



HR BITES – JUNE 2017

Welcome to the OAN's HR newsletter where we share thought-inspiring HR trends, good-to-know practices and key HR information for your consideration. The OAN provides members with a shared HR resource for everything HR such as: recruitment and retention, performance management, employee and labour relations, organizational development, orientation and onboarding, benefits, compensation, disability and accommodation, policies and procedures, coaching, job evaluation, health and safety, legislation and so much more.

Good things to know

Wondering about your office quality in the office? We found this app:

<http://www.cos-mag.com/product/technology/mobile-apps/indoor-air-quality-app-1782/>

Employment Standards – Guide to vacation entitlement and vacation pay:

<https://www.labour.gov.on.ca/english/es/pubs/guide/vacation.php>

The Employment Standards Workbook – for employers, everything you need to know about overtime, eating periods, record keeping, wage statements and more:

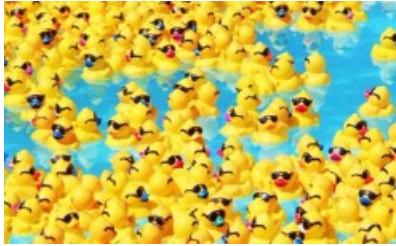
<https://www.labour.gov.on.ca/english/es/pdf/esworkbook.pdf>



Exiting Best Practices

Exit interviews can be just as insightful as recruitment interviews. They'll help you identify areas for improvement and may provide helpful feedback. The information gained from exit interviews may help with ideas for future recruitment, orientation and retention. Exit interviews can also provide insight into employee recognition, internal communication, team work, overall employee perceptions, organizational effectiveness, client services, program management, volunteer experience, workplace culture, etc. Sometimes exiting employees may feel more confident providing feedback to a neutral third party – consider this as an option when planning your next exit interview. Looking for a cool exit interview form? Drop us a line and we'll send one over to you!

<http://hrcouncil.ca/hr-toolkit/keeping-people-exit-interviews.cfm>



Join the Benefits Pool Party

- Joining a pooled benefits plan can help keep premiums low, saving your organization money. Especially helpful for smaller organizations!
- With a pooled approach, the claims "experience" is spread across many organizations (i.e. 200 small organizations) and not just those within a group
- OASSIS is just one example of a fully pooled underwriting method. This helps keep **premiums low** because each individual group's past claims experience is not used in determining the overall rate or rate adjustment. *If one organization's plan experience has not been favorable in a 12-month period but the majority of the organizations in the pool have favourable claims experience, then it is likely that the plan's premium rates will remain stable or even decrease for that benefit year.*
- Joining a pooled plan means that the insurance carrier does not review the claims experience of any one particular organization in the group. Instead they focus on analyzing the experience for the **entire pool** to determine required premium rates and rate adjustments annually.
 - <http://www.oassisplan.com/>



Managing the Disability Claim

- **Early Involvement is key** – Be active and stay in touch with the employee right from the first week of the leave. Regular communication is important.
- **Have a single point of contact to manage the process:** Having one person as the point of contact is crucial to successfully managing the disability claim. The contact could be the manager or the HR person (not the rep from your benefits carrier). This contact manages the claim process and all of the communication between employers, employees, their physician and the insurance carrier.
- **Clear communication:** The contact will coordinate and receive communication updates throughout the leave of absence with a focus on prognosis, length of the leave and return to work options.
- **Return to work planning:** The contact should also begin the return-to-work planning to help shorten the claim duration and ideally, facilitate an early and safe return to work.
- **Maintain employee confidentiality:** Whomever you select for the contact, they need to ensure confidentiality with respect to medical information, employee updates, functional abilities form, return-to-work plans, etc.
- **Utilize a functional abilities or functional assessment form** – this will help identify what the employee can do and will help plan their return to work (modified, accommodation, gradual return, etc.). These forms should be customized to each workplace.



- **Receive a wage garnishment order?**
- Record the date the order is received
- Note the due date and/or expiry date of the order
- Notify the employee confidentially that the order has been received
- Review the employee's file to see if any other legal orders are currently in place
- Determine wages that are eligible to be garnished
- Calculate the garnishment deduction
- If wages are insufficient, notify the issuer immediately in writing
- Set up the payroll deduction and begin withholding
- Maintain a payment log to ensure it stops once the order is satisfied
 - Remit the payment on or before the required due date



Thinking of making changes? Avoiding constructive dismissal:

- Reducing the wages/pay for an employee
- Changing the reporting relationship (having an employee report to someone they hired or someone more junior)
- Eliminating a job
- Changing location of work
- Increasing or changing the hours of work
- Decreasing or removing responsibilities
- An employee leaving due to bullying, harassment or discrimination

This article from Ottawa Life is still relevant when it comes to reducing the risk of a claim for constructive dismissal. In all cases, it's a good idea to speak with a lawyer or HR professional before making changes.

<http://www.ottawalife.com/article/changing-employment-contracts-without-triggering-constructive-dismissal>

We're here to help. Have an HR question? Call 1-844-376-7724