



**CAJUN COAST**  
VISITORS & CONVENTION BUREAU

An employee handbook for the staff of the  
St. Mary Parish Tourist Commission dba  
Cajun Coast Visitors & Convention Bureau

Prepared by Carrie Stansbury  
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Welcome to Cajun Coast Visitors & Convention Bureau!

Thank you for joining the Cajun Coast Visitors & Convention Bureau. We are hopeful that you will find your employment at the Bureau a rewarding experience. We look forward to the opportunity of working together to create a successful organization that will benefit St. Mary Parish and the tourism industry. The bureau is funded by taxes paid by travelers to St. Mary accommodations. The SMTPC/CCVCB is responsible for developing our market and expanding St. Mary Parish's share of the national and regional tourism industry. The prosperity and growth of travel related businesses in St. Mary are directly related to how well we do our job. We want you to feel that your employment with the bureau will be mutually beneficial and gratifying.

You have joined an organization that has established a mission statement and core values that focus on developing and maintaining quality. Credit for this goes to everyone in the organization. As a member of the team, you will be expected to contribute your talents and energies to further improve the environment and quality of the Bureau. No matter what your job, it is extremely important that your contact with the public be fair and courteous. Just as the commission believes each employee is an important individual, it is essential that every citizen be treated with dignity and consideration. The public will judge you, and all of the employees of the commission, by your attitude and efficiency.

This Employee Handbook may provide answers to most of the questions you may have about the Bureau's benefit programs as well as the company policies and procedures. You are responsible for reading and understanding this Employee Handbook. If anything is unclear, please discuss the matter with your department head or the Executive Director.

I extend to you my personal best wishes for your success and happiness at the Cajun Coast Visitors & Convention Bureau. I look forward to working with you toward our common goal of excellence everyday.

Very truly yours,

Carrie Stansbury  
Executive Director

**Notice**

This manual has been prepared for your use as an employee of the St. Mary Parish Tourist dba Cajun Coast Visitors & Convention Bureau, hereafter referred to as SMPTC/CCVCB or the Commission. You will find in it useful information about the organization to which you belong.

It is designed to hasten the new employee's adjustment to an unfamiliar environment, as well as provide all employees with a reference source for the established general procedures of the organization. By learning and following the procedures outlined herein, you will become a member of the cooperative team that is vitally necessary to successfully accomplish the goals of the SMPTC/CCVCB.

We hope that from reading these pages you will also come to realize that you are an important member of an organization that is sincerely interested in your personal success and welfare.

It is not expected that this guide can cover every question that may eventually arise. For specific details of policies as they apply to any particular case, you are encouraged to discuss any matters of concern with the Executive Director, or his or her representative.

**Some Things You Must Understand**

The policies in this Employee Handbook are to be considered as guidelines.

- The St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau has the option to change, delete, suspend or discontinue any part or parts of the policies in this Employee Handbook at anytime without prior notice as business, employment legislation, and economic conditions dictate. None of the rights, benefits or other provisions herein shall be deemed to be contractual in nature in that the Bureau reserves the right to modify or eliminate any such provision or benefit at any time.
- The benefits described herein are those in effect as of May 24, 2002. The Bureau reserves the right to modify and/or eliminate specific benefits in the future as business conditions change.
- Any such action shall apply to existing as well as to future employees.

- Employees may not accrue eligibility for monetary benefits for which they have not become eligible through actual time spent at work.
- No one other than the Executive Director with board approval may alter or modify any of the policies in this Employee Handbook. Any alteration or modification of the policies in this Employee Handbook must be in writing.
- No statement or promise by a department head or management personnel, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Handbook be found un-enforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.

**This Employee Handbook replaces (supersedes) any and all other or previous St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau Handbooks, or other Bureau policies whether written or oral.**

### **Mission Statement**

The St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau is governed by a nine member Board of Directors. The Commission was created in 1972 by an Act of the Louisiana Legislature. It was put into operation by an ordinance passed by the Parish of St. Mary during the same year. In 1995, we became a political subdivision of the state through Act 47 and St. Mary Parish Ordinance 1285.

The SMPTC/CCVCB is a non-profit political subdivision of the state and is funded through a 4% occupancy tax on hotel/motels, overnight campgrounds and bed & breakfasts. The St. Mary Parish Council appoints board members.

The Mission of the SMPTC/CCVCB is as follows:

“The SMPTC/CCVCB is the official tourism marketing and management organization for St. Mary Parish. It receives most of its funding from a tax on the rental of overnight accommodations. The SMPTC/CCVCB markets St. Mary Parish as a primary vacation destination for families, older travelers, motor coach tour groups, outdoor sports, and recreation enthusiasts, naturalists, recreational vehicle owners and people with a special interest in each of the Parish’s four major attraction categories (natural environment, history & heritage, culture and industrial diversity.) The SMPTC/CCVCB also works to increase the number of meetings, conferences, conventions and reunions held within the parish. The positioning approach and theme of “Cajun Coast: A Louisiana Sampler” is an integral part of the marketing strategy. A strong research program is operated to support these efforts.

Through the marketing and promotion of tourism, and its support and advocacy for tourism development, the SMPTC/CCVCB plays a strong economic development role. The organization also is a strong advocate for the

conservation, preservation and interpretation of local environmental, historical, cultural and industrial resources.

The SMPTC/CCVCB conducts a variety of programs within St. Mary Parish to help make the visitor's stay both satisfying and enjoyable. These programs include the provision of visitor information, directional/attraction signage programs, hospitality/service training programs, citizen awareness and education programs, and efforts aimed at maintaining the cleanliness of highways.”

### **What You Can Expect From The Cajun Coast Visitors & Convention Bureau**

The Bureau believes in creating a harmonious working relationship between all employees. In pursuit of this goal, the Bureau has created the following employee relations objectives:

- Provide an exciting, challenging, and rewarding workplace and experience.
- Select people on the basis of skill, training, ability attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
- Compensate all employees according to their effort and contribution to the success of our business.
- Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.
- Provide vacation, sick leave, and holidays to all eligible employees.
- Provide eligible employees with health and welfare benefits.
- Assure employees, after talking with their department head, an opportunity to discuss any issue or problem with officers of the Bureau or the appropriate board committee.
- Take prompt and fair action of any complaint, which may arise in the everyday conduct of our business, to the extent, that is practicable.
- Respect individual rights, and treat all employees with courtesy and consideration.
- Maintain mutual respect in our working relationship.
- Provide buildings and offices that are comfortable, orderly and safe.

- Promote employees on the basis of their ability and merit.
- Keep all employees informed of the progress of the Bureau, as well as the Bureau's overall goals and objectives.
- Promote an atmosphere in keeping with the Bureau's **vision, mission,** and goals.

### **What The Cajun Coast Visitors & Convention Bureau Expects From You**

Your job was created to provide a specific service to the citizens and visitors of St. Mary Parish. The Bureau needs your help in making each working day enjoyable and rewarding while providing that service. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees, maintain a good team attitude and a spirit of courtesy.

How you interact with fellow employees and those who the Bureau serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by the Bureau. Our effectiveness is dependent upon each employee. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This handbook offers insight on how you can perform positively and to the best of your ability to meet and exceed the Bureau's expectations.

We believe in direct access to management and are dedicated to making the Cajun Coast Visitors & Convention Bureau an organization where you can approach your department head, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of the Bureau, so please communicate with each other and with management.

Remember, you help create the pleasant and safe working conditions that the Bureau intends for you. The result will be better performance for the Bureau overall, and personal satisfaction for you.

### **Employment:**

#### **Equal Opportunity**

The SMPTC/CCVCB is dedicated to the fair treatment of applicants and employees without regard to their race, color, religion, sex, national origin, age or disabling condition. This policy includes, but is not limited to employment, upgrading, demotion, recruitment, transfer, layoff or termination, selection for training, sick or annual leave and all forms of compensation.

### **At Will Employment**

Your employment with the Commission is “at will employment,” which means that your employment with the Commission may be terminated by the Executive Director or you at any time, for any reason, with or without cause.

Nothing contained in this manual, in the employment application, other related employment documents, or any verbal representation shall limit the “at will” nature of your employment at the Commission.

Notwithstanding the “at will” nature of your employment, the following is a non-exclusive illustrative list of conduct that may subject you or any other employee to termination or other disciplinary action:

- Improper treatment of a co-employee or non-employee;
- Insubordination or lack of cooperation;
- Failing to follow the instructions of or to perform work requested by a supervisor;
- Unauthorized or excessive tardiness or absences from work;
- Abusing, wasting, or misappropriating Commission proprietary information and/or property;
- Harassment of co-employees and/or clientele of the Commission;
- Use, sale, or transfer of illegal or illicit drugs or alcohol on the premises and/or during the course and scope of your employment, including being under the influence of the same when in the course and scope of your employment with the Commission;
- Dishonesty, including but not limited to falsifying Commission records;
- Inappropriate behavior or offensive personal conduct, personal condition, or appearance, which in the opinion of the Executive Director, has an adverse effect on the Commission’s work, its customers, or on the safety, health, or morale of other employees;
- Unsatisfactory or poor job performance; and
- Failure to conform and adhere to the Commission’s policies, city and parish ordinances, state laws, federal laws and/or regulations.

### **How You Were Selected**

The Bureau is confident that as a result of the mutual selection process undertaken, your employment will prove to be beneficial to the Bureau as well as yourself and we look forward to having you join us.

We carefully select our employees through written applications, personal interviews and reference checks. After all available information was considered and evaluated; you were selected to become a member of our team!

This selection process helps the Bureau find and employ people who are concerned with their own personal success and the success of the Bureau; people who want to do a job well; people who can carry on their work with skill and ability; and people who are comfortable with the Bureau and who can work well with our team.

### **Client/Visitor Relations**

The success of the Bureau depends upon the quality of the relationships between the Bureau, our employees, clients, visitors, suppliers and the general public. Our clients' impression of the Bureau and their interest and willingness to utilize our services is greatly formed by the people who serve them. In a sense, regardless of your position, you are a Bureau ambassador. The more goodwill you promote, the more our clients will respect and appreciate you and the Bureau.

Below are several things you can do to help give a good impression of the Bureau. These are the building blocks for our continued success.

- Act competently and deal with clients/visitors in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on requests and questions promptly, provide businesslike replies to inquires and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

These policies apply to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

### **Probationary Period**

Each employee appointed to an authorized, budgeted position, must complete a "probationary" period of six months prior to being confirmed as a full-time or part-time employee. During your probationary period, you will receive considerable on the job training, guidance and counseling, and the Department Head and/or the Executive Director will closely supervise your work.

### **Anniversary Date**

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Handbook.

### **Immigration Law Compliance**

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work you will be asked to provide original documents verifying your right to work as required by federal law, to sign Federal Form 1-9, Employment Eligibility Verification Form. If you at any time cannot verify your right to work in the United States, the Cajun Coast Visitors & Convention Bureau may be obliged to terminate your employment.

### **Anti-Harassment Policy**

The Commission has been and is committed to maintaining a work environment that is free of discrimination based on race, color, religion, national origin, sex, age, or disabling condition.

The Commission will not tolerate harassment of our employees, by any supervisor, co-worker, member, vendor, client, or other non-employees who conduct business with the Commission.

We consider harassment to consist of unwelcome conduct, whether verbal, physical, or visual, that is based on a person's status, such as sex, color, race, ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, veteran status, citizenship status, or other protected group status.

The Commission will not tolerate harassing conduct that: (1) affects tangible job benefits; (2) interferes unreasonably with an individual's work performance; or (3) creates an intimidating, hostile, or offensive working environment.

All Commission employees are responsible for assisting the Commission in implementation of its anti-harassment policy. If you believe that you have experienced or witnessed harassment, you should immediately notify the Executive Director. Of course, the Commission condemns retaliation against an employee who reports what he or she believes to be harassment. The Commission's policy is to investigate all complaints thoroughly and promptly. To the extent practical, the Commission will keep complaints and the terms of their resolution confidential. If an investigation confirms that harassment has occurred, the Commission will take corrective action, including such discipline as the Commission deems appropriate.

### **Sexual Harassment**

It is the policy of the Commission to maintain a working environment free of all forms of sexual harassment.

Sexually harassing conduct will result in disciplinary action, up to and including dismissal.

Specifically, no supervisor shall threaten or insinuate, explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect an employee's job, evaluation, wages, advancement, assigned duties, working schedule or any other condition of employment or career development.

Other sexual harassing conduct in the work place, whether committed by supervisors or non-supervisory personnel, is also prohibited. Such acts include: repeated proposition, continued or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexual and degrading words used to describe an individual and the display of suggestive objects or pictures.

It is the responsibility of any employee who is subjected to sexual harassment to inform the Executive Director or a member of the Executive Committee (Board Officers) of the Commission about the facts regarding such harassment so that appropriate corrective action may be taken. An employee who reports an incident of sexual harassment to management will be informed that an

investigation of the alleged sexual harassment will be conducted and that management will take appropriate corrective action.

### **Difficulties, Problems or Complaints**

From time to time, problems or difficulties in the workplace may arise. The SMPTC/CCVCB wants the persons who provide direct supervision to know about these problems, and for this reason, asks employees to take problems to their immediate supervisor, especially if they are work-related.

If an employee should ever encounter a problem and needs help, here are some steps that may be taken:

Talk the matter over with your immediate supervisor and expect an answer within a few days. Employees owe it to themselves, as well as the SMPTC/CCVCB, to discuss their questions.

If the supervisor does not provide an answer within a reasonable time, or if the employee does not feel the answer was satisfactory, he/she may consult with the Executive Director.

Should the employee still feel the answer is unsatisfactory, the Executive Director will refer the problem to the Commission Chairman.

### **Corrective Action Procedure**

Supervisors should bring performance problems to the employee's attention in a timely, supportive and specific manner that allows the employee to take action to correct the problem, but does not undermine the employee's self-respect.

The following phases of the corrective action procedures are applicable only to those employees who have completed their initial six-month probationary period and where, in the opinion of the Executive Director, counseling appears warranted and appropriate.

When a supervisor has identified a performance or behavioral problem, verbal counseling is held between the supervisor and the employee to develop effective solutions to the problem.

If the problem is not corrected, another conversation and written counseling will be given to the employee and documentation of the problem will be placed in the employee's file.

If the problem is still not corrected, another discussion may be held where the employee is provided with a written warning and a disciplinary warning record will be placed in the employee's file.

The next step would be probation/suspension. The employee may be suspended immediately, or will be dismissed if there is no improvement in performance or behavior. A copy of the probation/suspension report will be placed in the employee's file. When an employee is in this step of the corrective action procedure, pay raises are deferred.

The final phase of the corrective action procedure is termination of employment.

Sometimes a problem may necessitate that one or all of the phases of the counseling/discipline process are skipped. The emphasis, nevertheless, will be on assisting the employee in correcting the problem and insuring that the employee realizes the gravity of the situation. Serious performance problems may result in immediate dismissal. Some employee problems will be dealt with in accordance with management's discretion.

### **Termination**

The Bureau will consider you to have voluntarily terminated your employment if you do any of the following: Resign, Fail to return from an approved leave of absence on the date specified by the bureau, Fail to report to work or call in for three or more consecutive workdays.

When employees decide to leave the Commission, it is required that they submit a letter of resignation to the Executive Director, preferably with a two week notice for hourly employees and four week notice for management, which should include the date of their last working day and reason for leaving.

### **Causes for Immediate Termination**

If you commit any of the actions listed below, or any other action not specified, but similarly serious, you may be terminated without any previous disciplinary action having been taken.

- Theft
- Falsification of Bureau records
- Failure to follow safety practices
- Breach of Confidentiality Agreement
- Threat of, or the act of, doing bodily harm
- Willful or negligent destruction of property
- Use and/or possession of intoxicants, drugs or narcotics
- Having a weapon on the premises of the Bureau
- Willful neglect, misuse or destruction of computer systems or data
- Unauthorized use of computer systems or data
- Failure to report knowledge of any of the above items

### **Employment Status**

Upon successful completion of your probationary period, you will be confirmed as a full-time or a part-time employee. Employee categories are as follows:

#### **Full-time Employees**

Full-time employees are those who are regularly scheduled to work 30 hours or more per week and have completed six months of continuous, satisfactory employment since being hired. Full-time employees are eligible to accumulate and take annual leave, be reimbursed for job related educational courses and participate in all other employee benefits.

**Part-time Employees**

Part-time employees are those employees who are paid on an hourly basis and are regularly scheduled to work less than 20 hours per week, not to exceed 1,000 hours per calendar year and are not eligible to participate in all other employee benefits.

**Temporary Employees**

Temporary employees are those employees who are hired for a specific short-term duration of time and are consequently ineligible for benefits.

**Probationary**

Probationary Employees are those employees who have been employed for less than six months by the SMPTC/CCVCB. These employees may not take annual leave during this evaluation period. During this probationary period, job performance is closely supervised and evaluated. Probationary Employees may be terminated.

**Exemption Status****Exempt Employee**

An exempt employee is a salaried employee who is exempt from the overtime requirements of federal law. Exempt employees are often expected to work odd hours and more than 40 hours per week and do not receive payment for overtime.

**Non-Exempt Employee**

Non-exempt employees are paid based on the number of hours worked. As such, they may be paid overtime for approved hours worked in excess of forty (40) hours per week. A workweek begins Friday and ends on Thursday.

**Work Hours**

The Commission's normal workday is from 9:00 a.m. to 5 p.m. in Patterson, Monday through Friday and 8:30 a.m. - 4:30 p.m. in Franklin, Monday through Saturday.

However, due to the nature of our business, employees will be required to occasionally work weekends or attend business functions after hours as part of their job responsibility.

In addition, the Commission operates as a Certified Louisiana Information Center. As such, it is required that the information center be operational six days a week. On Saturdays, the Franklin Visitor Center operates from 8:30 a.m. - 4:30 p.m.

The Executive Director may adjust working hours to better meet the needs of the Commission.

One hour is allowed for lunch. Employees are authorized one 10 minute break in the morning and one if the afternoon ONLY.

As an employee, you are expected to be prompt for your designated work hours and disciplinary action up to and including termination will occur for excessive tardiness.

If any employee is required to be at the office at any time when the office is normally closed, it is his/her responsibility to see that all doors are locked, coffee pots are off, lights are out and alarms are set.

### **Attendance**

Regular attendance and punctuality are expected and required of all employees.

Any unplanned absence from your job causes hardship on your coworkers since they must do your job to keep things moving smoothly.

Federal and state wage hour laws require complete and accurate attendance records, indicating the number of actual hours worked by all non-exempt employees. Furthermore, the administration of determining sick leave accruals and vacation for all employees requires accurate time records.

Each non-exempt employee is required to fill out a time card showing the number of hours worked at the close of each workday. No one may record hours worked on another's timecard or timesheet with the exception of your department head or timekeeper in your absence the day timesheets are due to payroll. Tampering with another's time record is cause for disciplinary action, up to and including possible termination of both employees. The employee shall record starting time, time out/time in for lunch, quitting time and total hours worked for each workday. At the end of each week, the employee must total his/her hours and forward the time card to his/her supervisor. The supervisor shall verify the hours worked and approve any absences or overtime. The supervisor will sign the card and forward it to the Office Manager. It is important to note that the Executive Director should approve all overtime in advance.

If you are away from work the day timesheets are due, your department head or timekeeper will complete your timesheet in your absence. You will be required to verify the time reported upon your return to the office.

Only approved absences may be considered as hours worked for pay purposes (exempt or non-exempt). The supervisor shall inform the employee if he/she will be paid for certain hours of absence.

For full-time employees, holidays, vacation and paid leave will be credited as hours worked on time cards (i.e. one full week of vacation equals 37.5 hours on the time card).

If because of illness or other reasons you cannot report to work, notify the office at least one hour prior to the regular starting time explaining the reason for your absence. If you are going to be late due to an emergency, call prior to or within 15 minutes of your regular starting time, explaining the reason for your delay.

**IF YOU GET VOICE MAIL OR A RECORDER, YOU MUST CALL BACK AND SPEAK DIRECTLY TO SUPERVISOR, OFFICE MANAGER OR EXECUTIVE DIRECTOR.**

An unexcused absence is an absence for no reason, or for any reason not considered valid and not approved by the employee's supervisor, regardless of whether the employee told the supervisor he or she was leaving. An unexcused absence is not paid and may result in discipline, including termination of employment. Additionally, excessive absenteeism may result in disciplinary action, including termination of employment.

**Personnel Records**

It is important that your employment records be kept accurate and up to date. It is the responsibility of all employees to notify the Office Manager concerning changes to any of the following: change of address or telephone number, person to be notified in case of an accident and/or other emergencies, legal name change, marital status change or change in number of dependents. Additionally, the Office Manager will maintain the time card records along with vacation and leave records. All personnel records are kept in strictest confidence within the confines of the Tourist Commission Management, and in accordance with all state and federal law.

**Mandatory Deduction from Paycheck**

The Bureau is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from the Office Manager. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever the Bureau is ordered to make such deductions.

**Wage Garnishments**

When court-ordered deductions are to be taken from your paycheck, you will be notified.

The Bureau acts in accordance with the Federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your paycheck.

**Social Security**

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, the Bureau is required to deduct this amount from each paycheck you receive. In addition, the Bureau matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Your Social Security number is used to record your earnings. Employees are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 Form are correct. You may also want to make sure your earning statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or you may even access them online at [www.ssa.gov](http://www.ssa.gov).

**Error in Pay**

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell the Office Manager immediately.

She/he will take the necessary steps to research the problem and to assure that any necessary correction is made promptly.

Paycheck errors of less than \$100 will be corrected on the next regularly scheduled payroll period.

**Vacations**

All full-time employees are entitled to vacation time. Part-time, temporary or probationary employees are not eligible for vacation.

**Vacation time**

Vacation time is authorized at the anniversary of the day of employment.

Vacation leave is as follows:

Less than 1 year – (0 days)

1 to 5 years (10 days)

6 to 15 years (15 days)

16 to more years (20 work days)

It is each employee's responsibility to schedule his or her vacation through the Office Manager with approval of his/her supervisor. Every effort will be made to arrange vacations in accordance with individual preference, but it must be understood that too many employees cannot be absent at any one time and the final decision of this matter rests with the Executive Director with consideration of seniority, individual and department work load.

Vacations may begin on any day of the week and can be taken in at least ½ day increments. The Office Manager will maintain all vacation records and should thus be kept abreast of all scheduled vacations.

Employees who are re-hired, following a break in service of five or more working days shall be considered a new employee for purposes of computing vacation allowance.

Vacation time is provided to show appreciation for work done, but the true value is to provide a change of pace and environment. You are encouraged to use vacation time. Only five vacation days may be carried over to the following year. Should you opt not to carry over vacation time, you will be paid in full.

### **Holidays**

Holiday pay is available for full time employees only. Although specific holidays will be announced each year, the Commission usually observes the following holidays:

New Year's Eve  
New Year's Day  
Martin Luther King Day\*  
Mardi Gras Day\*  
President's Day\*  
Good Friday\*  
Memorial Day\*  
July 4<sup>th</sup>  
Labor Day  
Thanksgiving Day  
Friday Following Thanksgiving\*  
Christmas Eve  
Christmas Day

If you wish to observe a holiday that is not listed above, it may be substituted for one of the holidays indicated with an asterisk (\*). Such a request must be submitted to employee's supervisor at the beginning of the year.

If a holiday falls on a Saturday or Sunday, it will be observed on either the Friday before or the Monday following at the option of the Executive Director.

Paid holiday time will not be considered as time worked for the purpose of computing overtime for non-exempt employees.

Should the Executive Director designate other days not included on the above list, it should not be seen as setting a precedent for following years.

Any employee who is absent the day before or day following a holiday will not receive pay for the holiday.

### **Visitor Center Closed**

Because we are provided signage on Highway 90 by the Louisiana Department of Transportation, we are required to be open 8 hours a day, 6 days a week.

In order to comply with this regulation, and more importantly, serve travelers, the information center will be open on several of the previously listed holidays. It is the responsibility of the Office Manager, Visitor Center Supervisor and the Travel Counselors to keep the office open.

The following is a list of the days the Information Center will be closed.

- Thanksgiving
- Christmas
- New Years Day
- Easter Sunday

Any other days will be left to the discretion of the Executive Director. Should the Executive Director designate other days not included on the above list, it should not be seen as setting a precedent for following years.

### **Sick / Emergency / Personal Time Off**

SMPTC/CCVCB will grant Sick Leave and Personal Time Off to all eligible full-time employees.

#### Eligibility

All full-time employees shall be eligible for Sick and/PTO.

#### Accumulation of Paid Time Off

Sick leave/PTO shall be credited to full-time employees at the rate of 8.00 hours for each full calendar month of continuous employment. This equates to 12 days per year, three of which may be used as personal days.

Employees shall accrue Sick/PTO from the date of employment.

Paid time off is cumulative; all unused Sick/PTO shall accumulate to a maximum 120 days.

#### Use of Paid Time Off

Paid time off for full-time employees shall be deducted on a per half day basis (½ day = 4 hours) at a minimum.

Sick leave may be taken for illness or injury of the employee or the employee's immediate family that prevents performance of his/her duties or for medical, dental or optical consultant or treatment.

Medical excuses should be provided.

Vacation time may be used for sick/emergency leave purposes after Sick/PTO is exhausted. Employees who have exhausted all Sick/PTO and vacation credits may, at the discretion of the Executive Director, be granted leave without pay for a period not to exceed one month. (See Personal Leaves of Absence).

Unlike vacation, Sick/PTO is “credited” rather than “earned.” Upon termination of employment, the employee will not be paid for unused sick/paid time off.

In the case of prolonged Sick/PTO due to illness, the Executive Director may require a certificate from a registered physician stating the nature of the illness, or some other acceptable proof that the employee was unable to report to work. **AT THIS POINT, WEEKLY CONTACT WITH EXECUTIVE DIRECTOR IS NECESSARY.**

## **Other Leaves**

### **Maternity Leave**

A full-time employee may request a maternity leave of absence of no more than 90 calendar days, by submitting such request in writing to the Executive Director.

Employees are required to use Sick/PTO days accrued to the first day of absence, after which vacation days may be used. After Sick/PTO and vacation days are used, employees will no longer be paid while on leave.

Accrual of Vacation and Sick/Paid Time Off will be suspended during the unpaid portion of the leave of absence.

Each employee who desires to request such leave must submit a physician’s statement regarding the anticipated delivery date. The judgment of the employee’s physician will determine the length of time before delivery that an employee can work.

The leave of absence will end within a period not to exceed 90 calendar days. Additional leave may be allowed for medical reasons if approved by the Executive Director.

No later than thirty (30) days after the delivery, the employee will notify the Executive Director, in writing, of the desire to return to work. Lack of such notification may be considered as the employee’s resignation.

Employees who desire to return from a maternity leave of absence will be considered for either their original position, if vacant and in the Commission’s interest, or another at a similar level of responsibility and pay as soon as such is available. In general, pregnancy and childbirth should not differ from other long-term illnesses in considering an employee’s rights and responsibilities.

### **Family & Medical Leave**

Employees who have worked with the SMPTC/CCVCB for at least 12 months & 1250 hours may take up to 12 weeks leave for the care of a child, placement of a child into the employee’s family by adoption or by a foster care arrangement; care for the employee’s spouse, child or parent who has a serious health condition and a serious health condition which renders the employee unable to perform the functions of the employee’s position.

A 12-month calendar is measured backward for each employee from the date he or she uses FMLA.

Definitions are as follows:

Employee – a full-time employee who has worked for SMPTC/CCVCB for 12 months and at least 1250 hours during that period.

Spouse – This is defined in accordance with applicable state law. Unmarried domestic partners are not intended to qualify for family leave to care for their partner.

Son or Daughter – This includes a biological, adopted or foster child, a stepchild or legal ward of an employee, or a child whom the employee stands in the place of his or her parent, who is under age 18 or is incapable of self-care because of a mental or physical disability.

Parent – This includes an employee’s biological parent or an individual who stood in the place of the employee’s parent when the employee was a child.

#### **Birth or Adoption of A Child**

An “intermittent leave” generally means leave taken on an occasional basis for such reasons as medical treatment.

A “reduced hours leave” means a temporary, but regular, change in the employee’s usual number of hours per day or hours per week.

An employee may take an intermittent leave during the 12-month period that begins on the date of the birth, adoption or placement. If both spouses are employed by the St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau, the combined leave shall not exceed twelve (12) weeks.

#### **Employee Illness (Serious Health Conditions)**

An employee may take an intermittent leave, when medically necessary. An employee must provide the St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau with certification that a medical need exists and that the medical need can best be accommodated through an intermittent leave or reduced schedule.

If intermittent leave or reduced hours leave is required, the SMPTC/CCVCB may in its sole discretion temporarily transfer the employee to another job with equivalent pay and benefits that better accommodate that type of leave.

During family leave of absence, the SMPTC/CCVCB will continue to pay its portion of the insurance premiums and the employee must continue to pay his/her share of premiums. An employee’s premium payment is due on the date(s) agreed to by the Office Manager and the employee.

The employee may choose not to continue coverage. If an employee does not continue or loses coverage during FMLA leave, the SMPTC/CCVCB will restore

regular coverage if the employee returns to work, subject to acceptance by the health insurance carrier.

Employees may use their sick/emergency leave/PTO and vacation leave during the twelve (12) weeks family leave because of serious health conditions of the employee. Once days accumulated are depleted, employee will receive only compensation available through insurance policies in force at the time.

Employees who return to work from a family leave of absence within or on the business day following the expiration of the twelve (12) week are entitled to return to their job or an equivalent position without loss of benefits or pay.

If during FMLA leave, a layoff or other event occurs that would have changed, or even eliminated, the employee's job had he or she not taken the leave, the returning employee will have no greater rights than if the employee had been continuously employed during FMLA leave.

The SMPTC/CCVCB will determine whether an employee will be restored to the same position or to an equivalent position.

The St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau may deny restoration under the preceding paragraph to certain highly compensated employees to prevent substantial and grievous economic injury to its operations.

### **Procedures**

Employee Illness - Medical statement verifying date condition began, probable duration and appropriate medical facts about condition.

The certificate must state that employee is unable to perform the functions of his/her position.

For reduced or intermittent leave, dates on which such treatment is expected to be given and duration of such treatment.

Birth or Adoption - Date of birth or adoption, certified copy of birth certificate

Illness of Child, Spouse, or Parent - Medical statement verifying date condition began, probable duration of illness, appropriate medical facts about condition, estimate of amount of time employee is needed to provide such care.

### **Purpose**

Family medical leave is granted in compliance with Federal regulations.

### **Bereavement Leave**

In the event of a death of a spouse, child, parent, brother, sister, grandparent, spouse's parent or grandchild, full-time employees may be paid for up to three consecutive working days including the date of the funeral.

In the event of a death of any other family members, other than those listed above, the employee may be paid one (1) working day. This absence will not be deducted from the employee's Vacation or Sick/Paid Time Off days.

Time off without loss of pay in the event of death or serious injury of friends and other relations will be based on the specific facts of each individual case.

### **Jury Duty Leave**

Any employee who is called for jury duty will be excused with pay for up to ten (10) days in any calendar year, and without compensation thereafter.

The employee may retain any amounts paid by the court and his/her pay will not be reduced. Part-time employees will be paid according to their normal scheduled hours.

### **Military Leave**

Regular Military Leave - Any employee called to duty by any branch of the United States Armed Service, upon honorable discharge, will be reinstated by the commission as the needs of business permit.

Where possible, employees who return from a military leave will be reinstated in their original job or in a position comparable to the job the employee vacated.

Once an employee is honorably discharged, the employee must apply within ninety days of his/her honorable discharge to be reinstated. During a military leave, neither salary nor benefits are paid.

Temporary Military Service - any employee who is a member of any unit of the United States military service and who is required to participate in training and /or educational programs for the armed services, will be granted leave of absence.

Any leave requested must be reasonable both in the context of the employee's military obligation and the business requirements of the commission. The length of an employee's requested military leave will be evaluated on a case-by-case basis.

The commission will make every effort to grant an employees request for military leave; however, it is the employee's responsibility to give the commission as much notice as possible so that the work schedule may be adjusted.

For temporary military leaves, an employee is considered an active employee of the commission and retains seniority and any other benefit that the employee has earned.

In regard to salary, the employee has two options:

The employee will be allowed a maximum of two weeks for military leave. During this leave, the commission will compensate the employee for any difference between the military pay and the commissions salary, or

The employee will use regularly scheduled vacation time for voluntary military leave. In this situation, the employee would receive regular vacation pay.

To be eligible for any military pay difference, the employee must submit a military pay voucher to the Executive Director, immediately following return from military duty. Adjustments will be completed and noted for the employee's next regular pay period.

### **Personal Leaves of Absence**

There is no formal leave of absence other than those previously listed. If necessary, an employee may be granted an unpaid leave of absence when necessary for other personal reasons. Such leaves will be handled on an individual basis and leave time will be limited.

### **Workmen's Compensation**

An employee who is injured on the job must promptly notify his/her supervisor, Executive Director or Office Manager within 24 hours of the injury.

In case of injury caused by on-the-job accidents, State Workmen's Compensation Insurance covers employees who properly notify us.

The purpose of workmen's compensation is to provide some source of income and medical reimbursements for employees injured while working. In cases where permanent disability has occurred because of an on the job accident, compensation is based on the amount of disability resulting from the injury in accordance with the commission's disability income continuation procedure.

NOTE: For full-time employees, workers compensation benefits shall be supplemented by sick/PTO payments to provide a total payment equal to the employee's regular pay. The employee shall be charged only the actual hours of sick leave required to maintain his/her pay at the regular rate. The Sick/PTO subsidy expires immediately when PTO hours are exhausted.

### **Retirement**

Employees are eligible to participate in the SMPTC/CCVCB's retirement program after the second anniversary of employment with the commission. For details, contact Office Manager.

### **Life and Medical Insurance**

Full-time employees are eligible to participate in the Commission's medical insurance plans. Details regarding life and medical insurance are available from the Office Manager.

### **Insurance Continuation/Conversion Privileges**

According to the Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with the Cajun Coast Visitors & Convention Bureau or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continue coverage under our health insurance program for a limited period of time at your own expense. At your

exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as an employee who is eligible for continuation or conversion. Consult the Office Manager for details.

### **Compensatory Time**

Exempt employees may be allowed Compensatory (Comp) Time pending prior approval from the Executive Director. Non-exempt employees will not be allowed to participate in Comp Time.

Comp time is offered to offset excessive time worked by exempt employees. It is not intended to reimburse employees on an hour for hour's basis. Please remember, exempt employees are expected and required to work odd hours and more than 40 hours per week as their particular jobs require.

Comp Time is not provided on a hour-for-hour basis and must be used in half (½) day increments.

These days are subject to the approval of the Executive Director. Like accumulated vacation days, Comp Days are treated as paid days at severance.

### **Pay Procedures**

Employees are paid weekly, every Friday or every other Friday. Any questions about salary or pay vouchers should first be discussed with the supervisor. If necessary, the supervisor will then refer the employee to the Executive Director.

### **Mileage Reimbursement**

Reimbursement will be provided for mileage incurred while conducting business for the Commission. Approval by the supervisor should be obtained prior to conducting such business. Executive Director will review, for approval, all requests for mileage reimbursement.

### **Performance Reviews**

Because we want you to grow and succeed in your job, the Bureau conducts a formal review one (1) time per year for each employee. New employees may be reviewed near the end of their 90 day Introductory Period. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During a formal performance review your department head may cover the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service orientation (both internal and external)
- Problem solving skills
- On-going professional growth and development

Additional areas may also be reviewed as they relate to your specific job.

Your review provides a golden opportunity for collaborative, two-way communication between you and your department head. This is a good time to discuss your interest and future goals. The bureau is interested in helping you to progress and grow in order to achieve personal as well as work-related goals.

The performance review gives your department head an opportunity to suggest ways for you to advance and make your job at the Bureau more fulfilling.

### **Salary or Wage Increases**

The Board of Directors based on the recommendations by the Executive Director considers salary or wage increases annually. These recommendations are based on performance, productivity, ability, loyalty and enthusiasm. Salary or wage increases are also based upon the bureau's financial status. At times, the bureau may be unable to increase salary or wages.

### **Budget/Fiscal Year**

The bureau fiscal year runs from October 1<sup>st</sup> to September 30<sup>th</sup>. The budget is drafted by the Executive Director & Office Manager. The Board of Directors makes final approval.

### **Suggestions**

Suggestions are always welcome. This is true not only of suggestions for improvement within your own sphere or responsibility, but also for any suggestions that are for the general good of the organization. Suggestions should be made through your immediate supervisor.

### **Personal Conduct**

#### **Telephone Courtesy**

Answering the telephone is one of the most important functions performed by the employees of the St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau. Every employee should bear in mind that he/she can make a friend for the Commission and St. Mary Parish or lose one every time a call is made.

It is mandatory that every courtesy be shown to the person at the other end of the conversation. The importance of a gracious and friendly personality is evidenced by your telephone voice, and willingness to help cannot be overestimated. Resist the tendency to let your voice become mechanical and without expression; be vibrant and cheerful.

#### **Phone Calls**

To ensure that proper customer service and training strategies are followed, your phone calls may be monitored however, the Commission realizes that employees have to make personal calls during office hours. Personal calls should be kept to a minimum and lengthy calls are discouraged. Excessive personal phone use will subject an employee to Corrective Action.

**Pagers/Cell Phone Usage**

The use of personal pagers or cell phones should not interfere with the normal course of business. Calls or contacts should be limited using breaks or lunchtime for placing or accepting calls.

Anyone improperly using pagers or cell phones during business hours may be subject to disciplinary action.

**Confidential Matters**

Since the SMPTC/CCVCB is an organization in which matters of a confidential nature are known, each employee must keep in strictest confidence whatever information he or she may acquire concerning matters being handled by the Commission.

Any unauthorized release of confidential information is prohibited during employment and after your employment will result in disciplinary action including termination and other possible legal action.

Examples include personnel records, salaries, financial information not authorized by Executive Director and sales development information not ready to release.

Requests for release of such information must be made through, and approved by, the Executive Director. In addition, no one is permitted to remove or make copies of any bureau records, reports or documents without prior management approval.

Disclosure could lead to termination or other possible legal action.

**Department and Neatness**

Orderly conduct and courtesy toward the public and fellow employees should be observed at all times. We are a public institution and are judged to a great extent by our personnel and their behavior. It is most important that the conduct of every employee is above reproach on duty as well as off-duty.

**Personal Business**

The staff is not to conduct personal business or the business of any organization to which they are affiliated with in the office. Although, much of the work done by our office encompasses local and state organizations, clubs, associations and political entities, personal membership in any organization should not be construed to fall under the broad spectrum of tourism. It is therefore necessary that the staff of the Commission keep his or her outside affiliations separate and limited so as not to interfere with the employment practices of the Commission. If there are any questions, ask the Executive Director.

**Excessive Talking & Noise**

Excessive talking & noise add to confusion in the workplace and decreases efficiency. Please avoid excessive talking & visiting.

### **Outside Employment**

Full time employees work for the bureau 30 to 40 plus hours per week. Outside employment is discouraged but not prohibited as long as the job for which you were hired is not affected.

### **Personal Finances**

The borrowing and lending of money between employees is strongly discouraged. It may cause friction and misunderstanding and very often results in serious embarrassment.

For the same reason the employee should not endorse notes for anyone nor should he ask another employee to endorse such obligations for him.

Any time an employee is confronted by a financial emergency, he may discuss it with the Executive Director and can be assured that the matter will be handled in confidence.

### **The Media**

The staff is not to engage in any comment or discussion with the media. All media calls are to be referred to the Executive Director. In the absence of the director, inform the media that one will make contact as soon as possible and then make every effort to contact the Executive Director and make him/her aware of the situation.

Do not refer the media to a Commissioner. If there is a media problem or crisis, apprise the Commissioner(s) immediately and inform them of all the facts you have at hand and tell them that you have contacted the Executive Director.

Staff members are not to accept interviews with the media or to seek out their attention at any time or place without the explicit permission of the Executive Director.

### **Correspondence**

The Executive Director must approve all correspondence on behalf of the SMPTC/CCVCB before it is mailed out.

### **Staff Relationships To Commissioners**

Within all organizations and offices there is protocol that must be observed. A chain of command has been established to prevent an employee from being placed in a compromising position without the back up and support of your immediate supervisor. In short, observance of your position on the staff will never leave any question as to your loyalty to those with whom you work.

It is inappropriate for a staff member to seek out or participate in any discussion of office procedure with a Commissioner. Rather than involve yourself in a possible controversy or disclosure of a confidentially, refer the question or complaint to the Executive Director.

### **Housekeeping**

The public expects an orderly and clean office. Employees are expected to be responsible for their own work area on a daily basis. All employees should be aware of the appearance of all office areas. Together, we can keep a good house and have our welcome mat out.

### **Leaving the Office**

Employees leaving the office during office hours will leave word as to where they can be reached. Every effort will be made to insure that someone is in the office at all times during business hours. This is necessary so that the telephone can be answered promptly and service rendered.

### **Bureau & Department Meetings**

On occasions we may request that you attend a Bureau sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee and you attend a meeting held during non-working hours, you will be paid for the time you spend traveling to and from the meeting as well as the time spent at the meeting.

### **Dress Code**

Since most of our employees' activities are performed in the view of the general public, it is essential that each employee present a professional, well-groomed, and businesslike appearance at all times.

Two bureau logo uniform shirts are provided at the time of employment. Logo shirts may be worn with black, navy or khaki slacks. All clothing should be kept clean, preferably pressed, and not frayed or threadbare.

### **Recommendations for Dressing**

**Men:** Short or long sleeve shirts and ties are recommended, particularly when meetings are scheduled. Dress slacks should be worn at all times. No jean cut pants or sweat suits of any color or fabric will be acceptable. When wearing the bureau logo shirt, it should be worn with navy, black or khaki slacks. Business shoes are preferred. Tennis shoes, thongs and sandals are not acceptable.

**Women:** Most dresses are appropriate except for sundresses and after-five dresses. Business skirts are acceptable. Mini skirts or culottes are not acceptable. Hose should be worn with proper shoes, particularly when meetings are scheduled and out in the public. Dress slacks are acceptable. No jean cut pants will be acceptable. Business shoes are recommended. Tennis shoes and thongs are not acceptable. Make up should be used in moderation.

### **Casual Fridays**

Fridays are casual days. Blue jeans are acceptable as long as they are not frayed and threadbare. T-shirts are **not allowed** with the exception of festival t-shirts prior to the weekend event. Tennis shoes may be worn but not recommended.

If your manager not deem your grooming and dress appropriate, proper action will be taken.

### **Drugs and Alcohol**

Use or possession of drugs and alcohol by an employee during working hours is strictly forbidden and may result in immediate termination.

Any employee found to be selling or distributing unauthorized drugs will be subject to immediate termination.

Employees will not be allowed to remain on their job if they are under the influence of alcohol or other drugs.

Continued employment of individuals with problems resulting from the use of alcohol or drugs will depend on the seriousness of the condition and the employee's willingness to seek and respond to treatment.

### **Personal Use of SMPTC/CCVCB Equipment and Supplies**

Personal use of Commission equipment, stationery and supplies is not allowed. Supplies are to be left at work and not taken home.

### **Property and Equipment Care**

It is your responsibility to understand the machines needed to perform your duties. Good care of any machine that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and the Bureau. If you find that a machine is not working properly or in any way appears unsafe, please contact the appropriate maintenance technician immediately. A service call request form must be completed and affixed to any fax machine or copier noting who placed the call, the problem you observed and the date and time your service call was made. Also, please note the date and time the service technician advises you they will make the necessary repairs. Under no circumstances should you start or operate a machine you do not deem safe, nor should you adjust or modify the safeguards provided.

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

### **Computer Backups**

Stations with internal hard drives should back-up individual drives monthly.

### **Internet Policy**

#### **Purpose**

The purpose of the Bureau's Internet and electronic mail (e-mail) policy is to provide guidelines and rules for employee and authorized vendor use of the Internet and e-mail system that is provided by the Bureau.

## **Definitions**

Electronic mail (e-mail): Common term for the system used to communicate messages and transfer files among users through an online network of computers.

Address: Alphanumeric title assigned to an Internet user for e-mail communications or to a World Wide Web site for database access.

Download: To copy information from the Internet and place it on a local personal computer for further processing or printing.

Internet: In common terms, the Internet is a world-wide framework of computers and computer networks joined by telephone lines and fiber optic cables for the purpose of conducting activities such as file transfer, electronic mail (e-mail) communications, and accessing the World Wide Web.

World Wide Web: Internet-based computer network of databases accessible to Internet users. Companies, governments, non-profit organizations, and individuals develop databases on the World Wide Web.

## **Responsibility**

The interpretation and administration of this policy shall be the responsibility of the Executive Director or his/her designee. The Executive Director or his/her designee is responsible for the issuance of e-mail, Internet, and computer pass codes.

## **Policy**

Computer Networking is playing an increasingly important role in both the public and private sectors, and the Bureau anticipates many benefits from the utilization of online technologies within its operations.

This policy has been formulated to promote the greatest use of online resources by employees while ensuring the proper application of these resources.

- All electronic and telephonic communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of the Bureau and, as such, are to be used solely for job-related purposes.
- Messages received by employees via these systems should only be disclosed to and discussed with individuals who have a need to know such information.
- The use of software and business equipment, including but not limited to, facsimiles, telecopiers, computers, and copy machines for private purposes is acceptable on a limited basis.
- Employees using this equipment for personal purposes do so at their own risk.

- Employees should understand that they should have no expectation of privacy in connection with the use of this equipment or with the transmission, use, or storage of information in this equipment, including stored e-mail.
- Employees also should understand that this equipment should not be used in a method that is disruptive or offensive to others. For example, the use of this equipment to make discriminatory or harassing statements, vulgarities, obscenities, or disparaging comments is strictly prohibited.
- Additionally, these systems may not be used to solicit or communicate with others regarding commercial, political, or other causes or for any other solicitations.
- Employees are also not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from the Executive Director or his/her designee.

The Bureau's computer system, Internet, and electronic mail system (e-mail) are designed to facilitate and enhance business communication and other online capabilities among employees and other business associates of the Bureau.

Internet capability allows an employee to access a multitude of information worldwide that is useful in day-to-day operations. The Bureau's computer system, Internet, and e-mail are considered to be business records of the Bureau, and accordingly may be used in administrative, judicial, or other proceedings.

The Executive Director or his/her designee reserves the right to review computer activity when necessary for Bureau business purposes. This may include verification that hardware and software components are working properly, searching for particular types of data or software (such as viruses), or auditing the use of the computer if policy violations are suspected.

The Executive Director or his/her designee also reserves the right to monitor Internet traffic to ensure adequate access for all users and adherence to policy.

No employee with access to the Internet will be allowed to utilize an outside Internet service provider other than as designated by the Executive Director or his/her designee.

The Office is responsible for submitting names of employees to receive Internet access, and ensuring adherence to this policy within their area of supervision. All employees are directed to work with the Office Manager and the Executive Director or his/her designee for assistance toward this goal.

**Prohibited Uses**

The Bureau's computers, Internet, and e-mail system shall not be used to solicit for outside business ventures, personal parties, social meetings, charities, and personal membership in any organization, political causes, religious causes, or other matters not connected to Bureau business.

In addition, foul, inappropriate, or offensive messages such as racial, sexual, or religious slurs are prohibited.

Fraudulent, harassing, or obscene materials are not to be sent or stored. In summary, activities or behavior prohibited in Bureau policies apply when using the Bureau's computers, Internet, or e-mail.

Any employee receiving prohibited e-mail communications or Internet data should report this immediately to his/her supervisor, who is responsible for notifying the Executive Director or his/her designee.

Employees are prohibited from using games software on any Bureau computer during working hours (lunch hour is acceptable). Supervisors are responsible for monitoring this activity for compliance.

Although Internet access is designed for Bureau business, e-mail communications through the Internet for personal use are acceptable on a limited basis.

In addition, this policy permits the employees' personal use of the Internet during non-office hours subject to the approval of the employee's supervisor, and in accordance with policies stated herein.

All prohibited uses of the Internet included within this policy also apply to any limited personal use of the system. Employees should exercise good judgment in the personal use of online resources.

Employees may be disciplined up to and including termination for violation of their computer, Internet, and e-mail policies, or the violation of any other Bureau policies through use of the Bureau's computers, Internet, and e-mail system.

Employees who are terminated or laid off for any reason have no right to the contents of their e-mail transmissions, and are not allowed access to any computer, Internet, or e-mail system of the Bureau.

**Penalties and Reprimands**

According to the US Copyright Act, the illegal reproduction of software is subject to civil damages of as much as \$100,000 (US) per title infringed and criminal penalties including fines of as much as \$250,000 (US) per title infringed and imprisonment of up to five years. A Bureau user who makes, acquires, or uses unauthorized copies of software will be disciplined as appropriate under the circumstances. Such discipline may include termination

of employment. The Bureau does not condone and will not permit the illegal duplication of software.

A Bureau user who introduces a virus onto any computer system owned, operated or otherwise controlled by the Bureau will be disciplined as appropriate under the circumstances. Such discipline may include termination of employment.

### **Security**

All users of the Bureau's computers, Internet, and e-mail system will be required to have a password assigned them by the Executive Director or his/her designee for authorized access.

Use of the Bureau's computers, Internet, and e-mail system without authorized access is prohibited.

Employees are not to use unauthorized codes, passwords, or other means to gain access to Internet and e-mail belonging to others, and shall not disclose their passwords to ensure security.

Passwords shall be alphanumeric and a minimum of four characters long.

### **Retention of Records**

Generally, e-mail messages are temporary communications that are non-vital and may be discarded routinely. However, the e-mail system can be used for sending more formal communications such as inter-office memorandums and employee notices to single or multiple addresses.

As a practice, employees should retain the more formal types of e-mail communications using the same guidelines that apply to hard copy correspondence and notices.

### **Procedures**

Employees who are assigned a computer may be issued an e-mail address.

All pass codes are the property of the Bureau. No employee may use a pass code that has not been issued to that employee or that is unknown to the Executive Director or his/her designee.

Each employee must also advise his/her supervisors of all past codes. This will enable supervisors to access data as required in the ordinary course of business. Employees who violate this policy are subject to disciplinary action, up to and including termination.

To ensure that the use of electronic and telephonic communications systems (including, but not limited to Internet and similar computer access) business equipment is consistent with the Bureau's legitimate business interests, authorized representatives of the Bureau may monitor the use of such equipment from time to time, which may include printing and reading all e-mail

entering, leaving, or stored in the Bureau's computer or retrieving voice-mail messages, etc.

### **General Employee Safety**

The Bureau is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

The Bureau will maintain safety and health practices consistent with the needs of our industry. Therefore, it is a requirement that each department head make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures.

The Bureau strongly encourages you to communicate with your department head regarding safety issues.

### **Reporting Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to your department head and the Office Manager. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a First Report of Accident Form must be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases within 24 hours **in** which an injury requiring medical attention has occurred. The Office Manager will complete the form and turn it in to our Worker's Compensation Carrier.

### **Procedure:**

An on-the-job employee injury should be handled as follows:

Employee reports to Office Manager who completes the injury report form and forwards a copy to the commission's compensation insurance carrier.

If Office Manager is unavailable, report to the Executive Director.

If necessary, the employee is sent to the appropriate medical facility.

The employee's physician is contacted by a worker's compensation adjuster to determine extent of injuries and employee's expected date of return to work.

Should you have any questions or concerns, contact the Office Manager for more information.

### **Safety Rules**

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all Bureau activities. We want to

protect you against industrial injury and illness, as well as minimize the potential loss of production.

Below are some general safety rules to assist you in making safety a regular part of your work. Your department head may post other safety procedures in your department or work area.

### **Working Safely**

Safety is everyone's responsibility. Remind your co-workers about safe work methods. Start work on any machine only after safety procedures and requirements have been explained. Immediately report any suspected hazards and all accidents to your department head and the Office Manager.

### **Reporting Injuries**

Immediately report all injuries, no matter how slight, to your department head and the Office Manager

### **Security Checks**

The Bureau may exercise its right to inspect all packages and parcels entering and leaving our premises.

### **Weapons**

The Bureau believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, the Bureau prohibits all persons who enter Bureau property from carrying a handgun, firearm, knife, or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

The only exception to this policy will be police officers, security guards or other persons who have been given written consent by the Bureau to carry a weapon on the property.

### **Fire Prevention**

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your department head if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all-flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

### **In Case of Fire**

If you are aware of a fire, you should:

- Dial 911 or the local fire department. If possible, immediately contact your department head. Evacuate all employees from the area.
- If the fire is small and contained, locate the nearest fire extinguisher and extinguish fire. Only employees who are knowledgeable in the correct use of fire extinguishers should attempt this.

- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

When the fire department arrives, direct the crew to the fire. Do not re-enter the building until directed to do so by the fire department.

### **Fire Extinguishers**

Know where fire extinguishers are and how to use them.

### **Emergency Evacuation**

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors. Exit quickly, but do not run.
- Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a parking lot near the building.
- Be present and accounted for during roll call.
- Do not re-enter the building until instructed to do so.

### **Housekeeping**

If you spill a liquid, clean it up immediately. Do not leave work materials or other objects on the floor, which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to the Office Manager.

### **Office Safety**

Offices present their own safety hazards. Please be sure to:

- Leave desk, file or cabinet drawers firmly closed when not in use.
- Open only a single drawer of a file cabinet at a time.
- Arrange office space to avoid tripping hazard, such as telephone cords or calculator electrical cords.
- Remember to lift things carefully and to use proper lifting techniques.

### **Staff Travel Policy**

#### **Purpose**

To set guidelines for employees of the Commission when they travel on behalf of the Commission. Travel shall be in the best interest of the Commission.

Examples include, but are not limited to the following: travel to make sales calls, travel to participate in travel/convention trade shows, travel to attend

meetings or conferences, travel to make convention bid presentations, travel to other tourist bureaus to review projects or programs, and travel for training purposes.

### **Authority to Travel**

Prior approval is an integral part of the travel procedure. All travel will be evaluated on a cost-benefit basis (i.e. the benefit will outweigh the cost). All travel must be approved by the Executive Director. We must remember that we are traveling on tax funds and should always be good stewards of the tax dollars. Therefore, every reasonable effort will be made by Commission employees to minimize travel costs. Prior to departure, the staff member should leave a complete itinerary with the Office Manager in case of an emergency.

### **Travel Advances**

Employees may request advances to defray expected costs. The request can be an estimated amount. Commission checks are prepared every Thursday. Employees requesting advances should plan accordingly. After completion of the trip, the employees shall submit a "Travel Expense" report form and at such time return or be reimbursed the difference between the estimated and actual trip expense. If you have been supplied with a Visa or MasterCard, it should be used for accommodations, food and other necessary travel expenses and reflected on the "Travel Expense" report form.

### **Transportation**

The method of transportation is left to the discretion of the employee keeping in mind that one method may be more cost effective than the other. Methods of transportation may include the following:

Commercial Airline - The Commission will pay the cost of the airline ticket for out of state travel only. Only "coach" flights will be authorized. We will always try to get the lowest fare available by reserving tickets more than seven (7) days prior to travel.

Local Transportation - The employee is to use their personal vehicle for in state travel. The Commission mileage reimbursement rate will be in accordance with the amount approved by the St. Mary Parish Government. Documentation for each trip, including date, destination, actual mileage and purpose must accompany each request for mileage reimbursement.

Other Transportation - If airline travel is used, there is typically a need for ground transportation upon arrival at your destination. Employees are encouraged to take the most cost effective methods available. For example, if transportation were provided in conjunction with a trade show or conference, it would be advisable to take it. If not, airport or hotel shuttles are preferred and are usually more cost effective than taking a taxi.

### **Airport Shuttles/Taxis**

Uses of taxis are permitted when all other forms of transportation (hotel van, shuttle service) are not available. Original receipts for ground transportation must be attached to Travel Expense Report.

**Car Rental**

Car Rental expenses will be reimbursed at actual cost with the approval of the supervisor who authorized the travel. The use of a rental car must be justified as a business need and not as a matter of personal convenience. All rentals should be compact cars, unless over two people are traveling together or luggage requirements dictate a larger size. All receipts must be included in Travel Expense Report.

**Meals**

All meals must be supported by receipts. Average expenditure is \$45 per day unless entertaining a client. The cost of meals for commission guests will be reimbursed. Commission guests may include meeting planners, motor coach operators, travel agents, tour operators, travel writers and guests approved by the Executive Director prior to the meal. Expenses for non-approved guests may not be reimbursed depending on the discretion of the Executive Director.

**Incidental Food & Drinks**

An allowance of approximately \$5.00 per day for incidental food & drinks will be allowed.

**Alcohol**

The purchase of alcohol is non-reimbursable. Purchase of alcohol for commission guests including but not limited to meeting planners, motor coach operators, travel agents, tour operators, travel writers, concierge and guests approved by the Executive Director, may be reimbursed with the approval of the Executive Director. Purchases of alcohol must be ordinary and necessary in order to conduct business on behalf of the Cajun Coast Visitors & Convention Bureau. Documentation explaining the who, what, when, where, how & why must be provided.

**Lodging**

The commission expects its employees to be comfortably lodged at host hotels when attending conferences and conventions. Employee safety is the number one concern of the commission and all employees are instructed not to compromise safety in order to reduce lodging expenses. Within that parameter, employees are encouraged to stay in moderately priced hotels when available.

**Time**

The Travel Expense Report shall correctly state dates and times of absence. Adequate travel time will be allowed.

**Tips**

A reasonable amount will be reimbursed for tip expense (i.e. fifteen (15) percent of total bill.)

Baggage tips standard is \$1 per bag, each way at hotel & airport. Valet parking tips standard is \$1 per in and \$1 per out.

**Telephone**

Telephone calls shall be permitted only for official business. Up to two (2) paid personal calls per day are allowed. Length of these calls should be reasonable.

### **Vacation or Personal Trips**

Vacation or personal trips in conjunction with travel shall require special authorization from the Executive Director prior to departure. Expenses incurred in conjunction with the vacation or personal portion of the trip are not reimbursable. However, every effort should be made to retain all related expense support documents in case of an audit.

### **Miscellaneous**

Upon completion of travel, employees shall submit a complete Travel Expense Report for reimbursement of expenses. This report shall be submitted to the Office Manager no more than five days after returning. Attached to the report should be:

Receipts for hotel/motel bills

Transportation bills

Receipts for/ or statements to tips, tolls, parking, etc.

All reports should be filled out completely before submitting for reimbursements.

### **Non-Reimbursable Expenses**

Non-reimbursable expenses include:

Personal articles (toiletries, clothing), shoe shines, laundry, traffic fines, hotel room movies, tips to maids, alcoholic beverages, all other non-business, non-training or personal expenses.

The cooperation of each staff member is solicited in keeping expenditures to a minimum. The commission's efficiency is limited only by the amount of money available for essential expenditures and every effort should be made by all employees to be cost effective.

The Executive Director will be responsible for approving and authorizing the Office Manager to issue credit cards to staff personnel. The Executive Director will have the authority to authorize any unusual expenditure that might occur at his discretion. The Executive Director shall be responsible for reviewing all credit card charges monthly.

See attached examples of an Expense Report.

**THE EXECUTIVE DIRECTOR RESERVES THE RIGHT TO DISALLOW ANY ITEM SUBMITTED FOR REIMBURSEMENT NOT COVERED IN THIS POLICY. IF YOU HAVE ANY QUESTIONS ABOUT ALLOWABLE EXPENSES, PLEASE ASK BEFORE YOU SPEND THE MONEY.**

### **Separation of Employment**

#### **Termination**

The Bureau hopes and expects that you will give at least two (2) weeks notice in the event of your resignation. Any accrued but unused vacation days and any unused comp days will be paid at the time of employment termination.

**Exit Interviews**

In a termination situation, the Bureau's management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the Bureau. During the exit interview, you may be able to provide insights into areas for improvement that the Bureau can make.

**Return of Company Property**

Any Bureau property issued to you, such as computer equipment, keys, parking passes, and vehicles or company credit cards must be returned to the Bureau at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck including the cost to re-key entry locks if keys are not returned.

**Former Employees**

Depending on the circumstance, the Bureau may consider a former employee for re-employment. Such applicants are subject to the Bureau's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of departure from their previous employment with the Bureau.

**St. Mary Parish/ Promotional Items:**

The SMPTC/CCVCB will purchase and provide to its eligible employees, Bureau sponsored Logo/Event Shirts to be used for special events requiring participation and the need for a uniform appearance.

The Bureau will purchase and provide gift give away items necessary for the promotion of the Bureau and the Cajun Coast and surrounding areas tourism needs. Logo and special event shirts may be used as gift give away items, if deemed necessary.

The Executive Director must approve promotional item distribution.



**CAJUN COAST**  
VISITORS & CONVENTION BUREAU

P.O. Box 2332  
Morgan City, LA 70381  
(985) 395-4905 \* (337) 828-2555

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TO: Carrie Stansbury, Executive Director

FROM: \_\_\_\_\_

(Please Print Name)

I have read the St. Mary Parish Tourist Commission dba Cajun Coast Visitors & Convention Bureau Policies and Procedures Manual. I understand its contents and agree to comply with all of the rules and regulations and other future communications distributed to employees.

Employees Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_