



INFORMATION FOR NEW EMPLOYEES

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President's Welcome

Weykt—Welcome

It is my pleasure to welcome you to Thompson Rivers University, on the traditional lands of the Tk'emlúps people of the Secwepemc First Nation. Thank you for joining the TRU team.

As a new member of our faculty, staff or administration, you have become part of a modern university community. At TRU, we believe everyone has the right to realize their potential, and as an institution we promise to deliver diverse pathways to help you do that. The collective confidence we work towards, and the values we hold dear—to be purposeful, empowering, collaborative, open and visionary in all we do—make this university a place to learn, work and grow together.

More than 25,000 diverse learners from across British Columbia and around the world come to TRU to be educated, empowered and transformed. Our commitment to both academic excellence and accessibility for all, opens doors and opens minds. Students of many backgrounds, in many stages of their educational journey, find their path to success in a supportive environment. Excellent hands-on learning opportunities—undergraduate research, co-operative education and study abroad to name a few—give them the skills, experience and confidence to succeed as they transition into the workforce.

At TRU we prioritize student success and promote intercultural understanding. In partnership with our region's communities, we work to increase our research capacity, and our entrepreneurial capacity. We value sustainability in all its forms. Whether you are teaching our students or providing supports essential to their success, increasing knowledge and understanding through research or serving our community, your work is integral to TRU's ability to achieve our priorities, and deliver on our promise.

As you get to know our university and find your own path, your passion and your connection in this community, I invite you to continue to seek your own potential as you awaken it in our students. To find your TRU.

Sincerely,

Alan Shaver
President and Vice-Chancellor

Provost's Welcome

Dr. Christine L. Bovis-Crossen, FRSA is TRU's Provost and Vice-President Academic. Christine is responsible for the overall academic enterprise of the University, including academic planning and the academic priorities of the University as well as being the Chair of the Budget Committee of Senate.

Our office's mandate is to support the mission of our University. As articulated in our Strategic Plan, "Thompson Rivers University is a comprehensive, learner-centred, environmentally responsible institution that serves its regional, national and international learners and their communities through high quality and flexible education, training, research and scholarship".

The primary tasks of our office are:

- To support access to excellence in all aspects of the University's academic learning and teaching environment;
- To allocate resources in support of TRU's academic, research and strategic priorities.

I hope you will find these pages useful. If you have any comments about how we can make our website more helpful to you, please do not hesitate to contact our office.

Dr. Christine L. Bovis-Crossen
Provost and Vice-President Academic

Associate Vice-President, Human Resources and Planning's Welcome

Welcome to Thompson Rivers University. We acknowledge and give honor to the Secwepmc - the ancestral peoples who have lived here for thousands of years - upon whose traditional land Thompson Rivers University is located.

When you work at TRU, you become part of a diverse and welcoming community of more than 1,200 full-time and part-time faculty and staff, in a campus setting that offers you and your family access to all of its social, cultural and athletic amenities. Our university boasts garden and natural areas, trails, green spaces and an overall environment that promotes engagement and healthful work life alternatives.

It is important to Thompson Rivers University that we have a diverse workforce and that we provide equal employment opportunities for members protected under the Employment Equity Act and members of gender and sexual minority groups. It is important that all members of our TRU community feel confident and safe in the respectful expression of their unique opinions and perspectives. We have knowledgeable, friendly and supportive staff eager to work with you. [Please drop by, e-mail or phone us](#) for any questions or assistance you may need.

At Thompson Rivers University, student success is our priority. We empower our students to reach their goals with flexible learning options, individualized student services, hands-on learning opportunities, and a diverse, inclusive environment. For 45 years TRU has taken pride in providing an excellent education to every student that comes to us - from a wide variety of backgrounds and perspectives, at various stages of the learning journey. Nearly 26,000 students study on our campuses in Kamloops and Williams Lake, or in distance or online courses and programs through Open Learning.

From traditional academics to trades, from certificates to graduate degrees, TRU offers over 140 on-campus programs and 60 Open Learning programs to choose from. Our students apply what they learn in co-op work terms, study abroad, undergraduate research, field schools and practicums, service learning and other opportunities - with guidance and mentorship by our accessible faculty. Research, creation and innovation thrive in our open, flexible learning environment. And so do our students.

Mr. Denis Powers
Associate Vice-President, Human Resources & Planning

History of Thompson Rivers University



Cariboo College - Summer 1972

TRU's history begins in 1970, when several new colleges were created by the provincial government to answer demand for academic and vocational programs in regions outside the urban centres served by the province's three universities. Cariboo College welcomed its first 367 full-time and 200 part-time students from Kamloops and the region (then known as the Mainline-Cariboo) in September 1970 in the Kamloops Indian Residential School facility.

Cariboo College moved to our current campus on McGill Road in Kamloops in 1971, sharing the newly constructed Main building with the Kamloops Vocational School, and opened a satellite campus in Williams Lake to serve surrounding communities.

As part of a province-wide move to join vocational training schools with community colleges, Cariboo amalgamated with the Kamloops Vocational School in 1974. In 1978, the British Columbia Colleges and Provincial Institutes Act gave Cariboo corporate status with its own governing board, and also created the Open Learning Institute, which would become TRU Open Learning, to provide postsecondary programs via distance.

In our first twenty years, employees and students increased tenfold, and the campus grew to include over a dozen buildings, several of which were expanded. The Williams Lake campus moved to the Hodgeson Road facility in 1985. The City of Kamloops declared Nov. 16-22 as "College Week" in 1986, recognizing Cariboo's role in shaping Kamloops culturally, economically, socially, recreationally, and educationally.



Old Main Building, 1982

In 1989, we became a university college, offering baccalaureate degrees under the oversight of the province's three universities. The first degrees were awarded in 1991, and our name changed to University College of the Cariboo (UCC). With the proclamation of the College and Institute Amendment Act in 1995, UCC was given independent degree granting authority. More construction followed throughout the '90s as a result, including the Campus Activity Centre.

The first UCC Bachelor of Arts degrees were awarded in 1998, followed by the Bachelor of Technology in Applied Computing Science and Bachelor of Tourism Management degrees in 1999. In 2002, UCC began to offer master's degree programs in collaboration with UBC and SFU, and gained the authority to grant applied master's degrees autonomously in 2003.

We became the province's newest university in March 2005. TRU was incorporated under the Thompson Rivers University Act, which amalgamated the University College of the Cariboo with the BC Open University and other aspects of the Open Learning Agency. UCC president Roger Barnsley continued at the helm of the new institution.

The province designated TRU as a special purpose university which would continue to offer undergraduate and master's degrees, vocational training and adult basic education, undertake research and scholarly activities, and with the addition of Open Learning programs and courses, would provide an open learning educational credit bank for students.



UCC Library

TRU's inaugural convocation was held March 31, 2005, and Olympian Nancy Green Raine was installed as TRU's first chancellor. Prime Minister Paul Martin was the first official visitor the following day. 2005 also saw the announcement of the first TRU master's degree program. Fall enrolment on campus increased to almost 7,500 students.

TRU continued to experience growth this decade, both in programs offered and in enrolment of online, distance, and international students. The TRU Master of Business Administration, Master of Education, and Master of Environmental Science saw their first graduates. TRU researchers and students received an increasing number of grants and scholarships from the Natural Sciences and Engineering Research Council (NSERC), the Social Sciences and Humanities Research Council (SSHRC), and the Canadian Institutes of Health Research (CIHR), as well as funding from provincial sources like the BC Forest Science Program. Research infrastructure was expanded with grants from Western Economic Diversification Canada, the Canada Foundation for Innovation (CFI), and the BC Knowledge Development Fund. Three Tier 2 Canada Research Chairs (CRC) were appointed at TRU, in Community and Ecosystem Ecology (Dr. Lauchlan Fraser), Cultural and Artistic Inquiry (Dr. Ashok Mathur), and E-Learning Practices (Dr. Norm Friesen), as well as a new BC Regional Innovation Chair in Cattle Industry Sustainability (Dr. John Church) through the province's Leading Edge Endowment Fund (LEEF).



TRU Residence and Conference Centre

Construction on campus continued. BC Premier Gordon Campbell officially opened the 11-storey TRU Residence and Conference Centre building in November 2006, the result of an innovative private-public partnership to provide on-campus housing for 580 students. In 2007, TRU's state-of-the-art new Williams Lake campus opened, merging six facilities under one roof. Also in 2007, all Open Learning operations relocated from Burnaby to TRU's new BC Centre for Open Learning building on the Kamloops campus, bringing with it 15,000 distance and online learners. In 2008, construction began on the House of Learning, incorporating new library, learning commons, and Aboriginal program and service spaces.

TRU joined the International Student Exchange Program (ISEP) in 2005, one of only three Canadian post-secondary members. International student enrolment hit a new high in 2007, with 1,033 students on campus from 65 countries, a 10 percent increase over the previous fall. In 2012, TRU welcomed 2,589 international students from more than 85 countries.

The Master of Science in Environmental Science program launched in 2007. TRU's commitment to sustainability received new direction in January 2008 with the appointment of a new Director of Environmental Sustainability, and a new Campus Sustainability Action Plan was developed a year later, focusing on the natural environment, built environment, and social/cultural environment. A \$1.5 million energy retrofit was completed in 2011, and the savings put into green revolving funds as part of TRU's membership in the Billion Dollar Green Challenge.

TRU's second president, Dr. Kathleen Scherf, was appointed in September 2008. TRU's third president, Dr. Alan Shaver, joined TRU in 2010 as the university celebrated its 40th anniversary. Dr. Shaver was officially installed at Spring Convocation in 2011, along with new Chancellor the Honourable Wally Oppal, QC.



Irving K Barber Centre

In September 2011 TRU welcomed the first students to its Faculty of Law, the first law school opened in Canada in over 30 years. In October TRU released its new Academic Plan, and joined the six-member Research Universities Council of British Columbia (RUCBC). 2011 also saw the opening of the new Brown Family House of Learning building, providing new learning environments for students, faculty, and staff. Plans were unveiled for the revitalization of the cornerstone of TRU's campus buildings, Old Main, with 40,000 square feet of new learning space and an innovative design which echoes the Kamloops landscape, inspired by Group of Seven painter A. Y. Jackson's depiction of Mount Paul. Renovations began in 2012.

2013 began with the 20th anniversary of International Days, TRU's award-winning forum for intercultural and international education. The new Centre for Student Engagement and Learning Innovation, established with the 2011 Academic Plan, officially launched with the opening of new offices in Student Street. Public consultation began on the proposed University Village development of the 250-acre Kamloops campus. A new LEEF BC Regional Innovation Chair in Aboriginal Early Childhood Development (Dr. Rod McCormick) was appointed in July. In August, TRU launched the first phase of its new website.

The TRU Region

Driving Times – Kamloops to...

100 Mile House: 2 hours

Ashcroft: 1 hour

Barriere: 1 hour

Cache Creek: 1 hour

Chase: 45 minutes

Clearwater: 1.5 hours

Clinton: 75 minutes

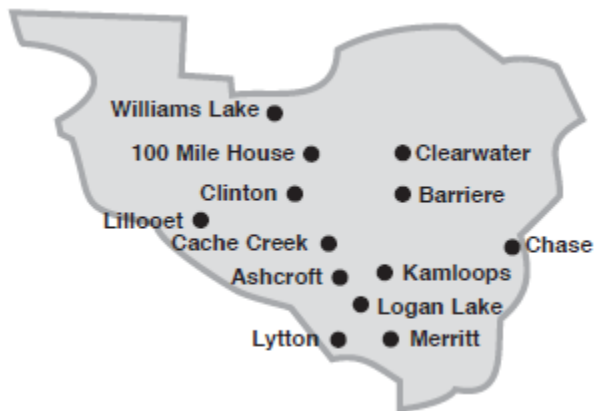
Lillooet: 2 hours

Logan Lake: 40 minutes

Lytton: 2 hours

Merritt: 45 minutes

Williams Lake: 3 hours



TRU is a provincial university, but as part of its mandate continues to provide regional service to an area of 100,000 square kilometers in BC's interior, roughly defined by the boundaries of the four school districts: Merritt, Kamloops/North Thompson, Gold Country and Cariboo Chilcotin. The main TRU campus and administrative centre is in Kamloops, on the 125 hectare site on the south slope of Kamloops overlooking the junction of the North and South Thompson rivers.

A second campus serves several hundred students in Williams Lake, and TRU Training and Education Centres are located in 100 Mile House, Ashcroft, Lillooet and Clearwater. A network of community coordinators across the region operates these Centres, and smaller storefront offices in Barriere.

For other "Facts and Figures" about TRU go to:

<http://www.tru.ca/about/glance/facts.html>

Centres & Community Coordinators

<http://www.tru.ca/regionalcentres.html>

Williams Lake Campus

250-392-8000

While in the community in 1971, the first true Williams Lake Campus was established in 1986, only to be closed a decade later after shifting ground ruining the facility. TRU Williams Lake offers a wide range of services and program to meet the needs of the community. In December 2006 the new campus was ready for occupancy and in January 2007 the first semester in the beautiful new facility was held.

Community Coordinators

Through a network of community coordinators in these communities, TRU is able to reach all corners of the region. The coordinators work with the instructional divisions on campus to develop and deliver a wide range of courses to their local communities.

Training & Education Centres

100 Mile House

250-395-3115

The 100 Mile House campus is located in the historic region known as the Cariboo and is a Training & Education Centre satellite extension run under the auspices of the main campus in Kamloops. The 100 Mile House campus offers continuing students courses as well as customized training for groups. They currently offer First Aid, Foodsafe, bookkeeping and various computer courses.

100 Mile House, as a way-stop on the gold trail from Lillooet to the gold fields, was founded in 1865, but did not make its mark until the middle of the 20th century. Today, 100 Mile House is the centre of a trading area of approximately 22 000 persons. Major communities include the 108 Ranch development, Forest Grove, Lone Butte, Bridge Lake, Deka Lake, Sulphurous Lake, Canim Lake, 70 Mile House, Sheridan Lake, Lac La Hache, and the areas surrounding Horse Lake.

Ashcroft & Cache Creek

250-256-4296

The Ashcroft & Cache Creek centre offers courses in Business and Office Skills, Computers, Health and Safety, First Aid, Personal Development, Tourism and Trades and Technology. In the Personal Development area, they offer general interest courses. They have expanded their programming to allow students to stay at home while continuing their education. Programming may include academic programs, certificates, trades programs, preparation to industry programs, and first year university degree courses (upon demand).

Local courses and programs are designed to help the people of Ashcroft, Cache Creek and region develop the skills and knowledge they need for the job market, and for further education.

Barriere

250-672-9875

Thompson Rivers University has operated in Barriere since 1994. The TRU Community Coordinator, lives in the community and recognizes and appreciates the unique nature and quality of life this area has to offer. It is the goal of the Community Coordinator to provide quality education and training by bring as many of the TRU services, courses and programs to the community as the community is able to support. An Advisory Committee, comprised of local residents with many diverse interests and ideas, meet yearly to assist the Coordinator.

Clearwater

250-674-3530 ext. 107

The Clearwater office offers credit, non-credit, provincially recognised certificates and work related training. The Centre has Video Conferencing capabilities - students can register for credit courses telecasted from other TRU Centres, Small Businesses BC offers a wide variety of business related courses and the ITV equipment can be rented by the public. A wide variety of courses are offered through the Centre. First Aid, Health and Safety, Trades and Technology, Forestry, Computing, and General interest courses.

TRU can provide any individual, business or agency with courses, programs or workshops that are individualized for specific requests. The coordinator is available to assist individuals or employers with their needs. Courses can be delivered to your location and customized to meet your specific requirements.

Some other services offered are entrance and assessment exams, application forms for financial assistance, calendars, admission applications, information on distance education courses, supervision of exams, GED study manuals, application to write the exam and testing.

Lillooet & Lytton

250-256-4296

The Lillooet Centre offers the Lillooet region an excellent educational environment with a classroom capacity for twenty students, NEW computer lab (12 computers) and conference room for ten to twelve people. Lillooet has ITV technology and the ability to connect to TRU courses at other locations. We also service the surrounding St'at'imc communities, Ashcroft, Gold Bridge and Lytton.

The Centre offers courses in Business and Office Skills, Computers, Health & Safety, First Aid, Personal Development, Tourism and Trades and Technology. In the Personal Development area, they offer general interest courses. Lillooet

has expanded its programming to allow students to stay at home while continuing their education. Programming may include academic programs, certificates, trades programs, preparation to industry programs, and first year university degree courses (upon demand).

TRU can provide individuals, businesses and agencies with courses, programs or workshops that are individualized for specific needs. The coordinator is available to assist at your site and customize programs to meet specific requirements. Test supervision can be arranged with notice and for a fee.

TRU Newsroom & Events

<http://inside.tru.ca/>

You will find up to date information on all TRU news, events, photos and videos, social media, featured stories.

About Events at TRU

The Thompson Rivers University Events Calendar provides a comprehensive listing of university-related events taking place on and off campus. The calendar is a useful resource for event planners and attendees. It provides detailed information about events related to students, staff and faculty. It also contains events held on and off campus that are sponsored by organizations not directly affiliated with TRU but are still university related.

Submitting Events

Submit events using the online form (go to the above link to access the form). You are responsible for the content, accuracy and completeness of your submission. Provide as much detail as possible. Submissions will appear in the calendar once approved by the Marketing and Communications department. Submissions must adhere to TRU's Responsible Use of Information Technology Facilities and Services Policy (BRD 16-0) and other applicable TRU policies as well as any applicable local, provincial or federal laws.

In general, a submission will not be approved if the event is:

- not open to the TRU community or the public
- an off-campus event not sponsored by a campus organization
- a recurring organizational meeting
- a class or computer lab schedule

Please note that you must still book your venue. For more information please go to the link above.

Convocation

Comprehensive university wide Convocation ceremonies are held each year in June and October. The first 35 graduates of university degrees were recognized at these ceremonies in June 1991. Graduates of Certificate, Diploma and Degree programs are celebrated at Convocation every year, recognizing the comprehensive mandate at TRU. In 2006, the first ever Fall Convocation ceremony was held.

Degree hoods were introduced at the 1996 Convocation when they were worn by graduates of the very first "made at UCC" degree, the Bachelor of Natural Resource Science. The V-stole featuring UCC colours is worn by all Certificate

and Diploma program graduates. It was first introduced at the 1996 Convocation ceremony in celebration of UCC's 25th anniversary.

Inservice Day

A campus wide Inservice Day is held once a year, usually in February during Semester Break week. All faculty and staff are encouraged to attend this Inservice day.

Welcome Back BBQ

The annual Welcome Back BBQ for students and staff is held on the first Friday of classes in September, as the wind-up to Orientation Week activities. The day-long event features a BBQ, live music, vendor booths and lots of fun! Most campus service departments and student clubs are also present to provide information to students and staff.

General Information

Alumni Association

http://www.tru.ca/alumni/about_us.html

The TRU Alumni Association was established in 1990 and serves the alumni of Cariboo College, UCC and Thompson Rivers University. The association has thousands of members in all parts of the world and in all walks of life. Every student of TRU becomes a member of the Alumni Association upon graduation. We provide a variety of programs and services for current students and for alumni.

Campus Recreation

<https://www.tru.ca/recreation.html>

TRU Recreation invites you to enjoy your university experience. Get involved in campus life events and strike a balance with academics and play.

Benefits of participating in campus recreation:

- Decrease stress
- Meet new people
- Improve Physical, Social, Mental, and Spiritual well being
- Improve self esteem
- Improve academic performance

Throughout the year, TRU Recreation organizes and implements a variety of special events, intramural sports and fitness classes for the university community. Many activities are free, while others require a minimal fee. It is our mission to strengthen the bonds that make us a tight-knit university community, so grab your friends, roommates, instructors and get in the game!

Career Education

<http://www.tru.ca/careereducation.html>

The Career Education Department's goal is to build partnerships with faculty to develop programs and offer services which link students and alumni with degree-related career and employment opportunities.

Copyright Clearance

<https://www.tru.ca/ipo/clearing.html>

Copyright clearance must be obtained before duplicating articles and/or chapters from any book or publication. If you have any copyright related questions, please contact the TRU Intellectual Property Office at copyright@tru.ca.

Counselling Services

<https://www.tru.ca/counselling.html>

TRU counsellors support and promote the academic success and personal growth of TRU students studying on-campus. They provide short-term, confidential and free counselling.

Services to prospective TRU students cover things like interest and strengths assessments and transitioning to TRU.

They welcome all students and strive to create a respectful, safe and affirming atmosphere for students of all races, abilities, ethnicity, sexual orientation, gender identity, religion, age, culture and socioeconomic status.

Daycare

<http://www.tru.ca/daycare.html>

Cariboo Child care Society (CCCS) is a non-profit society that has been providing high quality care since 1973.

Mission Statement:

- To provide exceptional care for children and families in a safe and healthy learning environment.
- Our primary focus is to serve the childcare needs of the students at Thompson Rivers University, then faculty/staff and off campus families.
- To offer educational opportunities for University students in programs which relate to the development of young children.

Harassment Prevention

<https://www.tru.ca/secretariat/harassment/harassment.html>

Thompson Rivers University promotes teaching, scholarship and research, and the free and critical discussion of ideas. The University is committed to providing a working and learning environment that allows for the full and free participation of all members of the University community. Discrimination undermines these objectives, violates the fundamental rights, personal dignity and integrity of individuals or groups of individuals and may require remedial action by the University.

Harassment is a form of discrimination that is prohibited under this policy and may result in the imposition of disciplinary sanctions including, where appropriate, dismissal or permanent suspension.

In addition, the University's collective agreements with TRUFA, TRUOLFA and CUPE have provisions with regard to harassment and the procedures to address alleged harassment.

Health and Wellness

<http://www.tru.ca/hr/current-employees.html> (click on “View the current employees TRU intranet”)

<http://www.tru.ca/wellness.html>

The Health and Wellness of our faculty and staff is very important at TRU.

Health and Wellness is a healthy balance of the mind, body and spirit that results in an overall feeling of well-being.

Life can be demanding, staying healthy – physically and mentally – will help you achieve your academic and career goals.

Please visit our website for information on the Health and Wellness programs at TRU. There is a link for the Health and Wellness site in Human Resources and also a link for the Wellness Centre on campus.

Lost and Found

University policy (ADM 16-0) dictates that: “Property found within the confines of TRU will be forwarded to Lost & Found on a daily basis.” Due to the oddities of institutional history, the Student Awards & Financial Support office in Old Main 1631 is charged with operating the institutional Lost & Found office for the Kamloops campus.

While forwarding of items daily may not be possible, please ensure this happens at least once or twice a week. There should be no “mini” Lost & Found collections for individual buildings or departments. If the value of an item precludes using Interoffice mail, TRU Security will pick it up and deliver it for you.

Protection of Privacy

<https://www.tru.ca/secretariat/foipop.html>

Thompson Rivers University is committed to respecting the privacy rights of all members of the University community. The University’s Privacy Office plays a lead role in ensuring that the University maintains appropriate standards in protecting personal privacy.

They do this by working collaboratively with members of the University community: (i) to assist them in meeting their obligations with respect to privacy rights, and (ii) to provide education and training to the members of the community with regard to privacy rights. They are committed to assisting the University in meeting its compliance requirements under the British Columbia Freedom of Information and Protection of Privacy Act (FIPPA).

Room Bookings

<http://www.tru.ca/about/campuses/roombookings/bookings.html>

TRU Faculty and Staff can book rooms for events that are TRU related.

- Events may include meetings, conferences, workshops, etc.
- Bookings during the exam period will be confirmed after the Final Exam Schedule is posted.
- TRU is closed between Christmas and New Year's and rooms are not available during this period.
- Booking priority is always given to TRU scheduled courses and TRU Continuing Studies courses.
- Submit all room requests at least 72 business hours prior to the date of your event, in order for Security to make the room available.
- Weekend booking requests must be submitted by 12 noon on the Thursday prior to that weekend.

Requests are processed by the date they are required, not by the date they are received.

TRU Brand and Logos

<http://www.tru.ca/brandguide/brand-model.html>

The new Thompson Rivers University brand is a collective effort to better reflect who we are and all that we stand for. Our tagline—Find Your TRU—is as much about who we are and what we do as faculty and staff of TRU, as it is about our students. But beyond a tagline, a brand consists of the characteristics that those who know us well—and those who don't—use to describe us. Our brand is an expression of TRU's unique personality. Our history. Our identity, in the minds and hearts of all those we serve and the world at large.

Any use of the TRU Brand and logos must adhere to the guidelines from the Marketing & Communications Department. At this link you will find information regarding the TRU Brand, logos, colours, stationery and email signatures plus a lot of additional information.

TRU Foundation

<http://www.tru.ca/foundation/contact.html>

The Thompson Rivers University Foundation is a registered society under the statutes of the Province of British Columbia and can issue charitable donation receipts to all of its donors.

A gift to the TRU Foundation is an investment in the future of higher education. The Foundation provides funds for the financial support of TRU students and TRU's programs and projects. The Foundation serves as the manager and

trustee of funds invested in the Foundation's Endowment Fund, which currently stands at \$12.5 million.

The TRU Foundation raises and manages funds to provide scholarships, bursaries and special needs funding to support students in post-secondary education and training.

Raising and managing funds is accomplished by a volunteer Board of Directors, a society of community leaders, staff members and significant support from a large complement of volunteers.

TRU Policies

The list of official TRU Policies are located here:

<http://www.tru.ca/policy/allpolicy.html>

TRU Standard of Conduct

Summary of Standards of Conduct and Guidelines

https://www.tru.ca/_shared/assets/TRU_Standard_of_Conduct33815.pdf

TRUSU Students' Union

<http://trusu.ca/>

Every student registered in a credit course is a member of the Thompson Rivers University Students' Union. The Students' Union provides services, entertainment and advocacy to the student body. TRUSU is located in the Independent Centre (in the Campus Activity Centre).

Department Information

Ancillary Services

Print services

<http://www.tru.ca/printshop.html>

250-828-5380

Print Services provides printing and facilitates print production to the TRU campus and Kamloops communities. With the convenience of being on campus, they offer black-and-white and colour digital printing, self-serve copies and colour copies. Print Services offers production of colour overheads, specialized print products, CD/DVD disks and packaging for both products. Multiple binding and laminating options are also available.

They are located in Old Main, just off Student Street at the south end in room OM 1206. The office and shop hours are 8 a.m. to 4 p.m. Monday through Friday.

The Bookstore

<http://thebookstore.tru.ca/>

250.828.5141

The TRU Bookstore is owned and operated by Thompson Rivers University. They offer much more than new and used textbooks. They are located on the main floor of the Campus Activity Centre (CAC). They carry a wide selection of TRU clothing, stationery, calculators, art supplies, phone cards, TRU graduation frames, greeting cards, specialized materials required for some courses and TRU Bookstore gift cards. You can have your employee card printed here as well, just have your T ID number and they will take your picture and prepare your card.

If you require further information please contact them at bookstore@tru.ca and their staff will do their best to help you.

Food Services – retail

<http://www.tru.ca/campus/life/food.html>

Retail food venues across campus include the full-service Tim Hortons in the House of Learning, Starbucks in Old Main, the International Café kiosk in the International Building, Bean Me Up (aka the POD) in the Science Building, the Trades Café in the Trades and Technology Building, and The Den in the Campus Activity Centre. Please go to the above link for a full list of all food venues across campus.

Also in the Campus Activity Centre you will find Common Grounds, the student-owned and operated TRU Students' Union coffee shop, serving organic coffee and meals to go with sustainability in mind.

Food Services – conference and catering

<http://www.tru.ca/cac.html>

General enquiries call 250-371-5723

The TRU Conference Centre offers a wide variety of services:

Planning an event - the Campus Activity Centre, has played host to thousands of events, including conferences, trade shows, meetings, galas, receptions, weddings and more since 1991. With over 30,000 square feet of meeting and convention space on campus, all of the facilities are designed with comfort and convenience in mind to meet their clients' needs.

Facilities and venues - the Conference Centre at Thompson Rivers University is a full-service venue that features 12 unique meeting spaces. With over 30,000 square feet of meeting and convention space, they guarantee they can meet your on-site event requirements. You and your guests will benefit from the expertise of their skilled staff, professional services and passion to make your next event a success.

Accommodations - stay on campus at the TRU Residence and Conference Centre. At 11 stories on the west side of campus, the building is an impressive structure, visible from most parts of the city. It's an affordable alternative, where you will enjoy the same quality, service and amenities you would expect from a hotel.

Food services & catering - whatever your needs, they've got you covered! Their expert coordinators and talented catering team will work closely with you to design the perfect experience for your theme and budget. From corporate luncheons to private holiday parties, meetings and weddings, they can do it all. They strive to provide healthy, fresh and creative food options. You are welcome to bring your unique ideas to the table, or just leave it up to them to rise to the occasion. Their staff will be with you from start to finish to ensure your event is a great success.

Student Residences

<http://www.tru.ca/campus/housing/oncampus.html>

TRU Residence and Conference Centre and the McGill housing complex.

Culinary Arts

Culinary Arts is part of the Faculty of Adventure, Culinary Arts and Tourism

<http://www.tru.ca/act.html>

Scratch Café

http://www.tru.ca/act/culinary/Scratch_Cafe.html

The Scratch Café dishes up lunch prepared by students in the Culinary Arts program. The Scratch Café is open during the school year, September to

December, and January to April, from Tuesday to Friday for the public and university community. They are open from 10 a.m. to 1:30 p.m.:

- Freshly baked pastries and coffee and tea from 10 a.m. to 1:30 p.m.
- Salad bar, hot soups available from 11 a.m. to 1 p.m.
- Entree service from 11:30 a.m. to 1 p.m.

Plus: Locally roasted coffee, teas and soft drinks

All menus are subject to change and change daily. Fine food, made from scratch, sourced locally, sustainably and ethically wherever possible.

Meat Store

http://www.tru.ca/act/culinary/retail_meat_program/meat_store.html

The retail meat program has been a staple on campus for over 20 years and is the only remaining meat cutting school in BC. They train on as much locally raised product as possible and promote products raised without the use of growth promoting hormones or anti biotics. The program sells all of the product it trains the students on. Starting with sales of sides and quarters of beef, moving into pork sides, whole and half lambs etc. They also provide custom cutting and wrapping for local ranchers and hunters. Look for the retail meat store to be open Thursdays late fall through April (11 a.m. to 2:30 p.m.) where they sell all their student cut meats, along with value added products like jerky, ham, bacon and sausage.

Accolades

<http://www.tru.ca/act/culinary/accoladesdiningroom.html>

Accolades is a student run fine dining restaurant located at Thompson Rivers University. This hidden gem offers some of the best cuisine in Canada.

Accolades was awarded the “stars of excellence” year after year from the national restaurant guide, Where to Eat in Canada. They have taken a local approach to their cuisine with much of their food being local, regional and sustainable.

Accolades Dining Room is located in the Culinary Arts building on the mezzanine floor.

Environment & Sustainability

<http://www.tru.ca/sustain.html>

The Department of Environment and Sustainability at TRU works to design and implement the Campus Strategic Plan sustainability components through advocacy, communication and coordination including supporting sustainability research and cost-effective green initiatives. It provides support and resources for students, staff, and faculty who are interested in making TRU the University of Choice for Environmental Sustainability.

Facilities

<http://www.tru.ca/facilities.html>

The Facilities Services Division/Parking Office is on the first floor of the Materials and Distribution Building (Warehouse), which is located uphill from the Animal Health Technology and Trades buildings.

Facilities Services is responsible for the renovation, maintenance, and cleanliness of all TRU buildings, grounds, facilities, and the provision of campus security, traffic control & parking, office & building keys, and furniture support services.

Contact:

Parking related issues/enquiries – parking@tru.ca

Keys/locks/door related issues/enquiries – keys@tru.ca

All other work orders – use “Archibus” through oneTRU

Finance Division

<http://www.tru.ca/finance.html>

The Financial Services Division at Thompson Rivers University is a customer-oriented operation. The division's primary focus is to maintain an accurate, timely, and credible management information system to enable users to effectively manage and to make sound decisions. To achieve this objective, they do provide training sessions on system use.

To access any of the forms from Finance please go to

<http://www.tru.ca/finance/forms.html>

Some of the services provided from the Finance Division are:

Accounting

Payroll

Treasury Management

Tax Receipts

Internal Audit

Travel Handbook and Information

Cashier's Office

Human Resources

<http://www.tru.ca/hr.html>

The Human Resources Department supports the success of TRU, our staff and students by developing and maintaining strategic and value-added HR programs, services and processes.

Human Resources is involved in contract negotiations and interpretation of the Collective Agreements. Employees are encouraged to familiarize themselves with their appropriate Collective Agreement (CUPE, TRUFA, TRUOLFA) or the Benefits and Working Conditions for Administrative Employees. These documents are all listed on our website.

Some of the services provided from Human Resources are:

Benefits	Pensions
Employee Recruitment	Training and Development
Job Evaluation	Leave Administration

Benefits

Benefit coverage is offered to employees in accordance with their Collective Agreements or the Benefits and Working Conditions for Administrative Employees. Any changes in dependent status must be made immediately to Human Resources.

Employee Assistance Program (EAP)

The Employee and Family Assistance Program provided through Ceridian is a confidential counseling service for employees and their families. They can be contacted toll free at 1-877-207-8833 or online at www.lifeworks.com. Contact Human Resources for EAP Log-In information.

ProPASS – bus pass for employees

<http://www.tru.ca/hr/current-employees/propass.html>

Offered through the City of Kamloops and BC Transit, ProPASS is a hassle free way to take the bus. The ProPASS is a permanent photo ID bus pass and is coordinated through Thompson Rivers University Human Resources and Payroll Departments. Please contact Human Resources if you are interested in signing onto the ProPASS program.

Tuition Waivers

<http://www.tru.ca/hr/current-employees.html> (click on “View the current employees TRU intranet”)

- Under either “System and Process Related” or “Popular Links” you will find Tuition Waiver – just click and it will take you to further information

Tuition waivers are available to TRU Faculty, Administrative and CUPE staff. Please refer to the tuition waiver procedures for more details regarding tuition waivers and for the courses that are not eligible for reimbursement. Tuition for staff or their family members may be waived for the following:

- Employee taking a course that is determined to be of benefit to the University
- Employee/family member does not displace a fee paying student

Information Technology Services (ITS)

<http://www.tru.ca/its.html>

IT Services consists of the following departments:

Network and Technical Services

- Servers support

- Learning management systems
- Installation and repair of telephones and telephone equipment
- Installation of data lines and data communications equipment
- CATV on campus
- Campus Local Area Network
- Kamloops Campus Wireless Bubble
- E-Mail
- Printing

Enterprise Systems

The Enterprise Systems group ensures that a stable, extensible core business systems infrastructure exists for TRU. Their team coordinates software development, maintenance and acquisition to enhance and extend business systems for students, faculty and staff. They are responsible for the integration of core student and business systems at TRU and maintaining a high performance enterprise data architecture to support the information needs of all TRU stakeholders. The ES Team administers core systems including student, finance, human resources, fulfilment, eServices, portals and TRU's public website.

Client Services

IT Service Support

IT Service Desk Staff are the "First point of contact" in IT. They are prepared to address all your IT related questions and concerns about the computer systems and applications. Whenever possible they will resolve the issue or make sure to refer your issue to another IT specialist. They provide assistance all TRU students, faculty, staff, and OL faculty.

IT Service Desk: 250-852-6800

Desktop Support

Staff who assist in the installation and maintenance of computer equipment: microcomputers, printers, software, and other peripherals for faculty and staff.

Computer Lab Support

Staff who serve the needs of students, faculty, and staff by providing computer lab information, assistance, and technical support for computer equipment and software utilized in the labs and classrooms on campus.

Desktop leasing

Provides the replacement of TRU faculty, staff, OL-faculty, and lab desktops to ensure that equipment is replaced in the appropriate life cycle. Clients will be advised in advance when your computer is due for replacement

IT Services Administration

- Is the office of the AVP IT Services and Chief Information Officer. They collaborate with TRU stakeholders and ITS management to develop the IT Services (ITS) vision and strategy.
- Communicate ITS plans and progress to students, faculty and staff, executives and other stakeholders.
- Manages the centralized Project Management Office (PMO) and through that office, develops relationships with project stakeholders.
- Oversees the Information Security Program and Office.
- Is responsible for managing and maintaining the Risk Management Plan, Incident Response and the Disaster Recovery Plan.
- Develops and maintains operational policy as it relates to TRU's use of IT services. The foundation policy for IT Services is the "Responsible Use of IT Facilities and Services".

Remote Access

<http://www.tru.ca/its/employees/remoteaccess.html>

The intended purpose for remote access is for those who need access to their network drives from off campus, or those who are connected to the wireless network while on campus.

TRU Remote Access web application provides a method for remote and secure access to data files from TRU network drives. It does not connect directly to the drives as you would when you are on campus, but does allow you to download/upload desired files to the local computer.

Connecting to TRU Remote Access:

- Start Internet Explorer, then go to one of the following links:
- TRU Staff and Faculty – <http://truvpn.tru.ca> - Login with your network username and password
- TRU Guests – <http://intruvpn.tru.ca> - Login with your assigned Guest username and password

Media Services

<http://www.tru.ca/its/mediaservices.html>

Located in the Human Resources Building - Room 145

We provide the following services to faculty, staff and students:

- circulation of loaned portable projectors and audio systems for both students, and instructors and staff
- assistance for AV equipment issues
- assistance with equipment setup
- service, maintenance and installation of TRU AV equipment
- product recommendations, evaluations, and purchases
- refresh of installed and circulating AV equipment

Additional responsibilities include maintaining an inventory of TRU's AV equipment, and staging and support of University events and conferences. We coordinate the booking and technical support for the video conferencing systems at TRU.

Integrated Planning & Effectiveness

<http://www.tru.ca/ipe.html>

Formerly called Institutional Planning & Analysis.

The IPE division provides a wide variety of institutional support and services.

They provide access to internal and external information for the university community, and are responsible for a large portion of the reporting requirements to governments and external agencies.

They provide primary and/or secondary support and services to the following functions or areas:

Accountability Reporting
Information Support and Analysis
Survey Research

Planning Support
Operational Research
Enrolment Management

Marketing & Communications

<http://www.tru.ca/marcom.html>

Marketing & Communications is committed to helping the TRU community define and meet their diverse marketing and communications goals in support of the university's primary goal: to serve and support students. Their purpose is to use their skills, experience and thinking to help you reach, connect with and motivate the people you want to serve – such as students, donors or parents – from communities you know as well as regions you don't yet know.

All plans, activities and initiatives of Thompson Rivers University are driven by one priority: to serve and support students and student interests. This priority remains top-of-mind in the work they do in Marketing & Communications in addressing your needs.

Open Learning

<http://www.tru.ca/distance.html>

Thompson Rivers University, Open Learning (TRU-OL) provides distance learning for everyone. Their online and distance courses and programs may be completed anytime, anywhere. Distance education means that you can study wherever you live and wherever you are: in a public library, at home, at work or overseas. But open education also means that you may begin your course or program whenever you like; there is no need to wait for a particular semester to begin.

It also means that people who would find it difficult to complete a course or program on a physical campus can still access post-secondary education. This includes people living in a small town without access to on-campus education, people with disabilities, working students and those with family commitments. TRU-OL also has few barriers to entry, so ability to enrol won't be affected by past academic records and you won't be required to submit transcripts from secondary school to register in courses.

In addition, they offer students the opportunity to receive credits towards a program through PLAR, or Prior Learning Assessment and Recognition. This program is in place to recognize the experience and skills they have gathered from previous education, or life and work experience.

TRU-OL offers over 60 programs and 550 courses in a variety of flexible formats, including print-based, web-based, online and in-person. Courses and programs delivered by TRU-OL are fully accredited and recognized by other post-secondary institutions, so people can take a single course and transfer the credits to another institution or complete an entire program.

Safety & Emergency Management

<http://www.tru.ca/hsafety.html>

Safety & Emergency Management is responsible for a large number of programs and areas including:

- Safety – injury reporting, inspections, investigations, ergonomics, first aid, WorkSafe BC
- Emergency Management – fire safety, incident management, emergency notification

Everyone (from the President to the janitor) has a responsibility for their own health and safety as well as the health and safety of co-workers and students. This means if you see something hazardous or feel that you are being asked to do something that is unsafe contact health and safety.

If you need first aid assistance during regular hours call switchboard – Dial 1111 or use an Emergency Phone. After hours call Security at 250-828-5033. For serious emergencies call 911. There are AED's – located in all buildings. If you are injured while on the job you must report it immediately to your supervisor. Your supervisor will work with you and our department to complete the required documentation. Timely reporting is extremely important to ensure proper claim management as well as prevent injury to others.

Smoking Policy

<http://www.tru.ca/about/campuses/clean-air.html>

TRU endeavors to control and reduce exposure to harmful substances by restricting tobacco use on the University's property. In the context of this policy,

tobacco use includes the use of lit tobacco and/or medicinal marijuana cigarettes, cigars, pipes, smokeless tobacco, electronic cigarettes and any other similar device. Smoking is permitted only in Designated Smoking Areas – DSAs

JOHSC

A Joint Health and Safety Committee is a requirement of WorkSafe BC. This committee is made up of worker and employer representatives from a variety of areas, working together to identify and resolve health and safety problems in the workplace. The Committee's role in the workplace includes:

- promoting safe work practices
- assisting in creating a safe and healthy workplace
- recommending actions which will improve the effectiveness of the occupational health and safety program and
- to promote compliance with WCB Regulation

Medical Clinic

<http://www.tru.ca/campus/services/wellness/clinic.html>

Call 250-828-5126 or drop in to make an appointment.

Location: Old Main – Lower Level (Room OM 1461)

Hours: Monday to Thursday, from 8:30 a.m. to 4 p.m. (closed from 11:40 a.m. to 12:40 p.m.) and Fridays from 8:30 a.m. to 3 p.m. (no lunch closure).

The clinic is available to all registered students, staff and faculty of TRU. Children from Cariboo Child Care will be seen for emergencies. They provide a full range of medical services, provide vaccinations as required by various programs and organize annual flu clinics in conjunction with other departments and community organizations.

Three physicians fill the full-time position on a rotating basis. Clinic staff also includes a medical office assistant.

Student Awards and Financial Support

<http://www.tru.ca/awards.html>

TRU offers a comprehensive range of programs to both assist students in financing their educational and living costs and to recognize academic excellence. Financial support can be a combination of bursaries, scholarships, awards, work-study, loans and grants.

Some of these programs are administered directly through Student Awards & Financial Support, and for others our office works with the appropriate government office. Some funding requires an application, some is provided upon the recommendation of faculty, and some scholarships are automatically awarded based on performance.

Supply Management

<http://www.tru.ca/purchasing.html>

TRU has a centralized Supply Management and Procurement department for the purchase of all goods and services.

Procurement Services are responsible for the following:

- Purchasing goods and services for the campus community
- Managing preferred supplier agreements
- Competitive bids for the campus
- Liaise with legal and other departments
- Disposing of surplus and obsolete items
- Managing the P Card program

The Materials Distribution Warehouse is responsible for shipping, receiving and distributing all items entering or leaving TRU. That is:

- All goods coming into TRU are received through the Warehouse
- All goods and materials shipped from TRU are sent through the Warehouse

TRU WolfPack

<http://www.tru.ca/athletics.html>

TRU is home to the TRU WolfPack. The WolfPack teams include:

- Women's Soccer
- Men's Soccer
- Women's Volleyball
- Men's Volleyball
- Women's Basketball
- Men's Basketball
- Baseball
- Cheerleading
- Cross Country Running
- Curling
- Swimming

Come out and support the teams, click on the link above for the schedules and ticket information.

TRU World

<http://www.tru.ca/truworld/>

TRU World is the international education, training, and development division at Thompson Rivers University. The department acts as a coordinating and facilitating centre for all international activity at TRU, and provides external partners with complete liaison, program development, and project management services.

Based in Kamloops, British Columbia, TRU is a leading destination in Canada for international students. International enrolment now exceeds 1,750 students per semester, with students coming from 85 nations worldwide.

Currently, TRU has more than 40 partner-institutions in countries around the world, including China, South Korea, New Zealand, United Arab Emirates and Vietnam. These linkages are mainly classed as accreditation programs where TRU programs are delivered overseas in collaboration with a partner-institution, articulation programs that support the transfer of credits completed at a partner-institution to further studies at TRU, and pathway programs where students are admitted to TRU partly on the basis of their successful completion of preparatory studies with a pathway partner.

University Library

<http://www.tru.ca/library.html>

Your Campus ID Card is your Library card. Campus ID cards can be obtained at the campus Bookstore

The Library offer services for:

- Undergraduate & Graduate Students
- Faculty & Staff
- Distance, Regional, and Open Learning
 - Distance, Regional, and Open Learning Library (DROL) Services are for students, staff, and faculty involved in TRU distance/open learning courses or in courses at TRU's regional centres (e.g., Lillooet and Clearwater).
- Williams Lake Branch
 - The library is located in the Library Centre accessed through the TRU Williams Lake Bookstore.
- Law Library
 - TRU Faculty of Law and TRU Library place a high value on the pursuit of excellence in legal academic research and scholarship. They provide students and faculty with a modern Law Library and access to key services and resources targeted to meet the information needs of Law students and faculty.
- Alumni and Community Users
 - Visitors not currently affiliated with Thompson Rivers University may purchase a borrowing card for a small fee:
 - TRU Alumni can obtain a card to be used at the Library.

Faculties and Schools

Faculty of Adventure, Culinary Arts and Tourism

<http://www.tru.ca/act.html>

Faculty of Arts

<http://www.tru.ca/arts.html>

Faculty of Education and Social Work

<http://www.tru.ca/edsw.html>

Faculty of Law

<http://www.tru.ca/law.html>

Faculty of Science

<http://www.tru.ca/science.html>

Faculty of Student Development

<http://www.tru.ca/campus/services.html>

School of Business and Economics

<http://www.tru.ca/business.html>

School of Nursing

<http://www.tru.ca/nursing.html>

School of Trades and Technology

<http://www.tru.ca/trades.html>

Unions

CUPE – Local 4879

<http://4879.cupe.ca>

Telephone local 2141

The Canadian Union of Public Employees, Local 4879 represents the support staff at TRU. The general offices are located in the Old Main building (OM 2784).

TRU Faculty Association

<http://trufa.ca>

Telephone 250-374-3040

The Thompson Rivers University Faculty Association (TRUFA) is the sole bargaining agent for all faculty members of Thompson Rivers University. TRUFA is located in House 1.

TRU Open Learning Faculty Association

<http://www.tru.ca/hr/current-employees.html> (click on “View the current employees TRU intranet”)

- Scroll down until you find “Links for Open Learning Faculty Members”

The Thompson Rivers University Open Learning Faculty Association (TRUOLFA) is the bargaining agent for the Open Learning faculty members.

Excluded Administration Association

Association of Professional Administrators

<http://www.tru.ca/truapa.html>

Thompson Rivers University Association of Professional Administrators (APA) represents excluded/exempt staff at the Kamloops, Williams Lake, and regional campuses.

Employee Recognition

https://www.tru.ca/shared/assets/Employee_Recognition5591.pdf

Thompson Rivers University (TRU) recognizes the contributions of its employees through a variety of staff recognition events. It is the goal of TRU to recognize employees for such purposes as Long Term Service, TRU Pioneers, Distinguished Service, Teaching Excellence, Scholarship, Retirements and their role with TRU after retirement.

Recognition Awards

TRU will formally recognize the service contributions of employees who have accumulated temporary, part-time and ongoing service without an interruption of more than one (1) year.

Employees who have completed the equivalent of ten (10) years' service and each subsequent five (5) years of service thereafter will be honoured at an annual reception hosted by TRU and presented with a service pin. Service will accrue from the calendar year in which an employee begins employment with TRU.

25 Year Service Recognition

The President will host an annual reception and dinner to honour TRU employees who have completed 25 years of service. This event will usually be held in conjunction with the staff awards ceremony.

Pioneers

Those employees hired within the first ten years of the inception of Cariboo College and who have completed 20 years of continuous service will be named as a Pioneer. A Pioneers' Wall of Recognition will be established on campus honouring the named Pioneers

Annual Merit Awards:

- Distinguished Service Awards
- Teaching Excellence
- Scholarly Merit (Excellence in Scholarship)
- Master Teacher
- Master Scholar
- Excellence in Internationalization
- Chair Leadership
- Environmental Achievement
- Open Learning Teaching Excellence

Retirement

The Office of the President at TRU will fund an annual retirement function to recognize retiring TRU employees who:

- have reached the age of 55 years or older
- have completed five (5) years of full time service with no breaks in service greater than one (1) year
- have voluntarily resigned or retired

Important Items to Sign up for/Complete:

TRU Diversity Survey

<http://www.tru.ca/avphrp/diversity.html>

At TRU we value the diversity and the unique cultural perspectives of all students and employees. As part of our priority to increase intercultural understanding and remove workplace barriers, TRU has created a Diversity and Inclusion Survey for all TRU Faculty and Staff. Please take 5 minutes to help us find out how diverse our campus is and make our work environment more open to everyone!

TRU Alert

<http://www.tru.ca/alerts/signup.html>

Communications used to alert the TRU community that an emergency condition exists in or near a TRU facility that threatens their health and/or safety and provides protective actions. They will be issued as TRU Alerts.

TRU Alerts are only issued in urgent or emergency situations and snow closures to send a short message to your mobile device, email address or voicemail. The exception is periodic testing of the system to all registrants. In order to receive these messages, you must register with the service.

Information Security Awareness Sessions

<http://www.tru.ca/its/infosecurity/awareness.html>

Information Security Awareness Essentials I - "Concepts & Practice"

Information Security Awareness Essentials II - "Policies & Standards"

Information Security Awareness Essentials III - "Privacy & Compliance"

As a new employee to Thompson Rivers University you are required to complete the following training courses:

1. Freedom of Information and Protection of Privacy

<http://publish.myudutu.com/published/launch/43619/Course89783/Launch.html>

2. Harassment/Discrimination Training

<http://publish.myudutu.com/published/launch/43619/Course94800/Launch.html>

TRU Campus Map

<http://www.tru.ca/map.html>

TRU Parking Information

<http://www.tru.ca/parking.html>

TRU Parking Map:

http://www.tru.ca/_shared/assets/TRU_Campus_Parking_Map38562.pdf