



# TERMINAL CITY CLUB

## New & Young Worker Orientation

---

# TCC'S COMMITMENT TO YOUR HEALTH & SAFETY

---

Terminal City Club is committed to prioritizing your health and safety in the workplace by taking all necessary measures to prevent hazards and address bullying and harassment.

To achieve this, we will:



Conduct monthly inspections  
and hold Joint Health & Safety  
Committee Meetings



Provide essential  
Health and Safety  
training



Regularly update and  
communicate Health and  
Safety policies as required

# YOUR RIGHTS AND RESPONSIBILITIES

---

You have the right to:

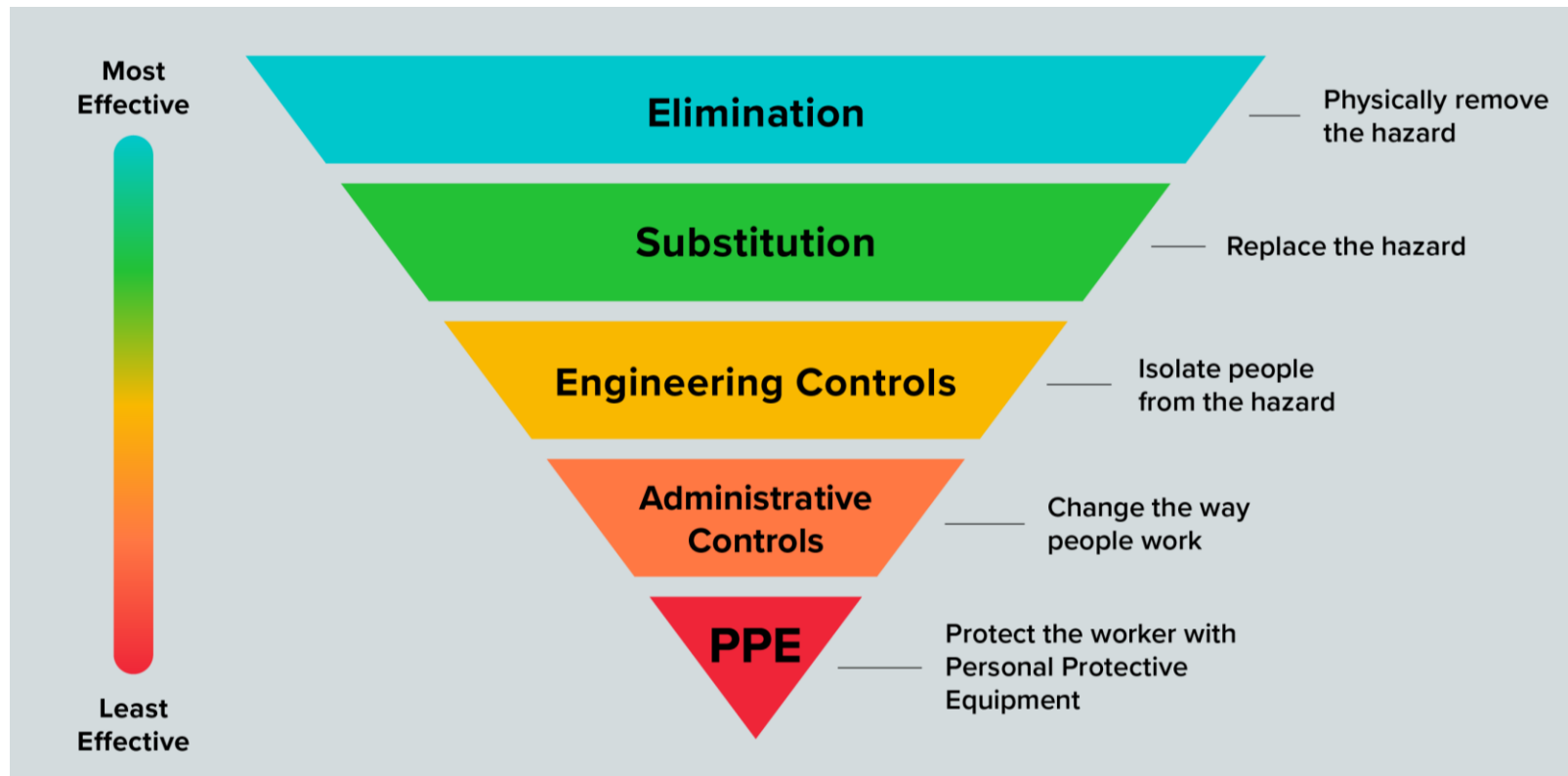
- To know about workplace hazards
- To participate in health and safety activities in the workplace
- To refuse unsafe work

You have the responsibility to:

- To comply with Terminal City Club's policies
- To learn and follow the health and safety requirements of your workplace
- To ask for training and clarification if you don't know how to do something safely
- To correct or report any unsafe conditions you see
- To immediately report any injury to a first aid attendant or your supervisor

# HOW TO DEAL WITH HAZARDS: HIERARCHY OF CONTROLS

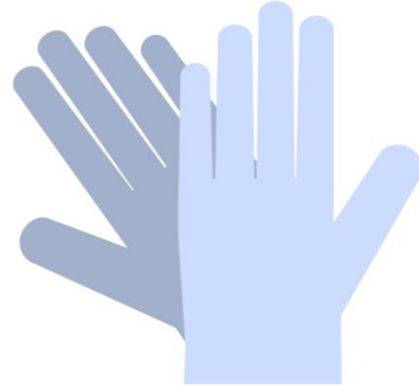
---





Masks

It is worn in the correct  
manner



Gloves

It fits you properly



Safety Glasses or Goggles

It is in good condition and  
without defects

# PERSONAL PROTECTIVE EQUIPMENT

---



# ADDRESSING HEALTH & SAFETY CONCERNS

---

1. Please report your concerns to your supervisor or manager promptly. We are committed to supporting you and will prioritize investigating and resolving the issue.
2. If the problem persists, discuss it with your workplace safety representative or a member of the Occupational Health & Safety Committee. An investigation will be conducted with their presence.
3. If the issue remains unresolved, contact WorkSafeBC.



# FIRST AID REPORTING

---

- Report all injuries or accidents immediately to your manager or supervisor.
- First Aid attendants will assess injuries and provide necessary first aid.
- First Aid stations with AEDs are in the Fitness Centre and Member Services, with smaller stations in each department.
- If further medical treatment is needed, you will be referred to the closest medical facility or hospital.



# FIRST AID ATTENDANTS (LEVEL 2)

---

A Level 2 First Aid Attendant refers to someone who has completed a more advanced level of first aid training compared to basic first aid.



Sergio Hsia

Fitness Centre Manager



Gursharan Singh

Security Guard



Amit Khurana

Security Guard

Please note that all the first aiders you can contact are highlighted in yellow on the Terminal City Club phone list, which you can locate in every department.



# LEVEL 2 FIRST AID KIT LOCATIONS

---



Fitness Centre Office (AED)



Member Services (AED)

**REMEMBER:** There are smaller first aid stations within every department. For any item refills please contact your JHSC rep

# HOW TO USE FIRE EXTINGUISHERS



Using the acronym P.A.S.S. will provide you with the necessary knowledge of how to use the equipment

## PASS

### HOW TO USE A FIRE EXTINGUISHER



# WHERE TO FIND FIRE EXTINGUISHERS

We have 52 fire extinguishers situated throughout Terminal City Club, and here are just a few examples of where you can find them.



1892 Pantry



Member Services/  
Outlets Office



Grill Kitchen



Members Lounge

# OTHER FIRST AID KIT AND FIRE EXTINGUISHER LOCATIONS





# FIRE ALARMS

---

## Stage 1

During Stage 1, an intermittent signal will sound every five seconds. When you hear this signal, remain in place, gather your belongings, and find the nearest exit. If the Stage 1 alert ends, you may receive additional instructions, which could include information about a false alarm, allowing you to return to your normal activities.

## Stage 2

Stage 2 features a continuous evacuation signal. In case of fire or evacuation, do not use the elevator. Take the stairs to our designated muster station at LOT 19.





# WORKING ALONE OR IN ISOLATION

---

Some roles at TCC may require you to work alone or late at night.

How to Stay Safe:

- Security is available 24/7 (Local 642).
  - For medical emergencies, feeling unsafe, or needing an escort, contact security.
  - We recommend saving the security team's contact number (604 488 8642) in your phone in case of emergencies.

When working from home, check-in with your manager at the beginning and end of the day.





# HAZARDOUS MATERIALS AND WHMIS

---

The Workplace Hazardous Materials Information System (W.H.M.I.S.) is a nationwide program developed by government, labour, and industry, working together to provide vital information about working with hazardous materials.



LABELS



MATERIAL SAFETY

DATA SHEETS WHICH CAN  
BE FOUND IN BINDERS IN:

- ❖ Main Kitchen (Wall)
- ❖ Grill Kitchen (by Vivreau)
- ❖ Housekeeping (Entrance wall)



EDUCATION &  
TRAINING PROGRAMS

Workers who utilize or might come into contact with substances must receive comprehensive training on the Workplace Hazardous Materials Information System (WHMIS). This training covers the content, purpose, and significance of labels and Material Safety Data Sheets (MSDS).

# JOINT HEALTH & SAFETY COMMITTEE

---

The TCC JH&SC is committed to maintaining a healthy and safe work environment for all staff. Any concerns or questions can be brought forward to any of our H&S members.

## All committee members:

- Meet on the third Thursday of every month to review/discuss current practices issues and observations as well as promote H&S safety successes.
- All members have 8 hours of H&S training as per WorkSafe requirements.



## EMPLOYER REPRESENTATIVES



Terence Mendoza  
Housekeeping



Owen Stuart  
Beverage



Alla Asiryeyeva  
Banquets



Gabriela Thode  
HR



Sergio Hsia  
Fitness Centre  
Chair

## EMPLOYEE REPRESENTATIVES



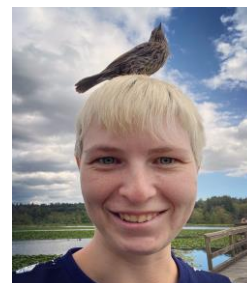
Alexandra Tikhonova  
Maintenance



Eddie David-Yeh  
Main Kitchen



Janice Tran  
Member Services



Alexandra Wine  
Outlets



David Ramos  
Lion's Pub



Alec Fisher  
Grill Kitchen



Bradley Hazelton  
Administration

# Health & Safety Committee



Unwanted physical touch



Humiliating initiation practices



Calling someone derogatory names



Spreading malicious rumors and gossiping

# BULLYING AND HARASSMENT

## What Bullying & Harassment Is:

Any behavior or comment that a reasonable person should have known would cause a worker to feel humiliated or intimidated.



Expressing differences of opinion



Providing constructive criticism  
or performance feedback



Taking reasonable  
action

# BULLYING AND HARASSMENT

## What Bullying & Harassment Is Not:

Any reasonable action taken by an employer or supervisor regarding managing workers or the workplace.



# WHAT TO DO IF YOU EXPERIENCE HARASSMENT

---

1. **Recognize:** Understand what behavior is considered harassment.
2. **Document:** Keep a written record of incidents, including dates, times, and details.
3. **Report:** Inform your supervisor, HR, or another member of the management team about the harassment.
4. **Monitor:** Stay vigilant for any signs of recurring harassment and report them promptly.





# IF YOU ARE THE HARASSER

---

1. **Acknowledge:** Recognize and accept that your behavior constitutes harassment.
2. **Understand Impact:** Consider how your actions may be perceived by others, even if your intentions were different.
3. **Cease:** Immediately stop the harassing behavior.
4. **Apologize:** Offer a sincere apology to the victim for any harm caused, acknowledging their perception of the situation.
5. **Learn:** Educate yourself about diverse backgrounds and experiences to better understand how your actions may be perceived.
6. **Change:** Commit to changing your behavior and ensuring it does not happen again.

# COMPLAINT PROCESS

---

We treat all reports of Bullying & Harassment with utmost seriousness.

**If you experience this, please:**

- Report it to your Manager, another member of the Management Team, or Human Resources.
- If the alleged bully or harasser is part of the Management Team, please submit your complaint to the General Manager & CEO (Peter Jackman).
- If the complaint involves the General Manager, Management Team as a whole, please submit your complaint to the President of the Club, Board of Directors, or the law firm of Harris & Co. LLP at 604-891-2238.



# WORKER H&S INFO

---

Reporting a workplace injury or disease

1-888-967-5377

Worksite Emergency Prevention Info Line- Report a fatality, serious incident, or unsafe working conditions

1-888-621-7233

Claims Assistance - Contact info for any questions about the claims process

1-888-967-5377

# HR Contact Information

---

Rebecca Holt

Director, Human Resources

[rholt@tcclub.com](mailto:rholt@tcclub.com)

Gabi Thode

HR Coordinator

[gthode@tcclub.com](mailto:gthode@tcclub.com)

