



HR BITES - SEPTEMBER 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 on-boarding, benefits, compensation, disability and accommodation, policies and procedures, coaching, job evaluation, health and safety, legislation and so much more.

Interesting things to know

Millennials are demanding workplace flexibility. A deal-breaker for many candidates these days. Global survey of 13,961 workers shows **63%** believe sitting at their office desk is not necessary to get the work done. **40%** said flexibility is in the top three when it comes to deciding on job offers. **26%** said number one on the list is flexible start/finish times.

Job posting blues

The cost of Charity Village job postings getting you down? Check out Indeed and post your jobs for free <https://www.indeed.ca/> We wandered around the site and found loads of jobs for the non-profit sector. We also did a quick search and found these types of non-profit roles posted: Community Outreach Worker, Volunteer Coordinator, Program Director, Fund Development Coordinator, Manager of Operations, Communications Coordinator, etc.

Mental health

Trending at a workplace near you. Holding leaders responsible for workplace mental health AND including it as a standard in their performance reviews. Many organizations are working towards building this into job expectations and performance reviews. A staggering 7.5 million Canadians will face mental illness this year. Bad behaviors such as bullying and harassment are still prevalent in workplaces and are a major contributor to poor mental health. Take the lead, have the discussion and build this accountability into the performance review process for all managers.



Finding Your Way Home with the AODA

Did you know that AODA training is available online? Best part is that it's all free. The Integrated Accessibility Standards Regulation came into effect this year for small organizations (1-49 employees). If you haven't quite finished your training (hint, hint), these links will get you on the road to compliance faster than three clicks of those ruby red heels.

Training - General overview of AODA and Human Rights

Link to training modules <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Training - Customer Service Standard Training

Link to training module: <http://www.accessforward.ca/front/customerService/>

Training - Integrated Accessibility Standards Training

Link to training module: <http://www.accessforward.ca/front/general/>

Training – Information and Communication

Link to training module: <http://www.accessforward.ca/front/information/>

Training – Employment

Link to training module: <http://www.accessforward.ca/front/employment/>



Making it work or just saying no?

Resistance may be futile for the older generation when it comes to mobile devices at work. Millennials rack up an average of 58 minutes per day on mobile devices and, an additional 52 minutes on non-work activities. Everywhere you look people have a smart phone/cell phone in hand. Millennials multi-task like no other generation and were raised with phones in hand. They can fully participate in a work conference call while updating their Facebook status, sending out a Tweet and checking in with mom via Snapchat. Banning cell phones/mobile devices is not always the solution as many employers are finding. Get creative and find ways to engage with staff about productivity and quality of work. Focus on the outcomes and deliverables. Consider setting reasonable parameters. Let's face it, sometimes a 10 minute break enjoying a YouTube video is not so bad when the work is intense. #Gowiththeflow



Recruiting tips

If we fill our teams with people just like us, what happens to diversity of thought and experience? Building a team of unique backgrounds, experiences and cultures can result in fabulous outcomes. Unconscious biases creep into the recruitment process far too often, says Paul Wolf, Senior Vice-President of HR for the job website Indeed. In a recent interview, Paul says that hiring managers far too often look for candidates similar to themselves. Take education for example. Paul says it can be limiting if a manager places preference on those who graduated from the same college/university as themselves and this type of bias happens way too often. Things to keep in mind when recruiting:

- Identify and define the skills and competencies needed to perform the job BEFORE you start looking at resumes
- Make sure interviewers are trained on interview techniques to remove unconscious biases
- Aim for diversity
- Remember that different experiences provide new perspectives



Writer's block with your job ads?

Are you stuck on making your external job posting enticing enough to attract the talent you need? Need a fresh perspective to liven up your ad language? Looking to better promote your agency as the workplace to join? Send us your job description/internal posting. We'd be happy to get creative and send you back some ideas. tcampbell@oan.red



Thinking of parting ways with your payroll provider?

Deciding to change how you process payroll can be daunting. Before making a switch here are a few things to consider:

- What functions do you need to streamline?
- What isn't working with your current system?
- What services are important (i.e. T4, pay stubs)?
- Who will project manage the transition?
- What is the cost?
- Will you purchase software or use the provider's software?
- Are there licensing fees?
- What is your budget?
- Do you need to track time and attendance?
- How long will the implementation take?
- When will you make the change?
- How much notice do you need to give your current provider?
- What payroll rules and pay codes need to be implemented?
- How will parallel testing be handled and for how long?



Who knew compliance could be so sexy

In case you missed it (or just forgot), Health & Safety legislation requires all workers and supervisors to complete the Safety Awareness training program. Employers must maintain a record of training, and provide workers and supervisors with proof of completion, on request, for up to six months after the worker or supervisor stops performing work for that employer. Free online training is always a good thing. Check out these links, share with all staff and be on your way to good behavior. You know you want it. Best part is that we made you look.

Link to Supervisor training: <http://www.labour.gov.on.ca/english/hs/elearn/supervisor/index.php>

Link to Worker training: <http://www.labour.gov.on.ca/english/hs/elearn/worker/index.php>



Worth repeating - Substance use in the workplace

Just in case you missed the summer edition, we'll share this again (as many are asking for these tools). Start the conversation with this guide to problematic **substance use in the workplace**. An excellent resource for ASO managers. Also, a tool-kit for addressing problematic substance use in the workplace:

<http://www.ceapaonline.com/PSUW%20Brochure.pdf>

<https://www.gnb.ca/0378/acca/pdf/ACCA-Toolkit-English.pdf>

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

Stay tuned for the next issue in October. Have something you want to see in the next newsletter?

Would you like to share some of your HR ideas and practices? Tell us. We like to please.

Drop us a line and tell us what topics you would like covered.