



TERMINAL CITY CLUB

NEW & YOUNG WORKER ORIENTATION

TCC'S COMMITMENT TO YOUR HEALTH AND SAFETY

Terminal City Club is committed to providing a safe and healthy workplace by preventing workplace hazards and addressing bullying and harassment in accordance with WorkSafeBC regulations. We will take all necessary measures to identify, report, and mitigate risks to ensure a respectful and secure work environment. To achieve this, we will:



Perform monthly inspections and facilitate Joint Health & Safety Committee Meetings.



Provide essential Health & Safety training.



Consistently review and communicate Health & Safety policies as needed.



YOUR RIGHTS AND RESPONSIBILITIES

On a worksite, everyone has varying levels of responsibility for workplace health and safety. You should know and understand your responsibilities – and those of others.

Your rights

- The right to know about hazards in the workplace.
- The right to participate in health and safety activities in the workplace.
- The right to refuse unsafe work.*

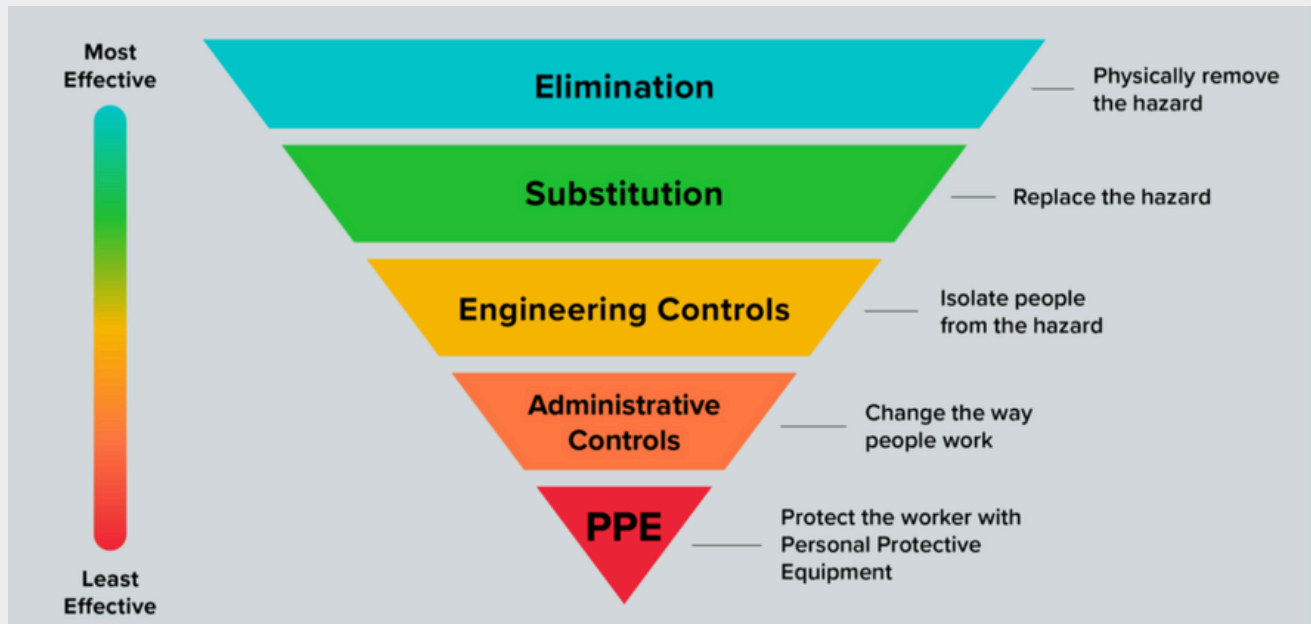
As a worker, you play an important role in making sure you – and your fellow workers – stay healthy and safe on the job. As a worker, you must:

Your responsibilities

- Be alert to hazards and report them to your supervisor immediately.
- Follow safe work procedures and act safely at all times.
- Never work under the influence of alcohol, drugs, or fatigue.
- Use protective gear and equipment correctly.
- Cooperate with safety committees, health and safety reps, and prevention officers.
- Report any injury or illness to your employer and inform healthcare providers it's work-related.
- Work with your employer for a safe return to work after an injury.

HOW TO DEAL WITH HAZARDS: HIERARCHY OF CONTROLS

When it comes to workplace safety, it's essential to understand how hazards should be managed. The best way to protect yourself and others is by applying the Hierarchy of Controls - a system designed to prioritize solutions that eliminate or minimize risks. Let's walk through how each step can help keep our workplace safe.



1. Elimination - Remove the hazard entirely.

- Example: Remove unsafe equipment from the Fitness Center until repaired or replaced.
- Substitution

2. Substitution - Replace with a safer alternative.

- Example: Swap noisy machinery in Maintenance for quieter models to prevent hearing damage.

3. Engineering Controls - Modify equipment or the environment.

- Example: Install non-slip flooring in Hallways and the Fitness Center to prevent falls.

4. Administrative Controls - Change work procedures or policies.

- Example: Train Restaurant staff on proper lifting techniques to avoid injuries.

5. Personal Protective Equipment (PPE) - Use as a last resort.

- Example: Maintenance staff should wear goggles and ear protection when using power tools.

PERSONAL PROTECTIVE EQUIPMENT

What is PPE?

Personal Protective Equipment (PPE) is gear designed to protect workers from hazards that cannot be controlled by other means. PPE includes items like gloves, helmets, eye protection, ear protection, safety footwear, and respiratory protection.

Types of PPE:



Head Protection

Hard hats to protect against falling objects.



Eye Protection

Safety glasses or goggles for protection from flying debris or chemicals.



Hand Protection

Gloves for protection from chemicals, cuts, or burns.



Foot Protection

Safety boots to prevent injuries from falling objects or punctures.



Respiratory Protection

Masks or respirators to protect against inhaling harmful substances.



Hearing Protection

Earplugs or earmuffs to protect against loud noise.

Worker's Responsibility:

- Wear the required PPE correctly and consistently.
- Report any damaged or malfunctioning PPE.
- Follow training and safety procedures for PPE use.

ADDRESSING HEALTH & SAFETY CONCERNS



Steps to Address Workplace Concerns:

1. Report to Supervisor/Manager

Report your concerns promptly to your supervisor or manager. We are committed to supporting you and will prioritize investigating and resolving the issue.

2. Consult Workplace Safety Representative or OHS Committee

If the issue persists, discuss it with your workplace safety representative or a member of the Occupational Health & Safety (OHS) Committee. They will be involved in the investigation.

3. Contact WorkSafeBC

If the issue remains unresolved, contact WorkSafeBC for further assistance and guidance.



FIRST AID REPORTING

1. Report Immediately

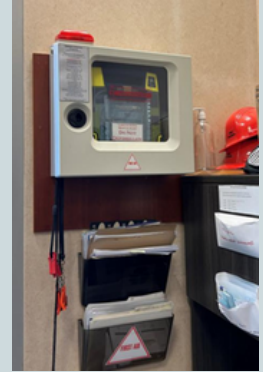
Report all injuries or accidents to your manager or supervisor right away.

2. First Aid Assessment

First Aid attendants will assess the injury and provide necessary first aid. First Aid stations with AEDs are located in the Fitness Centre and Member Services, with smaller stations in each department.

3. Referral for Further Treatment

If additional medical treatment is required, you will be referred to the nearest medical facility or hospital.



FIRST AID ATTENDANTS

LEVEL 2

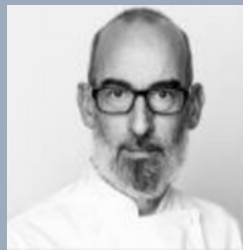
A Level 2 First Aid Attendant is trained to provide advanced first aid in the workplace. They can assess and treat injuries, including CPR, fractures, and serious bleeding, and use equipment like AEDs and oxygen. They stabilize injured individuals and manage emergencies until further medical help arrives. Level 2 attendants are also responsible for maintaining first aid supplies and ensuring workplace safety protocols are in place.



Marc-Andre Laurent
Banquet Manager



Sergio Hsia
Fitness Centre
Manager



Dan Creyke
Executive Chef



Gursharan Singh
Security Guard



Amit Khurana
Security Guard

How to contact First Aid

see the Terminal City Club phone list
located within the departments

			FIRST AID - 1st Call		
			AED Locations: Fitness Centre & Member Services		
Alla Asriyeyeva	628	604-488-8628	GROUND FLOOR	DEPT	EXT
Assistant Banquet Manager	cell: 690	604-313-7889	Alveen Prasad	Main Kitchen	641
Banquet Captains	628	604-488-8628	Benson Truong	Main Kitchen	641
Andrea Pohlers / Susan Mosleh / Aurelia Popescu			Angelica Garcia	Member Serv	1121
Banquet Housemen	691	604-313-3731	SECOND FLOOR	DEPT	EXT
BANQUET ROOMS			Alla Asriyeyeva	Banquets	690
Metropolitan Ballroom	203		Susan Mosleh	Banquets	690
Ferguson	204		Andrea Pohlers	Banquets	690
Atkins	205		Aurelia Popescu	Banquets	690
Ceperley	206		Unique Thomas	Banquets	690
Walker	207		Sasha Synluta	Banquets	690
Gibson	208		Gurleen Kaur	Outlets	601
Zack Bhatia	222		Cole Trowbridge	Sous Chef	641
Wilson M. Beck	223		Alec Fisher	Grill Kitchen	601
Skidmore	224		James Salemo	Grill Kitchen	601
KITCHEN			Maro-Andre Laurent (OFA2)	Banquets	649
Dan Creyke	641	604-488-8641	Dan Creyke	Kitchen	641
Executive Chef			THIRD FLOOR		
Malcolm Gibb	641	604-488-8641	Sergio Hsia (OFA2)	Fitness Centre	630
Executive Sous Chef			Entire Fitness Centre Staff (OFA Level 1)		622
Sous Chefs	641	604-488-8641	Alicia Lounhardt, Ash Sundhryal, Carmen Grigoruta, Fabrice		
Chloe Sutherland, Anael Henderson, Tim Salvacion, Cole Trowbridge, Niven			Bertson, Fernando Alves, Geoff Webb, Hajni Szafer, James		
Main Kitchen	650		Stochhove, Len Samchuk, Rodrigo Angelo, Tommy Chung		
The Grill Kitchen	613	604-488-8613	SEVENTH FLOOR OFFICE	DEPT	EXT
LIONS PUB			Melaha Malha	Accounting	607
Lions Pub (pubbookings@ttclub.c	602	604-488-8602	SECURITY	DEPT	EXT
888 W. Cordova Street, V8C 3N8			Yogi Lal	Security Super	642
Doug Whidden	618	604-488-8618	Gursharan Singh (OFA2)	Security	642
Lions Pub Director	698	604-802-2965	Amit Khurana (OFA2)	Security	642
Lee-Ann Dunselth	618	604-488-8618	SERVICE LEVEL	DEPT	EXT
Lions Pub Manager	cell: 659	604-363-2640	Terence Mendoza	Housekeeping	661
*CHARGE MERCHANT SUPPORT 1-800-265-6156 - Merchant # 6118080			Moses de Vera	Night Cleaner	642
*SOURCEL SUPPORT 1-800-265-6160 - ID# 604-881-4121			MINK CAFE		
MAINTENANCE			Rin Ruminsha (OFA2)	Mink	249
Newton Rajapakse	638	604-488-8638			
Director of Engineering	cell: 687	604-355-0851			
Alexandra Tikhonova	635	604-488-8635			
Maintenance Admin Coordinator					
Maintenance - AM	cell: 696	604-317-9032			
Maintenance - PM	cell: 688	604-355-0650			

HOW TO USE A FIRE EXTINGUISHER

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



P - Pull the pin: Pull the safety pin at the top of the extinguisher to break the tamper seal.
A - Aim the nozzle: Point the nozzle or hose at the base of the fire, not the flames.
S - Squeeze the handle: Squeeze the handle to release the extinguishing agent.
S - Sweep from side to side: Sweep the nozzle back and forth at the base of the fire until it is completely out.

WHERE TO FIND FIRE EXTINGUISHERS

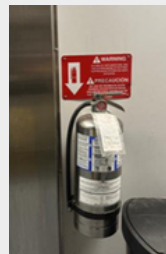
We have 52 fire extinguishers situated throughout Terminal City Club, and here are just a few examples of where you can find them.



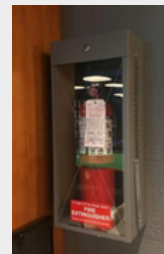
1892 Pantry



Member
Services/
Outlets Office



Grill Kitchen



Members Lounge

TERMINAL CITY CLUB

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.



TERMINAL CITY CLUB

WORKING ALONE OR IN ISOLATION

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

Employees who work alone or late at night are also potential targets for robbery or other acts of violence, so it is important that you know the location of all emergency exits and how to obtain security assistance. Do not jeopardize your personal safety. Please ensure that you ask for assistance in the form of an escort to your car or transit if you feel you require it.

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.



TERMINAL CITY CLUB

CASH HANDLING POSITIONS/ROBBERY

Employees making cash deposits must record the deposit on the Float and Cash Sales Drop Sheet. Deposits should always be witnessed by another employee, who must physically observe you place the envelope in the drop safe.

Handling cash can make employees potential targets for robbery. If you find yourself in this situation, remain calm and comply immediately. Never attempt to resist or be a hero. Your safety is the priority - hand over the money without hesitation. Once it is safe to do so, contact security at extension 642.



HAZARDOUS MATERIALS AND WHMIS

What is WHMIS?

- Workplace Hazardous Materials Information System (WHMIS) is Canada's national communication standard for hazardous materials in the workplace.
- WHMIS helps workers understand and handle hazardous substances safely through proper labeling, training, and access to safety data.



Key Components of WHMIS:

1. Labels

- Clear identification of hazards on containers.
- Includes symbols, signal words, and precautionary statements.

2. Safety Data Sheets (SDS)

- Detailed information on handling, storage, and emergency measures for each hazardous material.
- Accessible to all employees.

3. Worker Education and Training

- Employees must be trained on identifying and safely handling hazardous materials.
- Regular training updates to ensure safety and compliance.

Your Responsibilities:

- Know the hazards of materials you work with.
- Follow safe handling procedures and use the proper PPE (Personal Protective Equipment).
- Report unsafe conditions immediately.

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 Wednesday of every month to review/discuss current practices issues and observations as well as promote H&S safety successes.
- have 8 hours of H&S training as



HEALTH & SAFETY COMMITTEE

EMPLOYER REPRESENTATIVES



Sergio Hsia
FITNESS CENTRE
CHAIR



Rebecca Holt
HUMAN RESOURCES



Terence Mendoza
HOUSEKEEPING

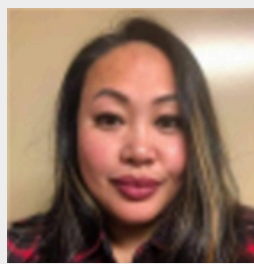


Malcolm Gibb
KITCHEN

EMPLOYEE REPRESENTATIVES



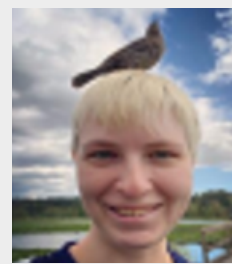
Alexandra Tikhonova
MAINTENANCE



Eddy David-Yeh
KITCHEN



Janice Tran
MEMBER SERVICES



Alex Wine
OUTLETS



David Ramos
KITCHEN (LIONS PUB)



Alec Fisher
KITCHEN (GRILL)



Tina Thiessen
ADMINISTRATION
CO-CHAIR

TERMINAL CITY CLUB

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.



Unwanted physical touch



Humiliating initiation practices



Calling someone derogatory names



Spreading malicious rumors' and gossiping

What Bullying & Harassment Is Not:

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



Expressing differences of opinion



Providing constructive criticism or performance feedback



Taking reasonable action

What to do if you experience harassment:

Recognize: Understand what behavior is considered harassment.

Document: Keep a written record of incidents, including dates, times, and details.

Report: Inform your supervisor, HR, or another member of the management team about the harassment.

Monitor: Stay vigilant for any signs of recurring harassment and report them promptly.



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.



IMPORTANT CONTACTS

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

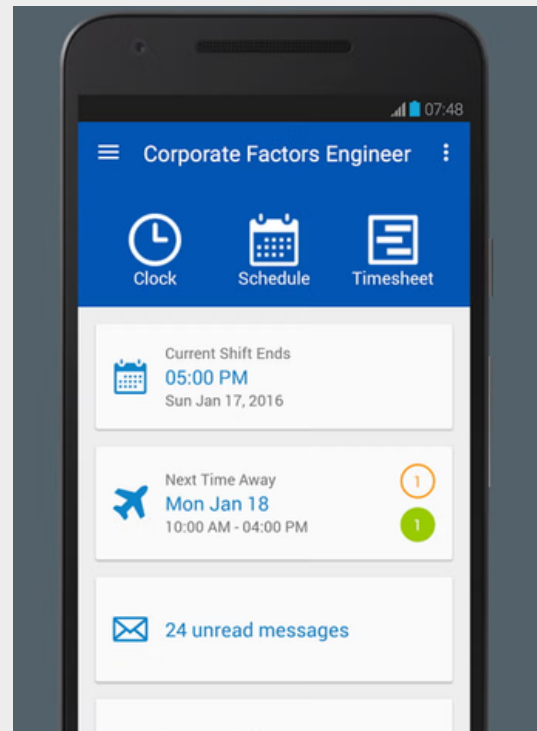
DAYFORCE APP

Login Details:

Company Name: TerminalCity

Username: firstname.lastname

Password:



HR OFFICE HOURS

Human Resources is located on the 7th floor of the Auberge Hotel Building, which may not always be the most convenient location for all employees. To make HR more accessible, we've set aside the following times and locations for your convenience:

Where:

Service Level Office, near Housekeeping and the Changerooms

When:

- Monday, Wednesday, and Friday: 1:30pm - 2:30pm
- Tuesday and Thursday: From 1:30pm - 2:30pm, HR will be available on the club floor to assist with any questions or concerns.

HR CONTACT INFORMATION



Rebecca Holt

Director, Human Resources

rholt@tcclub.com