

Employee Orientation



Suite 2A, 55 Frid Street
Hamilton, ON L8P 4M3

office: 905.577.0303
cell: 905.977.0210

consultant@staffaid.ca
www.staffaid.com

Employee Guidelines & Frequently Asked Questions

Welcome to StaffAid. We are pleased to have you as a member of our staff.

This information package is intended to provide a general guideline for conditions of employment and to answer some of the most frequently asked questions.

Please feel free to contact any member of our staff should you require additional information at any time before or during your work assignment.

WHO IS MY EMPLOYER?

You are an employee of **StaffAid** and we are responsible for Payroll Administration, Workplace Safety & Insurance Board, Liability insurance, Issuing Records of Employment, etc.

While you are on assignment, you are required to provide your own transportation, abide by the Client's policies and procedures, and follow the instructions of your assigned Supervisor.

WILL I BE OFFERED A PERMANENT POSITION?

It is the objective of **StaffAid** to provide our Clients with the type of qualified candidates that they would want to hire for their permanent staff.

There is, however, no guarantee from **StaffAid** or our Clients that a temporary assignment will turn into to a full-time position or permanent employment offered.

If you are seeking permanent employment, look upon a temporary assignment as an opportunity to prove your capabilities so that you may be considered a viable candidate should an opening occur. Such a decision is always at the discretion of our Clients.

At regular intervals and at the end of an assignment, our Clients are requested to evaluate such factors as:

- **Attendance/Reliability**
- **Attitude/Co-operation**
- **Quality/Quantity of Work Performed**
- **Ability to Work Well with Others**
- **Ability to Work Safely**

The results of the evaluation will be used as determining factors for future assignments/opportunities with **StaffAid**.

HOW WILL I RECEIVE MY PAY?

The procedures by which your work hours are authorized may vary at different Client locations.

Normally you will complete a weekly time card and we must have this information for our StaffAid Payroll no later than Monday at 12:00 p.m.

You may call in your hours for the previous week by the designated time, but no pay deposits will be issued without a complete written summary of hours worked, authorized by the Client or their delegate. Blank time cards will be mailed to you periodically and a copy is available on our website www.staffaid.ca.

Pay deposits are issued weekly on Fridays. Pay stubs will be mailed directly to you. Please remember, it is your responsibility to ensure we have the proper documentation (on time) so that we can have your pay prepared (on time).

DOES STAFF AID RECEIVE A PORTION OF MY PAY?

No. Your hourly pay is determined by the Client you are assigned to and that is the pay you will receive.

There may be confusion regarding this issue because **StaffAid** must charge a fee based on a percentage of your hourly rate to cover the cost of legislated contributions such as C.P.P., E.H.T., E.I., Workplace Safety & Insurance Board, Vacation Pay, costs associated with payroll administration (calculations, record keeping, direct deposit/cheque fees), T-4 and Record of Employment issues, \$10 million liability insurance, benefit co-payment (if applicable), and all other related costs.

WHAT SHOULD I DO IF I AM GOING TO BE LATE OR ABSENT?

Regular attendance and punctuality are extremely important factors considered when evaluating the overall performance of a temporary employee. We expect that you will make every reasonable effort to be at your assignment on time, every day.

If for any reason you are going to be late or absent, immediately contact the appropriate person at your assigned Company and then contact our office. A 24-hour answering service is available to leave your message by calling our office at 905.977.0210. (Please allow the phone to continue ringing until the answering service responds). If the client supervisor/contact indicates that they need a replacement, please call 905.977.0210 immediately.

WHAT IF I CHOOSE TO LEAVE AN ASSIGNMENT?

It is your choice to accept or refuse a work assignment offered by **StaffAid**. Therefore, when you accept an assignment, we expect that you will see it through to completion as a responsible representative of **StaffAid**.

However, we recognize that there can be extenuating circumstances. An example of a justifiable reason for not completing a temporary assignment might be that you have been offered a permanent position elsewhere. In such cases, we would appreciate the same courtesy as any employer regarding proper notice to allow us time to replace you at your temporary assignment.

ARE TOOLS AND EQUIPMENT REQUIRED?

Yes. All personnel supplied by **StaffAid** are required to have, in their possession, a nominal amount of trade related tools. In addition, each candidate is responsible to acquire a hard hat, safety glasses, safety boots with metatarsal protection, ear plugs and appropriate clothing (long work pants and long sleeved work shirt—fire retardant if required).

Three approved safety locks for energy control will also be required as part of each candidate's tool supply.

In most instances, our clients have allowed **StaffAid** workers permission to access the Client's tool and safety crib for specialized equipment.

WHAT ABOUT SAFETY IN THE WORKPLACE?

Your safety is extremely important to us. Most accidents can be avoided by the use of common sense and by thinking before you act. If you have any questions about safety or feel that you have not been instructed properly on a particular job that poses a threat to your personal safety or the safety of others, it is your responsibility to ask the appropriate Supervisor at the Client location for clarification before proceeding and indicate to them any concern that you might have.

After you have a clear understanding of the job assigned, and you remain concerned about the assignment, immediately contact **StaffAid** at 905.977.0210 and we will work with you and the Client in resolving the concern as soon as possible. You should know that under the rules of the Occupational Health and Safety Act, you have the right to refuse a job that poses an unreasonable threat to your personal safety or the safety of others.

If you are injured in any way, please advise the appropriate Client Supervisor immediately, get medical assistance if required, and report the accident to **StaffAid** immediately.

You have been provided the **StaffAid** Health and Safety Guidelines. Please review them immediately and as often as practicable while working for **StaffAid**. Please ensure that you have signed the safety declaration form and that it is in **StaffAid's** possession.

STAFFAID ONLINE TRAINING

Staffaid provides the following online training and certifications.

Mandatory	
WHMIS Lock Out Tag Out	Cardinal Safety Rules Contractor Safety
Health & Safety	
Accident Investigation Confined Space Defensive Driving Policy Duties & Responsibilities Elevated Work Platforms Fall Protection Forklift Refresher Heat Stress Lock Out and Tag Out Office Ergonomics Pandemic Planning for Management Power Hand Tools Slips, Trips & Falls Welding Safety Workplace Electrical Safety based on CSA Z462	Crane Refresher Due Diligence and Bill C-45 Electrical Safety Emergency Response Fire Extinguisher Handling Workplace Violence & Harassment Ladder Safety Manual Material Handling Pandemic Awareness H1N1 Swine Flu Personal Protective Equipment Racking & Storage Transportation of Dangerous Goods WHMIS Workplace Inspection Workplace Violence

All Staffaid employees must be fully trained when they commence their assignment. As well, Staffaid employees must annually re-certify in WHMIS and Cardinal Safety Rules and may be asked to complete other assignment-specific training.

WHERE DO I DIRECT ANY QUESTIONS?

If you have questions or concerns related to the work you are assigned to perform OR your work placement OR your employment status that the client supervisor cannot answer, you must contact a representative of **StaffAid**.

HOW WILL I KNOW THE "RULES" AT MY ASSIGNMENT?

The client supervisor may be able to provide a list of rules for their specific Company. Most rules are based on common sense and most people do not need structured guidelines to behave in a mature, responsible manner. In an effort to avoid misunderstandings, a list of expected behaviours common to most businesses are provided below.

You should be aware that violations of these rules or expected behaviors may result in the termination of your temporary assignment with our Client and termination of your employment with us, resulting in no further opportunities with **StaffAid**, and depending on the violation, may result in formal charges with the proper authorities.

- Falsification or failure to accurately complete any documents related to your employment
- Violation of any safety rule, including failure to utilize proper safety equipment or devices or engaging in any conduct that creates a safety hazard
- Theft or dishonesty
- Carelessness resulting in injury or property damage
- Unacceptable tardiness or absence
- Willful damage to the property of the Company or the property of other employees
- Deliberately limiting production or work flow
- Insubordination or refusal to perform work assigned by a person in authority (with the exception of work you have determined to pose an unreasonable threat to your personal safety or the safety of others)
- Reporting to work under the influence of alcohol or drugs; possession or consumption of alcohol or possession or use of illicit narcotics or drugs on Company property
- Threatening, intimidating, coercing or directing abuse, profane or insulting remarks or gestures to or about another member of the organization
- Fighting or attempting/threatening bodily injury to another person
- Possession of weapons or dangerous devices on Company property
- Disorderly or immoral conduct or any other action that may jeopardize the health, safety or well being of other employees, or which is detrimental to the interest of the Client or **StaffAid**, or which is recognized by common understanding as being improper

SUMMARY

We sincerely hope that your relationship with **StaffAid** and your assigned Company(s) will be positive and prosperous. Please contact us if we can assist in any way.

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