



# Employee Handbook



## Fuerste Vaccination Services

Season 2021 - 2022

## Contents

<b>Welcome to the Crew!</b> .....	3
<b>Mission &amp; Values</b> .....	4
Mission Statement .....	4
Core Values .....	4
Our Promise to You .....	5
<b>Employee Resources</b> .....	6
Staff Page .....	6
<b>Staff Information</b> .....	7
Breaks.....	7
Time Off Requests.....	8
Resignation of Employment.....	8
Exit Interviews.....	8
Payroll & Timesheets .....	9
Travel Time.....	9
Per Diems .....	10
Pay & Benefits.....	10
Transportation Benefit.....	11
Staff Communication & Scheduling .....	11
Organizational Chart .....	13
<b>Notes Page</b> .....	14
<b>Contact Us</b> .....	15

## Welcome to the Crew!



We are excited to have you join our Crew of hard working and fun individuals for our upcoming 2021/2022 season.

You are officially an employee of an award-winning company and leader in the aquaculture industry.

Fuerste Vaccination Services works hard to be an employer of choice and provide a safe and happy place for you to work.

We hope you have a rewarding season with us! Please don't think of the end of the season as the end of your employment with us, but rather a pause in work. We work hard to have our valued employees return each season

# Mission & Values

## Mission Statement

To be part of a sustainable future for the aquaculture industry and our environment.

## Core Values

### **Excellence in Service**

Our customers are the lifeline to our business. We strive to meet or exceed their expectations through each service we provide. We do this by providing well trained and engaged staff, a strong leadership team, a genuine care for the animals we work with and a drive for continuous improvement.

### **Innovation**

We are passionate about remaining a leader in our industry through seeking out creative methods and promoting continuous development to our team. We continue to seek out and develop best practices and have committed to grow and adapt alongside the aquaculture industry.

### **Transparency/Trust**

We pride ourselves on celebrating our victories, learning from our past experiences and sharing knowledge as a team. We believe this unites us and allows us to learn and grow in a collaborative way. We are honest, transparent, and committed to doing what's best for our customers and our company. The trust we build through transparency lifts us all higher than we could rise alone.

## **Health & Safety**

The health, safety and well-being of our Crew is something we strive towards in everything we do. Through our clear SOP's, training programs, policies, risk assessments, site inspections, and health and safety meetings with Crew Members, we protect the health and safety of our Crew. We believe that all safety incidents are preventable and our goal for them is zero.

## **Inclusivity**

We respect and value people of all backgrounds and walks of life. We believe in celebrating our differences, valuing the opinion of others, and eliminating discrimination in all its forms. We will maintain and nurture an environment that is inclusive of all.

## **Teamwork**

Together we are stronger. We work together to meet the needs of our customers while showing each other the utmost respect and consideration. We believe in fostering an environment that is fun, friendly, and where teamwork rules. Lets work hard and laugh harder, together.

### [Our Promise to You](#)

During your employment with us, we promise that:

- You will be treated with respect and fairness
- You will have a voice
- You will know how you are performing, through thoughtful and comprehensive feedback
- We will make time to have fun and celebrate success

- Your contributions and hard work will be appreciated
- We will strive to ensure that you have the tools and resources you need to be successful

We hope that you have a fun and rewarding season with us. Our team of leaders are here to support you!

## Employee Resources

### Staff Page

Fuerste Vaccination Services provides a private staff page located on the company website.

To access the Staff Page, go to [www.fuerstevaccination.com](http://www.fuerstevaccination.com), click on “More” and “Employee Login”. The **password is “NFT2021”**.

Here you will find useful information such as:

- The company schedule which is kept up-to-date and current as possible
- Policy manual
- Procedures
- Personal medical form
- Tax forms
- First Aid Report
- WorkSafe BC Form 6
- Near-Miss Form
- OH&S Meeting Minutes
- Safety Data Sheets
- COVID-19 Self Declaration Form
- COVID-19 Confirmation of Illness Form

Staff are encouraged to login regularly to check updates and changes to schedules and available resources.

If you have any issues navigating or accessing the site, please contact Jennifer, HR Manager.

## Staff Information

### Breaks

After five hours of continuous work, staff are entitled to one 30-minute unpaid lunch. Although not required by the Employment Standards Act, we do our best to provide two paid 15-minute coffee breaks per full shift when possible. Typically, one is taken in the morning and one in the afternoon of a full shift. These breaks are meant to help alleviate fatigue and repetitive strain. These breaks must be kept to 15 minutes including removal and donning of gear.

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*Staff are entitled to one 30-minute unpaid lunch break per full shift. Although not required, we will do our best to provide two paid 15-minute coffee breaks per full shift when possible.*

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Stretch pauses are also provided and should occur at the Crew Leader's discretion, but not less than once every two hours. These pauses are not coffee breaks and **people should be stretching**, not going to pick up more vaccine or other tasks.

Smoking is to be done in designated areas only. Please properly dispose of cigarette butts and wash your hands after smoking out of respect for the hatchery and your fellow crew mates. Vaping is considered the same as tobacco cigarettes, as such, the same rules apply. Smoke breaks are to occur only at scheduled coffee breaks and lunch breaks.

## Time Off Requests

All requests for time off must be submitted via the QuickBooks Time app. We will do our best to accommodate requests; however, production must take precedence. Generally, there will be time off every few weeks so please schedule your appointments according to the work schedule.

Please remain flexible in your availability. Ideally, we will only be working a regular shift, but the fish take priority and we may need to work longer hours. Please do not assume you will be off work the same time each day. Make sure to schedule evening appointments later in the day to allow lots of time.

## Resignation of Employment

Not having a fully staffed crew can have a negative impact on the rest of the Crew Members.

For this reason, we ask that if you need to give your resignation before the end of the season, that you please provide us with at least two weeks written notice. Written notice can be sent to [hr@fuerstevaccinations.com](mailto:hr@fuerstevaccinations.com).

## Exit Interviews

Prior to your last day with the company or the end of our season, you will be asked to complete an exit interview with our HR Manager. This process is confidential and allows us to gain valuable information about your experience with our company. We ask that you please participate in this process.



## Payroll & Timesheets

Hours payable are tracked through the QuickBooks Time App. All Crew Members are responsible for clocking in/out and maintaining their own worked hours. Please ask your Crew Leader for assistance if needed.

Paydays are bi-weekly on Fridays with the cut off being the Sunday before. Please keep your banking and tax information up to date. Any changes can be sent to the HR Manager.

Overtime is earned anytime a Crew Member works over 8 hours per day or 40 hours per week and is based on 1.5X straight time. After 12 hours per day, 2X straight time is incurred. At a live-in site, overtime incurs at 1.5X straight time after 40 hours per week.

## Travel Time

Travel time to remote work locations will be paid at minimum wage (\$15.20/hour). A regular commute to your nearby hatchery and taking advantage of an optional carpool does not constitute paid travel time.

Travel time for camp trips (overnight trips) will commence at the predetermined marshalling point. For example, the marshalling point for Lois Lake will be at the ferry terminal with an optional carpool option from the Head Office. Please check with the Crew Supervisor for details on predetermined marshalling points.

Travel time for non-camp trips will be paid when the trip is over 100km (one way). Travel time pay will commence at the start of the trip and km's must be documented in the trip log.

## Per Diems

Per diems will be paid **after** the work trip is complete and will be included on the following paycheck. Advances can be made available upon request up to a maximum of 2 days less than the anticipated trip duration. Per diem advances will not be available on weekends or stat holidays. If you need an advance, please be sure to get in your request to the HR Manager before 4PM on a weekday.

Per diems will be paid as follows:

Hotel stays: \$45/working day

Crew house with kitchen: \$17/working day

## Pay & Benefits

Each subsequent year the Crew Member returns, the rate of pay will increase by 0%-5% upon completion of the probationary period (3 months) starting the 2022-2023 season. There is no cap on hourly wages. Increases are determined by taking the average rating of the Crew Members 3 month performance review as follows:

Average performance evaluation score of 1: 0% increase

Average performance evaluation score of 2: 0% increase

Average performance evaluation score of 3: 3% increase

Average performance evaluation score of 4: 4% increase

Average performance evaluation score of 5: 5% increase

Probationary periods must be completed each season in order to qualify for a wage increase.

A Health Spending Account is available to all staff once the probationary period of three months has been completed. The waiting period will be waived for all returning Crew Members if the probationary period was achieved the

previous season. The eligible dollar amount for the Health Spending Account will vary depending on the employee's position with the company.

### Transportation Benefit

Fuerste Vaccination Services offers transportation to and from the worksites in a company vehicle. This benefit is optional to staff. If Crew Members are utilizing this benefit, please respect the meeting time and do not hold up the carpool. The Crew vehicles will only wait 10 minutes. If you are not going to be taking the carpool that day, it is your responsibility to notify another Crew Member so your fellow Crew mates do not worry and hold up the vehicle.

### Staff Communication & Scheduling

The nature of our business results in varied schedules and worksites for our staff. For this reason, staff are required to check their emails, voicemails, and schedule in the QuickBooks Time App frequently and daily for messages regarding scheduling. Messages should be returned within three hours.

### Policies & Procedures

As an employee, you will be required to comply with all Company policies and procedures that are in place at the time of your employment or that may be implemented during your employment.

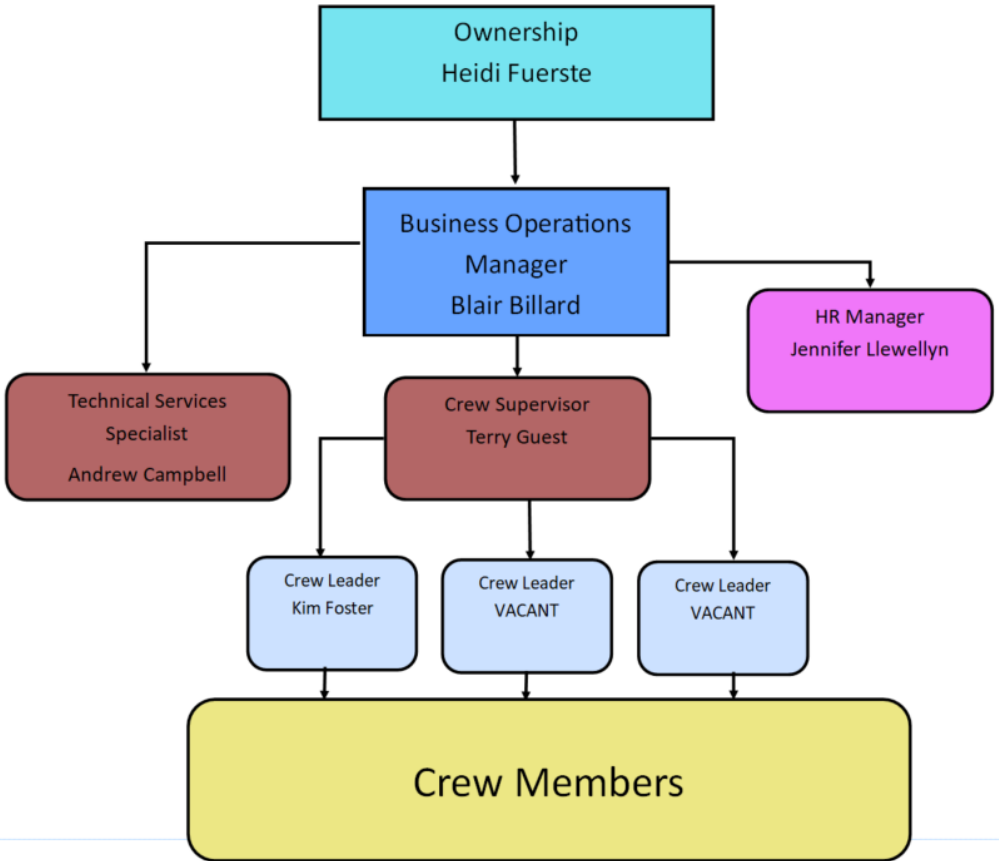
Please refer to our Policy Manual located on our staff page to view the following policies which must be adhered to:

- PPE
- SDS
- Injury & Accident Reporting
- Exposure Control
- Dress Code
- Personal Hygiene
- Fish Handling
- Biosecurity
- Drugs & Alcohol
- Smoking
- Internal & External Communications
- Non-Competition
- Non-Disclosure
- Attendance
- Cell Phone & Electronic Devices
- Bullying & Harassment
- Violence in the Workplace
- Off Duty Conduct
- Crew Vehicles
- Equipment

SOP's are available at the worksite and can be requested from the Crew Supervisor or Technical Services Specialist. The following operational procedures are available on our staff page:

- QB Time
- Safe Driving Procedure
- Working Alone Procedure

## Organizational Chart





## Contact Us

If you have any questions or concerns, please let us know.  
We are happy to help.

**Heidi Fuerste, Owner**

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**Jennifer Llewellyn, HR Manager**

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[www.fuerstevaccinations.com](http://www.fuerstevaccinations.com)



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