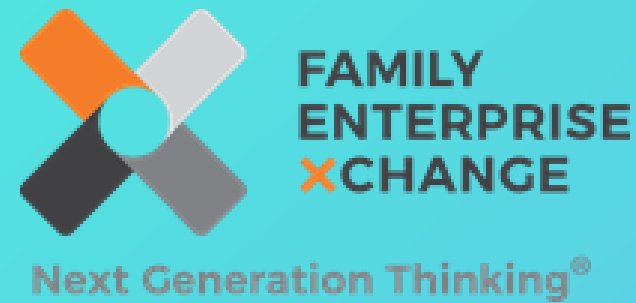


Top 5 HR Headaches and How to Handle Them



NEXT GENERATION BREAKFAST SEMINAR

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February 28, 2018

PeopleBright
CONSULTING INC.



Top 5 HR Headaches and How to Handle Them

Overview



Top 5 HR Headaches



Tips and Strategies on How to Handle Them



Q & A

Foundation of Knowledge and Impacts to Modify Your HR Policy and Procedures, Practices and Protocols and Implement the Changes

Chris Hadfield was asked
“What’s it Like to be a Retired
Astronaut?”

*I like to think that
everything that I have
done before, has led me
to where I am today.*



I would like to think that
All that I had done before

ICU Nurse

Nurse Educator

Manager

Director of Nursing

Director of Special Projects – IT Software Project

Have led me to where I am Today

*CoFounder of iTRANS Consulting – Payroll,
Finance, IT, HR, Marketing, Workplace Cultural
Strategist, Legal, Coach, Mentor*

Have led me to where I am Today....

Founder of People Bright Consulting

Workplace Cultural Strategist, HR Consultant,
Mentor, Coach, HR Advisor on Medical Cannabis
Chair of GroYourBiz



Recognition



Top 10 for 2 consecutive years



Top 10 for 2 consecutive years



Ontario Nursing Informatics Achievement Award



Entrepreneur of the Year



Finalist

Top 5 HR Headaches



Hiring Good Staff



Keeping Good Staff



Bill 148 – Fair Workplaces Better Jobs Act



Workplace Violence and Sexual Harassment



Cannabis in the Workplace



HIRE

Recruiting Good Staff

#1

HR Headache

Finding Good Staff

Can you help me find
good staff?



Tip #1

Hiring for Fit

1 For the Job

2 For Your Business
– will they help you grow

3 For Your Company (team)

4 Aligned with Your Company's
Mission, Vision and Values

Trust Your Gut
Psychometric Testing
Philosophy of Stars vs. Steady Performers

Tip #2 Make Them Feel Welcome from DAY 1

Did you know that new Employees:

- within the first week of hire know whether there they will stay

- will leave with 12 – 18 months when their expectations of the new job are not aligned with the actual job

- that receive little to no orientation feel disengaged, take longer to integrate and become productive in their jobs

Therefore it is important to integrate staff with a great OnBoarding and Orientation



KEEP

Retaining Good Staff



#2

HR HEADACHE

Keeping Good Staff

Why don't People Stay?

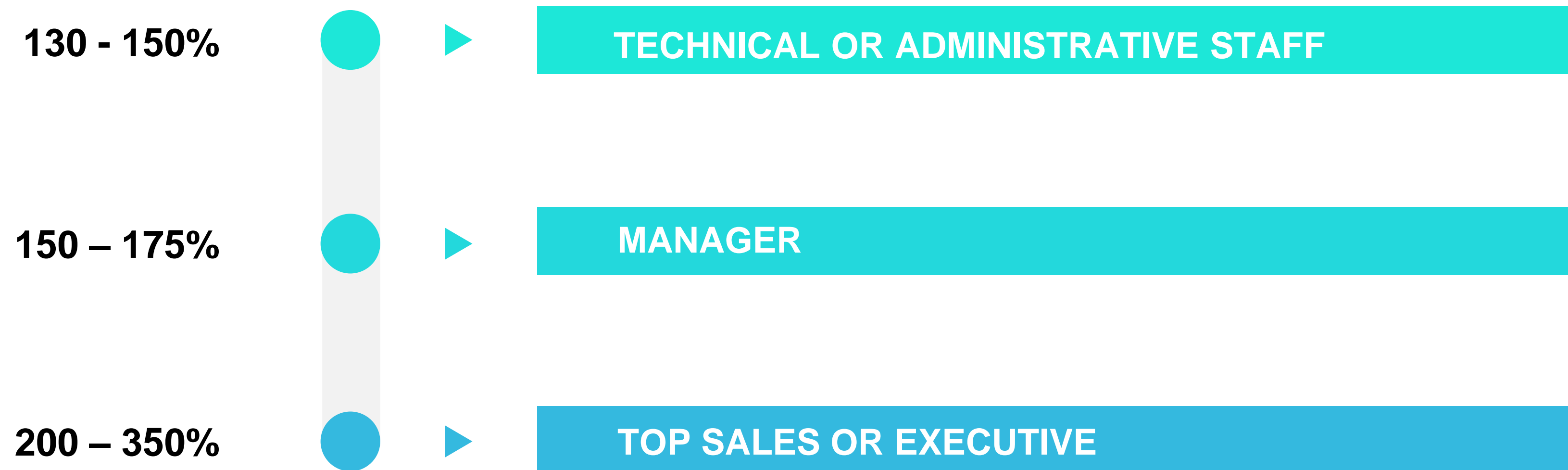
Why People Quit Jobs – 10 Year Study

8,509 PEOPLE – JAN TEGZE

Seven Top Reasons Why People Change Jobs	
Lack of Opportunities to Use Skills and Abilities	31%
Bad Management	22%
Toxic Workplace/Company Culture	21%
Promotion	8%
Excessive Work or Too Little of It	6%
Higher Salary and Financial Stability	6%
Inadequate or Lack of Rewards and Benefits	4%

Investing in Staff Makes Good \$\$ense

Replacement Costs when someone leaves the Organization



A 2015 [Equifax study](#), found that over half of people who left a job in the last year did so in the first year of their position. The bulk of those leave within the first six months

Tips and Best Practices Today

Engaging and Thriving Staff – use and develop their potential

Coaching, guiding, mentoring – frequent touch points vs. annual appraisals

Educate Managers to be knowledgeable and effective motivators, leaders and coaches

Creating Strong Positive Workplace Culture



BILL 148

ESA Changes Compliance and Managing the Implications

Bill 148 Fair Workplaces Better Jobs Act

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Overview

Minimum Wage \$14.00/hr.

Emergency Personal Leave

Paid Vacation

**Family Medical Leave Child Death
& Crime Related Child Disappearance**

Domestic or Sexual Violence Leave NEW

Pregnancy Leave – still birth/miscarriage

Union Related Amendments to LRA

Minimum Wage \$15.00/hr.

**Employee Scheduling
Rights** – Min. “3 Hr. Pay”
Rule

Royal Assent
**Employee/Contractor
Classification**

No Misclassification

Elevated Heels

OH&S change

Nov. 27, 2017

Dec. 3, 2017

Jan. 1, 2018

Apr. 1, 2018

Jan. 1, 2019

Parental Leave

Extended by 26 more weeks

Critical Illness Leave - NEW

Equal Pay for Equal Work

Employee Scheduling Rights –
request change to schedule and/or
work location

Bill 148 Fair Workplaces Better Jobs Act

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***** Employee Scheduling Rights**

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and/or work location

Bill 148 Fair Workplaces Better Jobs Act

Employee Contractor Classification

12% of Active Workforce are Independent Contractors – Abused

Prevent the Misclassification of Employees as “Independent Contractors”

Rules and Regulations to prevent treatment mistreatment

Burden of Proof by **Employer**

Penalties for Misclassification + CPP, EI for both
\$10,000/pp

FINE

\$10,000/employee



Difference between Employee and Contractor

	Employee	Contractor
Ownership		
Work		
Location	Who has control?	Who has control?
Tools	Who Takes the Risk	Who Takes the Risk
Benefits	Owner of the Company - the Employer	Contractor – owns business with multiple clients
Taxes		
Payment		
Relationship		
Contract		

EMPLOYMENT STANDARDS ACT, 2000 (ESA)

New Poster January 2018

Should be posting in prominent location
and providing copy to each employee

Current copy is Version 7.0

https://www.labour.gov.on.ca/english/es/pdf/es_poster_2018_1.pdf

Fine for not posting \$350.00



What you need to know

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit: [Ontario.ca/minimumwage](https://www.ontario.ca/minimumwage).

Hours of work and overtime

There are daily and weekly limits on hours of work, and rules around meal breaks, rest periods and overtime.

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay.

Vacation time and pay

Most employees earn vacation time after every 12 months of work. There are rules around the amount of vacation pay an employee earns.

Termination notice and pay

In most cases, employers must give advance written notice when terminating employment and/or termination pay instead of notice.

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include pregnancy, parental, family caregiver, personal emergency leave (paid and unpaid) and sexual and/or domestic violence leave (paid and unpaid).

Other employment rights, exemptions and special rules

There are other rights, exemptions and special rules not listed on this poster including rights to severance pay and special rules for assignment employees of temporary help agencies.



Subscribe to stay up-to-date on the latest news that can affect you and your workplace:
[Ontario.ca/labournews](https://www.ontario.ca/labournews)

Learn more about your rights at:

[Ontario.ca/employmentstandards](https://www.ontario.ca/employmentstandards)

1-800-531-5551 or TTY 1-866-567-8893

@ONlabour @OntarioMinistryofLabour

Bill 148 Fair Workplaces Better Jobs Act

EQUAL PAY FOR EQUAL WORK

Full Time, Casual, Part Time, Temporary and Seasonal Staff

When performing same role/job, same establishment

Employees have the right to review their wages without repercussion

Enhanced Documentation of results on file

April 1, 2018

Can differentiate based on seniority or merit system or other factors

Review Job Description, compensation

Bill 148 Fair Workplaces Better Jobs Act

EMPLOYEE SCHEDULING RIGHTS

Employees right to request both schedule and location changes after 3 months of employment without repercussion

No Reprisal

Enhanced Documentation on File

Collective agreements takes precedence over some of these rules

Bill 148 Fair Workplaces Better Jobs Act

EMPLOYEE SCHEDULING RIGHTS

- Minimum “3 hour rule” paid at regular wage rate

- Minimum 3 hours work for On Call or shift cancelled with less than 48 hours notice - paid at regular wage rate. Some exceptions

- Less than 4 days’ notice to work a shift, employee can refuse to accept except in emergency or threats to public safety

- Enhanced Documentation on file when needed e.g. On call times, cancellations, refusals – NO Reprisal

January 1, 2019

Financial Impacts on companies with On Call Scheduling
Consider automation – affordable solutions for SME



ME TOO

Workplace Violence and Sexual Harassment

Workplace Violence and Sexual Harassment in the Workplace

Expect increasing incidents of Reporting Bullying and Sexual Harassment

Do you know the legislative requirements and expectations for a Company Your Size?

Do you have a written policy reflective of the requirements dated September 2016?

Are staff informed on rights and actions to take?

Are managers given additional training on how to follow up on incidents and complaints



CANNABIS

Managing Cannabis in the Workplace

Medical Cannabis and Impact on the Workplace

Imagine

An employee with an illness, Diabetes, Flu, PTSD

How would you Manage their illness?

If it impacted their work

Did not impact their work

What if their safety or the safety of other co-workers was impacted?

What Would You Do?



Cannabis and Impact on the Workplace

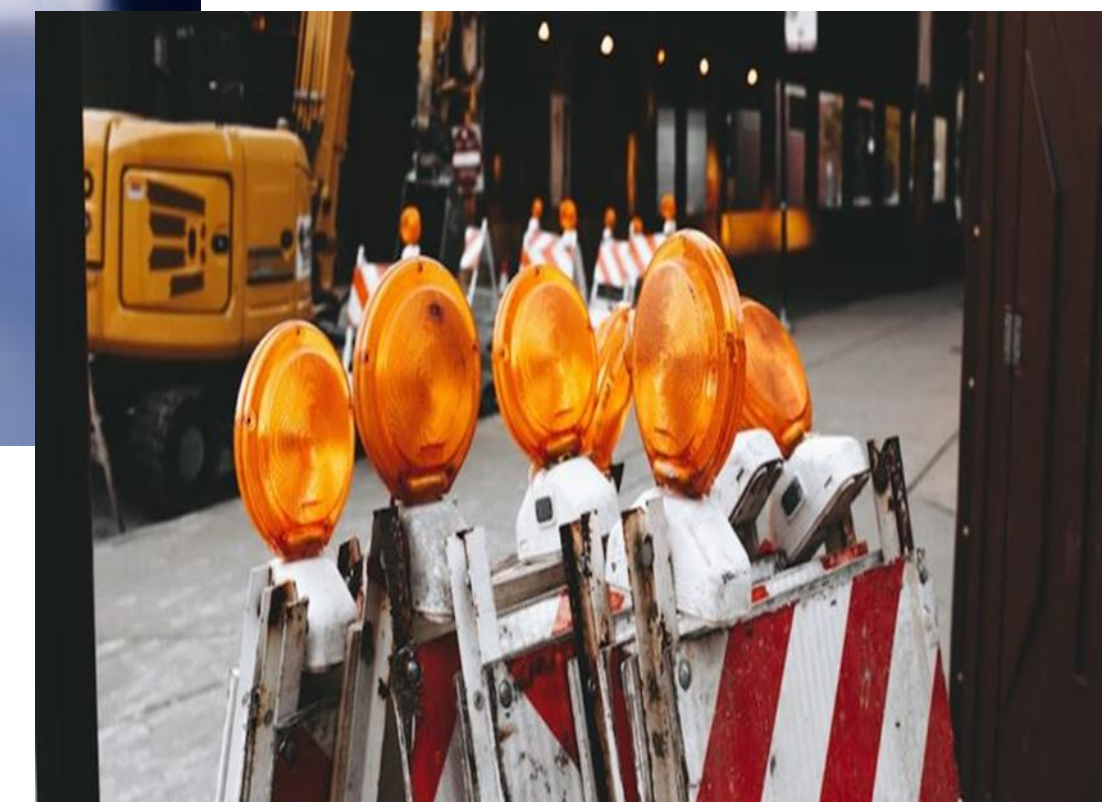
Employer

Employers Role

- Duty to Accommodate (Medical)
- Ensure a Safe Workplace for all Staff
- Address Concerns of Work Performance
- Address Workplace Violence and Harassment
- Address Human Rights Considerations

Expectation of Your Employees

- Perform Work Sober and performing their duties
- Cannot smoke on the premises as per your policy and the Law
- Work Safety is adhered
- Follow Company Policies



Cannabis and Impact on the Workplace

Safety is Imperative

Operate Machinery (**YES**)

Operate a Vehicle (**YES**)

Administrative/Clerical/Data Entry/Bookkeeping (**NO**)

Kitchen Work (**YES**)

Sales (**YES** if travel in vehicle)

Warehouse Employee (**VERY LIKELY**)



Cannabis and Impact on the Workplace

Employee

- Medical and Recreational Use
- Learn the Expectations in the Work Place
- Needs to continue to perform his role and duty as expected
- Workplace Safety for self and co-workers
- Come to Work not impaired by Drugs, Alcohol or related substances
- Follow policies set by Company

Cannabis in the Workplace



Understand what is Legal



Clarify and Write Policy related to Use Recreation and Medical Cannabis



Accommodate Medical Cannabis Users



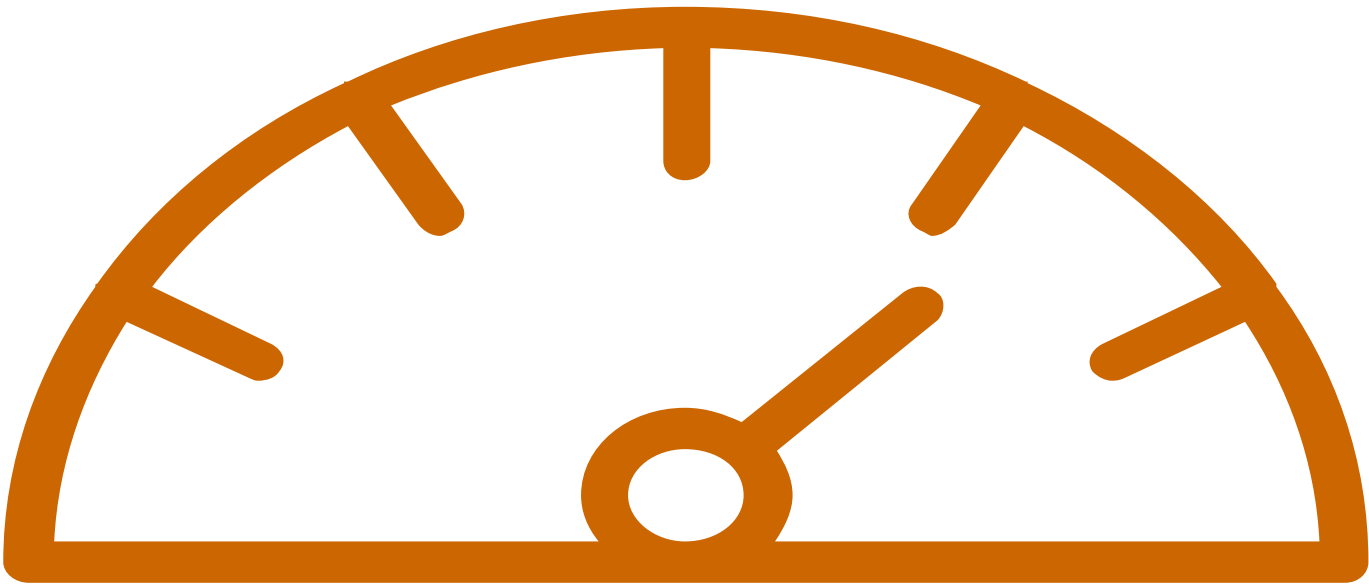
Consider the Coverage of Medical Cannabis under Group Benefits



Remember Privacy, Human Rights, Sensitivity



Use Opportunity to Foster Open and Honest Discussion



Collision of Impacts in the Workplace



TO

Celebrity Politics
.....
Workplace

ME TOO

#METOO

Complexities in HR and People Management



5 Key Actions to Take

Review to ensure your Self Employed Contractors are not Employees

Review and Revise Policy and Procedures, OH&S

Opportunity to build a trusting and supportive work culture. Be open and honest

Effective Communication and Education with Staff and Managers of the Changes in all 3 Areas

Invest in effective Onboarding Program



ANY

QUESTIONS?