



WATERLOO UNDERGRADUATE

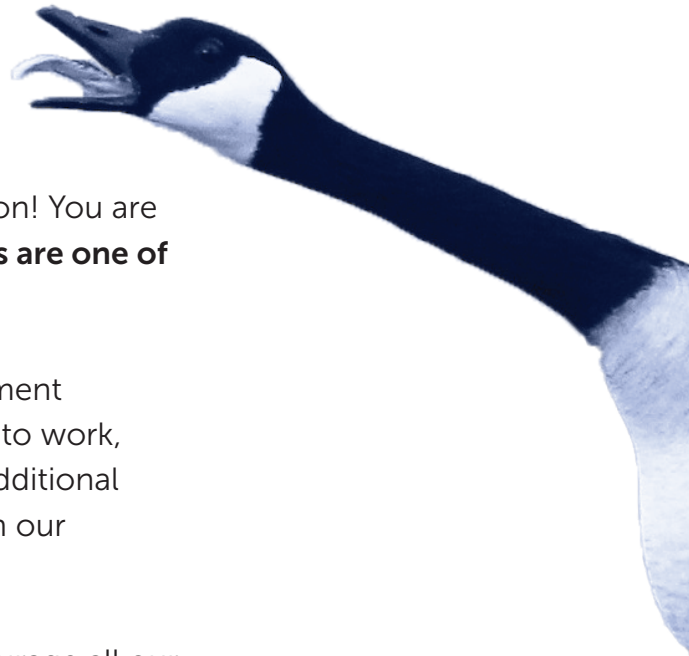
**WUSA**

STUDENT ASSOCIATION

# Part-time Staff Manual

Updated August 2023

# Welcome!



Welcome to the Waterloo Undergraduate Student Association! You are part of an organization that strongly believes **our employees are one of our most important assets.**

This manual is designed to communicate the basic employment principles and practices that help make WUSA a great place to work, providing an atmosphere of teamwork and growth for all. Additional detail and interpretation of this manual are available through our Executive Director. Please don't hesitate to ask.

Throughout the various departments and services, we encourage all our staff to work toward creating a climate of continuous improvement.

## About WUSA

We are a non-profit, member-driven organization that acts as the official voice of current undergraduate students at Waterloo. Where the universities' primary goal is their global reputation, research papers published and its academic roster; **WUSA's primary goal is set on improving the student life at Waterloo.**

We have 4 main approaches for achieving this goal.



First, we structure the [Board of Directors](#) and the student Exec (2) as **the guiding light for what we need to focus on as an organization.** They take feedback from the student body and make challenging decisions about where WUSA's resources should be distributed.



Second, we [advocate on behalf of students](#) to make systemic improvements. We **bring power in numbers to discussions** with the university administration, all three levels of government (local, provincial, Federal) and any organization that affects student life at Waterloo. We tackle the root causes of issues our students are facing to improve the Waterloo student experience for years to come.



Third, we [provide services](#): when the students prove it is a necessity and, when the university does not agree that it is a necessity, or they feel they lacks the resources to do it correctly.

Our services include [community-building, peer-support](#) services and our [commercial](#) services that aim to **bring affordability and variety** to daily student life. When we cannot deliver on our standard of service in-house, we bring in [outside providers](#): GRT [Upass](#), [Legal Services](#) hotline and your [Health and Dental](#) plan.



Fourth, we provide students with entertainment by hosting [events](#) (Welcome Week and Wellness Days, two popular ones) and managing our [club system](#). We help over 200 student clubs navigate the coordination of large-scale events, booking space on campus and meeting health code regulations with food. **We aim to help set the stage for long-lasting positive memories!**

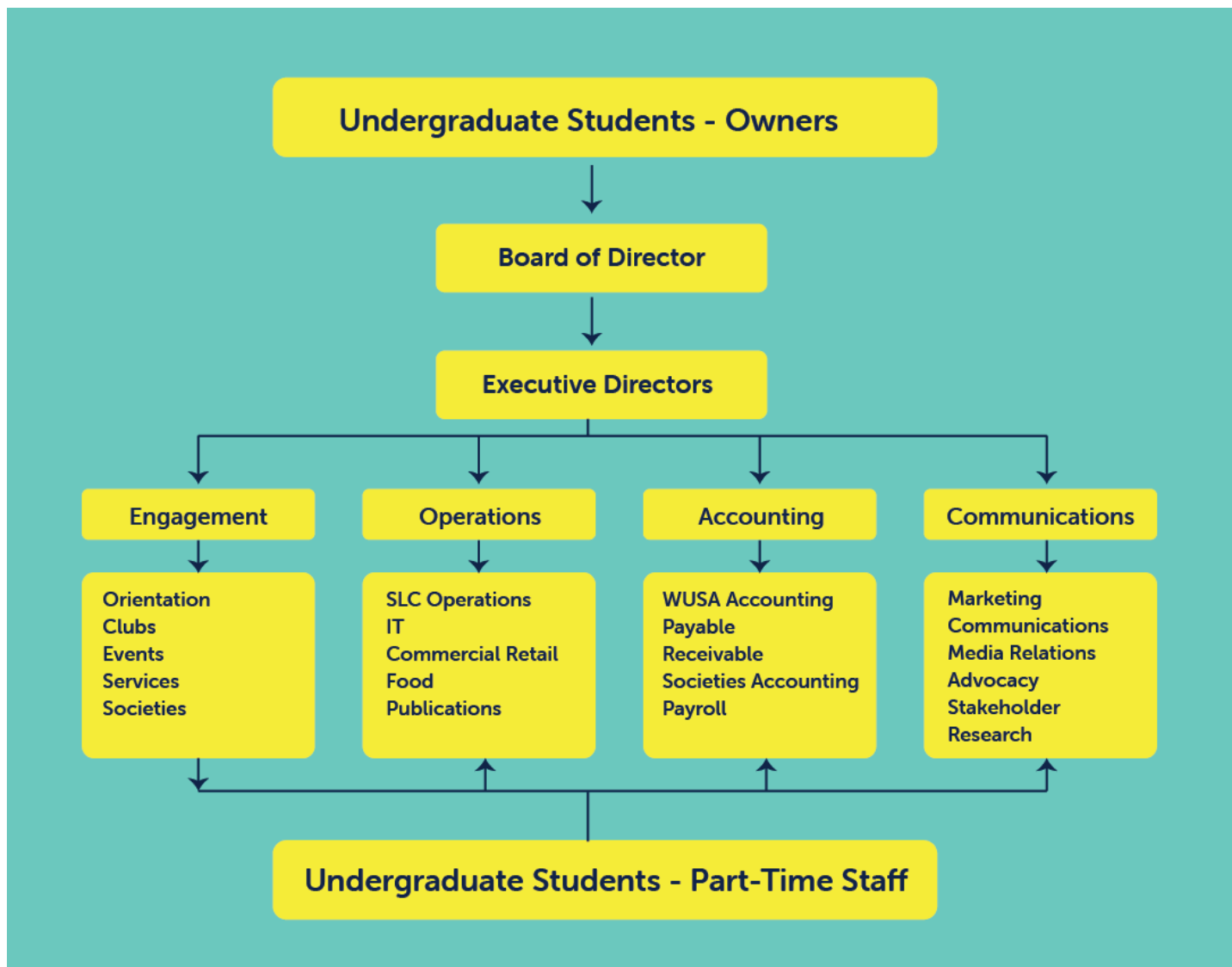
## The Team

We have a strong team behind WUSA. Two elected student Executives, working with Board, and 40 full-time staff members manage WUSA's initiatives and operations. **We have over 600 student-staff and volunteers helping to improve student life.** Including our club systems, events, services and our advocacy work, it's easy to say that we benefit each and every member in multiple ways.

Even before you started working with us, **you were already a member!** As both members of this organization and employees, you now play a dual role in the growth and prosperity of our Student Association—We look forward to seeing what you can do!



# Organizational Structure



A simplified organizational chart. Need more detail? Ask you manager for the full version.

# Conditions of Employment

## 1.1 Enrollment

All part-time employees should be registered as full-time or part-time undergraduates (1 or more classes) at the University of Waterloo.

\*\*If an employee ceases to be a registered student, they no longer qualify for part-time employment with WUSA. It is the responsibility of you, the student, to inform your direct manager of a change in status. The Executive Director must approve exceptions to this requirement and the employee must pay their WUSA Social Membership fee before the term begins or when status changes. The Executive Director will approve exceptions to this rule for students petitioning or appealing University disciplinary actions that have caused them to cease to be a registered full-time or part-time student.

## 1.2 Summer Employment

WUSA's services and departments run year-round. During the spring academic term, students registered in the spring and/or the fall are priority for those part-time positions and eligible for employment. An exception may be made for students completing requirements for graduation during the summer months. This exception must be approved by the Executive Director.

## 1.3 Returning In The Following Term

Employees who are returning to school in the following academic term and wish to renew their employment with WUSA must notify their manager. Employees who do not convey their intent to return may lose their position with no guarantee for rehire.

Employees in the fall academic term must be available to work no later than September 1st unless special circumstances are discussed with the Area Manager. Employees must contact their manager to confirm availability and scheduling.

## **1.4 Job Vacancies**

Positions that become available during the course of a term are filled through a management review of suitable employees. They shall consider job performance as well as seniority.

Part-time employees may only hold employment in one WUSA part-time position at a time. This may be changed by special requirements or arrangements and must be approved by the Executive Director.

## **1.5 Hiring Responsibility**

Hiring for all student positions is the responsibility of the manager(s). Employees will be hired on availability, merit, qualifications, and attitude. Hiring out of favouritism is an unacceptable practice.

## **1.6 Scheduling**

Each department has its own scheduling policy; employees must follow the procedure outlined by their respective Manager. If a shift must be changed, all employees are responsible for notifying their manager/supervisor with as much advance notice as possible, in addition to following any processes for changing shifts as outlined by your area manager . Shift requirements as stated by respective management must be fulfilled.

## **1.7 Attendance**

Employees are expected to be at work, and ready to work at the time shown on their work schedule. Punctuality is vital to customer service and fosters consideration of fellow employees. Therefore, tardiness is not acceptable. If an employee is unable to come to work due to illness or emergency, they must directly notify the manager before the shift.

# 1.8 Special Conditions Regarding Service Coordinators

Coordinators are typically hired as casual part-time employees of the Waterloo Undergraduate Student Association for 8-month terms (with some exceptions) and have broad duties of responsibility within their service. Coordinators have other duties or responsibilities as established under Board Procedure, such as managing their services within the policies set out for each service. Service Coordinators must follow Board and WUSA procedures and policies as they apply to both their service and their role as coordinators.

Service Coordinators are expected to manage their executive team and volunteers daily, and follow all relevant procedures and processes outlined within this document and Board procedures as necessary (i.e.: Discipline, social media, etc.). Probationary period shall be 1 month. Dress for coordinators is expected to align with and be appropriate for their workspace as there is no uniform.



# Employment Standards

## 2.1 Hours Of Work

As per the Employment Standards Act, an employee cannot be scheduled for work more than eight hours a day OR 44 hours a week unless an agreement with the employer was made. An employee cannot work more than five hours in a row without receiving a 30-minute meal break. Such breaks are not to be paid meal breaks.

## 2.2 Special Conditions Regarding Statutory Holidays

Statutory holidays will be paid out according to the Employment Standards Act. Whether a staff member can be expected to be scheduled on a holiday will depend on which department they work in. Currently only the Turnkey Desk and the convenience store could potentially be open on public holidays. Casual employees like Service Coordinators and some marketing and communications staff who may have more flexibility in choosing their working hours must not work on public holidays unless explicitly requested by their manager.

## 2.3 Vacation Pay

Part-time employees receive 4% vacation pay for each pay period.

## 2.4 Probationary Period

The probationary period is an opportunity for a new employee to evaluate their place to work and for the relevant manager to evaluate a new employee. The probationary period is three months in length and applies to all newly hired employees as well as those who are promoted or transferred to a new position.

Circumstance might justify an extension or waiver of the probationary period, but the Executive Director must approve this.



# Conflict of Interest

All employees are expected to avoid situations that would result in or give the appearance of a conflict between their personal interests and the Waterloo Undergraduate Student Association. A conflict exists where personal gain could be affected by nature of the employee's knowledge or position. Employees should disclose details of potential conflict situations to their managers. Employees must not seek, or use privileged and confidential or WUSA personnel information, nor data from any organization dealing with the Student Association for any purpose that is not related to an employee's work responsibilities.

## 3.1 Gifts and Other Complimentary Items

Employees shall not accept any gift or hospitality of any material value (i.e., services free of charge) offered to them by suppliers, manufacturers, agents or any other party by virtue of the employee's position within the Waterloo Undergraduate Student Association.

Gifts may be accepted on behalf of the Student Association if those gifts are to be made available to all employees (including the one accepting the gift).

When gifts or gratuities outside those permissible are received, the employee must declare such gift to their manager at the earliest opportunity. The manager will determine the appropriate response, which could mean return or other disposition of the gift.

If there is ambiguity in relation to this matter, please refer the situation to the Executive Director.



## 3.2 Outside Employment

Employees may enter another employment relationship (paid or unpaid) and/or carry on a business provided that:

It does not interfere with their duties as a Waterloo Undergraduate Student Association employee.

1. It does not bring the Student Association into disrepute.
2. They do not derive an advantage from their WUSA employment in the other activity.
3. It is not conducted or performed in a way that it makes it appear to be an official act of, or represent WUSA's policy or opinion.
4. It does not involve the use of Waterloo Undergraduate Student Association's premises, services, equipment, information, or supplies to which they have access by virtue of their employment.

## 3.3 Dress Code

Employees must dress in a manner appropriate for their area. Clothing should be clean, pressed and in good repair. Employees who show up for their shift inappropriately attired may be asked to leave.

Some departments have a uniform and/or a standard dress code as outlined by Management, which they expect their employees to follow. **Under no circumstance should a staff uniform be worn when the employee is not scheduled to work.**



# Performance Appraisal

## 4.1 Employee Appraisal

Continuous improvement is not possible without direct and formal feedback. Each academic term, a formal employee appraisal will be completed for all part time staff. The goal of this process is to provide feedback in a formal manner of what areas an employee is performing well and identify areas where improvement is needed. An opportunity for each employee to discuss their appraisal with their manager and/or supervisor will be provided.

Employee appraisals are used to support wage increases when an employee has demonstrated superior performance, determine future employment opportunities within the Student Association, and support an employee's development (to improve performance or to promote an individual to a more advanced role). Wage increases will be in line with the pay range within each specific job description.

## 4.2 Manager Appraisal

As outlined above, the Waterloo Undergraduate Student Association is committed to continuous improvement. In order to be truly committed to this process we must conduct 360° evaluations. What this means for you as a part-time staff member is that you will be provided with the opportunity each academic term to evaluate your supervisor/management team.

This is an additional avenue for you to provide honest and constructive feedback and for the management to take this feedback and strive to improve. Each evaluation will be completely confidential, and managers will not receive any identifying information from each evaluation. In addition, feedback will be paraphrased and consolidated to further ensure confidentiality is upheld.

# Problem Resolution

The Waterloo Undergraduate Student Association strives for an open work environment. This means WUSA promotes a workplace free of harassment and discrimination, and alleged incidents of such are serious and will be investigated as such. It is recognized that from time to time there may be dissatisfaction, perceived inequities, or concerns of harassment in the workplace. If comfortable doing so you should first and foremost approach the applicable Manager/Supervisor. Unresolved situations should be brought to the attention of Executive Director who are available to investigate, negotiate, or mediate employment related concerns. [The Conflict Management & Human Rights Office](#) (x40439) is available for non-biased and confidential consultation. Staff can also refer to the [University's Policy 33](#).

## 5.1 Unsatisfactory Performance

It is expected that all employees will perform their duties in a manner that meets the professional expectations of the Waterloo Undergraduate Student Association and their Manager. If an ongoing issue with performance continues or an incident of significant magnitude occurs, the employee may be subject to corrective discipline.

## 5.2 Discipline

The disciplinary process for unsatisfactory performance or other incidents will be a private process between the employee and the manager and the executive director. Human Resources may also be consulted.

The disciplinary process may include any combination of verbal or written warnings, with serious offences handled through probation, suspension, or termination of employment; however, there is no set pattern since every circumstance is unique and each situation is handled individually. Serious breaches of policy and/or unacceptable behaviour are handled separately without the need for a progressive discipline approach.

# Separation

## 6.1 Termination

Termination of employment may result if there is a failure on the part of the employee to improve performance, if there is an understanding the employee is not capable of improvement, if there is a serious breach of our ethical policies, or if the employee has reached the end of the contracted period of employment. Termination may occur during the three-month probationary period without notice. Notice is also not required in cases of willful misconduct, disobedience, or willful neglect of duty that is not condoned by the employer, which is considered Just Cause.

## 6.2 Final Payment

Prior to receiving their final paycheck, the employee must return all company property (e.g., keys) and pay any monies owed to the Waterloo Undergraduate Student Association.

# Wages

Most Waterloo Undergraduate Student Association part-time employees are paid according to an established wage schedule; however, some employees in unique situations may be assigned an adjusted amount. Wages are paid every second Friday through the University. A schedule of payroll periods can be found in your WUSA Employment Handbook.

# Personal Conduct

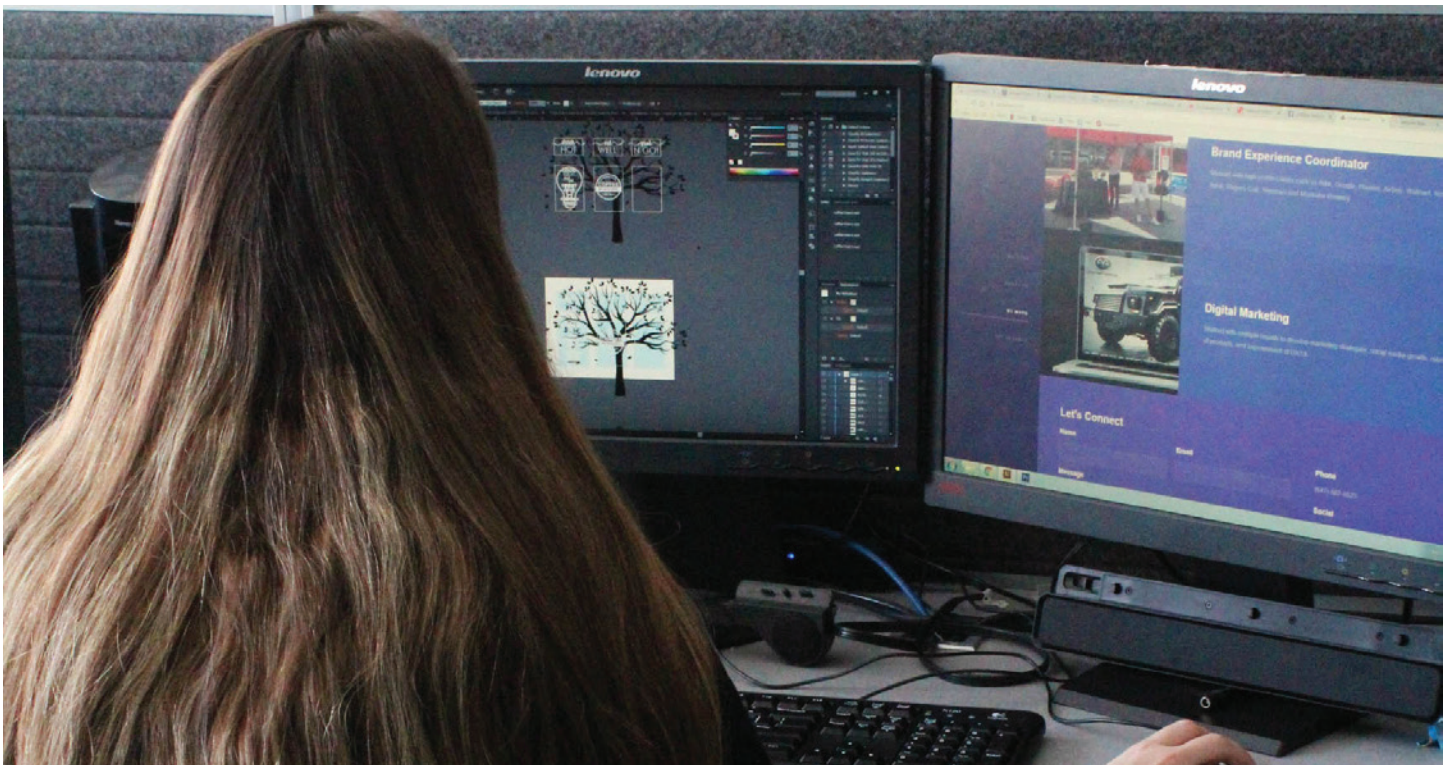
The Waterloo Undergraduate Student Association is committed to excellent customer service. As such, employees are expected to display good judgement, diplomacy, and courtesy when dealing with each other and the public. Employees shall govern themselves accordingly with respect to personal presentation and attitude.

## 7.1 Absences/Lateness Reporting

In consideration of their fellow employees and the Student Association, it is the employee's responsibility to contact their manager as soon as possible if they are unable to report to work or if they will be late. The employee should assume responsibility and make every effort to arrange for a replacement if appropriate.

## 7.2 Appropriate Phone/Equipment Use

Use of personal communication devices and use of WUSA equipment for personal reasons are not permitted during shifts. If phone use is absolutely necessary, the employee must get permission from the Manager/Supervisor.



# Sexual Harassment & Violence

## 8.1 Definition

Sexual harassment is (a) engaging in a course of vexatious comment or conduct against an individual because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the individual and/or the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual violence is any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, which is committed, threatened or attempted against a person without the person's Consent, and includes sexual assault, Sexual Harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

## 8.2 Policy Of The Waterloo Undergraduate Student Association

Every employee is entitled to work in an environment free of sexual harassment and violence. The Waterloo Undergraduate Student Association will make every reasonable effort to ensure that this is the case. Each employee has the responsibility to foster and support a safe, respectful, and harassment-free environment. WUSA will take appropriate disciplinary action against any employee (staff, management, elected official, or volunteer) whose conduct constitutes a breach of this policy. Under no circumstances will the Waterloo Undergraduate Student Association tolerate instances of retaliation against any employee bringing forward a complaint or participating in the investigation process.

## 8.3 Process For Dealing With Sexual Harassment

Every person who attends school or is employed at the University of Waterloo (including employees of the Student Association) must follow the University of Waterloo's Policy 33, which requires:

**General Principles:** The University is an autonomous community which exists in order to further "the pursuit and dissemination of knowledge and understanding through teaching and research" (Policy 53, IV, Purposes of Tenure). The University aims to create an environment of tolerance and respect and believes that the right of individuals to advance their views openly must be upheld throughout the University. The realization of these intentions requires respect for the following general principles:

- A. That each member of the University endeavor to contribute to the existence of a just and supportive community based on equality and respect for individual difference.
- B. That no member of the University community (faculty, staff, student) unduly interferes with the study, work or working environment of other members of the University (cf. "Report of the Senate Committee on Academic Regulations and Discipline: eq., April 1981, III.8.). This shall be taken to apply to the campus of the University or Official Off-campus Functions of the University, such as course or program related field trips.
- C. That those with academic or employment supervisory authority use such authority, both on campus and off, for the purposes explicitly stated or implied in university policies and with regard to the overall aims and purposes of the University. Such supervisory authority shall be taken to include both permanent and temporary academic or employment supervision of any faculty or staff member or student, whether such supervision is set out in the University of Waterloo Act or University policies or implied therein, including all delegated supervisory authority. Academic supervisors include faculty members, designated staff members, and students appointed as Teaching Assistants.

**Specific Principles:** The University of Waterloo desires to create a work environment which supports, nurtures, and rewards its members on the basis of such relevant factors as work performance and achievement. Sexual harassment, discrimination, and the abuse of supervisory authority, for example, are inimical to this environment. Without limiting the generality of Section I above, the following actions or practices shall be taken as violations. The actual determination of any violation of this Policy can be made only in the context of a particular case, in accord with fair procedures (as set out in Section IV).



# Sexual Harassment

Any of the following conduct constitutes sexual harassment:

1. Attention, including verbal harassment, of a sexual nature that is objectionable.
2. Acceptance of sexual advances that is a condition of education or employment.
3. Rejection of sexual advances that affects grades or performance evaluation or any academic or personnel decision that concerns the recipient.
4. Unwelcome sexual advances that interfere with the recipient's work or create an offensive, intimidating or hostile employment or academic environment.

# Discrimination

1. Behaviour/Action: Discrimination is any action which denies or has the effect of denying any services, benefits, opportunities, and/or facilities provided by the University on the basis of race, ancestry, place of origin, ethnic origin, creed, sex, age, marital status, sexual orientation, family status, disability or medical condition.
2. Communication: Discrimination includes any act of communication whether oral, written, electronic or non-verbal, and which lacks any redeeming artistic, intellectual or literary merit and which promotes disrespect or intolerance for any person(s) based on parameters of item II. B1. above.



# Benefits

While you are an active part-time staff member at WUSA, you can enjoy the following benefits:

1. Free coffee from our two kitchenettes
2. Discount on select items from our convenience store
3. Free event attendance to our special events on a first-come, first-serve basis.

Your Watcard has a barcode on the back that we use to activate your discount. Ask your manager for the latest form to fill out for your discount.

# Contact

If you have any questions or concerns about the Part-time Employee Manual or any policies or procedures of the Waterloo Undergraduate Student Association, please contact your manager.

# Acknowledgment of Understanding

Please check off that you have read and understood the WUSA Part-Time Manual through Humanity (under "Training Topics").

# Pay Schedule

Our current accounting does not line up perfectly with the University's payroll system. Please keep this guide for reference while you review your paystubs.

Part-times are paid on a biweekly basis. The pay is received 2 weeks after the 2-week period.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2-week period 1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	Paid for hours worked during the 2 week period on Workday 27	28
29	30	31				

\*\* Some pay periods will be adjusted due to holidays.