



Human Resources
Professionals
Association
Halton
Chapter

HR Connections

November 1, 2010

<http://www.hrpa.ca/HRPACHapterSites/halton/Pages/Default.aspx>

Message from the outgoing and incoming President

By David Neilly, Past President and Irene Wilson, President and Treasurer

INSIDE THIS ISSUE

Greetings HRPAAH Members

- 1** Message from the President
Welcome to the fall 2010 newsletter. We hope that you will find the information interesting and informative.
- 1** 2010 Membership Survey Results
Your executive has been planning for another great year of programming and we have begun the fall sessions with record breaking attendance! Our recent session looked at the topic of employee engagement: what is the impact of disengagement and how can you address this important issue. Our December event will have a festive theme and an engaging speaker. If you haven't been to our meetings lately we would like to invite you to come out and meet some of your colleagues in HR, create connections and share your stories, and expand your knowledge.
- 2** Bill 168: A delicate Postscript
Our December event will have a festive theme and an engaging speaker. If you haven't been to our meetings lately we would like to invite you to come out and meet some of your colleagues in HR, create connections and share your stories, and expand your knowledge.
- 2** Happy Holsteins – Lessons for the workplace
We would also like to take this opportunity to announce a change in the chapter leadership. David Neilly regrets that he has to step down as Chapter President due to overwhelming professional commitments in his consulting and leadership responsibilities with TalentMap.
- 3** Sheridan's Human Resources Management Co-op Program
As president-elect Irene Wilson will be assuming the role of President and David Neilly will continue on the executive as Past-president. We would like thank David for all of his work and support for the Halton chapter over the last four years, first as the Programs Director, then President-elect and as President for the last year.
- 3** Doing Good, Right
As your new President, Irene looks forward to meeting more of you at our monthly events and welcome any questions or feedback at any time at president@hrpahalton.ca.
- 4** Membership Report

Regards,
Irene and Dave

2010 Membership Survey Results

By Maia Jones, Membership Director

Thank you to everyone who participated in this year's membership survey. The program lineups and chapter decisions are based on your feedback.

Out of 1005 members, 192 members submitted their feedback, which equals to a 19% response rate. This is lower than our 30% response rate from the 2007 membership survey.

This year we decided to offer an incentive to members who complete the survey, and it is my pleasure to announce that the winner of a \$50 Chapters gift certificate is Karen Brimer.

Overall the survey results were very positive. 41% of those who responded to the survey said that they attend 2-4 events a year. 28.8% said that last year's program format was ok,

and 26.6% said that they would prefer to start the evening at 6:30 pm instead of 6:00 pm. We have decided to adopt that change and going forward all events will start at 6:30 pm

61.5% of respondents indicated that our programming is about the right level, but 28.6% responded that it could have been more challenging. In response to the 28.6%, this programming year, we have decided to include some more challenging topics and speakers. Let us know what you think.

For full survey results, please refer to our website <http://www.hrpa.ca/hrpachaptersites/halton/pages/default.aspx>

"Karen Brimer is the Survey winner of a \$50 gift certificate."



Bill 168: A delicate Postscript

By Ruben Goulart, Managing Partner at Keyser Mason Ball, LLP

Nearly 4 months have passed since Bill 168 came into effect. The Bill amended the *Occupational Health and Safety Act* (the "OHSA") to include workplace violence and harassment.

By now, your company should have conducted a risk assessment and implemented policies and procedures on workplace violence and harassment in order to comply with the legislation. However, there are a few sections of the OHSA that appear to be causing some concern and confusion. This includes the disclosure obligation for employees with a history of violence, and the inclusion of domestic violence as a workplace issue.

As a human resources professional, how do you protect employees from workplace violence and harassment without divulging personal employee information? This calls for a very delicate evaluation of these two issues.

History of Violence

Where an employee has a history of violence that could affect the workplace, in general terms the OHSA places a duty on a company to disclose information about the risk to its workforce. It is important to be aware that there are limits on the obligation to disclose.

The first step is to establish if there is a risk of violence. Depending on the circumstances, an employee may have been involved in an isolated incident that does not cause the company concern. However, if there are concerns based on patterns of conduct (for example), then the company should make the decision to disclose.

The next step is to decide to whom to disclose the information. The information should only be disclosed to those employees who:

- i) are expected to encounter this person in their work, or
- ii) who are likely to be exposed to physical injury due to the risk of workplace violence.

Please see *Bill 168: A delicate Postscript* on page 4

"In order to perform your due diligence as a company, you should be asking: "Based on the information we have disclosed, have our employees been made aware that there is a risk?"



Happy Holsteins – Lessons for the workplace

By Joanne Royce, Royce & Associates

Happy Holsteins milk it in high-tech luxury barn
Mattresses, massages increase productivity of cows, farmer says

This headline in the Toronto Star made me smile. Ralph Martin and his sons run a farm in Ontario and Ralph says that investing in ways to make his cows contented results in a huge payback. His cows produce more milk.

Want more milk? - Tips to help make Holsteins happy and more productive include:

- **Name that cow:** Farmers who named their cows and gave more one-to-one attention increased milk production by 3%.
- **Let the cow push her own buttons:** Milking robots let cows get milked whenever they want.
- **Comfy spot:** Mattresses covered in hay provide a comfy spot for cows to lay down and sleep. Comfy feels good and the cows like it.
- **Massage:** The cows can use an automated massage brush whenever they want. They love it. Makes them happy.
- **Moozart anyone?** Cows are more relaxed listening to classical music.
- **Wellness:** Nutritionists and veterinarians ensure cow wellness including formulating nutritional feed and portion sizes!

Contented cows really do give more milk. Now I'm not in any way suggesting that humans are identical to cows, but here is a farmer investing in ways to make his Holsteins happier with the end result - they are more productive. It seems like he's on to something.

How happy are your employees? Contented employees impact your bottom line in a positive way. They give more results! Research shows that companies in the top most admired and best companies to work for also appear at the top of lists for the best financially performing companies.

Please see *Happy Holsteins give more milk* on page 5

Sheridan's Human Resources Management Co-op Program

By Kuljinder Lall, Advisor, Co-operative Education, Sheridan Institute of Technology & Advanced Learning



Networking is not only integral to career advancement but also the key to business and personal success. Perhaps this is most evident in the web woven

by Sheridan College HR Management Co-op students within Halton region.

John Hardisty has cultivated a highly regarded program which prepares students who are recognized by Canada's leading companies as value added, self motivated and well trained. In addition to the CHRP required courses, students engage in Leadership and Strategic HR Competencies courses which forge HR professionals as key partners in analysing and supporting an organization's business goals.

Halton Region employers including Umicore Autocat Canada Corp., CGC Oakville, Opie Marketing Group Inc and Town of Oakville, have repeatedly benefited from the aptitude of Sheridan's Co-op students. With exceedingly high placement every term, we have hundreds of satisfied employer partners. **Co-op Students are available for work immediately!**

CHRP's looking to recertify:
You could earn a **maximum of 70 renewal points** under the Leadership Category by supervising a HR Co-op Student in the workplace as outlined by CCHRA.

Benefits of Hiring a Coop

- Employers benefit from Sheridan's co-op / Internship programs through their access to a year round source of qualified, enthusiastic employees who can provide valuable assistance.
- It is a cost effective solution for short term hiring needs; employers get quality skills at affordable prices
- It is an excellent way to evaluate potential employees.
- Students bring fresh innovative ideas to your company
- It is an investment that you make in dedicated employees
- Ontario Tax Credit

HRM students seek co-op opportunities throughout the year typically beginning in September, January and May. Many employers also tap into this applicant pool for full time/contract positions. Some employers also contact Sheridan College to connect with the previous grads to fulfill their hiring needs.

Students must accumulate at least 360 hrs to earn their credit, however it is the norm for them to work 3-4 months and beyond. On average, a HRM Co-op student earns \$16+/hr. Qualifying companies may benefit from an Ontario Tax Credit of up to \$3,000 per student, per work term.

In today's increasingly interconnected and interdependent world, allow Sheridan's HRM co-op program to be the link between your HR employment needs and rising professionals. To post a position or for more information, contact Kuljinder Lall, Advisor Business Co-op Programs at 905-845-9430 ext. 2667 or email: kuljinder.lall1@sheridanc.on.ca



Doing Good, Right

By Lynn Fergusson, Founder & Managing Director, 2H2M Services

Are your employees asking to volunteer on company time? Do they want to sign up for run-a-thons and team fundraisers, or sort food at the local foodbank?

In a 2006 study by Cone, 93% of Millennials or Gen Y's (employees under 30 yrs old) said it was important for their companies to provide them with opportunities to become involved in social issues. On-campus interviews are now sure to include questions from would-be employees about a company's Corporate Social Responsibility: What is the company doing to give back?; What do you do beyond make money?; And how

can employees get involved in "doing good"? And it's not just about the younger generations - 91% of Canadians in a 2006 Globescan study said they would prefer to work for a company with a strong commitment to community, and 92% of employees want to be involved in their company's social responsibility in some way. Ensure you provide them the opportunity!

It's becoming an expectation by employees, customers, and the general public that companies of all sizes "do good", but it needs to be done "right" – it should be part of the overall business strategy. What is your business objective in giving back? You could use a volunteer program to promote teamwork across your organization, and instill pride in the company, leading to increased retention and productivity, or perhaps it becomes a developmental tool for your flat organization, providing stretch leadership assignments in a relatively safe environment.

With 160,000 charities and not-for-profits in Canada, there are endless ways to give back. Why not do it in a way that benefits your company too, by aligning with your business, enhancing your brand, and engaging your employees?

Please see *Doing Good Right* on page 5

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Therefore, the information might be disclosed to an employee's manager or supervisor and to employees in a close working relationship with the employee.

As for the level of detail to provide, the OHSA only permits the release of personal information that is reasonably necessary to protect those employees from physical injury. This is by no means an easy assessment.

In order to perform your due diligence as a company, you should be asking: "Based on the information we have disclosed, have our employees been made aware that there is a risk?" Once employees are aware of the risk, they would then be in a better position to seek assistance for behaviour that may be causing concern.

The more details that are shared, the greater the risk of a breach of privacy. Sharing too many details may destroy the employment relationship and create a strain between the employee and his or her co-workers.

There is no question that this is a very delicate balance, and this issue will be addressed through litigation in the years to come. For now, only limited and sufficient details should be divulged so that the employees are aware of the risk.

Domestic Violence

The OHSA expanded the scope of workplace violence to include domestic violence that may occur in the workplace. Employers are required to take every precaution reasonable in the circumstances for the protection of a worker. With this obligation, the private life of an employee may have the potential to become a workplace issue.

Important steps to meet this requirement include increasing company training on domestic violence to develop awareness. As well, companies should revisit the existing policies and procedures in place. If a situation of domestic violence arises that may impact the workplace, steps can be taken to try and protect the employee. This could include recognizing signs of domestic violence, knowing what organizations can provide support to an employee, and when to involve the police.

Where there is a serious risk of an employee's family member or partner appearing at the workplace and creating a potentially violent situation, a number of steps can and should be taken. A photo or description of the potentially violent individual could be provided to reception, security, management or the employee's co-workers. In the event this individual appears at the workplace, the police or company security should be called immediately. Stricter policies could temporarily be put into place for visitors to the workplace. Additional precautions may have to be taken for employees working alone or late at night. Security escorts could be offered for employees when entering and exiting the building. Panic buttons could be installed in the reception area or where the employee works.

It can be difficult for a company where the employee that is the victim of domestic violence is unwilling to participate in any workplace protections or to seek help. However, at some point the company may have to take steps to ensure that the protection of all of the employees in the workplace takes priority, even if the affected employee is unwilling to seek help.

Conclusion

In each situation, the test of balancing privacy rights with the risk of violence should be applied. Where there is a serious risk of violence, then the safety of your employees would take priority over privacy.

To ensure employees have advanced knowledge of situations where personal information may be disclosed, be sure to include sections in your company policies on the issue, and offer training on these issues. Having employees review the policies and sign an authorization confirming they have read and understand the policies and agree to comply with them can provide evidence that the employee was aware that this information could be disclosed.

Ruben Goulart is a labour and employment lawyer and is the Managing Partner at Keyser Mason Ball, LLP in Mississauga Ontario. For any questions about this article, please contact Ruben Goulart at goulart@kmblaw.com or 905-276-0404.

Membership Report

By Maia Jones, Membership Director

In spite of losing 146 members through the May renewal process, our chapter is still growing. We ended the year in April with 1,033 members.

Losing 146 members brought us down to 887 members. Since May we have grown back up to 1008 members. In comparison, the same time last year we were at 906 members. That is a -2% loss in membership since April, but a 10% increase over October of last year. This means that this year we are well on our way to surpass our membership total.

As of October 25, 2010	Current	October 1, 2009	Change
Total	1008	906	10%
CHRP Member	479	372	22%
Practitioner Member	262	266	-2%
General Member	94	96	-2%
Full Time Student Member	125	133	-6%
Part Time Student Member	44	39	11%
Allied Professional Member	2	0	100%
HR IEP Member	2	0	100%

For those of you who are new to the chapter, we have launched a new program called the "Buddy System". We hope that this program makes it easier to attend our events for the first time. Through the buddy system new members will be matched with experienced members for their first event. Making it easier to guide through the events and make connections. If you are interested in participating in the buddy system please let me know.

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Volunteer Canada's research suggests that an employee volunteer program may be one of the least expensive and most meaningful ways to engage employees and show your commitment to the community. Their 2004 research also shows employee volunteer programs increase employee motivation and loyalty, increase media attention and investment in the company, increase productivity and reduce employee absenteeism, and make a company more attractive to potential employees. And a third party research study conducted on Manulife Financial, found **employees engaged in volunteering were 3x less likely to leave the company**. Clearly, doing good is good for business!

Being a good corporate citizen, regardless of a company's size, is becoming the new expectation. And it's good for everyone. If you're not already one of the organizations involved in supporting the community – financially and with employees' time, or haven't aligned your community support with your business strategy, there's no better time than now to get on board and make a difference to your company and community!

Lynn Fergusson is Founder & Managing Director of 2H2M Services, helping companies engage Hearts, Hands, Minds and Money in strategic philanthropy that's aligned with their business objectives. Contact Lynn by e-mail lfergusson@2H2M.ca or phone 905 681 9710 or check out her website www.2H2M.ca

"A third party research study conducted on Manulife Financial, found employees engaged in volunteering were 3x less likely to leave the company."

Please see Happy Holsteins give more milk from page 2



So what can you do to get started? If you **want more results**, then consider the following tips:

Use names: Address employees by name and spend some one-to-one time finding out what makes them tick, what's important to them. Connect with them.

Let people push their own buttons: Teach them and empower them to make good decisions and give autonomy in organizing tasks within set requirements and deadlines.

Comfy spot: Make sure you have a spot in your organization for employees to go to unwind, relax or recharge. This might be a lunch room area, outfitted with a couch or comfortable seats, or a lounge area that acts as a hub for people to unwind and recharge.

Massage: Book a corporate masseuse to come to your work during high stress times to provide neck and back massages.

Mozart anyone?: Create an environment that exudes calm. Water features, colours, lighting, and yes, classical music, will provide a backdrop for a calm and refreshing work environment from which creativity and innovation will spring forth.

Wellness: Start a wellness program. Get pedometers for your employees. Some municipalities are providing them free of charge. Develop a lunch and learn series on wellness with topics such as "Healthy Eating" and "Exercise at your Desk". Build a wellness library.

Initiatives don't have to cost a lot; they just need someone to make them happen! Each organization is different, but the common denominator in all successful organizations is happy, healthy and productive people! **Want more results?** Then create people initiatives that increase the happy quotient at work and increase productivity and the bottom line!

Joanne Royce, Founder of Royce & Associates, provides Human Resources & Training Solutions to organizations helping create happy, healthy, and productive workplaces. Contact Joanne at joanne@royceassociates.com, 905-847-2194, or www.royceassociates.com.

Your 2010 – 2011 Chapter Executive

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