



HANNA
& DISTRICT
CHAMBER OF COMMERCE



**OPERATIONS
POLICIES &
PROCEDURES
MANUAL**

OPERATIONS POLICIES & PROCEDURES MANUAL

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OUR VISION

To promote Hanna and Businesses in our Town & District.

OUR MISSION

The Hanna & District Chamber of Commerce is dedicated to promoting, supporting, strengthening, and preserving our local business community.

GOALS

- ❖ To increase awareness in and around Hanna & District as to what the Chamber of Commerce can offer to its Members*
- ❖ Increase Membership to help support the Chamber and keep it viable*
- ❖ To incorporate Home Based Businesses into our Membership*

SECTION 1 THE ORGANIZATION

1.1 Who are we?

The Hanna and District Chamber of Commerce (HDCC) is a non-profit membership-based organization comprised of businesses, organizations and individuals.

The HDCC is located at 203 2nd Ave West, Hanna. We rent an office space from the Business Hub. The HDCC is responsible for keeping the Chamber Office area clean and light housekeeping such as vacuuming, garbage removal, and recycling.

1.2 Definitions

Within the contents of this manual the following definitions are used:

HDCC:	Hanna and District Chamber of Commerce
Board:	the Board of Directors for the HDCC
Client:	any individual or group of individuals served by the HDCC
Consultant/Contractor:	a person who is not an employee retained to provide services to HDCC
Employee:	any person deemed to be an employee by law or by this policy and includes: a) Salaried employee: a person employed to work full-time or part-time and is compensated a salary b) Hourly employee: a person employed to work full-time or part-time at an hourly rate or for work which is not of a continuous nature, such as: (i) a seasonal position (ii) a position to carry out a special project or work which is not continuous (iii) a temporary position created to cover an employee on vacation, sick leave, leave of absence, or other leave c) Contract employee: an employee working either full-time or part-time under an individual contract agreement.
Employer/Corporation:	HDCC
Office Manager:	The Office Manager of the HDCC
FSP:	Fire Safety Plan (Business Hub)

SECTION 2 PURPOSE

The Policies and Procedures in this manual exclude policies related to Human Resources Management, which are included in the Human Resources Policies and Procedures Manual.

In order to provide greater flexibility, any provision of this policy may be varied, or additional benefits provided by mutual agreement between the employee affected and the employer.

New employees at the beginning of their employment shall read this policy manual. They must request clarification of any items that are not clearly understood.

2.1 Purpose of this Manual

The purpose of this manual is to:

- (1) establish and maintain orderly, consistent administration of policies
- (2) assist the HDCC in providing quality service to the community
- (3) establish and foster guidelines for effective working relationships at all levels

The policies, procedures and practices will be subject to regular review and revision in the light of experience and change.

The HDCC Office Manager and other supervisory staff implement policy.

All inquiries will be directed only through the Office Manager of the HDCC.

2.2 Updates

Accurate, up-to-date, copies of this manual shall be maintained at the office where the HDCC regularly conducts business. Copies shall be made available for perusal by employees or Board Members. The electronic copy is located at Chamber of Commerce www.hannachamber.ca/about-us/. Board Members shall have the opportunity to ask the Office Manager for and receive clarification of any policy established by the HDCC

SECTION 3 Financial & Legal

3.1 Signing Authority

The designated signing authorities for the HDCC will be determined by the Board of Directors. Generally, it is the Office Manager and members of the Board of the HDCC. Chamber General Account and Chamber Sign Account cheques require two designated signing authorities. Chamber Buck Account only requires a single signature. Cheques in excess of \$3,000 shall require two signatures of the Board.

3.2 Reporting Requirements

A monthly income statement will be presented to the Board of Directors of the HDCC for approval.

3.3 Budgeting

Budget and accounts are reviewed by the Board and Office Manager on a regular basis.

3.4 Delinquent Accounts

This policy is to clarify the collection procedure to be followed on any accounts receivable, subject to the review of the Office Manager. Invoices outstanding after 30 days will be pursued with the following collection procedure:

After 30 days – Statement with “Please Pay” notice.

After 60 days – Formal letter outlining requirement to pay within 30 days, or it will be sent to collections.

After 90 days- Formal letter indicating that the invoice has been sent to solicitor for collection.

3.5 Auditing

An internal audit shall be conducted annually for the HDCC, as per HDCC by-laws.

The auditor shall:

- verify that entries are legitimate.
- audit that entries are properly authorized by the Office Manager or Board of Directors, where Board approval is necessary.
- audit financial statements.
- complete any other audit tests that are felt necessary.

Deficiencies will be reported to the Office Manager and the Board of Directors.

3.6 Banking

All banking matters are customarily handled by the Office Manager.

3.7 Credit Cards

The Office Manager will be issued a credit card for business purposes. Credit limits will be determined by the Board. The credit card is to be used for any purchases that cannot be charged to our business account. Each cardholder is responsible for submitting receipts for processing.

Cardholders are responsible for immediately reporting if a card is lost or stolen to the Office Manager and the credit card company.

3.8 Legal Representation

Management shall be responsible for contracting legal representation with the option for the Board of Directors to do so on a situational basis.

SECTION 4 Workplace Safety

4.1 Safe Office Spaces

The HDCC is committed to ensuring a safe work environment that protects our employees, contractors and the general public.

Management, Board Members, Chamber Members, visitors and contractors are responsible and accountable for the HDCC's health and safety performance. Active participation by everyone, every day, in every job is necessary for the health and safety excellence that the HDCC expects. Our goal is a healthy, injury-free work environment. By working together we can achieve this goal.

Office Manager will:

- Set an example and provide leadership in the health and safety system
- Develop and maintain health and safety policies and procedures
- Provide proper equipment and training for workers
- Identify hazards and implement appropriate control measures
- Create an environment that promotes active employee participation in health and safety
- Comply with Occupational Health and Safety Act, Regulation and Code

Members & Visitors will:

- Follow all safe work procedures
- Ensure members and/or visitors are appropriately protected and working safely (ex. wearing protective equipment when required, etc.)
- Assist in the identification of hazards
- Co-operate with the office manager in working towards improved health and safety at work
- Comply with Occupational Health and Safety Act, Regulation and Code

Contractors will:

- Comply with Occupational Health and Safety Act, Regulation and Code
- Assist in the identification of hazards
- Participate in health and safety initiatives

One of the most important ways to ensure health and safety of the workplace is to regularly inspect the work site to identify hazards and then eliminate or control the hazards. A hazard is a situation, condition or thing that may be dangerous to the safety or health of workers. Inspection is an ongoing task. Inspection provides two important pieces of information. Inspections provide information about hazards or potential hazards that have not been previously noted and confirmation of the effectiveness of controls for eliminating or reducing risks of known hazards. During the inspection, look at how the work is performed and identify unsafe or unhealthy conditions and acts that can cause injury or illness, so corrective measures can be taken. After the inspection, develop ways to eliminate or control all the hazards identified.

4.2 First Aid

First Aid Kit Location

Office Manager will provide standard first aid supplies such as band-aids, ointment etc. as needed for personal use.

***BUSINESS HUB – East Wall in supply area on black shelf.
Contents will be checked and maintained by Business Hub Staff.***

4.3 Working Alone Policy

The purpose of the policy is to ensure preventative measures are taken to ensure the safety of staff employed with the Chamber of Commerce. The purpose of the Working Alone requirements is to ensure that workers working alone can do so safely. As a result, employers have responsibilities to minimize risks associated with their workers who work alone. “Alone” means beyond the visual or audible range of any other individual for more than a few minutes at a time.

It is the Chamber’s responsibility to have an effective communication device (ex. radio, landline or cellular telephone or some other effective means of electronic communication) in place for staff if and when they are in a work alone situation.

In general, work tasks should be scheduled to minimize the potential hazards of working alone. Consult with the Office Manager if work is scheduled outside regular office hours and to determine appropriate intervals for appropriate contact based on the nature of the work being done. Staff are not to work alone when it comes to moving heavy equipment or items, in case of injury.

When it is necessary to work outside the HDCC office, it is essential that you communicate your departure and return time, destination and contact number to a staff member at the HDCC office.

4.4 Security

4.4.1 Alarm System

BUSINESS HUB LOCATION:

The building is equipped with a motion sensitive alarm from Town of Hanna. The Business Hub Office Manager will provide the Chamber Office Manager an alarm code to arm/disarm the system. The first person entering the building when the system is armed will be required to disarm the system. The last person exiting the building is responsible for arming the alarm system.

4.4.2 Keys

BUSINESS HUB LOCATION:

An office key will be distributed to the Chamber Office Manager, and additional Members at the discretion of the Business Hub Office Manager. Duplication of keys is strictly prohibited. The last person leaving the building is responsible for locking the doors.

Committees or other groups who wish to meet at the Chamber office during non-office hours must book with the Chamber Office Manager.

4.5 Emergencies

This section is intended to provide an understanding of the HDCC's procedures during safety emergencies.

The Office Manager or designated alternate maintain the authority to declare an emergency situation and implement evacuation, shelter-in-place or closure procedures. This responsibility includes communication with members, emergency workers and the media.

Place of shelter away from the office: BUSINESS HUB OFFICE

- Front EXIT - Proceed to MUSTER POINT across the street in Dental Office Parking lot
- Back EXIT - Proceed to MUSTER POINT, around corner and across the street in Dental Office Parking lot
- MUSTER POINT - Once gathered refer back to sign in sheet to account for bodies

4.5.1 Evacuation Procedures

Emergency evacuation procedures are used in the case of:

- Fire
- A chemical accident inside the building
- A suspected natural gas leak
- A bomb threat
- Threatening behavior inside the building
- A chemical accident in the area outside of the office
- A health-related emergency

4.5.2 Shelter-in-place Procedures

In the simplest terms, shelter-in-place means staying inside the office to keep the staff and visitors out of danger.

Shelter-in-place may be the response to a variety of emergencies such as during a thunderstorm or tornado, a chemical accident outside of the building or threatening behavior outside the office.

4.5.3 Office Closure Procedures

The following procedures and communication policies will be used in the event of partial or full day closure of the office due to:

- weather-related emergencies such as a severe winter storm
- health-related emergencies such as a utility failure or outbreak of illness
- floods

The Office Manager (or designated alternate) should:

1. Contact the Board by telephone, e-mail, or text. Advise them of the closure.
2. Post a note outside the office door advising of the closure, if possible.
3. Record an outgoing message on the office's voice mail system, if possible.

4.5.4 Fire Emergencies

In the event of a fire, there are three (3) fire extinguishers located in the building. Fire extinguishers can be found in the following locations: front entrance exit, hallway near public washroom and backdoor exit. Use extinguishers to extinguish small fires. Remember PASS (Pull-Aim-Squeeze-Sweep) – pull pin, aim at the base of the flames, squeeze trigger, sweep across the flames. If possible, turn off any electrical equipment that may be involved in the fire.

If the fire is too large to contain, evacuate the building to place of shelter and call 911. Staff are to assist all patrons and clients in exiting the building through the marked exits. Account for all staff, patrons and clients.

Staff and visitors are to proceed to designated place of shelter. Take attendance in assembly area. Advise fire department of evacuation status. Do not re-enter building until directed by fire department.

REFER TO BUSINESS HUB FSP FOR ADDITIONAL DETAILS (ATTACHED)

4.5.5 Health-related Emergencies

The following procedures and communication policies will be used in the event of an emergency due to:

- a staff or visitor's medical condition
- communicable or food-borne illness in the office or larger community
- serious injury
- utility failure or sewage backup

Routine health practices, cleaning, and safe food handling practices are to be used preventatively at all times.

4.5.5.1 Serious Injury requiring first aid

The Office Manager (or designated alternate) should help make the decision to provide first aid at the office or call an ambulance.

Office Manager should:

- Provide first aid according to first aid training techniques. First aid kit is located on the supply shelf on the east side of the building, located just past the wall of cubicle desks.
- Seek and secure proper professional treatment, EMS or hospital as required.
- Document the incident and provide an incident report as quickly as possible to the Business Hub (via Chamber Office Manager).

Complete an assessment of the factors related to the incident. If necessary, make changes to prevent future injuries.

4.5.5.2 Serious injury requiring medical attention

The Office Manager (or designated alternate) should call 9-1-1 for an ambulance.

Office Manager is to:

- Attend to the injury according to first aid training techniques until EMS arrive.
- Accompany the member or visitor to the hospital.
- Document the incident and provide an incident report as quickly as possible to the Office Manager.

The Office Manager should notify the Chamber President and Workers' Compensation Board (if required) within 24 hours.

4.5.5.3 Outbreak of communicable or food-borne illness in office

The Office Manager should:

- Contact the public health department for requirements for specific illness. Be sure to ask about any special precautions for high risk or pregnant staff/visitors.
- Add number for public health department to Chamber of Commerce website.
- Inform the staff of the situation and public health authority's requirements and recommendations.
- Review the following procedures with all staff and make sure they are diligently followed:
 - Proper sneezing/coughing etiquette
 - Hand washing procedures
 - Procedures for the proper storage, handling and serving of food items

4.5.5.4 Utility failure or sewage backup

The following procedures will be used in the event of a sewage backup or loss of one of the following utilities: heat, water, hot water, electricity, or natural gas.

The Office Manager (or designated alternate) should:

- In the case of a loss of electrical power, determine if the power outage is specific to an office or the entire building.
- Contact the appropriate utility or repair service immediately to report the problem and get an estimated length of time without service.
- Contact the public health inspector to complete a risk assessment. The loss of any utility or sewage backup may present a health risk to staff and visitors.
- Advise Board of any procedural changes as a result.
- Enact Emergency Evacuation or Emergency Closure Procedures, if required.

- Inform the Chamber President of the situation, along with the requirement and recommendations from public health or fire authority.

NOTIFY BUSINESS HUB MANAGER ASAP

4.5.6 Weather-related Emergencies

Alberta can have severe weather at any time. A severe weather event can create emergency situations. Environment Canada issues special weather statements, watches and warning that are broadcast in local media, on the Internet (weatheroffice.gc.ca) and on weather radios.

When weather conditions or weather reports show the potential for a summer or winter storm, it is important to monitor Environment Canada. Listening for weather watches and warning allows you to take appropriate steps to protect staff and visitors.

Depending on the severity of the weather warning, decisions will need to be made to shelter-in-place, close early or close for an entire day or more.

The following are some of the different types of watches and warning issued by Environment Canada:

- Severe thunderstorm watch: Conditions are favorable for severe thunderstorms
- Severe thunderstorm warning: A severe thunderstorm actually exists and has been spotted on radar. These storms contain heavy rain, large hail, strong winds and lightning.
- Tornado watch: Conditions are favorable for a tornado and are expected to develop.
- Tornado warning: A tornado has been sighted.
- Freezing rain warning: Expect slippery conditions for walking and driving with possible damage to trees and overhead wires.
- Blizzard/Winter storm warning: A combination of hazardous winter conditions are occurring or expected to develop shortly.

4.5.7 Gas Leak Emergencies

In the event a gas leak is suspected, Chamber Office Manager should verbally notify the Business Hub Office Manager (or designated alternate) immediately. The Business Hub Office Manager (or designate) will determine the evacuation process for staff and visitors.

4.5.8 Chemical or Hazardous Material Emergencies

4.5.8.1 Chemical accident inside the building

The Office Manager (or designated alternate) should:

- Enact evacuation procedures immediately.
- Call 9-1-1 for the fire department.
- Direct staff to follow evacuation procedures.

4.5.8.2 Chemical accident outside the building

The Office Manager (or designated alternate) should enact shelter-in-place procedures or evacuation procedures based on instructions from emergency response personnel.

Shelter-in-place procedures for a chemical accident outside the building:

- Office Manager (or designated alternate) should take necessary precautions to protect the indoor atmosphere. This may include closing and locking doors and windows, closing interior doors, and turning off all systems that move air in and out of the building.
- Take attendance to account for all staff and visitors.
- Post notice on website as soon as possible and change office voicemail to advise of incident.
- Inform members and visitors when emergency response personnel say it is safe to leave the building.

4.5.9 Threatening behavior

Staff should notify the Office Manager (or designated alternate) immediately when aware of threatening behavior inside the office or on the property; threatening behavior in the neighborhood or a threat made in writing or received by telephone.

4.5.9.1 Threat received in writing or by telephone

If a threat is received in writing, by telephone or voicemail, contact the RCMP immediately to help assess the level of risk and determine next steps to take. It is important that the threat or evidence not be touched, moved or deleted so the RCMP can properly investigate. Other precautions may include locking down the building, or vacating the building and proceeding to a safe place.

4.5.9.2 Threatening behavior inside the office

If threatening behavior is occurring inside the building, the Chamber Office Manager (or designated alternate) should make the decision to enact shelter-in-place procedures or evacuation procedures and inform Business Hub Manager of the threatening person's identity, where they are and whether or not they seem to have a weapon.

If the person is not armed, call 9-1-1 for the RCMP. Talk to the person to try to calm them down.

If the person has a weapon, call 9-1-1 immediately, take cover in the closest protective space and follow RCMP directions. Give the RCMP information about the number and location of people in the building. Take attendance when possible.

If the person is inside the building, do not close exterior blinds or curtains; RCMP need to see inside the building. Stay in protective spaces out of sight from doors and windows. Do not leave protective spaces until told by the Office Manager (or designated alternate).

After the event, the Office Manager (or designated alternate) should write and distribute a report about the event and any follow up steps that will be taken, and send to the Chamber President

4.5.10 Bomb threats

Office Manager or Member receiving the threat (telephone, letter, text, email) will report and describe the threat in detail to the Office Manager (or designated alternate) who will notify the RCMP via 9-1-1 immediately.

The Office Manager (or designated alternate) along with the RCMP will determine the credibility of the threat and determine action required (whether to evacuate or not). Office Manager is to examine their workspace for any suspicious or out of place objects and notify the Office Manager (or designated alternate) who will then communicate with the RCMP. If the decision is made to evacuate, staff will proceed in an orderly fashion outside the building to a designated safe place.

4.6 Reporting Workplace Injuries

The Office Manager, visitors and members are to exercise caution in all work activities.

SECTION 5 GENERAL GUIDELINES

5.1 Chamber Membership

5.1.1 Renewal Policy

Membership renewal notices and invoices will be submitted to active members beginning January 1 of each year. Starting January 1 the following notices will be sent to members who do not promptly submit the membership dues:

January 1 - First notice, with welcome letter and member benefit package

February 1 - First statement invoice with “Please Pay” notice

March 1 - Second statement with “Payment Now Due”, followed by a phone call.

April 1 - Third statement with formal letter outlining requirement to pay within 30 days, or membership will be cancelled.

May 1 - Formal letter indicating that the membership has been cancelled.

5.1.2 Membership Benefits

Any business is eligible to become a corporate member of the HDCC. In addition to the standard membership benefits, members receive the following:

Gold Membership \$300

- Listing on website
- Eligibility for Chamber Group Benefits
- *Exclusive Chamber Member Businesses are added to Shopping Passports during organized events
- Business referrals
- E-newsletter and community updates
- Alberta Chamber of Commerce Value added programs
- Canadian Chamber of Commerce member programs
- ❖ **Chamber Buck program**
- ❖ **Sponsor logo on every event print out**
- ❖ **Logo as a sponsor on every newsletter**
- ❖ **Listed as a Gold Member on rolling banner on bottom website pages**
- ❖ **Listing on top of “Members” website page, with large logo**

SILVER MEMBERSHIP \$150

- Listing on website
- Eligibility for Chamber Group Benefits
- *Exclusive Chamber Member Businesses are added to Shopping Passports during organized events
- Business referrals
- E-newsletter and community updates
- Alberta Chamber of Commerce Value added programs
- Canadian Chamber of Commerce member programs
- ❖ **Chamber Buck program**
- ❖ **Listing on “Members” website page, with small logo**

BRONZE MEMBERSHIP \$125

- Listing on website
- Eligibility for Chamber Group Benefits
- *Exclusive Chamber Member Businesses are added to Shopping Passports during organized events
- Business referrals
- E-newsletter and community updates
- Alberta Chamber of Commerce Value added programs
- Canadian Chamber of Commerce member programs



5.2 Purchasing

5.2.1 Purchases

The HDCC will publicly tender services and capital purchases. Amounts in excess of \$200.00 require Board approval.

5.2.2 Gifts

The HDCC may give a gift to the Office Manager upon resignation. Gift value not to exceed \$50.00.

5.3 Media Releases

1. All calls from the media requesting interviews will be put through to the Office Manager.
2. If the President or Board members receive calls directly from the media concerning the Chamber of Commerce in any respect, they will refer the media to the Chamber office **without** commenting.
3. If any Board members contact the media directly regarding the Chamber of Commerce, the media needs to verify the information with the Office Manager.
4. From time to time, depending on the issue, the Office Manager may prepare a media response and send it by email to the Board of Directors for their approval prior to responding to the media.
5. If the Office Manager is not available for an extended period of time, the President will handle all media calls after consultation with the Board.

5.4 Donation Policy

1. Incoming Groups or Members
 - Donations or fundraising at Chamber hosted events requests; please refer to the “Request” form under the “Contact Us” page of our website.
2. Cash Donations

The HDCC shall not provide cash for any activities.
3. 50/50 Draws at Chamber Events
 - a. All non-profit organizations are eligible and may be approached by the HDCC to host a 50/50 draw at a Chamber Event.
 - b. The non-profit organization must be in good standing with AGLC and have AGLC licenses in place to host the 50/50 draw prior to the event.
 - c. The non-profit organization is responsible for providing their own volunteers.

- d. The non-profit organization is responsible for covering the costs of volunteer food and drinks at the event.

5.5 Conferences/Meetings

5.5.1 ACC AGM and Meetings/CCC AGM

Based on annual budgets, the ACC AGM and meetings and CCC AGM will be attended by (in order):

- President
- Other members of the Board who wish to attend
- Office Manager

All expenses to be covered by the HDCC, including mileage at the prevailing rate.

5.5.2 Alberta Chamber Executives (ACE)

Regular meetings, including the ACE Professional Summit to be attended by the Office Manager with full expenses paid by the HDCC. This organization is for Alberta Chamber Executive Members only (i.e. Office Manager and office staff).

5.6 Mail

The HDCC mailing address is: Box 2248, Hanna, Alberta T0J 1P0.

Our street address is 203 2nd Ave West, Hanna Alberta.

Outgoing mail is to be given to the Office Manager. The Office Manager is responsible for affixing the correct postage, taking it to the Canada Post office, picking up the mail, sorting and distributing as necessary.

5.7 Telephones/Voice Mail

The HDCC maintains two (2) regular phone lines. Line 1 (Office Line 403-854-5999 ext 252) is answered by the Hanna & District Chamber of Commerce Office Manager during regular office hours (Tuesday & Thursday, 9:00am to 4:00pm). Line 2 (Cell Phone 403-854-4004) is answered as needed by the Hanna & District Chamber of Commerce Office Manager.

To check voice mail on either phone please check with Office Manager for instructions and passwords.

5.8 Staff Room/Kitchen

The staff room/kitchen is a user shared maintained area. Any dishes and/or utensils are to be washed and returned to their proper location, immediately after usage. This area also houses a fridge, microwave, coffee pot and water cooler for use and maintenance by staff.

If in a rental space with regular staff, the Chamber staff and board will follow any additional rules laid out by landlord or management staff.

5.9 Board Room

The Board Room is to be booked with the Business Hub for HDCC meetings. All meetings are to be booked through the Chamber Office Manager to ensure availability and to avoid any possible conflicts.

5.10 Complaints

The HDCC will endeavor to ensure all complaints are dealt with effectively and efficiently and in a constructive manner. The process should be viewed as having a positive outcome for both parties and all efforts should be managed to achieve that goal.

APPENDIX