Top 5 HR Headaches and How to Handle Them

NEXT GENERATION BREAKFAST SEMINAR

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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

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
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 they will stay
- will leave within 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

<table>
<thead>
<tr>
<th>Seven Top Reasons Why People Change Jobs</th>
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<tbody>
<tr>
<td>Lack of Opportunities to Use Skills and Abilities</td>
<td>31%</td>
</tr>
<tr>
<td>Bad Management</td>
<td>22%</td>
</tr>
<tr>
<td>Toxic Workplace/Company Culture</td>
<td>21%</td>
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<tr>
<td>Promotion</td>
<td>8%</td>
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<tr>
<td>Excessive Work or Too Little of It</td>
<td>6%</td>
</tr>
<tr>
<td>Higher Salary and Financial Stability</td>
<td>6%</td>
</tr>
<tr>
<td>Inadequate or Lack of Rewards and Benefits</td>
<td>4%</td>
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Investing in Staff Makes Good $\text{$$}}$sense

Replacement Costs when someone leaves the Organization

- 130 - 150% ➤ TECHNICAL OR ADMINISTRATIVE STAFF
- 150 – 175% ➤ MANAGER
- 200 – 350% ➤ TOP SALES OR EXECUTIVE

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

**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

**Royal Assent**
- Nov. 27, 2017

**Employee/Contractor Classification**
- Dec. 3, 2017
- No Misclassification

**Elevated Heels**
- Jan. 1, 2018
- OH&S change

**Minimum Wage**
- Apr. 1, 2018
- $15.00/hr.

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

**Parental Leave**
- Jan. 1, 2019
- 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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Elevated Heels

NEW
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

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<thead>
<tr>
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<th>Employee</th>
<th>Contractor</th>
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<tr>
<td><strong>Ownership</strong></td>
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<tr>
<td><strong>Work</strong></td>
<td></td>
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<tr>
<td><strong>Location</strong></td>
<td>Who has control?</td>
<td>Who has control?</td>
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<tr>
<td><strong>Tools</strong></td>
<td>Who Takes the Risk</td>
<td>Who Takes the Risk</td>
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<tr>
<td><strong>Benefits</strong></td>
<td><strong>Owner of the Company - the Employer</strong></td>
<td><strong>Contractor – owns business with multiple clients</strong></td>
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<td><strong>Taxes</strong></td>
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<td><strong>Payment</strong></td>
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<td><strong>Relationship</strong></td>
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<tr>
<td><strong>Contract</strong></td>
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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


Fine for not posting $350.00
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
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
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

Proactive Workplace Preparedness
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?