

Conduct Guidelines

The Town of Oakville practices effective, fair and consistent management of all aspects of employee performance while sustaining employee contribution and enthusiasm.

The safety of staff and the public at all times is the most important factor in the conduct of the business and will take precedence over all other considerations in complying with any operating instruction or carrying out any directive or order. Avoidance of damage to property is also of utmost importance.

From time to time special instructions may be given either verbally or written which are, or appear to be, inconsistent with operating instructions. Such special instructions, given by proper authority, shall be complied within their entirety.

Employees are subject in their person to all civic ordinances, provincial statutes and federal laws insofar as they have application while carrying out their duties in the course of their employment.

All student employees are accepted for employment by the Town of Oakville on the understanding that he/she will carry out instructions, follow authorized procedures, practices and policies to protect the interest of the Town of Oakville and provide safe and efficient service to the general public.

All employees are expected to practice and adhere to the following guidelines for conduct at all times while employed by the Town of Oakville.

- The general public must be treated in a courteous manner.
- Inquiries and concerns from the public and other staff must be dealt with immediately to the best ability of the employee.
- Comments made by employees must reflect the philosophy of The Town as opposed to personal opinion.
- Profane language and offensive behavior is prohibited at all times.
- No Smoking in any Town facility, vehicles or equipment.

Clothing

Staff may be required to wear uniform clothing, where required such uniforms will be provided. Student employees are responsible for supplying their own clothes **including rainwear and safety boots**, where applicable. Such clothing shall be of a respectable nature and appropriate for the kind of work being carried out. In some departments shorts may be worn, however, full length pants are still required to be available and accessible if needed. Please consult with your supervisor for permission to wear shorts.

Safety Equipment

Required safety equipment shall be provided by the department whenever necessary.

Absenteeism

Employees unable to report for work **must** notify their Supervisor before the start of their shift.

Lateness

Employees knowing in advance that they will be late for work, should inform their immediate Supervisor in order that work can be re-assigned accordingly. Failure to notify the immediate Supervisor of impending lateness may result in a deduction of pay. Any students who are late three or more times without just cause will be sent home without pay. If this continues the employee will be disciplined accordingly, up to and including dismissal.

Dealing With The Public

Should residents approach employees about issues that may be related or unrelated to their specific job they should be directed to supervisory staff.

Freedom of information

Please remember that any personal information collected from the public is considered confidential and is not to be released to other members of the public.

Duty to Inform

As providers of public service we have a responsibility to ensure that any services we perform meet municipal, provincial and federal legislation. If you have any reason to believe that a violation has occurred, inform your immediate Supervisor as soon as possible.

Personal Injury

Should any employee become injured at work the accident must be reported immediately to the Supervisor and/or Lead Hand (or designate), with the necessary report forms being completed as soon as possible. Should this not be done, it could result in disciplinary action up to and including dismissal.

Supervisors must ensure that the Report of Incident/Accident Form is filled out as necessary and copy forwarded to Human Resources within 24 hours.

Use of Town Property

Town property shall not be used by Town employees for personal use.

Respectful Workplace

The Corporation is committed to providing a work environment that is free of all discrimination and harassment and supportive of the productivity, dignity and self-esteem of every employee. No one may be harassed because of position, race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, creed, sex (including pregnancy), sexual orientation, age, record of provincial offences, marital status, family status or handicap (disability). These are referred to as “prohibited grounds”.

Our goal is to maintain a friendly, co-operative and businesslike environment for our employees. We are concerned about the quality of work life for all staff and any inquiry or complaint will be treated seriously and handled objectively, as specified in the Town of Oakville **Workplace Harassment, Discrimination Prevention Policy and Conflict Resolution Policy Handbook**.

R-Zone – link to **R-Zone brochure**

Student Representatives:

In the Operations departments (Parks and Open Space, Roads and Works, Engineering and Construction) student representatives volunteer each season in order to facilitate open communication between student employees and management and to provide assistance to their peers and co-workers when required. Student Representatives can assist with any issue that may be related to student employment such as incorrect pay, uncertainty about policy and/or procedure, health and safety, work environment or any questions related to the handbook.

The role of a Student Representative is to:

- Maintain confidentiality;
- Act as a point of contact for students;
- Clarify options and resources available to students seeking resolution to their issue;
- Communicate with management and/or Human Resources Consultant on behalf of student issues raised;
- Be a neutral source of information and advice
- Collectively solicit feedback from students and provide suggested changes to management on behalf of students for consideration.

Details regarding the process for volunteering to be a Student Representative will be discussed in your crew meetings. Student Representatives will also be provided with an orientation to their role and resources available to assist them.

Please note a confidential voice mail box has been set up for student employees to contact a Student Representative about any concerns or questions. This voice mail box is checked by the end of the day on Wednesdays. Calls will be returned by the end of day Friday.

HOTLINE: (905) 845-6601 x 7866