

**MANITOBA NON-PROFIT  
HOUSING ASSOCIATION**

**PEOPLE FIRST HR @YOUR  
SERVICE PARTNERSHIP**



People First HR Services is a People Corporation company



## Manitoba Non-Profit Housing Association Relaunches their Partnership with People First HR

We are excited to relaunch the **@Your Service** for all MNPHA members provided by People First. The service offers professional, reliable and affordable HR advice and provides you with direct access to HR support over the phone or via email in order to make timely and legislatively compliant people management decisions.

All workplaces, regardless of size, have people responsibilities and challenges. Sometimes those responsibilities and challenges take more time and resources than you have available and require an in depth amount of research in order to ensure legislative compliance. You can consult @Your Service when it comes to situations such as (but not limited to):

- Employee termination process
- Hours of Work legislative compliance
- Policy and procedure review
- Coaching advice on how to resolve a variety of employee challenges
- Inquiries regarding legislation around workplace policies, practices and procedures
- Support with the development of employee contracts

The @Your Service On Call team is comprised up of HR Generalists with minimally 10 years of hands on HR experience. They provide that 'helping hand' when your members encounter a difficult or unusual situation, or just need to 'double-check'. Support will be provided within 2 hours but every effort is made to provide immediate responses. We look forward to partnering with each of you!

Linda Chammartin

Client Services Executive

People First HR Services

Christina Maes Nino

Executive Director

Manitoba Non-Profit Housing Association

## INTRODUCING HR @YOUR SERVICE ON CALL



### FLEXIBILITY

HR @ Your Service is available via phone or email to companies of all sizes, at any stage of growth. Our services can be scaled to suit your specific HR needs.



### DEPENDABILITY

From helping you navigate legislated workplace requirements, to assisting with employee development enjoy peace of mind knowing you have HR support of any size and complexity.



### AFFORDABILITY

On Call support is available for a small monthly fee. Should your HR needs grow, our flexible On Project and On Site services are fully customizable to best suit your goals and budget.

- Unlimited phone and email support, 9 am- 4 pm CST, Monday to Friday
- Advice to designated Managers and Employees responsible for HR
- Provide clarity and understanding of labour standards
- Guidance with employee discipline and termination
- Legislative understanding and best practice guidance
- Direction on performance management
- Advice and guidance with employee engagement
- Labour relations advice
- Respectful workplace – guidance and advice
- Guidance in establishing Policy and Procedures
- Advice with form and document development
- Monthly HResources Newsletter
- 24/7 emergency support available

## SERVICE RATES

\$60.00 / month, plus applicable taxes and 4% administrative fee

\$30.00 / call, plus applicable taxes for HR @ Your Service On Call NON - EMERGENCY support outside normal service hours.

## EXCEPTIONS AND LIMITATIONS

A separate “fee for service” proposal will support any calls requiring more than general information or response outlined in “On Call” support. No work will be completed or charged unless authorized by the client.

## SAMPLE COMMONLY ASKED QUESTIONS

**QUESTION:** I have an employee that started two months ago and they have now just told me they are expecting a baby and requesting Maternity leave. They never disclosed this during the interview or when they were hired. Can I terminate their employment?

**ANSWER:** Our advice would be 'not to terminate' as this would be a Human Rights violation. Discrimination is treating a person differently, to their disadvantage where it is not reasonable to do so on the basis of their: Sex, including pregnancy.

**QUESTION:** I have an employee that has been off to take care of an adult family member. The employee has been off for the last 4 months. Am I obligated to keep her position available to her?

**ANSWER:** It depends; we look at each situation separately. The legislation indicates that '*employees can take up to 17 weeks of unpaid leave within a 52 week period to provide care or support to critically ill adult.*' You have met legislative obligations; however, I would suggest a meeting to understand the situation in more depth. In the meeting, you can discuss the following points (It will have to be a mutual agreement and should be documented):

- Length of time that they need accommodation
- Length of time you are willing to accommodate (before it creates hardship)
- Type of accommodation (understanding of the absence) – possibly have her come in part time, initially
- if possible, look at resources to find care for the adult family member if this is necessary
- Set up a time to re-evaluate so that you don't put yourself in a position where this is a permanent commitment.

**QUESTION:** I have an employee that brought me a doctor's note that says they are to be off work for 2 months with no other information. What am I allowed to ask? How much information are we entitled to?

**ANSWER:** You are allowed to ask the prognosis (the nature of the illness) but not the diagnosis (detailed medical information as to why someone is sick). Suggestions on what you could ask:

- Are they off work because they are injured or ill?
- Is their situation permanent or temporary?
- Expected date of return

**QUESTION:** We would like to schedule our employees an hour more each day from Monday to Thursday so that employees can leave early on Fridays. The employees are in agreement that they would not be paid Overtime for those days where they work more than 8 hours a day, can I do this legally?

**ANSWER:** Yes, this is possible as long as the following has been met as per Manitoba Employment Standards.

- Employees must work regularly 35 hours per week.
- Work cannot exceed 10 hours per day or 40 hours per week.

If the criteria's above are met, an individual flexible written agreement is made between the employee and employer to set up a schedule that establishes different standard hours of work. A template form can be found on the MB Employment standards site.

## MEMBER SIGN UP:

Email completed form to [hratyourservice@peoplefirsthr.com](mailto:hratyourservice@peoplefirsthr.com) and a consultant will be in touch to introduce you to the service or call 1.866.899.1340.

## HR @ YOUR SERVICE ON CALL SUPPORT SERVICE AGREEMENT

Name of Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Name of Card Holder: \_\_\_\_\_

Credit Card Type (Visa / MasterCard): \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Credit Card Expiry Date: \_\_\_\_\_

Credit Card Verification Value Code (3 or 4 digit code printed on reverse of card): \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Authorizations (Please initial beside each applicable box):

\_\_\_\_\_ I agree to the terms of this service agreement.

\_\_\_\_\_ I authorize People First HR Services to charge my credit card identified herein monthly until written notice is received.

\_\_\_\_\_ I have selected to pay via EFT – Electronic Funds Transfer - until written notice is received.

\_\_\_\_\_ I have selected to pay via monthly Pre-Authorized Payments at the end of each month until written notice is received (\$60.00 plus applicable taxes and a 4% administration fee)

\_\_\_\_\_ I have selected to pay via cheque until written notice is received.

\_\_\_\_\_ I have selected to pay annually (\$720.00, plus applicable taxes and a 4% administration fee).

## DISCLAIMER

All rates subject to provincial and federal taxes. Client may terminate the agreement by providing 1 month's written notice. People First reserves the right to adjust pricing or cancel service based on individual client usage over three times the average client usage for two consecutive months. People First reserves the right to cancel this agreement for any reason with one month's written notice.