



Employee's Guide 2010



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Pay days - 2010

Please refer to this schedule for the pay dates.

For the week ending on:

January 3 & 10, 2010
January 17 & 24, 2010
January 31 & February 7, 2010
February 14 & 21, 2010
February 28 & March 7, 2010
March 14 & 21, 2010
March 28 & April 4, 2010
April 11 & 18, 2010
April 25 & May 2, 2010
May 9 & 16, 2010
May 23 & 30, 2010
June 6 & 13, 2010
June 20 & 27, 2010
July 4 & 11, 2010
July 18 & 25, 2010
August 1 & 8, 2010
August 15 & 22, 2010
August 29 & September 5, 2010
September 12 & 19, 2010
September 26 & October 3, 2010
October 10 & 17, 2010
October 24 & 31, 2010
November 7 & 14, 2010
November 21 & 28, 2010
December 5 & 12, 2010
December 19 & 26, 2010

Date of pay

January 14, 2010
January 28, 2010
February 11, 2010
February 25, 2010
March 11, 2010
March 25, 2010
April 8, 2010
April 22, 2010
May 6, 2010
May 20, 2010
June 3, 2010
June 17, 2010
July 1, 2010
July 15, 2010
July 29, 2010
August 12, 2010
August 26, 2010
September 9, 2010
September 23, 2010
October 7, 2010
October 21, 2010
November 4, 2010
November 18, 2010
December 2, 2010
December 16, 2010
December 30, 2010

Useful Information

Your Key People

Carole Joanisse	President
Rachel Proulx, CPC	Director
Eric Joanisse, CPC	V.P. Marketing and operations
Chantal Lorrain, CPC	Counsultant
Josée Monette	Administrative assistant
Joanne Savoie	Business Development / Account executive

Office Hours

Our office is open Monday to Friday, between the hours of 8 a.m. to 5 p.m.

Pay

Pay day: Every second Thursday (refer to the schedule at the last page of this document). To receive your pay on time, it is necessary that you fax your hours every Friday morning before 12:00 p.m. If this deadline is not met, your pay will be issued the following pay day.

Pays are deposited directly in each employee's personal bank account. In order to do so, we require that you provide us with a void cheque or a statement from your financial institution providing the necessary information.

Timesheet Submittal Procedure

Please note that it is now mandatory to submit your time sheets electronically as well as by fax.

Here is the step by step procedure to follow:

1. Visit www.clapersonnel.ca
2. Click on « **employees** »
3. Next, click on « **My CLA** »
4. In the next window, enter your username and password and check the box to accept our privacy policy
5. In the menu on the left, click on « **timesheets** »
6. Now click on « **enter a new timesheet** »
7. Choose the contract for which you want to submit your hours
8. Choose the correct pay period
9. Enter your hours in the appropriate spaces

10. Select the proper button if your contract is “over” or being “continued”
11. Enter the information where you can be reached at work (or at home if your contract is over)
12. Click on « **submit time sheet** »
13. In the next page, click on « **Yes I want to submit this time sheet** »
14. You must now print your time sheet using the link provided
15. Once printed, you must have it **signed by your supervisor; then fax it to 613-567-0049.**

Any delays in the deposit of your pay could be the result of this procedure not being accurately followed.

** Please contact us if you have forgotten your username and/or password

Thank you for your cooperation
Accounting Services
CLA Personnel

Hours of work / Overtime

Please remember that our pay week is from Monday to Sunday, and if you are planning to work overtime during the weekend, please advise our office. Overtime is paid at time and a half after 44 regular hours in Ontario and 40 regular hours in Quebec. Call us to ensure that your contract allows for overtime.

In Quebec, each week the employee is entitled to a rest period of not less than 32 consecutive hours, while in Ontario an employer has to give an employee a period of at least 11 consecutive hours free from performing work in each day and a period free from the performance of work equal to at least 24 consecutive hours in every work week; or at least 48 consecutive hours in every period of two consecutive work weeks.

For most employees in Ontario, the maximum number of hours they can be required to work is 48 hours a week over a 7 day period.



Please refer to the Commission des Normes du Travail of Quebec and/or to the Ministry of Labour of Ontario for more details.

Vacation Pay (4%)

Your 4% vacation pay will accumulate during your term with C.L.A. Personnel. If you would like to receive it, simply ask for it by phone or when you fax in your hours on Friday morning.

Statutory Holidays

C.L.A. Personnel pays the following ten (10) statutory holidays throughout the year to its eligible temporary employees:

- New Year's Day (January 1st)
- Family Day (Ontario Only) (Third Monday of February) – NEW 2008
- Easter Monday
- Victoria Day
- National Quebec holiday (June 24th) (Quebec workers only)
- Confederation Day (July 1st)
- Labour Day (1st Monday of September)
- Thanksgiving (2nd Monday of October)
- Christmas Day (December 25)
- Boxing Day (December 26th) (Ontario workers only)

Qualifying for Public Holiday Entitlements

Generally, employees qualify for the public holiday entitlement unless they:

- fail without reasonable cause to work all of their last regularly scheduled day of work before the public holiday or all of their first regularly scheduled day of work after the public holiday (this is called the “Last and First Rule”); **or**
- fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.

Most employees who fail to qualify for the public holiday entitlement are still entitled to be paid premium pay for every hour they work on the holiday.

Qualified employees can be full time, part time, permanent or on contract. They can also be students. It does not matter how recently they were hired, or how many days they worked before the public holiday.

National Holiday leave (Quebec)

June 24th is a statutory holiday with pay for all employees of Québec. The only requirement to take advantage of this leave is to be employed on the date of the statutory holiday. <http://www.cnt.gouv.qc.ca/en/leaves-and-absences/statutory-holidays/national-holiday/index.html>

Bill 139

The Employment Standards Amendment Act (Temporary Help Agencies), 2010 came into force on November 6, 2010 and affects how businesses in the temporary help sector operate. C.L.A. Personnel has taken all necessary efforts in order to comply effectively to the new legislation. You can find additional information regarding the act by visiting the Ontario Ministry of Labor's web site at www.labour.gouv.on.ca



Emergencies – voice messaging

When the office is closed, a voice messaging system takes over. If there is a problem or an emergency, please let us know immediately. As soon as the office reopens we will respond promptly and accordingly.

Non-smoking policies

Smoking is forbidden in all federal, provincial and municipal government facilities as well as in most hospitals and public buildings. It is important that you respect the policies of the work environment you are assigned to.

New Knowledge and skills

The moment you applied and were given an assignment with C.L.A. Personnel you were given the opportunity to acquire new skills on various software or different office equipment.

Keep us in mind! We may have on hand a job order that requires an experienced person with a particular skill. If you have not advised us of this added experience, we cannot guess your new-found skill(s).

Confirmation and record of employment (RE)

We can provide you with a statement confirming your current job status and employer upon request. You must submit your written inquiry to our offices within at least a one day time frame.

Records of employment are produced on demand.



Calculation of the indemnity for statutory holidays

Since May 2003 in Quebec and January 2010 in Ontario, temporary workers have a greater accessibility to statutory holidays.

- The 60 (Quebec) or 90 (Ontario) days of continuous work eligibility period is not required any more.
- The amount of public holiday pay to which an employee is entitled is all of the regular wages earned by the employee in the four work weeks before the work week with the public holiday plus all of the vacation pay payable to the employee with respect to the four work weeks before the work week with the public holiday, divided by 20

Time Sheet

Please fill-in the requested information on your online time sheet.

Important: Calculate your hours by the quarter, in metric, as follows:

AM		PM		Total Hours Daily
In	Out	In	Out	
9h00	12h00	12h30	17h00	7.50
9h00	12h00	12h30	16h15	6.75

Performance Evaluation

An evaluation form will be sent to your supervisor at the end of each new assignment. It is your responsibility to ask your immediate supervisor to complete it and to ensure that it is returned to us. This form becomes an indispensable work tool for us as it serves as an introduction for your next assignment, and becomes very important when discussing reclassification or salary increase.

Absences

It is of great importance that any absence during an assignment be reported to us in order to prevent any misunderstanding with the client. Even if you have communicated with the office where you are assigned, you should advise us also.

Remember: We are your employer.

Guarantee Period

We offer our clients different guaranties with regard to our placement services. In the case of a temporary placement, the client has the discretion on whether or not to keep the employee or end the contract if the candidate does not meet his/her requirements within the first three hours of work.

For permanent placements the guarantee is usually 90 days unless otherwise specified.

Compensation of Presence (three hour minimum)

We have a very clear policy concerning the minimum billing of hours in all temporary placements. When possible, we ask our clients a minimum billing of three hours per day, per contract. However there are some exceptions. In that case, the number of hours to be worked is pre-determined with the employee. Also if the client chooses to use the guarantee period, the following conditions will apply according to provincial law:

Québec: An employee who reports for work at his place of employment at the express demand of his employer or in the regular course of his employment, and who works fewer than three consecutive hours, is entitled to an indemnity equal to three hours' wages at the prevailing hourly rate, increased by gratuities, except where the provisions concerning overtime ensure him a greater amount.

However, this provision does not apply in the case of a fortuitous event (e.g.: fire) or when the employee is hired for periods of fewer than three hours (e.g.: some ushers, school bus drivers, school crossing guards, etc.).

Ontario: When an employee is required to report to work, but works less than three hours, he or she must be paid whichever of the following amounts is the highest: Three hours at the minimum wage, or the employee's regular wage for the time worked. This is called the "three-hour rule." The rule doesn't apply to Students (including students over 18 years of age), nor employees whose regular shift is three hours or less.

Hiring Policies

It is important to note that once we refer you for a short-term assignment or interview you are still representing C.L.A. Personnel.

If the client should decide to hire one of our temporary candidates on a permanent basis with their organization, they can decide to contract the candidate for 675 hours or by honoring a placement fee based on annual salary. Usually, this type of contract is agreed upon prior to the assignment.

Health and safety

C.L.A. Personnel adheres to the CSPAAT program on Early and Safe Return to Work. In case of an injury at work please inform your immediate supervisor and contact us as soon as possible.

Also, when you begin a contract, be sure to know the exact location of the safety and security devices and first aid care as well as procedures to be followed in case of emergency and evacuation. If your working area seems inappropriate please communicate with our counsellors immediately. Because we aren't physically at the same work location it's important that any irregularities be reported to us.

For more information please consult the Commission de la santé et de la sécurité au travail du Québec (CSST) or Workplace Safety and Insurance Board (WSIB) of Ontario web sites for more details.

Personal Calls

Since we are your employer, you can give our telephone number in case of emergencies (i.e. children's school, day-care centre, spouse, etc.). Your office telephone number will not be given out but please be assured that you can count on us to transmit all messages to you. Therefore, it is imperative that you communicate with us on your first day of a new assignment to let us know the phone number where you can be reached.

Long Distance Calls and electronic networks at Work

Remember that you are our employee and we are responsible for your actions. Using the telephone lines or other electronic means of communications of our clients for personal use is strictly forbidden, and you will be held responsible for the consequences. The equipment at your disposal is to be used for work related purposes only whether you are assigned in the government or the private sector. Government offices have electronic monitoring policies which also include contractual employees.

