session expectations

<table>
<thead>
<tr>
<th>WHAT WOULD YOU MOST LIKE TO LEARN AT TODAY’S ORIENTATION SESSION?</th>
</tr>
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WELCOME ABOARD!

We’re so glad you’ve joined us.

At CECA, we connect students with meaningful work opportunities. As a world leader in co-operative education and career development we have a reputation for excellence among students, employers, and our peers at other institutions across the globe. Waterloo was built on the principle of work-integrated learning 60 years ago. Today, co-operative education is still the number one reason students choose to study here.

Our success is built with terrific people like you.

2017 EDITION

Editors: Deb Iler, Celeste Horne, Kari Pasick Stewart
Design: Creative Services, University of Waterloo

Thank you to everyone who contributed to the development and refining of CECA’s orientation process.
Your feedback is welcome at ceaadm@uwaterloo.ca.
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# Action Items

## All New Hires

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete?</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive laptop and computer login information from tech support</td>
<td></td>
<td>1st week</td>
</tr>
<tr>
<td>Set up phone message (see page 9)</td>
<td></td>
<td>1st week</td>
</tr>
<tr>
<td>Create standard email signature (see page 9)</td>
<td></td>
<td>1st week</td>
</tr>
<tr>
<td>Read Waterloo’s Daily Bulletin</td>
<td></td>
<td>Daily</td>
</tr>
<tr>
<td>Discuss with your supervisor:</td>
<td></td>
<td>1st week</td>
</tr>
<tr>
<td>» Keys</td>
<td></td>
<td></td>
</tr>
<tr>
<td>» Security Codes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>» Business Cards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>» Scheduling 1:1 meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete mandatory training courses (see page 7)</td>
<td></td>
<td>2nd week</td>
</tr>
<tr>
<td>Become familiar with CECA, SharePoint and CCA websites (see page 31)</td>
<td></td>
<td>2nd week</td>
</tr>
</tbody>
</table>

## Co-op Students

<table>
<thead>
<tr>
<th>Task</th>
<th>Complete?</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discuss goals and expectations with your supervisor</td>
<td></td>
<td>2nd week</td>
</tr>
<tr>
<td>Mandatory work term consultation with student advisor (could be via eCheck-in)</td>
<td></td>
<td>8 weeks</td>
</tr>
<tr>
<td>Midterm performance review with supervisor</td>
<td></td>
<td>8 weeks</td>
</tr>
<tr>
<td>End-of-term performance review with supervisor</td>
<td></td>
<td>Last month of term</td>
</tr>
<tr>
<td>End-of-term presentation</td>
<td></td>
<td>Last month of term</td>
</tr>
<tr>
<td>Exit interview</td>
<td></td>
<td>Last month of term</td>
</tr>
<tr>
<td>Final performance review with supervisor</td>
<td></td>
<td>End of term</td>
</tr>
</tbody>
</table>
need to know

GENERAL WORK HOURS
General working days are Monday through Friday. Working hours are seven hours per day 8:30 a.m. - 12:00 noon and 1:00 p.m. - 4:30 p.m. for a total of 35 hours per week.

Depending on your role within CECA, you may be required to work flexible hours including some evenings and weekends.

SICK DAYS
If you are ill and unable to come to work, please contact your supervisor by 8:30 a.m. Co-op students have a maximum of two sick days per term.

IMPORTANT CO-OP DATES
Visit uwaterloo.ca/co-operative-education/important-dates to view the CECA important dates calendar.

INTERVIEW DAY SERVICES (IDS)
To accommodate the high volume of interviews held at the Tatham Centre, all CECA on-campus staff participate in IDS shifts. Sometimes, employees will be expected to come in earlier than usual to help greet employers or work at the call centre, among other tasks. Depending on your role, IDS warrants a lot of standing and walking, so be sure to wear comfy shoes!

We’ll share more details about IDS shifts and training via email. You can also ask your supervisor about IDS. Shifts will be posted to SharePoint during the first month of each term. Your involvement supports the overall success of the co-op program.

PAID HOLIDAYS
Paid holidays for full-time and part-time regular staff and faculty, as well as other employees, can be found in detail through Policy 38. All paid holidays are listed online: uwaterloo.ca/human-resources/pay-administration/paid-holidays.
PAY DAY
University of Waterloo staff are paid on the last Friday of each month. Pay will be deposited directly into your bank account. You can view your paycheque online by visiting MyHRinfo at uwaterloo.ca/myhrinfo.

Casual staff are paid on a biweekly basis. Time sheets are provided by immediate supervisors and must be approved by your immediate supervisor on a biweekly basis. Typically, immediate supervisors submit time sheets into Finance for payment.

INCOME TAX (T4)
Your annual T4 statement will be available on Waterloo’s HR website, myHRinfo, in late February.

Casual staff will receive the annual T4 statements in the mail. Ensure that your manager is aware of any address changes.

CECA co-op students

END-OF-TERM PRESENTATION DAY
Each co-op student in CECA will prepare and deliver a three minute thesis-style presentation to staff. Watch your email or speak to your supervisor for further details.

EXIT INTERVIEWS
Each term, co-op students are invited to participate in a confidential exit interview. These interviews are scheduled during the last month of the term. Watch your email for an invitation to participate.
dress code/professionalism

CECA DRESS CODE

CECA’s dress code is business casual. What you wear should not distract others, make them feel uncomfortable, or portray an unprofessional image.

The following are not considered appropriate for the business casual workplace:

» Muscle shirts
» Low cut shirts
» Any clothing that exposes the midriff
» Clothing with offensive language or pictures
» Clothing that is too short, tight, sheer, or torn

Other helpful reminders:

» Business-style knee-length shorts are acceptable for the workplace
» Skirts and dresses should be a length at which you can sit comfortably in public
» Leggings worn as pants are not acceptable; leggings may be worn under long (at least mid-thigh length) tops
» Our workplace extends to our meeting rooms, front lobby, parking lot, and off-site meetings — all locations where we may encounter an unexpected guest or customer
» While you may not be directly facing customers, your team members might interact with customers in your work area. Additionally, as you travel through the building you will be seen by customers, so you must dress accordingly
» Business casual is not the same as weekend or sportswear
» Impromptu and unscheduled activities can and do occur. While we can definitely relax our looks in a business casual environment, we can never relax our standards
» See your manager for any dress code or footwear guidelines based on health and safety requirements

How we are attired, how we behave, and how we express ourselves reflects on CECA. It is important that we dress for our roles and present a professional image at all times. Please check with your supervisor if you’re unsure how to dress for your role.
mandatory training

All staff working in paid or unpaid positions at University of Waterloo must complete the following courses:

» Employee safety orientation (requires 30-60 minutes to complete)
» Workplace violence awareness (requires 30-60 minutes to complete)
» WHMIS 2015 (requires 45-60 minutes to complete)
» Supervisor’s Safety Awareness (requires 60 minutes to complete, mandatory online course for all supervisors).

» Accessible customer service training

All employees are required to take the mandatory accessibility training. Your completion of the training will be tracked on your myHRinfo training record.

You can complete this training in one of two ways:

a) Complete the web based training module — Accessible Customer Service On-line Training Module (requires 30-60 minutes to complete).

OR

b) Read the training document (Word) and record your completion of the training by logging into the Accessible Customer Service Training Website and click confirm at the bottom. This course and materials are maintained and operated by AccessAbility Services.

These courses are maintained and operated by the University of Waterloo’s Safety Office. Your completion of the training will be tracked on your training record in myHRinfo. For questions about these mandatory courses, please contact your supervisor.

To complete these training courses, visit: uwaterloo.ca/organizational-human-development/mandatory-training.
UNIVERSITY OF WATERLOO VOICE RECOGNITION SYSTEM

For on-campus access to the speech attendant system, please call ext. 77777. When calling someone outside of the University, press “6” to dial out. For further instruction on your phone set, please visit: uwaterloo.ca/information-systems-technology/services/telephone-installation-changes-and-features.

Desk phones will be one of two varieties; either a Nortel Networks phone or an Avaya Internet Protocol phone.
telephone and email (Outlook) tips

TELEPHONE GREETINGS
Standard Recording Example
“Hello, this is [your name] of Co-operative Education & Career Action at the University of Waterloo. I’m sorry I missed your call. Please leave a message and I will return your call as soon as possible. Thank you for calling.”

Vacation Recording Example
“Hello, this is [your name] of Co-operative Education & Career Action at the University of Waterloo. I am away from the office until [date of return]. If you require immediate assistance please contact [backup name] at extension xxxxx. Thank you.”

OUT OF OFFICE EMAIL SETTING
When out of the office, remember to use the out of office setting on Outlook so that those emailing you will know that you are away.

E-SIGNATURES
Following professional standards for email signatures helps Waterloo present a consistent, on-brand message while providing relevant information to help others communicate with us. Experts recommend keeping the email signature as simple as possible. Text should be Arial, 11 point, black for signatures, and all email correspondence. Here is an example:

Your Name
Your Title
Co-operative Education & Career Action
University of Waterloo
519-888-4567, ext. xxxxx

To access the University of Waterloo logo, please consult the brand guidelines here: uwaterloo.ca/brand-guidelines/resources-downloads/logos/official-logos.

COMPUTER AND TECH PROBLEMS
Any tech issues must be resolved through cecareq@uwaterloo.ca, or by visiting the WaterlooWorks Help Desk if Outlook is not available.
Co-operative Education & Career Action

MISSION

**Inspire** Waterloo students to connect to the possibilities in a continuously changing world of work. **Enable** them to bridge their academic and workplace knowledge. **Challenge** them to learn, grow, and contribute wherever they go.

To accomplish our mission, in partnership with students, employers, faculty and staff, we:

» facilitate, through a competitive employment process, access to meaningful work opportunities related to students’ academic studies and their aspirations.

» open doors to diverse employment opportunities in Canada and internationally and draw employers to Waterloo’s rich talent pool.

» support students in acquiring, reinforcing and enhancing the capabilities essential in a knowledge-driven economy and borderless workplace.
VISION

Demonstrate innovative, global leadership in co-operative education and career development, and position Waterloo as a top choice for students and employers.

We move closer to our vision when we:

» collaborate with our partners to shape and promote Waterloo’s thought leadership and best practices.
» enhance and extend our services and capabilities to support the University’s goals in Canada and internationally.
» foster a dynamic learning environment in CECA that sparks and celebrates new ideas and provides opportunities for all who work here to make a positive impact.
GUIDING PRINCIPLES

We value and honour our history and experience.
We cultivate a culture of continuous improvement.
We embrace change and new ideas.

To help us build on our successes and achieve new heights, we have identified these Business and Culture Guiding Principles.

BUSINESS PRINCIPLES

1. Leverage Waterloo’s breadth and depth of talent and opportunities for students and employers. We provide advice and service to students and employers for optimal success in a competitive recruiting process. We promote a broad array of programs to employers and continue to develop job opportunities for students. We act as partners and facilitators.

2. Strive for excellence. We manage our systems and processes to maximize effectiveness and efficiency and provide quality service to all stakeholders — students, employers, faculty, staff and our team — based on a deep understanding of and respect for their needs and priorities.

3. Add value and show how we do it. We manage our operations to both ensure and demonstrate value for student fees and communicate results clearly and regularly.

4. Take accountability for results. We focus on outcomes, seek and incorporate ongoing feedback from stakeholders, and measure progress and performance regularly with clear metrics.

5. Value our people. We expect ongoing capability development and enhancement in all CECA to keep pace with changing requirements and help staff realize their potential. We ensure staff have the tools and support required to be successful in their roles.
CULTURE PRINCIPLES

1. **Work collaboratively.** We think about the effects of our actions on other groups, getting their input ahead of key decisions, sharing information and working as an integrated team.

2. **Foster a ‘why not’ attitude.** We actively consider new ideas, explore new horizons and work together to remove barriers. We encourage agile and timely responses to change.

3. **Spend sufficient time planning.** We are proactive and do our best to avoid crisis situations. We formulate plans, strategies and sustainable approaches.

4. **Make decisions in a clear, inclusive manner.** We gather relevant data ahead of time, engage the appropriate people in decisions, provide context to help people understand and then actively support departmental decisions once they are formally adopted.

5. **Recognize that conflict can be constructive.** We welcome and respect opposing views, speak courageously in a productive manner and resolve conflict honestly.

6. **Communicate regularly.** We communicate both formally and informally within the department to keep people in the loop, bring us closer as a team and offer opportunities for engagement in department business and decisions.

7. **Celebrate success.** We take the time to honour the power of our team and our many individual and collective achievements.

---

THE BASIC PRINCIPLES OF THE UNIVERSITY OF WATERLOO WORKPLACE

1. Focus on the situation, issue or behaviour, not on the person.
2. Maintain the self-confidence and self-esteem of others.
3. Maintain constructive relationships.
4. Take initiative to make things better.
5. Lead by example.
6. Think beyond the moment.
Co-op at Waterloo: an infographic

6,700+ organizations actively employ Waterloo co-op students

over 18,700 work terms in 60+ countries

72% of businesses in the Waterloo Region employ Waterloo co-op students or graduates at some point

352 employers hosted info sessions attended by 23,000+ students

4,000+ employees in Waterloo Region

$1.4 billion in labour income generated across Ontario

$253+ million in student earnings
18,400+ students participated in online career modules

4,800+ students access drop-in career or co-op consultation services

$1.5 B contributed to Waterloo Region’s GDP (2011)

2,900+ students attended individual career advising sessions

59,000+ interviews

1,000,000+ applications

1,425 in a single day

all data from 2016 Annual Report
CECA executive team

PEGGY JARVIE | EXECUTIVE DIRECTOR
ROCCO FONDACARO | DIRECTOR OF STUDENT AND FACULTY RELATIONS AND INTERNATIONAL EMPLOYMENT
SUMAN ARMITAGE | DIRECTOR, COMMUNICATIONS & MARKETING
DIANNE BADER | DIRECTOR, OPERATIONS
ROSS JOHNSTON | DIRECTOR, EMPLOYMENT RELATIONS
GRANT O’NEILL | DIRECTOR, PLANNING & FINANCIAL MANAGEMENT
JENNIFER WOODSIDE | DIRECTOR, CENTRE FOR CAREER ACTION
MICHELLE COULOMBE | ASSISTANT DIRECTOR, OPERATIONS

EXECUTIVE DIRECTOR
The Executive Director leads the department and is responsible for the department’s success in student employment. As the primary spokesperson and representative for CECA, the Executive Director establishes and builds strong connections within the university and externally with employers and other post-secondary institutions around the world. The key accountabilities include:
1. Leadership of the executive team to establish department priorities in alignment with the University’s strategic plan.
2. Promotion of CECA to build and enhance our reputation for global leadership in co-operative education and career development, and in support of the University’s reputation for excellence.
3. Leadership in the development and direction of the department for continued relevance to student employment needs in the future.

DIRECTOR, COMMUNICATIONS & MARKETING
The Director of Communications & Marketing oversees communications and marketing initiatives at CECA to increase awareness of our global leadership, share our employment success and to develop appropriate employment opportunities for Waterloo students and alumni through recruiting new employers and helping retain our existing employers. This team supports three main areas:
1. Communications to staff, students, employers, prospective employers, other institutions, the media, and industry associations, etc. to build the reputation and brand of co-op and Waterloo.
2. Marketing to attract new employers and to recognize and engage current employers.
3. Business development to generate and maximize opportunities for student employment.

**DIRECTOR, OPERATIONS »**
The Director of Operations oversees the business and technical infrastructure and services for all areas of CECA, ensuring that support to students and employers is carried out effectively and efficiently in a service-focused environment. This team supports four main areas:
1. Support for employers as they post jobs, schedule interviews and inform students of schedule changes.
2. Facilitation of front desk and interview day services (IDS) to provide front line support to students and employers on campus for interviews.
3. Tech support for staff hardware and software as well as support for employers and students who are using WaterlooWorks and conducting phone or web interviews.
4. Continual improvement of processes and project management to ensure efficient and effective services throughout the department.

**DIRECTOR, STUDENT & FACULTY RELATIONS AND INTERNATIONAL EMPLOYMENT »**
The Director of Student & Faculty Relations manages the development and delivery of policies and services supporting co-op students in the employment process for on-campus work terms. Key accountabilities include:
1. Building connections with on-campus units and the faculties to ensure work/study integration and their role as model co-op employers.
2. Development of strong relationships between CECA and students, the faculties, the Registrar’s Office, Waterloo International, Secretariat & General Council, etc.
3. Ensuring supervisors and students on work terms, both domestic and international receive appropriate support and that appropriate reporting and relationship management takes place.
4. Enhancing student success with international work-integrated experiences, including pre-departure preparation of students and the verification or development of employment opportunities abroad; as well as, fostering success initiatives for international co-op students.

**DIRECTOR, EMPLOYMENT RELATIONS ★★★**

The Director of Employment Relations oversees ongoing partnerships with new and existing employers across Canada and the United States. These teams are based across North America and support three main areas:

1. Development of student success strategies including employment support and services for all Waterloo students seeking co-op employment with employers on and between work terms.
2. Development of diverse approaches to employer relationship management and strategies to retain employers that offer quality work experiences.
3. Facilitation of efficient and effective matching of employers with students.

**DIRECTOR, STRATEGIC INTERNATIONAL INITIATIVES ★★★**

The Director of Strategic International Initiatives maintains focus on strategic initiatives to expand the reputation of Waterloo’s co-op program. Some of these accountabilities include:

1. Consultation on international co-op projects such as READI: Risk Management, Economic Sustainability, and Actuarial Science Development in Indonesia.
2. Facilitation of partnerships with organizations, institutions, and government offices abroad in order to increase international co-op opportunities.
3. Building of brand recognition through sharing the Waterloo co-op story on a global scale.

**DIRECTOR, PLANNING & FINANCIAL MANAGEMENT ★★★**

The Director of Planning & Financial Management oversees the development and continuous improvement of the business model for co-op, including levels and costs of service, current and proposed, and a related funding model, including co-op fees. Key accountabilities include:
1. Enhancement of the CECA business planning process, building and refining a multi-year enrolment projection model to support strategy development, resource planning, and performance measurement.

2. Management of the financial operations of the department.

3. Analysis of CECA activities and implementation of metric reporting to various groups to monitor desired and value-added activities.

**DIRECTOR, CENTRE FOR CAREER ACTION »**
The Director of the Centre for Career Action is accountable for the development, continuous enhancement and innovative deployment of career development support to Waterloo students, alumni and staff. The team supports three main areas:

1. Development and delivery of a comprehensive suite of career education and advising services, delivered in a variety of methods, to meet student, alumni and staff needs.

2. Partnerships with employers to ensure a solid understanding of their strategic talent management needs and challenges in order to better prepare students for employment success in a changing work place.

3. Contributions to employer relations and marketing strategies to ensure appropriate employment opportunities for Waterloo students and graduates.

**ASSISTANT DIRECTOR, OPERATIONS »**
The Assistant Director of Operations streamlines back office support processes to enable an enhanced student and employer experience. The diverse responsibilities extend from tech support to interview day services. Key accountabilities include:

1. Support for employers posting jobs, reviewing applications, scheduling and facilitating interviews, and running matches for Waterloo students.

2. Facilitating measurement and open communication of results from support initiatives.

3. Operational support for the Information Centre (IC), ensuring that everything is running smoothly.
## CECA acronyms

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<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AD</td>
<td>Associate Dean — role title</td>
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<tr>
<td>AD</td>
<td>Assistant Director — role title</td>
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<tr>
<td>AM</td>
<td>Account Managers — role title, Account Management — function</td>
</tr>
<tr>
<td>AOJ</td>
<td>Arranged Own Job</td>
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<tr>
<td>ASURM</td>
<td>Academic Support Unit Relations Manager — role title</td>
</tr>
<tr>
<td>BD</td>
<td>Business Developers — role title, Business Development — function</td>
</tr>
<tr>
<td>CA</td>
<td>Career Advisors</td>
</tr>
<tr>
<td>CACEE</td>
<td>Canadian Association for Career Educators &amp; Employers</td>
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<tr>
<td>CAFCE</td>
<td>Canadian Association for Co-operative Education</td>
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<tr>
<td>CAS</td>
<td>Centre Authentication System</td>
</tr>
<tr>
<td>CCA</td>
<td>Centre for Career Action</td>
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<tr>
<td>CEC</td>
<td>Co-op Education Council — advisory body of representative campus officials and students</td>
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<tr>
<td>CEL</td>
<td>Centre for Extended Learning</td>
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<tr>
<td>CEP</td>
<td>Core Employment Process</td>
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<tr>
<td>CSEM</td>
<td>Co-op Student Experience Manager — role title</td>
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<tr>
<td>EOD</td>
<td>End of Day</td>
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<tr>
<td>EOM</td>
<td>End of Message</td>
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<tr>
<td>FRM</td>
<td>Faculty Relations Manager — role title</td>
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<tr>
<td>GEI</td>
<td>Graduate Enterprise Internship</td>
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<tr>
<td>HC</td>
<td>Health Check</td>
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<tr>
<td>HPS</td>
<td>Hiring Process Support</td>
</tr>
<tr>
<td>IDS</td>
<td>Interview Day Services (See page 4 for more details)</td>
</tr>
<tr>
<td>JIF</td>
<td>Job Information Form</td>
</tr>
<tr>
<td>JIT</td>
<td>Just in Time</td>
</tr>
<tr>
<td>JSI</td>
<td>Job Search Intentions</td>
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<tr>
<td>IC</td>
<td>Information Centre — main level (TC)</td>
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<tr>
<td>Abbreviation</td>
<td>Description</td>
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<tr>
<td>IST</td>
<td>Information Systems and Technology</td>
</tr>
<tr>
<td>NAICS</td>
<td>North American Industrial Classification System — a recognized national listing of industries (used by CECA to categorize our employers)</td>
</tr>
<tr>
<td>NOC</td>
<td>National Occupation Classification — a recognized national listing of occupations (used by CECA to categorize the jobs our students fill)</td>
</tr>
<tr>
<td>NSERC</td>
<td>Natural Sciences and Engineering Research Council — gov’t funding body</td>
</tr>
<tr>
<td>PA</td>
<td>Process Administrator</td>
</tr>
<tr>
<td>PMO</td>
<td>Project Management Office</td>
</tr>
<tr>
<td>PMT</td>
<td>Project Management Team — a representative team of staff members who manage all CECA processes (from creation to stabilization to optimization)</td>
</tr>
<tr>
<td>RO</td>
<td>Registrar’s Office</td>
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<tr>
<td>RT</td>
<td>Recruiting Term</td>
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<tr>
<td>SA</td>
<td>Student Advisors — role title</td>
</tr>
<tr>
<td>SFR</td>
<td>Student &amp; Faculty Relations — team in CECA</td>
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<tr>
<td>SP</td>
<td>SharePoint</td>
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<tr>
<td>SSAC</td>
<td>Student Services Advisory Committee</td>
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<tr>
<td>SSHRC</td>
<td>Social Sciences and Humanities Research Council — gov’t funding body</td>
</tr>
<tr>
<td>T&amp;C</td>
<td>Terms &amp; Conditions</td>
</tr>
<tr>
<td>URA</td>
<td>University Relations Administrator — role title</td>
</tr>
<tr>
<td>URI</td>
<td>Undergrad Research Internship — UWaterloo funding mechanism that allows professors to recruit research assistants (who could be co-op students)</td>
</tr>
<tr>
<td>UJM</td>
<td>Unfilled Job Management — process used to fill jobs that have yet to be filled in the CEP</td>
</tr>
<tr>
<td>USM</td>
<td>How we manage unemployed students all the way through the employment process until the point in time they are employed in the recruiting term</td>
</tr>
<tr>
<td>USRA</td>
<td>Undergrad Student Research Assistant — NSERC funded mechanism that allows professors to hire research assistants (who could be co-op students)</td>
</tr>
<tr>
<td>WT</td>
<td>Work Term</td>
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<tr>
<td>WTS</td>
<td>Work Term Support — a service-team member</td>
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<tr>
<td>WW</td>
<td>WaterlooWorks</td>
</tr>
</tbody>
</table>
Being a co-op student has provided the perfect combination of personal and professional development. It’s been a privilege to work alongside the dedicated people of CECA who continue to bring students the best possible employment opportunities each year.

Ciara Burrows

CECA provides a top-notch co-op experience. From day one I was made to feel as though I was part of a well-oiled, collaborative machine that produces meaningful, high-quality work. Who better to do a co-op term with than the co-op and career action department itself?

Max McKeek

Working at CECA is a great opportunity to gain experience in a variety of areas — there is always something to do. As a first work term student, I am very grateful to have had the opportunity to work with a variety of people and pick up skills that will be of value in future workplaces.

Tatung Nath

Working at CECA in the Tatham Centre is a truly unique position at the University of Waterloo. This building provides me the opportunity to interact with students, post docs, alumni, faculty, staff, employers and community members. It is a privilege to represent the University and contribute to my professional development in a way that wouldn’t be possible in other departments.

Laura Jane Watkins

Being in co-op has allowed me to gain a better understanding of my strengths and weaknesses, as well as the type of work environment I do best in. I’ve been able to learn about different types of work and see where I want to be in the future.

Carol Cunningham

Thanks to co-op, I’ve been able to try out different work experiences and decide what kind of job and work environment I like most. I’ve learned countless new skills, met new people, and gained a real understanding of what the world is like outside of school.

Cameron Smith
fun activities

ACROSS
2. Send an email to @uwaterloo.ca for any tech issues
3. The first aid kit on the third floor is found in this location.
9. is the subject of Policy 19.
11. One of CECA's business principles is to "Strive for______"
12. The website co-op students use to find co-op jobs.
13. Employees can use this website to view their pay cheque.
14. Many documents are stored on CECA's site.
15. At the end of each term, co-op students deliver one of these.

DOWN
1. Who will you reach if you dial 519-888-4911 or ext. 22222?
4. He is the Director of Planning and Financial Management (first name)
5. The 'H' in OHD.
6. IDS stands for “Interview Day”
7. According to the list of action items, employees should read this daily.
8. Co-op is mandatory for all programs in this faculty.
10. SFR stands for “Student and Relations”

Account for spaces in words
Present your completed word search to the Administrative Assistant for a chance to win a great prize.
Health, Safety and Environment (HSE)

Under Policy 34, Health, Safety, and Environment, the University of Waterloo strives to provide a safe, healthy work and educational environment for its students, employees, visitors, and contractors. Here are some emergency contacts and procedures.

uwaterloo.ca/safety-office

**EMERGENCY CONTACTS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMBULANCE</td>
<td>911</td>
</tr>
<tr>
<td>FIRE DEPARTMENT</td>
<td>Fire alarm pull station (located at all exits on all floors)</td>
</tr>
<tr>
<td>HEALTH SERVICES</td>
<td>519-888-4567, ext. 84096</td>
</tr>
<tr>
<td>CAMPUS POLICE</td>
<td>519-888-4911 or ext. 22222</td>
</tr>
<tr>
<td>SPILL CONTROL</td>
<td>519-888-4911 or ext. 22222</td>
</tr>
<tr>
<td>POISON CONTROL CENTRE</td>
<td>1-800-268-9017</td>
</tr>
</tbody>
</table>

**INJURY/INCIDENT REPORTING**

- Obtain medical aid if necessary.
- Report any injury to your supervisor immediately.
- Complete injury/incident report with supervisor: uwaterloo.ca/safety-office/resources.
- Forward report via campus mail to the Safety Office, Commissary Building or email to safety@uwaterloo.ca.
- If you have any questions or concerns, contact Kate Windsor at ext. 36359 or Sheila Hurley at ext. 33587.

**FIRE ALARM PROCEDURES**

In case of fire:
- Leave fire area and close doors.
- Activate wall-mounted fire alarm pull station located at exits.
- Attempt to extinguish fire only if you can do it safely. Extinguishers are located in central corridors on all floors.
- Report any information about fire to the Waterloo Fire Department and UWaterloo Police.
- If you are on fire: **STOP** where you are, **DROP** to the floor or ground and **ROLL** your body to smother the fire.
Waterloo co-op students inject enthusiasm and a strong, intelligent work ethic into our organization’s culture, and we do our best to reciprocate by helping them to learn and grow with us. The co-op organization provides excellent administrative support to allow us to focus on working with the students.

MYRON KEUPFER, General Manager, Riders Plus Insurance Inc.
office ergonomics

Many of us rely heavily on computers to help us perform our work. No two people are the same, and ergonomics strives to fit the task to the person doing it.

The Office Ergonomics Guide is intended to guide you in a self-assessment of the ergonomic design of your computer workstation. These tips can help you to identify and correct ergonomic problems to prevent repetitive strain injury, eyestrain, fatigue, and discomfort.

To review the guide, please visit: uwaterloo.ca/safety-office/programs-and-procedures/ergonomics

Waterloo | safety office

The Safety Office serves as a Health, Safety, and Environment (HSE) resource to assist members of the University community in meeting their obligations to provide a safe, healthy work and educational environment.

“Hiring Waterloo co-op students is an investment for our organization. It is an enriching educational opportunity for both of us where we teach them new things and they teach us new things in the hopes of one day entrusting us with their future careers.”

CAITLIN COOPER, Campus Talent Acquisition Specialist, Infusion
CECA first aid information

DEPARTMENT FIRST AIDERS »

<table>
<thead>
<tr>
<th>NAME</th>
<th>EXT.</th>
<th>FIRST AID CERTIFIED</th>
<th>DEFIBRILLATOR CERTIFIED</th>
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</thead>
<tbody>
<tr>
<td>BANDURA, MARIA</td>
<td>32099</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>CORMIER, ALISHA</td>
<td>33735</td>
<td>+</td>
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<tr>
<td>DAVIS, SCOTT</td>
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<tr>
<td>GAUNT, JENNIFER</td>
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<td>MCKENZIE-YORKE, GILLIAN</td>
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<tr>
<td>MULDER, BETHANY</td>
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<tr>
<td>NOORI, ANNIE</td>
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<td></td>
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<tr>
<td>O’CONNOR, ANITA</td>
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</tr>
<tr>
<td>O’CONNOR, EMILY</td>
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<td>+</td>
<td></td>
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<tr>
<td>THORNHILL, BRENT</td>
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<td>+</td>
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</tr>
</tbody>
</table>

DEPARTMENT FIRST AID STATIONS »

» Floor 1: 1203 Information Centre
» Floor 2: 2811 Mailbox Station
» Floor 3: 3201 Staff Lounge
information security

The University of Waterloo relies heavily on information and information systems for the delivery of services and management of resources and must therefore ensure that its information assets are well protected. Failure to adequately protect the university’s information assets through the implementation of appropriate security controls puts the university at risk.

To learn more about Policy 8 — Information Security, please visit: uwaterloo.ca/secretariat-general-counsel/policies-procedures guidelines/policies-numerical-order.

confidentiality

1. You will have access to and be entrusted with information that is confidential or personal. As a member of CECA staff, you are expected to adhere to Waterloo privacy policies. We use the University’s Policy 19.

2. Telephone numbers, addresses or other personal information of students may not be given to any member of the public, even if the person requesting it is a parent or relative. Depending on the circumstances, you could offer to contact the individual of interest and let them decide if they wish to correspond with the inquirer.

3. If someone (e.g., the media, employers) contacts you, please refer them to the executive director, or any of the directors.

“\nOur partnership with UWaterloo allows us to bring enthusiasm and talent into our organization. Our co-op students bring tremendous value and help our small team work better, smarter and faster.\n
KIM TIMMER, Manager, Stakeholder Relations, CleanFARMS\n"
University of Waterloo
helpful resources

» Waterloo Parking
  uwaterloo.ca/parking

» Waterloo Policies and Procedures
  uwaterloo.ca/secretariat-general-counsel

» Waterloo Human Resources
  uwaterloo.ca/human-resources

» Waterloo Food Services
  uwaterloo.ca/food-services

» Marketing and Strategic Communications, for Waterloo's positioning guide, style guides, and other resources
  uwaterloo.ca/marketing-strategic-communications

department websites

» Co-operative Education & Career Action
  uwaterloo.ca/co-operative-education-career-action

» Co-operative Education — student site
  uwaterloo.ca/co-operative-education

» Centre for Career Action
  uwaterloo.ca/career-action
  Website for all UWaterloo students.

» Hire Waterloo — employer site
  uwaterloo.ca/hire

» WaterlooWorks
  waterlooworks.uwaterloo.ca

» WaterlooWorks — project site
  uwaterloo.ca/ceca-systems