



**Employment Policies**  
**2022-2023**



# Welcome Letter

Welcome to The Wave Restaurant and Lounge! We look forward to the opportunity to work with you and want you to know that we recognize our team members as our most valuable resource. Our continued success in providing the highest quality food, beverages and service to our guests depends on having quality employees like yourself. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions you may have concerning The Wave and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your management team for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience. Once again, welcome to The Wave!

Sincerely,

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# **About Us**

The Wave is owned and operated by The University Students' Council (USC) at Western University. This means that although we carry our own core values we are guided by the overarching principles of the USC.

## **USC MISSION & VISION STATEMENTS**

*"To enhance the educational experience and quality of life for all undergraduates at Western University."*

*"We believe that students have the power to change the world."*

To learn more about the USC's commitment to the improvement of student life please see their website at <https://westernusc.ca/>

## **ABOUT THIS HANDBOOK**

The policies stated in this handbook may change from time to time and will likely not answer every question you may have. Please don't hesitate to ask questions to your management team. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious and successful relationship.

This handbook is not a contract, which guarantees your employment for any specific time. We ask that team members read this guide carefully, become familiar with The Wave and our policies, and refer to it whenever questions arise.

We wish you the best of luck in your position and as we expressed earlier in this handbook, we hope that your employment with The Wave will be a very enjoyable and rewarding experience.

# **Requirements for Working at The Wave**

Requirements to work at The Wave include but are not limited to:

- Must be an undergraduate student at Western or one of its affiliates (Kings, Huron, Brescia) for the 2022-2023 school year
- Only work for and be on the payroll of one USC operation (The Wave, The Spoke, USC Productions, etc.) at a time
- Are required to be available to work a minimum of 3 shifts per week and average 12-15 hours per week
- Must be available to work a varied schedule with shifts beginning as early as 7am and ending as late as 2am including weekdays and weekends
  - These start/ end times are not often but can happen during the school year for caterings/ events
- Must be available to work from the first day to the last day of both semesters
  - September 4th-December 22nd 2022
  - January 9th-April 30th 2023
- Required to work on feet (standing and walking) for a minimum of 4-5 hour shifts
- Must complete onboarding, health and safety, and all other online training prior to attending in-person training
- Must be available to attend the in person training date
- Must be available to work your first three scheduled training shifts
- Must be able to complete any additional assigned training by the deadline in our learning management system
- Expected to handle, work with, prepare, and serve a variety of foods as expected in a commercial setting such as chicken, pork, beef, milk, cheese, fruits, citrus-fruits, vegetables, nuts and seeds, dressing and oils as well as common food allergies
- Ability to lift items up to 25kg (55lbs)
- With the exception of hosts/bartenders which must be able to lift 75kg (165lbs) in teams of two
  - Hosts/Servers/Bartenders must be 18 years of age or older and possess a valid Smart Serve certification
- Work with hot surfaces, items, and near open flame for cooking in a commercial environment
- Purchase a Wave uniform which will be deducted from your first pay
- Legally eligible to work in Canada
- Have a valid Social Insurance Number (SIN)

These conditions of employment are expected of each of our staff. If for any reason you cannot meet one or more of these conditions please speak with your manager.

## **Orientation Period**

At the start of every new employment contract all staff will undergo a 90 day probationary period. During this time your management team will get to know you and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a fit for you. During this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

You will receive one review during your first 60 days of employment. This review will generally speak to how you are performing based on the goals we have set for our training, and highlight any key areas of improvement.

Our management team aims to work with you to the best of our ability to serve any needs required to fulfill the expectations of the job. However, over the 90 day probationary period if the goals set out by our management team cannot be met within reasonable expectation your employment may be terminated.

Staff who have previously completed a contract (September-April) will be expected to sign a new contract and will also be subject to a 90 day probationary period.

## **Evaluations**

In addition to the one evaluation in the 90 days probation period all staff will receive a second evaluation in the second semester.

Evaluations will be a hybrid of verbal and written, and may contain a self-evaluation component. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with the manager carrying out your evaluation. It is the goal of the management team to help you achieve your goals inside and outside of the operation. At any point in your employment if you're needing feedback on your performance feel free to reach out to management.

# **Payment Procedures**

## **TIME CLOCK PROCEDURES**

On your first shift you will be given a 4 digit employee ID number. You are expected to “punch in/out” using your employee ID at the beginning/end of each shift. You must be dressed in full uniform and prepared to work when you punch in. You may only punch in at the time that your shift begins and punch out at the time that your shift ends, unless given permission by a manager.

## **PAYROLL**

The Wave works on direct deposit and banking information will be collected when you are hired. Employees are paid twice monthly, on the 10th and 25th of each month.

Payroll periods run as follows:

- 1<sup>st</sup> to the 15<sup>th</sup> of the month – paid on the 25<sup>th</sup> of the month
- 16<sup>th</sup> to the 30<sup>th</sup> /31<sup>st</sup> of the month – paid on the 10<sup>th</sup> of the next month
  - E.g. September 1st-15th paid out on September 25th
  - September 16th-30th paid out on October 10th

If you believe there is a discrepancy, please ensure the hours for the payroll fall within these periods and if there is still an issue a manager will be able to look into it for you and correct it if necessary.

## **PAY STUBS**

You will receive a pay stub via email at the end of each pay period from our finance department. This pay stub will be password protected, the password will be the last 3 digits of your social security number (SIN). If you have any questions about payroll please reach out to your direct supervisor.

## **DEDUCTIONS**

Your pay stub will indicate your gross earnings as well as deductions for provincial and federal taxes as well as EI and CPP deductions. Employees will also receive a payroll deduction for the first uniform they obtain from The Wave, as well as any additional uniform pieces they request throughout their employment. The employees will fill out and sign a payroll deduction form for uniforms as they are distributed.

Please refer to the following resource to help understand your pay stub as determined by the Government of Ontario.

<https://www.canada.ca/en/financial-consumer-agency/services/financial-toolkit/income-expenses-budget/income-expenses-budget-2/2.html>

#### **T4 FORMS**

At the beginning of each calendar year you will receive a T4 form to your email from our finance department. This form will include all wages you have earned at The Wave in the last calendar year.

#### **RECORD OF EMPLOYMENT**

Upon resignation, termination, or the end of your employment contract you will receive a Record of Employment (ROE). This will indicate the reason for dismissal, and may be used to apply for Ontario Employment Insurance.

#### **CHANGE OF BANKING INFORMATION**

All banking information including direct deposit account, address, change of legal name, etc. Must be reported as soon as possible to management.

#### **CHANGE OF TAX INFORMATION**

If you wish to change your tax information due to a change in personal status (marital status, income status, education costs, etc.) Please complete new [TD1](#) and [TD1ON](#) forms - federal and provincial.

#### **BREAKS**

In accordance with the Ontario labour law staff are entitled to a 30 minute unpaid break if they are working more than five hours consecutively. All staff must get their break approved by a manager. Breaks are not permitted during peak meal periods, so plan accordingly. Before you go on break your section must be cleaned and stocked, and you must ask the manager on duty if there is anything else to be done before you take your leave. All employees must punch out at the beginning of their break - as soon as they leave the floor before they have changed out of uniform, and must punch back in once they are dressed and ready to work their section again. Two 15 minute breaks may be taken in place of one 30 minute break as approved by your manager.

For shifts under five hours The Wave allows for one 10 minute break. This break is a courtesy intended as a time to refresh and reset to come back ready to finish your shift. Management will do our best to implement these breaks but please be aware that sometimes it will not be possible to accommodate a 10 minute break. Please reserve personal cell phone use for your break time. For more information on cell phone policy, please see the [Cell Phone Use Policy](#) portion of the manual.

Servers or hosts who regularly work shifts of less than three hours are not entitled to a 10 minute break until they have completed three hours of work. Service staff will need to have

someone cover their tables and must not take their 10 minute break during peak restaurant periods. These breaks must always be approved by your supervisor.

When employees require a refreshment/washroom break inform your manager and coworkers. Also ensure your section is in appropriate condition to leave momentarily. All breaks are to be approved by management, staff are not permitted to take a break without checking in.

### **OVERTIME**

In the event that you work more than 44 hours in a single Sunday-to-Saturday work week you will be entitled to overtime pay. Your pay will be calculated at 1.5 times your regular rate for any of these qualifying hours.

### **HOLIDAY AND STATUTORY PAY**

All employees will receive stat pay for provincial and federal holidays.

To learn more about Holiday pay and Stat pay see Ontario's guide here:

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/public-holidays>

### **VACATION PAY**

Although part-time staff at The Wave are not entitled to paid time off for vacation purposes, all staff are entitled to vacation pay which is directly added to each pay. Employees with less than five years of employment are entitled to two weeks vacation time which is calculated by adding 4% gross wages to each pay period. On your pay stub you will see "vac pay" which indicates the 4% vacation pay. Staff may request to take unpaid vacation days at any time but they must be approved by a manager.

To learn more about Vacation Pay see Ontario's guide here:

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/vacation>

# Uniform and Dress Code

## **UNIFORM STANDARDS**

At The Wave we adhere to a strict uniform standard, this is both for the uniformity of our staff as well as in order to follow our health and safety standards. Uniforms are a combination of:

- Uniform pieces supplied by and purchased through The Wave
  - These are paid for by each employee via payroll deduction
  - Additional uniform pieces may be purchased by staff at any time, a new deduction will be made from your next pay
- Uniform pieces purchased by the employee outside of The Wave
  - These pieces must adhere to our uniform standards and must be purchased before the orientation date

## **KITCHEN UNIFORM**

- Wave Hat
  - Purchased through Wave upon hiring
- Wave Chef Coat & Pants
  - Cleaned and pressed Chef coats and pants will be provided by the Wave on each shift and will have a rental fee deducted from your paycheck of \$2.50 per week. This is in lieu of buying and laundering your own uniforms. Uniforms must be returned to the dirty uniform bin at the end of each shift.
- Wave Apron
  - Provided no charge by The Wave on each shift
- Athletic Shoes
  - Running Shoes, Slip on Runners, or Kitchen Clogs
    - Purchased on your own prior to the orientation date
      - Shoes must be appropriate for moving for 4+ hours

## **BAR / HOST UNIFORM**

- Wave T-shirt OR
- Blue Wave Polo
  - Purchased through Wave upon hiring
- Black/Khaki/Gray Pants
- Jeans, work pants, golf pants or lululemon pants / yoga pants

- Athletic Shoes
  - Closed toed athletic shoes, comfortable shoes for being on your feet
- Wave Hat (Optional)
  - Purchased through Wave upon hiring

### **SERVER UNIFORM**

- Wave T-shirt OR
- Blue Wave Polo
  - Purchased through Wave upon hiring
- Black/Khaki/Gray Pants
- Jeans, work pants, golf pants or lululemon pants / yoga pants
- Athletic Shoes
  - Closed toed athletic shoes, comfortable shoes for being on your feet
- Wave Hat (Optional)
  - Purchased through Wave upon hiring
- Wave Server apron (provided on your first day) - part of the uniform

### **EVENT UNIFORM**

- All Staff
  - Caterings/Events
    - All black formal attire may be required for certain caterings or events
    - Staff will be selected to work caterings/events prior to the date and notified if black formal attire is required

### **UNIFORM NON-NEGOTIABLES**

Uniforms are expected to be washed before each shift.

The following may not be worn at any time:

- Uniforms that are visibly dirty
- Uniforms with holes or rips
- Hanging jewelry (Earrings, necklaces, bracelets, etc.)
- Any footwear that is not considered an athletic shoe

### **PERSONAL GROOMING**

Our personal grooming standards are in place to comply with health and safety standards. The following list contains our rules for personal grooming:

- Long hair must be neatly groomed and tied back
- Hair long enough to be doubled up into a bun must be tied up at all times
- Facial hair must be neatly groomed at all times
- Long facial hair must be contained under a beard-net
- Nails (real or fake) that are too long to perform necessary tasks
- Nail polish and fake nails are permitted as long as the employee wears gloves whenever handling food/drink and nails do not hinder the ability to perform

- All cuts/scrapes/scabs on hands or arms must be bandaged before coming on shift and gloves must be worn on the bandaged hand while handling food

## **Employment Perks**

### **EMPLOYEE MEALS AND DISCOUNTS**

Employees receive a 15% discount off the regular price of all menu items at The Wave any time. This discount is available to all employees of the USC.

Immediately before or after your scheduled shift, or during an approved break, you will be eligible for one meal at a 40% discount off the regular menu price. All 40% meals must be rung in by a manager or bartender. One meal will be discounted 40% per shift and may be taken home in a takeout container. You must always purchase a standardized meal (no item swapping/modding/ building a meal out of extras-sides- add ons etc). You may not prepare your own food before your break or before the end of your shift. Employees must be out of uniform while eating in the restaurant. All discounts only apply to employees and cannot be used for friends and family.

Additionally, Wave employees are eligible for a 15% discount at the Spoke and a 15% discount at The Purple Store as long as they present a USC sticker.

Soft drinks are available at no charge to staff while on shift. Bottled drinks, milk cartons, milkshakes, and Red Bull are not to be consumed as part of our complimentary staff beverage program. Staff members are permitted to drink fountain pop while on shift, however drinks must be kept in the servery in order to eliminate the risk of spills and cross contamination and to remain out of sight of the customer.

It is against policy to take/consume food you did not pay for, all mistake food must be dealt with by the manager on duty and recorded on the waste sheet.

# **Non-Negotiables**

In order to keep The Wave consistent with our goals and values it is important for all employees to be fully aware of the rules which govern our conduct and behaviour. Everyone must conform to standards of reasonable conduct and policies of the Wave to maintain an orderly, productive, and positive working environment.

Following is a list of our non-negotiables. If these policies are violated the employee will be met with disciplinary action ranging from the issue of a C.A.N.(Corrective Action Notice) to immediate termination.

This list is not all inclusive to actions that can cause an employee to be disciplined.

## **LATENESS**

Any employee who is on the floor ready to work after their published start time is late. This does not matter if it is 1 minute or 1 hour. Additionally staff are not permitted to leave earlier than their posted end time without approval of a manager.

## **ABSENCES**

All employees must call the Wave office (519-661-3007) a minimum of 2 hours before their published start time if they intend on taking a personal day due to sickness or other emergency. They must speak with a manager and cannot leave a voicemail. Staff are also responsible for getting their shift covered by using the Hotschedules application to post their shift and ask other staff for help.

## **UNIFORMS**

All employees must show up in their complete uniform for every shift. Any employee who violates our uniform policy or forgets their uniform will be given the option to purchase a uniform piece given this does not make them late for their shift.

## **CELLPHONES**

Cellphones are only permitted to be used for work-related tasks while on shift. We have a variety of QR codes on the floor which may be scanned using cell phones, however personal use of cell phones (texting, using social media, etc.) is strictly prohibited while on shift or use of cellphones in food service areas.

## **EATING POLICIES**

Food is not permitted to be consumed anywhere in the kitchen, serverly, or bar. The only

area approved for eating is in the dining area. Discounted food is for the privilege of staff only and can not be used on friends or family.

## **STANDARDS OF CONDUCT**

An employee involved in any of the following conduct may result in disciplinary action up to and including immediate termination without a written warning.

1. Supplying false or misleading information to the restaurant, including information at the time of application for employment, leave of absence or sick pay
2. Not showing up for a shift without the approval of the manager on duty.
3. Clocking another employee "in" or "out" on the restaurant timekeeping system or having another employee clock you either "in" or "out."
4. Leaving your job before the scheduled time without the permission of the manager on duty.
5. Arrest or conviction of a felony offense
6. Use of foul or abusive language or rude or improper behavior with guests, employees, or management.
7. Disorderly or indecent conduct and refusal to follow instructions.
8. Theft of guest, employee or restaurant property including items, food, or non-reusables found on restaurant premises.
9. Theft, dishonesty or mishandling of restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
10. Engaging in harassment of any kind toward another employee or guest.
11. Failure to consistently perform job responsibilities in a satisfactory manner within the 90-day orientation period.
12. Use, distribution, or possession of illegal drugs on restaurant property or being under the influence of intoxicants when reporting to work or during work hours.
13. Waste or destruction of restaurant property.
14. Actions or threats of violence or abusive language directed toward a guest or another staff member.
15. Excessive tardiness.
16. Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
17. Smoking or eating in unapproved areas or during unauthorized breaks.
18. Failure to comply with the restaurant's personal cleanliness and grooming standards.
19. Failure to report safety hazards, equipment defects, accidents, or injuries immediately to management.

# Progressive Discipline Policy

At The Wave we have a progressive discipline policy in order to ensure all of the policies contained within this manual are being adhered to.

[The USC progressive Discipline Policy](#)

## Schedules

Schedules are prepared to meet the demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly. Ask your manager for specific days and times to expect schedules to be posted. Each team member is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should punch in when your shift begins and be ready to start work immediately.

Swapping your shift with another employee is permitted as long as both parties agree and request the swap on HotSchedules. A manager must validate the swap prior to the shift start time. The restaurant usually requires high levels of staff on or around holidays and other special events. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no guarantee that you will get the requested time off.

### **HOW TO USE HOTSCHEDULES**

HotSchedules is our schedule management software where you will view your schedules each week. It is important that you understand the basics of HotSchedules including how to:

- View your schedule
- Read messages from management and staff
- Request time off
- Release shifts for pickup and pickup other employees shifts

# **Absences**

## **CALLING IN SICK**

If you are unwell and are not fit to work, all employees are expected to call the Wave office **(519-661-3007)** at least 2 hours before they are scheduled to work.

Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at The Wave.

- Employees are responsible for posting their shifts when they are calling in sick and should take all reasonable action to have their shift covered to lessen the operational impact on the Wave
- Failure to post your shift, speak directly to a manager, and/or give us a two hour notice will result in disciplinary action
- Management reserves the right to request a doctor's note at any time

All employees are expected to work on a regular basis. Although it is okay to call in sick from time to time, excessive unexplained absenteeism or failing to follow our sick call protocol will result in disciplinary action.

## **REQUESTING TIME OFF**

- Scheduling managers will do their best to grant time off when requested by prioritizing the nature of the time off. However, managers have the right to decline time off requests at their discretion.
- All time off requests must be submitted on HotSchedules at least 2 weeks prior to the start date of the leave.
- Absences of up to 3 days consecutively may be taken without management consultation.
- Absences of 4 days consecutively or more must be approved by your scheduling manager.
- Employees that require large amounts of time off must talk to a manager before booking time off.

## **LATENESS**

Employees must be prepared to start working promptly at the beginning of their shift. Always arrive at the restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be in uniform and in your section ready to work, not the time you arrive at the restaurant. Repeated lateness is grounds for termination.

Always punch in when you are in uniform ready to work and punch out immediately after leaving your station while you are still in uniform. Arriving to work and punching in 'on time' then taking the time to get dressed into your uniform will result in disciplinary action.

Servers should complete all side duties and ensure their section is clean and checked by a manager prior to punching out. All servers must punch out prior to completing their cashout. This should take very little time if you have been accurate and mistake free during your shift.

### **RESIGNATIONS**

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are possibly eligible for rehire and you have not burned a bridge to use us as a future reference check.

### **REFERENCE CHECKS**

Post-resignation you may want one of your managers to supply a reference check for you. It is imperative that you ask your manager before you supply a name or phone number before you give them to your potential employer.

## **Social Media Policy**

The Wave encourages employees to engage with our social media platforms and to be proud of their workplace online. However, for the purpose of safety of our employees, staff, and business, we have a few guidelines for what we deem appropriate and inappropriate when it comes to our staff engaging with the workplace online.

### **APPROPRIATE**

- Using social media to inform oneself and promote USC events or promotions.
- Posting generally about working at The Wave.
- Posting photographs from Wave/USC events.

### **INAPPROPRIATE**

- Harassing, demeaning, or creating a hostile working environment for any employee.
- Directly or indirectly disclosing confidential or proprietary information.
- Harming the goodwill and reputation of The Wave among its employees, customers, or in the community at large.

If an employee publishes any information about themselves, another employee, a client, a customer, or a supplier in any public medium (print, broadcast, digital, or online) they must ensure it is not in following context:

1. Portraying The Wave, its employees, or customers in a negative way.

2. Disclosing confidential or proprietary information through social media or other means.
3. Interfering with the work of any employee.
4. Creating a harassing, demeaning, or hostile work environment for any employee.
5. Harming the goodwill reputation of The Wave or the USC among its customers or in the community at large.

The employees responsible for such problems will be subject to disciplinary action, up to and potentially including termination of employment, depending on the circumstances.

[the USC Social Media Policy Document](#)

## **Cell Phone Use Policy**

The Wave has adopted the following cell phone use policy. This usage applies to any personally owned device capable of placing or receiving phone calls, messages, text or video messages, or with access to the internet or email.

### **CELL PHONES IN THE RESTAURANT – STAFF**

Non-management level employees are allowed to use their personal cell phones on shift for work related tasks. This may include:

- Scanning a workplace QR code to complete daily tasks
- Reading promotional material about The Wave or the USC
- Checking staff communications
- Shift swapping with other employees on shift
  - All of these must be done outside of the food service and customer service areas

Bartenders and Hosts may use cellphones for work related tasks such as:

- Calling taxi service for intoxicated customers
- Using their phone as an alarm or timer for certain tasks
- Creating reminder notes in their phone for certain tasks
  - All staff are not permitted to use their cell phones for texting/personal reasons on the floor or in view of customers

We understand that sometimes it is necessary to use your phone during your shift, but ask that you disclose when you must use your cell phone to a manager before doing so. Cell phones must be kept on vibrate and out of sight of customer service areas at all times. We encourage staff to reserve personal use of their phones (texting, social media, etc.) for their 10 minute break.

# **Restaurant Policies and Practices**

## **GUEST SERVICES**

Our restaurant exists only because of our customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the guest we don't have a restaurant, they are the only reason we are here. As a result, taking care of our guests is our highest priority, in fact a privilege, never an interruption. At The Wave the guest always comes first!

## **GUEST COMPLAINTS**

Nobody enjoys being the recipient of guest complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding guests force us to be our best, and resolving complaints satisfactorily can even increase guest loyalty IF they are handled properly.

When faced with a guest complaint:

- Don't get defensive and try to explain
- Remove the offending item immediately
- Apologize for the problem and tell the guest you will take care of the problem
- If you need the assistance of a manager, don't hesitate to ask
- Do everything you can to let the guest know you care and that this isn't the kind of experience you want them to have at our restaurant

## **TELEPHONE COURTESY**

All employees are expected to answer the telephone. Always do your best to answer the phone within three rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening). You have reached The Wave, this is (name) speaking. How may I help you?". Taking reservations and to-go orders is essential to the restaurant and the customer. Getting the correct information is necessary to prepare for large parties or noting someone's allergies for a pickup order ensures that each customer receives the care and attention that they deserve.

Respond to any questions of which you are absolutely certain. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always ask the caller for their name when they ask to speak to a manager or other staff member. Always thank the person for calling.

## **MEETINGS**

Staff meetings will be held periodically, these could be either in person or digital (Zoom). These meetings are treated as a shift and attendance is mandatory. Only management approved absences will be accepted. Most meetings offer team members the opportunity to provide valuable input, get feedback, and provide suggestions to enhance our working environment and the operation of the restaurant.

## **ADDITIONAL TRAINING SESSIONS**

Throughout the year we reserve the right to add supplementary training sessions to our online training platform Schoox. We try to keep our content as up to date as possible and therefore are always introducing new ways to train our staff more effectively. All training sessions added to Schoox will be communicated by management and staff will be given a deadline to complete the module, all staff will be required to finish the module by the deadline. Those who fail to complete new training sessions will be withdrawn from the schedule and issued a C.A.N. for every shift they miss due to incomplete training.

## **TEAMWORK**

We cannot achieve our goals and provide the highest levels of service to our guests without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a guest whether they are technically yours or not. If another team member hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience.

# **Non-Discrimination**

The Wave is an equal opportunity employer and adheres strictly to the USC's EDI framework. We do not tolerate discrimination based on race, gender identity, age, nationality, religion, sexual orientation, or ability. Employment decisions, such as hiring, promotion, compensation, training, and discipline will be made only for legitimate business reasons based upon qualifications and other non-discriminatory factors.

To learn more about the USC's EDI policy see our 2021-2025 framework here: <https://westernusc.ca/wp-content/uploads/2022/04/2022-EDI-Framework.pdf>

## **Workplace Harassment**

### **OHSA HARASSMENT POLICY**

The requirements set out by Ontario's Occupational Health and Safety Act (OHSA) for violence and harassment in the workplace establish minimum standards and set out the rights and duties of all those who have a role in dealing with workplace harassment.

Read OHSA' policy on harassment here:

<https://www.ontario.ca/document/guide-occupational-health-and-safety-act/part-iii0i-workplace-violence-and-workplace-harassment>

### **THE Wave'S HARASSMENT POLICY**

The Wave has a zero tolerance policy for workplace harassment. Any concerns brought forth to management by employees, customers, or the community surrounding The Wave will be dealt with quickly and disciplinary action up to termination may be considered. We have a highly developed Human Resources team that is here to take care of your needs. As your employer it is very important for us to address any unwanted behaviors early in a confidential manner, to minimize the potential for escalation.

### **WHAT IS WORKPLACE HARASSMENT?**

Workplace harassment can involve unwelcome words or actions that are known or should be known, to be offensive, embarrassing, humiliating, or demeaning to a worker or group of workers in a workplace. In a workplace, it can also include behavior that intimidates, isolates, or discriminates against the targeted individual(s).

This may include:

- Making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend
- Displaying or circulating offensive pictures or materials in print or electronic form
- Bullying
- Offensive or intimidating text messages, phone calls, or emails
- Workplace sexual harassment

This does not include:

- Any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace
- Differences of opinion or minor disagreements between co-workers

## **SEXUAL HARASSMENT**

All of our employees have the right to be free from sexual harassment. Sexual harassment is against the law in Ontario, and as such any instances will be treated with the utmost seriousness.

The OHSA defines workplace sexual harassment as engaging in vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity, or gender expression, where the comment or conduct is known, or ought to be reasonably known, to be unwelcome. This can also include making a sexual solicitation or advance where the person making the advance is in a position to confer, grant, or deny a benefit to the worker and the person knows, or ought to reasonably know, the solicitation or advance is unwelcome.

This may include:

- Invading personal space
- Asking questions, talking, or writing about sexual activities
- Rough or vulgar humour or language related to sexuality, sexual orientation or gender
- Leering or inappropriate staring
- Unnecessary physical contact, including inappropriate touching
- Demanding hugs, dates, or sexual favours
- Making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes
- Verbally abusing, threatening or taunting someone based on gender or sexual orientation
- Threatening to penalize or otherwise punish a worker if they refuse a sexual advance
- Making an employee dress in a sexualized or gender-specific way
- Acting in a paternalistic way that someone thinks undermines their status or position of responsibility

## **REPORTING HARASSMENT IS EVERYONE'S RESPONSIBILITY**

The Wave can only remedy harassment which you bring to our attention. To give the Company the opportunity to address and prevent future occurrences of harassment, it is everyone's responsibility to immediately report any conduct that they believe may violate this policy, whether they were a victim of the conduct or were only a witness to it. Regardless of whether you are certain that another person's behavior really constitutes "harassment," it is your responsibility to report the behavior as soon as possible. Rarely,

if ever, should you wait longer than the next regular business day before reporting conduct that violates this policy.

## **INVESTIGATION INTO HARASSMENT**

If any employee experiences anything they deem to be harassment of any kind we encourage them to talk to our management team. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. The company will take immediate and appropriate action into investigation, including discipline, and possible termination.

An appropriate investigation into a workplace harassment incident or complaint would generally be timely, fair, and address all relevant issues. At The Wave, we treat incidents seriously by acting promptly and allowing time and sufficient resources to investigate and deal with the issue.

Some matters will not require a complicated investigation (for example, where a customer is harassing staff - this is easy to deal with in that we just remove the patron from our premise). Other situations, like those involving allegations of sexual harassment by a co-worker over several months, may require a more rigorous investigation.

Stages in a more complex investigation could include:

- A review of details of the incident or complaint, including any relevant documents;
- An interview or interviews with the worker alleging harassment
- An interview or interviews with the alleged harasser, if he or she works for the same employer
- An interview or interviews with the alleged harasser, if he or she is not a worker and if it is possible and appropriate
- Separate interviews with relevant witnesses
- Examination of relevant documents or other evidence that pertains to the investigation (such as emails, notes, photographs, or videos)
- A decision about whether a complaint or incident is workplace harassment
- Preparation of a report summarizing the incident or complaint, the steps taken during the investigation, the evidence gathered, and findings (such as whether workplace harassment occurred, did not occur, or that it was not possible to make a determination).

Note this guide does not constitute legal advice and should not be taken as a statement of the law or what constitutes compliance with the law. This guide does not cover every situation or answer every question about the legal requirements for workplace violence

and workplace harassment in Ontario, but should you need it, more information is available on the official OHS website.

Please remember your managers are here to help in any situation, however there may be circumstances in which you are not comfortable consulting management with your concerns. In those cases we recommend that you reach out to your HR representative Julia Wells [julia.wells@westernusc.ca](mailto:julia.wells@westernusc.ca).

[Discrimination Harassment and Violence Reporting Procedure Policy](#)

## **Mental Health and Wellness**

At The Wave we recognise that each person has a unique personal situation. Strictly employing students of Western and affiliate campus' students means we are familiar with the daily stresses our employees may endure due to balancing school, work, social life, etc. We hold all of our employees to the same standards, but encourage our staff to talk to us if they are ever experiencing a situation that is making the work they are assigned to do unrealistic or unreasonable. We strive to provide our employees with a healthy work environment and aim to be considerate when it comes to each individual's personal situation. The USC can offer 5 sessions of crisis counselling through the wellness program for part-time staff.

Good2Talk is a free to use mental health phone, text, and Facebook messenger line geared towards Ontario students. We encourage you to put this number in your phone for when you or someone you care about is experiencing something you need additional advice on. The Wave's management team is always here to talk, but we stress we are not mental health professionals. Good2Talk is an amazing resource that you can utilise from the comfort of your own home. They are available 24 hours a day and have a judgment-free policy, which means they recognise each individual has their own challenges and aim to treat each challenge equally. Good2Talk offers support in English, French, and Mandarin.

<https://good2talk.ca/ontario/about/>

Call 1-866-925-5454

Text GOOD2TALKON to 686868

# Safety

The Wave is committed to maintaining a safe workplace for all team members. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

## **WORKPLACE SAFETY**

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- When turning sharp corners let people know you are approaching by announcing "CORNER."
- Always wear appropriate clothing and footwear.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using knives and other sharp utensils.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. "HOT COMING THROUGH."
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.
- Front of house staff (servers, hosts and bartenders) should never go on the cooking line in the kitchen or cut through to get to the prep area in the kitchen. They should always go around and say behind when moving around working employees in the prep area.
- Servers and hosts should never go behind the bar, other than placing glassware in the glasswasher. This area is for bartenders and managers only.

## **SANITATION**

We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is absolutely essential that everyone follows safe food handling procedures. This is one area of the restaurant where there is absolutely no compromise. Never take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our guests. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues, the following are some of the basic rules we always follow and enforce:

- **Keep your hands washed.** Always wash your hands after touching your hair or face, eating, sneezing, coughing, sweeping, or touching anything that may cause contamination. Hands should always be washed when coming into work, prior to performing any work tasks or food handling.
- **Sanitize everything.** Besides clean hands, use a sanitizing solution to constantly keep counters, cutting surfaces, and utensils clean and sanitized. This helps to keep food handling areas and preparation tools free of bacteria.
- **Prevent cross-contamination.** Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.
- **Keep food at the proper temperatures.** Potentially hazardous foods like meat, poultry, dairy and fish should always be stored at or below 40°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 40° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- **Store food correctly.** Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

## **CHEMICAL**

Equally important to your personal safety is the safe handling of chemicals. Cleaners, sanitizers, and disinfectants are used throughout the restaurant. All of these chemicals must be labeled properly so that you know which product you are using at all times. Your manager will show you how they are used and stored to ensure guest safety as well as your own.

## **SAFE CHEMICAL HANDLING**

- Know where the safety data sheets are posted and read them.
- Read the labels of all products before you use them.
- Follow the directions for proper storage, handling, and use for all chemicals you use.
- Ask your Manager any questions or concerns you may have about using a certain product.
- Know how to call for medical help, in case of an emergency.
- Do not ever mix chemicals together.
- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.
- Do not leave aerosol spray containers near heat or spray close to an open flame.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.

## **READING THE MATERIAL SAFETY DATA SHEETS (MSDS)**

- Read product name.
- Fire hazard - explains if the product can catch fire or explode.
- Health hazards - explains effects of over exposure and first aid procedures.
- Spill precautions - explains steps to take in case of spills.
- Special protection - describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

## **READING PRODUCT LABELS**

- Read name.
- Physical and health hazards.
- Instructions for storing, handling, and use.
- Instructions on what to do in case of an emergency.

# Emergency Situations

In the event of an emergency there are some important protocols you must know and follow. We have fire drills once every few months and it is very important that our entire staff operate as a cohesive unit during these drills, to ensure we will act appropriately in the event of a real emergency.

## **CALLING 911**

In an emergency that necessitates calling 911 it is important to remember to always call 911 from a campus landline phone. There are campus landline phones located in the office, behind the host stand and one located behind the bar. Calling 911 from one of these phones will direct you to campus police which have the fastest response time on campus.

## **HAND HELD FIRE EXTINGUISHERS**

In the event there is a fire in The Wave it is important to note where our fire extinguishers are located. There are 5 fire extinguishers in The Wave.

1. Located behind the front door at the main entrance.



2. The second Image is the fire extinguisher located beside the bar in front of the liquor room



3. Located in the catering area



4. Located inside the back doors of the Wave and near the manager's office



5. Located in the glass fire hose box near the fire exit in the back right corner of the restaurant

It is important that all employees know where these are located in the event a fire occurs. If a fire does occur, always alert a manager before taking action.

### **AUTOMATIC FIRE SUPPRESSION SYSTEM**

In the event that our fryer or stovetop catches fire we have an automatic fire suppression system in place. This system will automatically discharge if it detects an unusual amount of fire or smoke. The suppression system will not dispense if there is only a small fire or a small amount of smoke. If this does occur please calmly alert a manager and snuff the fire using a non flammable utensil.



If a major fire does occur and the suppression system does not discharge there is a manual lever that can be pulled to activate the system. This lever is located in the extra kitchen equipment room located in the kitchen that leads out to the catering area. Before pulling the lever, alert a manager, and only pull it if you are absolutely sure the fire is out of control.



## **FIRE DRILLS**

Our fire drills that happen once every few months act as an opportunity to ensure everyone in the UCC knows the appropriate action to take in the event of a real fire. When the alarm sounds there are a few things we must do...

1. Turn all electric & gas equipment off
2. Calmly ask all customers to evacuate the building
3. Move all of the cash tills from the floor to the manager's office
4. Lock all doors to the restaurant
5. Calmly evacuate the building and meet at the designated meeting spot (see below)

\*Leave any food in the expo window. We will discard any food that was being prepared after the alarm has ended and give customers a new product.

## **EMERGENCY MEETING LOCATION**

In the event of a fire drill it is very important that all of our staff meet in the same location, we will be taking a head count to ensure all of our staff have evacuated the building and made it to the meeting location safely.

Our meeting location is outside the UCC building down the hallway beside the manager's office and in the walkway between the UCC and social sciences our back doors.



### **CRIME AND ROBBERY**

If you are ever involved in a robbery, do not resist. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow Team Members and guests are our highest priority. Don't be a hero, always cooperate fully and do not resist!

## **Drug and Alcohol Policy**

Arriving to work under the influence of drugs/alcohol is strictly prohibited. This policy extends itself to the consumption of any amount of drugs/alcohol that may inhibit an employees ability to perform the duties of the job safely and effectively. Staff who consume any amount of drugs or alcohol prior to arriving to work at The Wave will be terminated without escalation.

This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must consult with their doctors about the medications' effect on their fitness for duty and ability to work safely. Employees must promptly disclose any work restrictions to their managers. Employees are not required to disclose underlying medical conditions unless directed to do so by a physician.

## **Closing Statement**

We hope that this manual has provided useful information and tools to help you feel confident in your employment at The Wave. If you have absolutely any questions about the contents of this manual, feel free to reach out to your direct manager.

We look forward to working with you and creating a fun and positive workplace. The Wave's distinct reputation and illustrious success comes from the energy that each of us chooses to bring to work every day. We hope that you see this energy personified in your management team as we strive to make this the best possible place to work.

Once again, welcome to The Wave!

# **Government of Ontario Resources**

Employment Standards Act

<https://www.labour.gov.on.ca/english/es/>

Sick Leave

<https://www.ontario.ca/document/your-guide-employment-standards-act-0/sick-leave>