



People & Culture

Temporary Employment Services Handbook

Welcome to Brock University

St. Catharines Campus

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Updated July 2023



A message from the People & Culture team at Brock University:

Welcome to Brock! We are thrilled to have you on the TES team! Your role is an essential component of success at Brock University. This handbook has been created as a general guideline to help you be successful on your first and future assignments at Brock. The TES team is comprised of knowledgeable individuals who have a wide variety of experience and skills. We encourage you to reach out to your colleagues and create a "buddy" to help you get started on the right foot.

This handbook is intended for your use as a new employee to Brock and for existing TES employees as a guide to best practices and tips for success.

Wishing you continued success at Brock University.

Sincerely,

The People & Culture Team



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General TES Information

Purpose

The purpose of this document is to provide general guidance and orientation to TES employees allowing them to successfully complete their work assignments at the University.

Role of TES Employees

TES employees are expected to replace existing employees for secretarial and/or clerical positions that are temporarily vacant due to vacation, illness or some other form of leave, or where extra assistance is required. Most of the responsibilities are administrative in nature.

How many hours will TES employees work per week?

The office assistant position with TES is a casual, on-call position. There is no guarantee of hours. Assignments depend on requests received from departments across the University depending on departmental needs. Traditionally, TES employees are utilized extensively during the months of December, January, May-August, and September (during peak vacation periods). The University's business hours are Monday to Friday 8:30 a.m. to 4:30 p.m.

Assignments can include providing coverage/extra assistance for a combination of sporadic full days, mornings, afternoons, or long-term assignments. The duration and hours of assignments are based on the needs of the requesting department.

Is there a guarantee of hours?

TES supports Brock University. While it is understood that TES employees need to be flexible and available to meet the needs of the University, we cannot always guarantee hours. TES employees must track their assignments and availability to allow for prompt scheduling and to meet the requests for support. TES vacation requests must be discussed, prescheduled and approved by the Manager, Talent Acquisition.

Vacation and Absence

While TES employees do not get paid vacation time, they are allowed to book unpaid time off. For leaves of 3 consecutive days or more, People and Culture requests that employees submit their time off through Workday where it will either be approved or denied. The OSSTF Collective Agreement states that both employee and supervisor must mutually agree on the dates and duration of the vacation time.

Extended unpaid leaves of absence are available, governed by specific conditions. These are listed in the OSSTF Collective Agreement.



OSSTF Collective Agreement

TES employees are part of the <u>OSSTF District 35</u> bargaining unit. The office is located in Thistle TH305. Extension number 4978. The OSSTF Collective Agreement can be found online via Brock University's website or <u>here</u>.

Submitting Online Timesheets

Online timesheets must be submitted by all temporary and casual staff in Workday.

To submit an online timesheet:

- Log onto Workday
- Under menu click "Time"
- Enter time for "This Week."
- Add Hours
- Enter Cost Centre
 - Ensure you have the cost centre from your assignment supervisor before entering time
- Fill out Fund
- Enter Level (if needed)
- Click okay
- Once hours are filled out, click review and submit by Thursday noon to give time for the department to approve. This means you'll enter time for Friday in advance

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Holiday Pay

Time does not need to be entered for statutory holidays as payroll will make the adjustments on your behalf.

Non-stat Holidays such as President's Day, is an unpaid day off in most cases. There's one in February and one in July.

A TES member who qualifies for benefits will be entitled to a pro-rated paid non-statutory holiday (President's Day). To qualify, the TES member must work a certain number of hours in the previous calendar year. An email is sent to TES members who qualify for benefits at the beginning of each year from People & Culture. Your benefit pay will cover 40%, 60%, or 80%.

If you have any questions regarding your benefits or holiday pay, please reach out to benefit@brocku.ca

Prior to Arriving at an Assignment

After you accept an assignment, here's a few things to confirm with the department before starting. In cases where the administrative assistant is available, please reach out directly to the admin. In other cases, the manager will be the contact person.

- Location of office
- Printer access
- Duties to be performed
- Should incoming mail be date stamped
- Outstanding or priority items requiring attention
- Are you required to pick up an office key from People & Culture or the Administrative Assistant? Or is there an access card/password required
- If you are working within a team, ensure you ask if there are certain times acceptable for lunch/break
 You are entitled to an unpaid hour lunch

This is a good time to gently remind the Administrative Assistant to request your access to the department's computer systems by filling out a SARF (Security Access Request Form).

Security Access Request Form (SARF)

The Security Access Request Form is an electronic application available on BrockDB; SecAccessForm and is used to request a wide variety of security access requests including:

- Access to department emails
- Access to rooms
- Access to network printers
- Access to network share drives, such as SharePoint, etc.
- Additions and removal of security access.
- Access to Workday (Finance & HR)

Please reference **Appendix B** which shows you how to submit a SARF form.



Upon Arrival at Assignment

When you first arrive at the assignment, log in using your Brock username and password ensuring that all required computer, printer and voicemail access is accessible and functioning. If not, contact the <u>ITS</u> <u>HelpDesk</u>.

Locate any notes the Administrative Assistant has left for you. These notes should assist you to complete your assignment with the department.

Take time to introduce yourself to the Department Chair/Director and ask if you can direct inquiries that you cannot answer to him/her, or an alternative staff member.

Check email and voicemail as soon as possible and handle accordingly.

During your Assignment

Ensure office/photocopy room doors are locked and lights are turned off when you leave for any reason due to the highly confidential nature of information. Always log off the computer when you leave the office. Ensure all confidential documentation is not visible to office visitors by keeping information in file folders, turning items face down on your desk, or clicking the minimize screen button on your computer.

Remember to post a note on the office door if you are away from your desk. Always note your expected time of return.

Always ask for and verify Brock Card, to confirm identity, before disclosing confidential information to a student. It is good practice to familiarize yourself with the <u>University policies</u> regarding handling of confidential information.

End of Day on Assignment

At the end of the day be sure to log out of the computer, lock filing cabinets as well as anything else that was unlocked during the day. Remember to leave a note or email for the Administrative Assistant informing them of any outstanding issues that require follow up upon return. Don't forget to complete your timesheet for this assignment.

Useful University Information

Academic Departments

As a TES employee you should familiarize yourself with each of the <u>academic departments</u> which will help prepare you for assignments across the University.

Academic Timetable

If you are working in an academic department you may be required to work with the academic timetable. This is located on the <u>Brock Portal</u> under BrockDB. A helpful guide to running an academic timetable is located at the end of this document **(Appendix A)**.



Accessibility (AODA)

The University is committed to accessible service and all employees are required to complete AODA training and familiarize themselves with Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations; <u>Ontario Laws/Regulations</u>.

Acronyms/Brock Language

Familiarize yourself with acronyms widely used at the University: Acronyms Guide

Audio Visual Services

<u>Audio Visual Services</u> is a branch of Client Services in ITS and is responsible for providing audio visual equipment to all teaching spaces on campus. Please note that they require 24 business hours' notice when booking equipment for your class via telephone. Requests can be made in person in Thistle West 235 or by phone x3588. Online requests can be made 48 business hours in advance. All Audio-Visual Bookings are subject to equipment availability. An Audio-Visual Request form should be submitted for all online requests.

Brightspace

D2L Brightspace is a learning management system (LSM) which helps education/skill development, whether it be in the classroom or at work. It works on any device, computer/laptop, tablet and your phone, giving learners the opportunity to learn whenever, wherever they want. Brightspace can be located <u>here</u>.

Brock OneCard

Your Brock Card is your official identification card for Brock University and, as such, requires you to have a photo taken that will appear on the card. It is required for all undergraduate and graduate students, as well as all faculty and staff.

To obtain your Brock Card, visit the Brock Card office in Thistle, across from Market Hall, Monday to Friday from 8:30 a.m. to 4:30 p.m. Please bring government-issued photo identification such as a driver's license or passport and proof of your Brock ID Number.

To request a Brock Card, begin by uploading a photo:

- Go to brocku.ca
- Enter login credentials: Campus ID and password.
- Submit a photo by following the instructions outlined upon login.
- Book a time to pick up the card.

Campus Security

<u>Campus Security</u> is responsible for crime prevention and to preserve the peace of the campus community. Campus Security is also responsible for lost and found. All lost and found items must be hand delivered to the Security Office or picked up by a security guard. To have a security guard pick up an item, call x 4300.



Career Opportunities

The University has many <u>career opportunities</u> which are posted frequently on the People & Culture website.

Catering

Staff are encouraged to use onsite catering for all food/beverage requirements. This service is provided by Aramark. Use this link to access catering menus, forms and contact information: <u>Hospitality Services.</u>

Courier Services

For courier services please fill out the form located here: <u>Central Receiving & Mail Services</u>.

Custodial Services

Requests for spills, garbage pick-up, recycling or furniture moves should be directed to at x3508.

Emergency Situations

Learn what your responsibilities are in case of an emergency situation such as first aid, fire, lock down or a security issue by reviewing <u>Campus Security Policies</u>. For immediate emergencies requiring security, phone x3200 for Non emergencies X4300.

Facilities Management

<u>Facilities Management</u> takes care of University property and should be contacted to report damage to walls, ceilings, and doors. They are also responsible for carpentry and plumbing requests and look after the grounds. They also fix door key and swipe card issues. The Facilities Management Customer Service Coordinator can be contacted at x3717. Work order forms can be found on their webpage.

Financial Services

Financial Services provides comprehensive financial and administrative support for the University such as VISA purchasing card, purchasing and receiving of goods and services, cash advances, expense reporting, petty cash management and reporting. Familiarize yourself with their <u>webpage</u> which provides information, work aids and forms for all financial needs.

Focus on Learning

There are several training opportunities available for all staff at <u>Experience BU</u>. TES employees are encouraged to stay current by signing up and attending sessions. People & Culture work hard to provide relevant topics that reflect the workplace. Ensure it's okay to attend training during work hours with the manager in your assignment before signing up.

Freedom of Information

As of June 10, 2006, FIPPA includes all universities in Ontario. The two key principles of the Act are public access to information and the protection of personal privacy. These are principles that Brock University has always valued. Brock will continue to build on its system of best business practices to protect personal information and the privacy of individuals while providing access to its general records. Please familiarize yourself with FIPPA information as it pertains to the University by following this link: <u>FIPPA</u>.



Information Technology Services (ITS)

Brock University's <u>Information Technology Services</u> department provides students, faculty, and staff with technology resources that support teaching, research, and services. These services include computer and network support, high performance computing, audio visual, telephone, administrative systems and portal access.

Their main HelpDesk locations are in the Campus Store in the Plaza building and in the Scotiabank Computer Commons. <u>ITS Request form</u> can be found on their webpage.

Mail Service

The University employs several mail clerks who are each responsible for various areas of the University and are required to sort and deliver mail and packages throughout the day. However, most areas will only see the mail clerk once a day.

If you have an urgent delivery, you can personally walk the item down to their campus location at MacKenzie Chown G203. There is a drop box on the door when they are on their delivery routes.

Maps

You can find your way around the University campuses by using this link to the interactive map: <u>Campus</u> <u>Map</u>.

Marilyn I. Walker School of Fine and Performing Arts (MIWSPA)

The <u>Marilyn I. Walker School of Fine and Performing Arts</u> is used by the departments of Dramatic Arts, Music, Visual Arts and the Centre for Studies in Arts and Culture, these new facilities will provide state-ofthe-art production and workshop support, music practice facilities, art studios, lecture and seminar rooms as well as a versatile stand-alone 235-seat theatre for drama students.

Mandatory Training

Health and Safety Awareness Training, Freedom of Information and Protection of Privacy Act (FIPPA), Accessibility for Ontarians with Disabilities Act (AODA), Workplace Violence and Harassment, and COVID modules are now mandatory and **must be completed by all employees**, regardless of their position or role.

All faculty and staff are required to complete online training modules. The following are offered on Brightspace:

- COVID module
- Health and Safety Awareness
- FIPPA
- Workplace Violence and Harassment Training

AODA is offered on Sakai until September 2023. It will then transition to Brightspace. Employees need to access the training with their employee account. If an employee is also a student, **please use your employee email to login**. We recommend using a different browser for your employee portal than your student portal. Questions regarding health and safety training can be directed to Health, Safety and Wellness at <u>besafe@brocku.ca</u>



Employees who need help with their employee account, should contact/visit the Information Technology Services Help Desk.

Online Directory

An <u>online directory</u> is available to you which is searchable by the employee or faculty member's first name, last name, extension, or by department.

Parking

<u>Parking Services</u> manages, maintains, and plans campus parking; issues parking permits; enforces parking regulations; collects charges for parking violations; accepts appeals of charges; and processes refunds for permits when necessary.

As a TES employee you have a number of options available to you. If you choose not to purchase a permit you can buy a clip card directly from Parking Services or find a parking spot off campus or take public transportation.

If you do have a permit for one of Brock's satellite campuses and are required to park at the Brock campus, you can obtain a day pass free of charge from Parking Services.

An interactive parking map is also available.

Payroll Services

Go to Payroll Services to find information about payroll deadlines, pay slips, T4's and pay dates.

Room Bookings

There are specific processes for booking rooms depending on the location and purpose of your meeting. Refer to this link for room booking guidelines: <u>https://brocku.ca/campushttps://brocku.ca/campus-security/policies-procedures/</u>

Scantrons

Scantrons are used for student exams or as means for instructor/course evaluations. A request form for this basic scanning service, provided by ITS for free, must be completed when the

Scantron sheets are dropped off at the ITS HelpDesk located in the Scotiabank Computer

Commons. The Scantron sheets are read, and the resulting raw data file is saved to a CD/DVD/USB memory key if one is dropped off with the Scantron sheets. A Scantron Request form must be completed and submitted and can be found on their <u>webpage</u>.

The following important points must be followed when using Scantrons:

- All Scantron forms must be dropped off and picked up at the ITS HelpDesk.
- The ITS scanning machine only reads markings in pencil.
- Answer bubble must be completely filled in.
- Changes must be completely erased.
- No markings on the left side of the form where the registration marks are (black bars).
- No staples.
- No bending of the forms



- The Standard Multiple Choice Scantron Forms Brock University Printing and Digital Services, MacKenzie Chown G210, x3207.
- Tests submitted without student numbers will NOT be marked.
- ITS is not responsible for any results generated from Scantron sheets filled out incorrectly.

Telephone and Voicemail

All telephone and voicemail issues are overseen by Information Technology Services. If you are experiencing an issue or are locked out of voicemail, contact the ITS HelpDesk at x4357.

Workday

Brock University has implemented Workday Finance and HR which is used by employees on campus to carry out tasks such as tracking revenue and expenses, submitting/approving expense reimbursements, creating purchase requisitions, and submitting journal entries, creating job posting, generating employment contracts, submitting timesheets etc. Job Aides for Workday Finance and HR can be found <u>here.</u>

SharePoint

SharePoint is a private platform for faculty and staff content. The SharePoint intranet makes Brock University's internal communication, collaboration, and organization easier and more efficient. This SharePoint platform keeps the internal information internal and allows the Brock website to focus on messages and content for our external audiences.

SharePoint is fully integrated into Office 365 so that work and learning tools are available at any time using your Brock credentials. Tools include Word, Excel, PowerPoint, OneDrive cloud storage, OneNote, Sway, and Power BI.

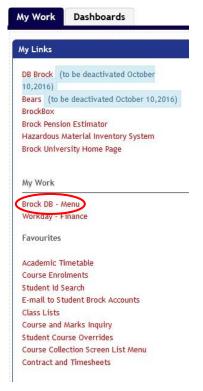
Make sure any documents you share and work on are saved to SharePoint/One Drive. This will ensure your department has access to any documents that you previously worked on.



Appendix A

How to Run an Academic Timetable

1) Log in to the Brock Portal at <u>www.my.brocku.ca</u> and under "My Work" click the "Brock DB - Menu" link.



2) From the enu list on the left hand side select "Timetable", then "AcadTimetable."

General Brock Menu





3) A new tab or window will appear with an array of options for criteria which looks like this:

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- a) Fill in the appropriate Academic Year (ex. 2016) and select Session from the drop-down list (ex. Fall/Winter).
- b) Select under Grouping Options "Show results together on one page."

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The next set of options depend on what additional information you need to see when the timetable is generated. It often helps to check off "Show Location," "Show Instructor" under Instructor Options, "Omit Cancelled" under Cancelled Options, and "Show Enrolments." All other checked options are checked by default.

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- c) In Section A, select "First Term," "Second Term," and "Full Term" so you do not accidentally miss some course sections because they happen to fall in a different duration. Each department's durations are different and do not align with all programs across the University. Select the faculty for which you want to see the courses (ex. Social Science, Education, Goodman School of Business, etc.).
- d) Then select course types from the drop down menus (ex. Undergraduate, Graduate). The multiple drop-down boxes provide the option of selecting multiple course types, in case you need to see more than one course type for that program.
- **Please note that if you want to view Teacher Education courses, the type to select will be "Pre-Service."

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e) Section B may be left blank unless there are additional courses you wish to view that will not be generated according to the criteria previously provided.

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5) The workbook will download to your browser and open in Excel. Sheet 2 will provide you with the list of courses you requested...

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While Sheet 4 will provide a list of the durations in use for the specific faculty and the dates during which they run.

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Appendix B

How to Request a Security Access Request Form (SARF)

- 1. Login to BrockDB
- 2. On the left hand side you are going to select "Department Forms" followed by "secAccessForm"



3. There will be two drop down menu's to populate. Under "Type of Account" you will select "Employee" under "Reason for Request" you will select "Additional Access Request". Once you select "GO" a new field will appear "Campus ID/Brock ID", you will populate your Employee ID. If you are unsure of what your employee ID number is, it can be found on your Brock Card or on your Workday profile.

Security Access Request Form

Type Of Account	Employee	~	Reason for Request	Additional Access Request ¥
Campus ID/Brock	ID	221335		
				Go

4. On the next page you will need to populate the dates, these dates will be the dates assigned to you for your assignment. In the event that your assignment changes/extends it is important that a SARF is submitted to reflect this or you will lose access or continue to have access when the assignment has ended. Under "Select Department for this Request" you will select the department



you have been assigned to. **DO NOT** process the SARF if you haven't changed the form from reading "Temporary Services", as this will not obtain you the access you need. The request will be automatically declined if the department name is not changed to the appropriate department.

Type Of Account	Employe	e 🗸	Reaso	n for Request	Additional Access Reques	t v
Campus ID/Brock	ID	221335				
					Go	
	Ho	Email: me Department:			Extension:	
Secu		Date: 2020/09/2		Security En	d Date: 2020/12/23	
		epartment Selecte to the appropriate			n the form, and	
		ment Physics	Children and Sectors.		~	Update

5. Once you have selected the correct department you will select "Update" which will then populate the drop down options below. Standard access for covering a department administrative assistant are the following:

"Email" Dropdown - Select if the department has a generic email for the department, for example: <u>physics@brocku.ca</u> – Before selecting this, confirm with the assignment supervisor if there is a shared email you will need access to



Email	Enacify			
mail Alias -	specity			
and the former				
eneric Emai	hysics@brocku.	ca		
ersonal Ema	.11			
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epartment /	Resource / R	oom (Delegate /	Access)	

Finance (Workday) Dropdown- Select the Cost Centre you are required to have access to in Workday. Before selecting this, confirm with the assignment supervisor if there is Workday financial access you will need. Once you have selected the cost centre, under "Select the appropriate role for the cost centre/s noted above" select "Cost Centre Financial Analyst"

Request for Acces	55
Select the approp	priate Cost Centre Access required/removed
CC610 CC610	Select the cost centre(s) for which access is required from the list above (Hold CTRL to select Multiple) Of Chemistry Of Physics Of Material Physics Of Mathematics
© Cost O Cost	priate role for the cost centre/s noted above: : Centre Financial Analyst : Centre Manager `or' e of the Above

People & Culture and People & Culture (Workday) Dropdown - Select "HR TES Form: To request coverage or extra assistance for Administrative duties for short period of time" under Workday Roles type "Recruitment Initiator."



Student Records & Scheduling Access Requests

TES Handbook

IR Brock	DB Access	
	HR Level 1: First Level of approval for TES Forms and other approval workflows	
	HR Level 2: Second Level of approval for TES Forms and other approval workflows	
	🗹 HR TES Form: To request coverage or extra assistance needed for Administrative duties for short period of time	
	View Cupe 4207, Unit 1 Job Posting System, for postings prior to July 1, 2018	
Workday	Roles List Workday Role(s) to add/remove from this account.	
	Recruitment Initiator	

Shared Drives Dropdown – Select any shared drives needed for the assignment. Please confirm with your assignment supervisor before selecting a shared drive, which ones you will need to have access to.

🗆 Shared	ed Drives	
Earth Sci	iences	
Lurui Sei	ERSC-WM1860\MicroMorpology_Share [Read-Write-Delete Access]	
	Cartdfs\ERSC [Read-Write-Delete Access]	
Biology	cartdfs\CBSC [Read-Only Access]	
	cartdfs\CBSC [Read-Write-Delete Access]	
M&S Stor	ores Cartdfs\ChemistryStores [Read-Write-Delete Access]	

Student Records & Scheduling Access Requests Dropdown- Select "Faculty Administrative Assistant – Student/Course Records Access"

Advising A	ess
	Academic Advising & Degree Audit
	Student Appointment Booking - Service Coordinator
	Student Appointment Booking - Service Provider
Student R	
	Adjudication: Undergraduate Department Reviewer
	Class List access
	Course Instructor Access (includes class lists and gradebook)
	Faculty Administrative Assistant - Student/Course Records Access
	Student Course Schedule
	Student Override Access
	Undergraduate Registration Maximum Override

6. Once everything has been chosen, select "submit". You will be assigned a SARF confirmation number, keep track of this number.



If you have any questions regarding the SARF access you require outside of what is listed above, please connect with your assignment supervisor. If there are still outstanding questions please reach out to talent@brocku.ca

Closing

Wishing you the best on future assignments to come!

Should you have any questions or concerns, please contact employee services at <u>employeeservice@brocku.ca</u> or Marissa Marinaccio<u>mmarinaccio@brocku.ca</u>.

For other People & Culture inquiries, please familiarize yourself with our <u>People & Culture SharePoint site</u>.