



# CASSIAR MINE EMPLOYEE HANDBOOK

CASSIAR RESOURCES



# WELCOME

We would like to extend our welcome to you as a new employee of Cassiar Resources, and as a member of the community.

The Personnel Department has prepared this handbook for new employees as a guide to locating information and services in Cassiar.

There will be some things you will want to know that are not covered here. Please ask your supervisor who will be able to answer many of your questions. In addition, the Personnel Department will explain any aspect of benefits, salary, training courses, etc. that is not covered in detail in this booklet.

The location of facilities has been referenced where appropriate according to the map at the end of this booklet.

We wish you well in your job and hope you will take advantage of all that Cassiar has to offer.

Personnel Department Cassiar Resources

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#### HIRING ON PROCESS

The morning following your arrival in Cassiar, you are requested to report to the Employment Office at 8 a.m. to begin the hiring on process.

When you are hired on:

- your personnel file will be started
- you will be enrolled in the benefit program and given a copy of the Employee Benefits Program
- you will be given information about your job classification, deductions and a copy of the Collective Agreement and Plant Rules
- you will receive your identification card
- you will be informed of the indoctrination/orientation lectures you will be attending

To facilitate the hiring-on procedure, you are requested to bring with you:

- your social insurance number
- your health insurance number
- the names and birthdates of any dependents
- **Employment Office** 778-7435 (Ext. 145 or 237)
- Monday Friday 8 a.m. 12 noon
  - 1 p.m. 5 p.m.
  - Site 1 on map
- Once you have been hired on you will have to check in at:
  - the Hospital where you will be given a medical examination card by the doctor which states you are medically fit for employment. This card must be presented to your supervisor when you report for work
  - the Changehouse to obtain any safety equipment that is a prerequisite for your job (hard toed boots, hard hat, coveralls, safety glasses, etc.)
  - the Training Department to familiarize yourself with the facilities
  - the Bank to open an account. Your pay cheque will be deposited directly to your account
  - the Post Office to establish your mailing address

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#### YOUR I.D. CARD

You will receive an Identification Card from the Employment Office when you hire on. This card allows you access to the Cafeteria for meals (Bunkhouse residents only) and qualifies you for a 20% discount at the Cassiar Grocery Store.

I.D. cards are not transferable. If you lose your card, a replacement can be obtained from the Employment Office. A fee of \$5.00 is charged.

When you terminate your employment with Cassiar, your I.D. card must be returned to the Employment Office in order to receive your final pay. Should you fail to return your I.D. card, you will be charged \$5.00.

# INDOCTRINATION LECTURE

All new employees are requested to attend an Indoctrination lecture. The purpose of the Indoctrination lecture is to acquaint you with the following areas, and to answer any questions you may have.

- History and organization of the operation
- Mining Milling Marketing Process
- Company Safety Regulations
- Townsite information
- Recreation opportunities
- Apprenticeship and Learner programs
- Job posting procedure
- Proper completion of the time card, leave request form, and job posting form
- Plant and Minesite Rules
- Discipline System

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#### TRAINING AND WAGE ADMINISTRATION

Tests are a common prerequisite for many jobs advertised through the job posting procedure. All new employees engaged in the Production and Maintenance aspect of the operation are urged to write the appropriate tests in the Training Centre.

- If you are an equipment operator or certified/uncertified tradesperson, you must leave copies of letters of reference, licences and/or papers related to your type of work with the Training Clerk. In addition, the Training Centre provides the following information:
  - 1. Provincial requirements for the various trades
  - 2. Through the Training Centre's counselling service, employees can learn how to prepare themselves for advancement within the trades, crafts or operator type jobs. Trades people without provincial or inter-provincial certification are advised how to obtain these qualifications while working at Cassiar

All employees are encouraged to make full use of the Training Centre's counselling service and Library. Resource material can be signed out from the Library for periods of one month.

Contact the Training Clerk for an appointment to write any of the tests or to arrange for a counselling session.

- Training Centre
- 778-7435 (Ext. 137)
- Monday Friday
  - 8 a.m. 12 noon 1 p.m. 5 p.m.
- Site 1 on map



# JOB CLASSIFICATION / JOB POSTINGS

Your Collective Agreement lists the various job classification levels and corresponding hourly rate of pay. You will be given your job classification when you are hired on.

If you are in a learner or apprentice classification any queries regarding your rate of pay relative to time spent in the job should be directed to the Training & Wage Administration Department.

All apprentice vacancies, job vacancies (other than jobs in Job Classes 1 through 4 inclusive in the P&M local), created by termination, permanent transfer, promotion or demotion, and all new jobs created will be made known by posting on all departmental notice boards.

Applications for job postings are available from either the Employment Office or your department. Ensure you detail all previous related experience on the job posting application that may be relevant to the job posting notice. Test results called for in the posting must be listed on the application form.

Applications for posted jobs must be delivered to the Employment Office no later than the closing date indicated on the posting. Employees who are not able to deliver job posting applications to the Employment Office during office hours can deposit the application in the outside job posting application box located beside the north entrance to the Employment Office or at the Mine Dry. The name of the successful applicant will be posted on all departmental notice boards.

Reference Article 9 of your Collective Agreement for further information.

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#### BENEFIT PLAN

Cassiar Resources has a comprehensive benefit program that you as an employee are entitled to. The program includes:

- Group Life Insurance
- Accidental Death & Dismemberment
- Short & Long Term Disability
- Extended Health Benefit
- Dental Care
- Pension Plan
- Basic Medical Services Plan

Details about the coverage of the plans are contained in the Employee Benefits Program (blue booklet). In addition, it details the cost sharing arrangement with the Company.

You will be enrolled into these plans when you hire on.



# **PAY SCHEDULES**

Pay periods are on a bi-weekly basis with Friday as pay day (covering earnings to the completion of the previous Sunday work day). Your pay cheque will be deposited directly to your bank account. You will receive a statement of earnings for each pay period listing deductions. If you feel an error has been made do not hesitate to contact the Time Office.

Remember . . . a correctly completed time card helps to ensure you receive the appropriate pay. If you have any doubts as to how to complete your time card, check with your supervisor.

- Time Office
- 778-7435 (Ext. 249)
- Monday Friday 8:30 a.m. 12 noon 1 p.m. - 5 p.m.
- Site 2 on map

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#### PERSONNEL FILES

A personnel file is compiled for every employee at Cassiar and these files are kept in the Employment Office. Your file contains information on your present job, hourly rate of pay, leaves, work history and performance, disciplinary record, training and education. It is, therefore, important to ensure that the information contained in your file with respect to your experience and education is up to date because it will be used to verify any information you indicate on an application for a posted job.

You have the right to examine your file. An Employment Office clerk will assist you with this.



#### LEAVE

Your Collective Agreement lists full leave benefits. An employee requesting leave for annual vacation, extended vacation, debushing or floating holidays must complete a Leave Request Form (available from your department) and forward to the Employment Office for verification and processing. The Employment Office will then return a copy to the supervisor. The supervisor will authorize the granting of leave by completing an hourly payroll advice form and distributing the appropriate copies as indicated.

You are encouraged to read Articles 7, 11 and 12 of your Collective Agreement to gain a complete understanding of leave benefits.

# VITAL STATISTICS

You have now been introduced to the benefit plans and to the method of salary payment. Unless the Employment Office has up to date information, your benefit plans may not give proper coverage or you may be having more income tax deducted from your cheque than necessary. So . . . whenever there is a change in your marital status, number of dependents, your home address or telephone number, please report the changes to the Employment Office.

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#### UNIONS

Most Cassiar Resources employees are represented by one of the following three Unions:

- United Steelworkers of America
  - Local 6536 Production & Maintenance (P&M)
  - Local 8449 Office & Technical (0&T)
- Registered Nurses' Association of B.C.
- Retail Clerks Union Local 1518

When you are hired on you will be told to which bargaining unit you belong and you will also receive a copy of the Collective Agreement. Your Collective Agreement outlines the terms and conditions of employment as jointly agreed upon between the Unions and the Company. Do not hesitate to discuss any questions you may have concerning the Collective Agreement with your Supervisor.

- U.S.W.A. Local 6536 (778-7265) Local 8449 (778-7478)
- Monday Friday 9 a.m. - 12 noon 1 p.m. - 3 p.m. Site 3 on map





















The Safety Department at Cassiar Resources is concerned with providing a safe working environment for all employees. A joint Union-Management Safety & Health Committee (composed of three (3) representatives of the Company and three (3) representatives of the Union) has been established. The Committee assists, makes recommendations to and co-operates with the head of the Safety Department and once each month inspects the plant, mine and equipment of the Company. Any concerns you may have regarding safety regulations should be discussed with your Supervisor.

In addition, First Aid courses, Mine Rescue and Safety Incentive programs are sponsored by the Safety Department.

If you wish to know more about the Cassiar Mine Rescue program please contact the Safety Supervisor.

- Safety
- 778-7435 (Ext. 146)
- Monday Friday
   8 a.m. 12 noon
  - 1 p.m. 5 p.m.
- Site 4 on map

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# ASBESTOS AND HEALTH / ENVIRONMENTAL CONTROLS

Many substances and materials in common use today can be detrimental to health if proper environmental controls are not maintained. At Cassiar, every effort is made to ensure you are provided with a clean and healthy environment in which to live and work. The air at the mine and mill and in the community is frequently tested on a continuing basis to ensure Cassiar remains well within the government guidelines for air quality control. Results of these tests are posted regularly on bulletin boards. Should you have any questions concerning environmental controls, please don't hesitate to call the Environmental Department.

- Environmental Dept.
- 778-7435 (Ext. 218)
- Monday Friday 8 a.m. - 12 noon
  - 1 p.m. 5 p.m.
- Site 4 on map



# **STORES**

The Company operates a combined grocery store and general store.

A 20% discount is available on certain foodstuffs at the grocery store upon presentation of your I.D. card. You can purchase personal sundries, magazines, clothing, giftware and hardware items at the store.

Store hours are as follows:

Monday - Wednesday 9 a.m. - 1:10 p.m.

2:10 p.m. - 6 p.m.

10 a.m. - 1:10 p.m. Thursday & Friday

2:10 p.m. - 7:30 p.m.

Saturday

9 a.m. - 1 p.m.

In addition, there are numerous privately operated businesses in Cassiar. The list includes beauty shop, clothing shops, sound equipment stores and travel agency.

- Stores
- 778-7435 (Ext. 225)
- Site 5 on map

Is provided by the Company on a weekly basis. Ask your neighbour on which day garbage collection occurs on your street.

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#### **ACCOMMODATION**

There are two types of housing available in Cassiar. For single men and women the Company provides single accommodation facilities at nominal rates payable by automatic payroll deduction. Initially, most employment with Cassiar is based upon single status. Eligibility for housing for persons with dependents is met through application once seniority is established:

30 shifts P&M 45 shifts 0&T

Applications for family unit dwellings are handled through the Town Administration Office. Family unit dwellings are limited and waiting periods can vary depending upon availability. The allocation of these dwellings is based on a point system.

- Town Administration
- 778-7477
- Monday Friday
   8:30 a.m. 5:30 p.m.
- Site 6 on map

#### LAUNDRY

The laundry is located next to the Cafeteria. Bunkhouse residents are charged a minimal fee through payroll deduction for laundry service. There is an additional charge for dry-cleaning services. Townsite residents pay a reasonable charge per item that is laundered or dry-cleaned.

- Laundry
- 778-7322
- Monday Friday
   9 a.m. 12:30 p.m. 1:30 p.m. - 6 p.m.
- Saturday 9 a.m. 1 p.m.
- Site 7 on map

























Bunkhouse residents are charged a nominal fee per the Collective Agreement for meals. You are requested to carry your I.D. card with you at all times as periodic spot checks are conducted. Proper dining hall conduct is requested during meal times.

I.D. CARDS ARE NOT TRANSFERABLE.

- Cafeteria
  - 778-7733
  - Breakfast 6 a.m. 9:30 a.m.
  - Lunch 11:45 a.m. 1:30 p.m.
  - Coffee 3 p.m. 4 p.m. • Dinner 4:55 p.m. - 6:30 p.m.
  - Late Supper 10:30 p.m. 1:30 a.m.
  - Site 8 on map

# CAMP COMMITTEE

Bunkhouse residents with complaints or suggestions can address them to members of the Camp Committee. The Camp Committee consists of Union and Company representatives who concern themselves with Townsite Services such as the cafeteria, laundry, bunkhouses and the grocery and general store. Contact the Employment Office for the names of Camp Committee members.

# ACCOMMODATIONS COMMITTEE

Matters of discipline involving bunkhouse residents are addressed by the Accommodations Committee. It consists of three (3) Union representatives and three (3) Cassiar Resources staff members. Complaints must be submitted in writing on forms available at the Accommodations Office and deposited in boxes there.

- Accommodations Office
- 778-7203
  - Monday Friday 8 a.m. - 12 noon 1 p.m. - 5 p.m.
- Site 6 on map

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#### **HEALTH SERVICES**

Cassiar has a well equipped hospital with two resident doctors and a staff of six nurses. The hospital affords complete provision for the physical examination required by company safety and health standards, including equipment for chest x-ray, hearing, vision and respiratory testing.

Because surgery facilities are limited more serious cases or emergencies are referred to larger centres such as Whitehorse, Prince George or Vancouver. When such emergencies arise the Rescue Co-ordination Centre of the Emergency Health Services Commission for the Province of B.C. is contacted and an aircraft is dispatched for transportation.

Appointments to see the doctor can be made by calling 778-7234. Only emergency cases are treated after hours.

- Hospital
- 778-7234
- Monday Friday 9 a.m. - 12 noon 1:30 p.m. - 5:30 p.m.
- M.S.P. number required
- Site 9 on map

Cassiar's Dental Clinic, which is located beside the Hospital, will meet most of your basic dental care needs. Appointments must be made in advance and remember to bring your dental plan card with you.

- Dental Clinic
- 778-7202
- Monday Friday
   8 a.m. 2 p.m.
- Site 10 on map



# **TRANSPORTATION**

Daily bus service to Watson Lake Airport is available with connecting flights to Whitehorse, Vancouver and Edmonton. The bus departs from the Recreation Centre. Departure times are posted at the Recreation Centre or can be obtained by contacting the Employment Office. If you have authorized leave for annual vacations or debushing, bus transportation is arranged through the Employment Office upon presentation of your copy of the Payroll Advice Slip indicating you have such authorized leave. Otherwise bus tickets can be purchased directly from the bus driver prior to departure.

- **Employment Office**
- 778-7435 (Ext. 145 or 237)
- Monday Friday 8 a.m. - 12 noon 1 p.m. - 5 p.m.
- Site 1 on map

# TRAVEL AGENT

For all your travel needs local domestic and International reservations and tickets may be booked through Marvel Travel.

- Marvel Travel Service Ltd.
- 778-7220
  - Monday, Wednesday, Thursday 10 a.m. - 6 p.m.
- Friday
- 10 a.m. 5 p.m. Saturday
- 10 a.m. 4 p.m.
- Closed Tuesday afternoon and all day Sunday
- Site 25 on map

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#### POST OFFICE

Stop in and notify the Post Office personnel that you will be residing in Cassiar. If you wish a postal box please make your request known to a member of the Post Office staff. Postal boxes are available on a first come, first served basis.

- Post Office
- 778-7399
- Monday Friday 8:30 a.m. - 1 p.m. 2 p.m. - 5:30 p.m.
- Saturday 9:30 a.m. - 1:30 p.m.
- Site 11 on map

# LIQUOR STORE

The government operated Liquor Store is open as follows:

- Hours Monday Saturday 10:30 a.m. - 6 p.m.
- Site 12 on map

# **ROYAL BANK OF CANADA**

Cassiar is served by the Royal Bank of Canada. Its staff will endeavor to meet all your banking needs.

- Royal Bank
- 778-7385
- Monday Thursday 10 a.m - 1 p.m. 2 p.m. - 3 p.m.
- Friday 10 a.m. - 1 p.m. 2 p.m. - 3 p.m. 4:30 p.m. - 6 p.m.
- Site 13 on map



# **GOVERNMENT SERVICES**

The following government services are available in Cassiar.

# **Human Resources**

The Human Resources Office in Cassiar serves an extensive area in this northeast corner of the province. The office is staff with a qualified Social Worker who administers and implements varied provincial programs.

Some of the services provided by the Human Resources Office include preventive and protection services for children and their families, health care services for persons with special needs, Pharmacare program for Seniors, community services (grants, senior citizens counsellor, etc.), referral service, foster parenting and adoption service and the Guaranteed Available Income for Needs program.

- Human Resources
- 778-7227
- Monday Friday 8:30 a.m. - 12 noon 1 p.m. - 4:30 p.m.
- Site 12 on map

Other services offered are as follows:

- Motor Vehicles Branch
- Insurance Corporation of British Columbia
- Hunting and Fishing Licences
- Business Licences
- Vital Statistics (Registration of Births, Deaths, Marriages)
- Dog Licences

- Government Building
- Monday Friday
- 9 a.m. 5 p.m. Site 12 on map

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#### RECREATION

The Cassiar Community Club is the umbrella organization responsible for meeting the recreational needs of the people of Cassiar. Application for C.C.C. membership can be made at time of sign on. You will be asked to sign a form which authorizes the deduction of C.C.C. dues from your pay cheque. You must be a member of the Cassiar Community Club to utilize the facilities of the Club. However, some facilities do have non-member rates.

The facilities of the Cassiar Community Club include:

Recreation Centre . . . houses an auditorium; leisure room for bunkhouse residents; billard room; boxing room; weight-lifting room featuring a Universal Gym; and a Pro Shop. Contact the Recreation Office for the Pro Shop hours.

- Recreation Centre
- 778-7224 (Recreation Office)
- 778-7527 (Business Office)
- Hours 9 a.m. 10 p.m.
- Site 14 on map

Squash Court . . . located in the Recreation Centre and is available for Squash Club members only. Memberships available at the Recreation Office.

- Hours 9 a.m. 10 p.m.
- 40 minute bookings
- 778-7224 for bookings

Library . . . located on the second floor of the Recreation Centre carries a full compliment of reading material. There is a \$10 membership fee which is refunded upon termination provided there are no outstanding books on your library card.

- Hours as posted
- 778-7753 or 778-7224

Tennis Courts . . . two outdoor, asphalt-surfaced tennis courts are located opposite the Cafeteria for your use. The increase in daylight hours during the summer makes this a popular facility. The Court rules are posted at the entrance.

Arena . . . from mid-September to mid-April the Cassiar Centennial Arena is an active place. Hockey for all ages, public skating, figure skating and broom ball are scheduled to provide activity for everyone. Season memberships (single/family) are available at the Arena Office. From June to September roller skating is offered in the Arena. Non-member rates are available.



Curling Rink . . . the two sheets of artificial ice are heavily scheduled with bonspiels, mens, ladies and mixed draws. The Curling Club operates annually from September to April. Memberships are available from the Membership Chairman.

Curling Club

Arena

- 778-7382 or 778-7224
- Site 16 on map

Swimming Pool . . . an indoor pool with showers and change rooms. Open May to September. Single/family season memberships available. Program includes lessons for all ages, swim team, adult, youth and family swim times. Non-member rates are available.

- Swimming Pool
- 778-7521
- Site 17 on map

**Downhill Skiing** . . . located in the centre of town features two 1,000 foot runs and pommel lift. Night skiing and lessons available. Ski as a member or at day rates.

- 778-7224 for information
- Site 18 on map

Theatre . . . featuring recently released movies. Showtime is 8 p.m. Non-member admissions available.

- 778-7224 for information
- Site 19 on map

Lounge . . . open Monday through Saturday. Hours as posted. Open only to members of the Cassiar Community Club and their guests.

- 778-7387
- Site 20 on map

Snack Bar . . . open daily. Hours as posted.

- 778-7468
- Site 20 on map

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The Cassiar Community Club publishes a weekly newsletter, the Cassiar Community Club Calendar. It lists the movie schedule, meetings and current and upcoming events. You can pick up a copy at the Store, Bank, Snack Bar or Recreation Centre.

There are a number of Clubs and organizations in Cassiar that operate on a volunteer basis and welcome new members.

- Cassiar Lions Club
- Cassiar Lioness Club
- Arts and Crafts Council
- Cassiar Concert Society
- Brownies, Cub Scouts and Guides
- Softball Club
- Ladies Handicraft Club

And there's more . . . for additional information contact the Recreation Centre at 778-7224.



# CHURCHES

Cassiar has two churches - All Saints Anglican Church and Our Lady of Lourdes Catholic Church. They provide a full range of community and spiritual services including Sunday School for children, bazaars, teas and bake sales.

- All Saints Anglican Church
- 778-7239
- Site 21 on map
- Our Lady of Lourdes Catholic Church
- 778-7388
- Site 22 on map

# SCHOOL

The Cassiar Elementary-Secondary School is staffed with 22 teachers and the annual student enrollment averages 300 students. Instruction is offered from Kindergarten to Grade 12. The school's facilities include a fully equipped Industrial Education Shop, a Home Economics Room, a Resources Centre, an Art Room which houses a kiln, and a well equipped Science Lab. Additional information regarding registration is available by contacting the school.

• 778-7367

SCHOOL

**PETS** 

- Hours: Monday Friday
   8:30 a.m. 12 noon
   1 p.m. 4 p.m.
- Site 23 on map

# **PETS**

RECREATION

Cassiar is subject to the regulations outlined in the Domestic Animal Protection Act.

- Dogs must be licensed through the Government Office
- Dogs must be tied or enclosed

A dog catcher is employed on a part time basis by the Cassiar Town Council to impound stray dogs. A progressive fee structure exists for impounded dogs and fees are payable at the Town Administration Office.

Pets are not allowed in the Bunkhouse rooms! Kennels located near the Pump House are available on a rental basis through the Town Administration Office to Bunkhouse residents who own dogs.

CHURCHES

#### LOCAL NEWSPAPER

The Cassiar Courier is published once a month and contains write-ups on community happenings, news from our M.L.A. in Victoria and recipes for gourmet dining. You can pick up your copy at the Store or the Courier Office.

Photographs, comments and new submissions are always welcome by the Courier Staff. Drop into the office and share your ideas.

- Town Administration Building
- 778-7627
- Site 6 on map

#### TELEPHONE

Telephone installation can be arranged at the resident's expense through the Fort Nelson Office of NorthWesTel. Simply dial '0' and ask for Zenith 2000 to make the necessary arrangements.

#### **CABLEVISION**

Cablevision connection can be arranged by telephoning W.S.T.V. Cablevision. There is a monthly charge to the resident for this service.

- 778-7600
- Site 24 on map

#### GENERAL

Other services available such as Simpson-Sears Order Office can be contacted by reference to the appropriate section in the NorthWesTel Telephone Directory.



# LEAVING THE COMPANY

If you decide to terminate your employment with Cassiar Resources, you must first notify your supervisor of your intent as much in advance as possible. On the date of your termination, obtain a Termination Check-Off slip from your supervisor or the Employment Office and have it initialed at the following places:

- Training Centre to ensure any outstanding resource material has been returned
- Changehouse to return hard hat, coveralls and safety gear you were issued when hired on. There is a charge for non-returned items
- Recreation Centre to ensure all Library books are returned and to receive refund on Library membership
- Accommodations to ensure room and contents are in good condition and to receive refund on your key deposit
- Employment Office to arrange out going transportation, forwarding address and return Cassiar I.D. card. There is a charge of \$5.00 for lost cards
- Time Office to make arrangements for final pay

The termination Check-Off slip must be completed before you receive your final pay. Every effort will be made to ensure you receive your final pay promptly.

