

HRPA Practice Guideline:

Terminations Checklist

Purpose of Guideline

The termination process can be difficult and emotional for both HR professionals and employees. There are several challenges that exist in the process that, when done improperly, can lead to risk of harms to the public. This practice guideline, in the form of a checklist, focuses on areas of potential high-risk to the public in regard to terminations of non-executive, non-unionized employees, and helps guide HR professionals in properly handling them. Please note that as conducting terminations is a complex process, with many different variables depending on the situation, **this checklist is not an exhaustive list** of all the things that need or should be done.

Each termination of an employee is unique to the employee and the circumstances. Not all items on this list may be 'checked' for each termination process. For items that remain unchecked, it is recommended that the member ensure an explanation as to why the step was not needed or appropriate for the particular termination process to be available and provided to the employer upon request. It is also recommended that HR professionals consult legal counsel as needed in advance of and when anticipating a termination, as well as review any applicable employment standards laws.

This practice guideline primarily relies on the Canada Labour Code, as amended (the "CLC") and the Ontario *Employment Standards Act, 2000*, as amended (the "ESA"), but for HR professionals working for a national employer, other federal or provincial employment standards and/or human rights legislation may also need to be considered. For federally regulated employees, the CLC applies, which has different rules on termination than the ESA, especially as regards the ability to terminate a non-unionized, non-managerial employee without cause, the requirement to provide notice of termination and entitlement to severance pay. Additionally, if the employee being terminated is a temporary worker co-employed with a temporary agency or a unionized employee whose employment is governed by the terms of a collective agreement, or if the situation involves a mass termination (being 50 or more employees in a four-week period), there may be different or additional steps that need to be taken that are not covered by this Checklist.

HRPA regulates its registered HR professionals in the public interest (meaning for the welfare and wellbeing of the general public and society) and holds our members, firms and students to the highest standards. Like any regulatory body, professional guidance is critical in helping to supplement the **Code of Ethics and Rules of Professional Conduct** and to provide HRPA

members and students with the tools to protect the public interest by reducing/preventing risks of harm stemming from the practice of the Human Resources (HR) profession. These guidelines are to be read in conjunction with the HRPAs Code of Ethics and Rules of Professional Conduct.

DISCLAIMER: The information provided in this Practice Guideline and Checklist is in respect of the laws applicable to provincially and federally regulated workplaces in the Province of Ontario and is intended for general information only. This Practice Guideline and Checklist is not provided for the purpose of providing legal advice or a complete statement of the law on the particular topics. Every situation is unique and involves specific legal issues.

Further, this Practice Guideline is to be read in conjunction with the applicable employment standards and human rights legislation and does not supersede or replace the legal requirements set out in the legislation.

Topic:	Employer-Initiated Terminations of Non-Executive, Non-Unionized Employees
Target user:	HRPA members, firms and students
Risk of harm to public (e.g. workers, workplaces, employers):	Improperly conducted terminations can harm the public, including, but not limited to: <ul style="list-style-type: none"> • The reputation and rights of the employer • The dignity and rights of employee(s) • The employee(s) financial status (especially if any remuneration owed is incorrect/not paid), and • The employee(s) mental health.
Risk of harm to profession:	Inappropriately conducted terminations can have an impact on the public’s trust and view of the profession and can have costly legal and reputational implications for the employer.
Critical connection to Code of Ethics and Rules of Professional Conduct:	The following provisions of HRPA’s Code of Ethics and Rules of Professional Conduct , which all members and students must comply with, apply: <ul style="list-style-type: none"> • Section I. Professionalism: Rule #10. • Section IV. Competence: Rules #1-2 & 6. <p><i>Note: This is not an exhaustive list of critical connections this guidance may have to the Code of Ethics and Rules of</i></p>

	<i>Professional Conduct. Please ensure you review the Code of Ethics and Rules of Professional Conduct in its entirety.</i>
Desired impact of guidance:	Readers of this guidance should gain knowledge and feel more equipped to handle employer-initiated terminations in ways that reduce risk of harm to the public.

Defining Terminations

This practice guideline focuses specifically on involuntary and express terminations of employees, where the employer is the initiator of the termination for an active employee. Constructive dismissals, temporary layoffs and terminations based on frustration of contract are not within the scope of this guidance.

An employer is generally defined as someone who is directly or indirectly responsible for the employment of a person – for example a business, proprietor or manager. An employee is generally defined to include a person who works for or provides services to an employer for wages. Please note that these definitions are not exhaustive and may differ depending on the applicable legislation covering the workplace. As such, it is important to refer back to the applicable employment standards legislation at all times when determining who is an employer or employee in a particular setting.

The two primary options an employer generally has for involuntary terminations are a termination “with just cause” or a termination “without cause”, as defined below.

1. **Termination for Just Cause:** Subject to the employment standards legislation applicable to the workplace (the CLC or the ESA) and the contractual rights of the employee, if any, employers must provide employees with notice of termination, or pay in lieu of notice, before they can be terminated. However, there are rare circumstances when employers do not have to give notice of termination or pay in lieu of notice if they have just cause to terminate an employee.

Under the ESA, just cause is “wilful misconduct, disobedience or wilful neglect of duty that is not trivial and has not been condoned by the employer”. Notice of termination or a severance package is not provided where the circumstances support a finding of just cause under the ESA.

Apart from a just cause termination in accordance with the ESA, an employer may have just cause “at common law” to terminate an employee. A just cause termination may be based on various forms of misconduct. For example, if an employee’s conduct is in **significant violation** of an organization’s policies or they have presented a danger to other employees, termination for just cause may occur. The Ontario Court of Appeal states that just cause may exist if the employee is “guilty of serious misconduct, habitual neglect of duty, incompetence, or conduct incompatible with his duties, or prejudicial to the employer’s business, or if he has been guilty of wilful disobedience to the employer’s orders in matter of substance.” In the case of a just cause “at common law”, the employee remains eligible for their statutory minimum termination and severance entitlements under the ESA, but there is no entitlement to a separation package beyond their statutory entitlements.

As this type of termination is considered the “capital punishment” of employment law, employers are required to meet a high threshold before they can successfully assert there is just cause for the dismissal. The employer in these cases must have evidence that the employee’s conduct was so serious and of such a degree to support the need for terminating for just cause (as opposed to without cause). It is strongly recommended that the employer obtain legal advice before proceeding with any termination for just cause. If an individual is able to successfully argue that there was no just cause for their termination, they may be entitled to damages above and beyond their statutory entitlement to termination pay, severance pay and benefits.

2. **Termination Without Cause:** Most dismissals in Ontario are done on a without cause basis. Ontario-regulated employers have the right to terminate the employment of a non-unionized individual employee without a cause, so long as the termination does not violate the Ontario *Human Rights Code*. Under this type of termination, the employee being terminated, if they have been employed continuously for at least three months or more, is entitled to a minimum period of advance notice of termination complying with the ESA or pay in lieu of notice. Examples of circumstances that might lead an employer to terminate an employee without cause could be business slow downs, restructuring or poor performance to name a few.

The ESA specifies that penalizing an employee, including terminating their employment without cause, cannot occur if any part of the reason is due to an employee asking questions or exercising any rights under the ESA. Additionally,

termination without cause cannot occur if the reason could be linked to a protected ground under the *Human Right Code*.

In addition to their minimum statutory entitlements and depending on both whether there is a written employment agreement and what, if any, termination language is in said written employment agreement, the employee may also be entitled to “reasonable notice” of their termination or pay in lieu of reasonable notice. This “reasonable notice” period is different for each individual and their particular circumstances.

Checklist

When involved in the termination of an employee or employees, **HRPA members, firms and students should follow the below checklist to protect the public, the profession and members and students themselves from harm** (Note: This checklist does not apply to group or mass notices of termination wherein additional obligations are required. Additionally, if terminating a unionized employee, the collective agreement must be referred to and followed. As stated above, this list is not exhaustive):

Checklist Questions	Check as applicable
Before Termination/Planning Phase	
Do approvals need to be obtained before planning to terminate the employee? (ex. Executive team, legal team, etc.)	<input type="checkbox"/>
Have you determined whether the individual is an independent contractor, dependent contractor or employee of the company?	<input type="checkbox"/>
If terminating for just cause, is there a valid basis supported by the law? Is there adequate documentation of issues and/or evidence to support terminating for just cause (ex. proof to show their conduct was wilful/intentional), which the employee had a chance to respond to? (Note: see the definitions section, above, for more information, including details for federally regulated employees).	<input type="checkbox"/>
Is this a termination “without cause”? (Note: see the definitions section, above, for more information). If so, have all other reasonable	<input type="checkbox"/>

<p>options/support been exhausted (ex. performance reviews, coaching, performance improvement plans, warnings, etc.)?</p>	
<p>Has the employee’s situation been fully evaluated before making the decision to terminate – including, but not limited to, determining if the employee’s conduct or performance could be related to workplace discrimination or harassment or an underlying medical condition, including psychological or mental disability? Termination should not occur if it could be linked to a <i>Human Rights Code</i> protected ground. In the case of potential or actual discrimination or harassment, termination should only proceed after a workplace investigation appropriate in the circumstances has been completed. In the case of an ill or disabled employee, termination should not proceed unless the organization has provided <i>Code</i>-related accommodation to the point of undue hardship and the form (e.g. frustration of contract) and basis of termination has been discussed with legal counsel.</p>	<input type="checkbox"/>
<p>Have the employee’s file/records been checked to see if the planned date for the termination meeting is appropriate? (e.g. avoiding the same date as their birthday or work anniversary). Is there any caution to be exercised on date/time selection?</p>	<input type="checkbox"/>
<p>If terminating without cause and as applicable, are you providing the proper notice of termination and/or pay in lieu of notice, severance pay, and benefit continuation as mandated by (i) the ESA/CLC; (ii) their employment agreement, standard terms, termination provision; and/or (iii) the common law, as applicable?</p> <p>For Ontario-Regulated Workplaces: As of the time of writing (June 2022), under the ESA the following minimum notice of termination is required (Note: special rules determine the amount of notice needed for mass terminations of 50 or more employees being terminated within a four-week period):</p> <ul style="list-style-type: none"> • Less than 1 year: 1 week • 1 year but less than 3 years: 2 weeks • 3 years but less than 4 years: 3 weeks • 4 years but less than 5 years: 4 weeks • 5 years but less than 6 years: 5 weeks • 6 years but less than 7 years: 6 weeks 	<input type="checkbox"/>

- 7 years but less than 8 years: 7 weeks
- 8 years or more: 8 weeks

As of June 2022, as quoted directly from the [Ontario Ministry of Labour's website](#), severance pay should be provided in addition to the above notice requirements if the employee has:

- "worked for the employer for five or more years (including all the time spent by the employee in employment with the employer, whether continuous or not and whether active or not) **and**
- Their employer:
Has a global payroll of at least \$2.5 million; **or** severed the employment of 50 or more employees in a six-month period because all or part of the business permanently closed."

The [Ontario Ministry of Labour's webpage](#) on severance pay also provides details on calculating the amount of severance pay owed.

For Federally Regulated Workplaces:

For workplaces that fall under federal labour law, including banks, railways, airlines, airports, telecommunication companies, federal government employees, etc., the *Canada Labour Code (CLC)* applies and must be followed. The CLC details the **minimum** rights of employees, however common law should also be assessed where applicable, which can be much greater than the minimum rights.

Under the CLC, as of June 2022, federally regulated employees being terminated by the employer must be provided either at least 2 weeks written notice of termination or pay in lieu of notice equal to at least 2 weeks' regular wages pay if the employee has worked three or more consecutive months continuously with the employer.

Under the CLC, severance pay must be provided to the employee if they have been continuously employed for at least 12 consecutive months before termination. Minimum severance pay is 2 days' regular wages for each full year the employee worked for the employer prior to termination, with a minimum of 5 days of wages.

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<p>Have you considered if any of the reasons for termination, whether explicitly stated or not, are or could be interpreted or deemed to be related to discriminatory reasons? (ex. Terminating employment of an older employee, then intending to hire a younger employee. Or terminating a visible minority, then planning to hire a non-minority). Allegations that a termination is based on discrimination or reprisal make up a large percentage of people filing employment-related human rights claims in Ontario and these types of terminations should never be made, even in the case of a probationary employee.</p>	<input type="checkbox"/>
<p>For those conducting the termination meeting, are they appropriately trained to do so? (eg. Trained and knowledgeable of all applicable employment laws and trained in conducting terminations with fairness and respect).</p>	<input type="checkbox"/>
<p>Will there be at least two people conducting the termination meeting (ex. To have a witness)?</p>	<input type="checkbox"/>
<p>If you are offering the terminated employee any outplacement assistance, is this clearly detailed in the termination package, including how it will be arranged?</p>	<input type="checkbox"/>
<p>Are there statutory protected rights, such as a return to work following an ESA leave, emergency leaves and/or WSIB, that need to be addressed?</p>	<input type="checkbox"/>
<p>Has an employment lawyer been consulted to assist with termination planning, if deemed necessary? (e.g. For complex cases, if there are legal questions, etc.)</p>	<input type="checkbox"/>
<p>If there is an employment contract, are you following the clauses and entitlements contained therein?</p> <p>Is there a termination clause that speaks to what the employee will receive on termination? Note, legal advice may be required to review the employment agreement before proceeding with the termination to determine if the termination clause, if any, is valid and enforceable.</p> <p><i>Also, note that if the employee's role, salary, or location of work has changed significantly since the employment agreement/contract was entered into and it has never been amended, the contract/agreement may no longer reflect the employee's current employment terms which will need to be considered. Regardless of any employment agreement/contract, ESA or CLC minimums will still apply, unless governed by a collective agreement.</i></p>	<input type="checkbox"/>

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<p>Has the correct amount of what is owing to the employee for the period from the termination date to the end of the statutory termination notice period been calculated and clearly detailed for the employee in the termination package, where possible? This includes salary, vacation pay, commission, incentives, bonus, notice pay, severance pay, benefits, pensions, RRSPs, stock options, loans, advances, etc. as applicable. This must comply with the ESA or CLC, unless there is a collective agreement. (Note: The Ontario Ministry of Labour, Training and Skills Development has a termination entitlement tool and a termination pay calculator that may be helpful as a starting point for basic calculations). The common law should be considered when developing the terms of the termination package, where and as applicable.</p>	<p><input type="checkbox"/></p>
<p>Are you following your own company's code of conduct and policies relevant to termination, as well as HRPAs Code of Ethics and Rules of Professional Conduct? It may be helpful to review any history of similar terminations within the company that might provide a guideline that could be followed to ensure employees are being treated fairly and consistently.</p>	<p><input type="checkbox"/></p>
<p>Have you considered a good time of day and location to meet with the employee regarding termination that provides privacy and dignity?</p>	<p><input type="checkbox"/></p>
<p>Have you determined how the employee will receive or continue to have access to their pay statements (hard copy or continued access to electronic pay statements using an alternative e-mail address)?</p>	<p><input type="checkbox"/></p>
<p>Has a safety risk assessment been conducted? Is security necessary for the termination meeting to protect the safety of all parties? (Note: Using security can negatively impact the dignity of an employee and it may be beneficial to only use when you reasonably think it would be necessary, such as if you have concerns of aggression or outbursts).</p>	<p><input type="checkbox"/></p>
<p>Does the severance and/or termination package contain all required documents and deadlines (e.g., Information on accessing the Record of Employment, benefit and benefit conversion information, payment amounts and dates for all that is owed, termination letter, confidentiality requirements, and any release that the employee might be asked to sign)?</p>	<p><input type="checkbox"/></p>
<p>If considering asking an employee to sign a Release form, does the termination package offer the employee <i>more</i> money than the minimums prescribed by law, the employment contract (where applicable) etc.? Asking an employee to sign a Release form that does not offer more money than the minimums required by law is wrongful and should not be done as it is not</p>	<p><input type="checkbox"/></p>

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legally enforceable, even if the employee signs the Release, and may be used against the employer in any claim or application brought by the employee.	
Has it been decided whether employment references following termination will be provided, how much detail will be provided in the references, and who the terminated employee can contact for such?	<input type="checkbox"/>
Has it been considered whether arrangements for the employee to get home (ex. a taxi) following a termination can be offered should they feel uncomfortable driving? Where the employee has a company car, have arrangements been made for the return or collection of the company car?	<input type="checkbox"/>
Is a sufficient amount of time given to the employee to receive legal advice on the termination and severance package?	<input type="checkbox"/>
Are there Human Rights considerations under the Ontario <i>Human Rights Code</i> , the <i>Canadian Human Rights Act</i> (for federally regulated employers) and/or medical issues that should be accounted for and accommodated for before proceeding with the termination?	<input type="checkbox"/>
Have both the <i>Ontario Employment Standards Act</i> and the <i>Occupational Health and Safety Act</i> been reviewed and complied with for all termination-related processes? For federally regulated employers, has the <i>Canadian Labour Code</i> , <i>Canadian Human Rights Act</i> , and <i>Employment Equity Act</i> been reviewed and complied with? (For all employees, regardless of whether they are provincially or federally regulated, this includes appropriate payment where applicable, not reducing the employee's compensation or benefits, or any other term or condition of employment during the statutory notice of termination period and continuing to make the usual benefit plan contributions to maintain the employee's benefits until the statutory notice period is complete). If the employee resides outside of Ontario, have all other applicable provincial employment standards and human rights legislations and common laws been reviewed and referred to?	<input type="checkbox"/>
Is there a plan for the appropriate timing of notifying payroll, the IT team, and the benefits provider (as applicable) of the termination in a confidential manner?	<input type="checkbox"/>

During Termination Meeting	
When notifying the employee of the termination, is it done professionally, respectfully, and privately? Has the person delivering the news, prepared for what they will say and how they will handle questions or interruptions?	<input type="checkbox"/>
Has all employee personal property been returned to them in a timely manner during or post-termination? Give consideration to items the employee may need from their workstation (e.g. car keys, personal phone, purse, etc.) or work computer/devices (e.g. personal photos, personal documents or information) before exiting the premises.	<input type="checkbox"/>
Are the details of the termination, any outplacement assistance (if offered) and payout packages clearly described to the employee? This should include information on what is included in their final pay, an explanation of notice pay and severance pay (as applicable), how their Record of Employment (ROE) will be coded, when/how they will receive their ROE, details on the use and conversion rights of employee benefits and when they will stop, etc.	<input type="checkbox"/>
Has the employee been provided with an opportunity to ask questions and told to whom they can direct any questions after the meeting?	<input type="checkbox"/>
After Termination	
Has all employee access been shut down (ex. email, computer, office access card) directly after termination or upon expiration of working notice, whichever is later?	<input type="checkbox"/>
Has consideration been given regarding what, if any, notification will be given to staff, relevant stakeholders, and/or external clients about the employee's departure? Where such notification is appropriate and given, has it been done with respect and without confidential details exposed? This includes appropriate messaging on voicemail and email auto responses.	<input type="checkbox"/>
Have all company equipment/property, passwords and documents been returned?	<input type="checkbox"/>
Has the employee returned the signed termination letter and any Release, as required?	<input type="checkbox"/>
Following the return of all employee's personal belongings, has a record of what was returned been maintained?	<input type="checkbox"/>

Suggestions to Have in Place at All Times for All Staff	
Do you have a clear code of conduct/standards explaining the potential consequences for breach of the company’s policies and/or procedures, which employees have to sign off on, attesting that they have been reviewed and accepted?	<input type="checkbox"/>
Are your code of conduct, handbooks, policies, etc. reviewed and revised regularly and as required by law to ensure compliance with current legal requirements related to employee rights and/or terminations?	<input type="checkbox"/>
Do you have protocols in place that are followed for performance issues – including documentation, written warnings, etc.?	<input type="checkbox"/>
Do you provide staff with regular performance feedback or reviews that are well documented?	<input type="checkbox"/>
Do you have a policy regarding workplace equipment/property given, and upon termination or resignation, returning all equipment and/or property (including documents)? The policy should detail what is to occur should equipment not be returned in good working order. In addition, it should articulate any rights and obligations regarding intellectual property.	<input type="checkbox"/>

Scenarios

Below please find some examples on how content from this practice guideline may apply to HR practice. **Please note that these scenarios are not exhaustive or determinative and are meant for illustrative purposes only.**

Scenario 1

Background	L. has been open to their employer that they are struggling with diagnosed mental health disabilities. L. called in sick on 7 different occasions within a month. L.’s boss is not happy with this as it causes inconveniences and delays for the entire construction crew when L. is not there. L.’s boss would like to terminate them, telling HR that L. is unreliable, consistently absent and therefore no longer wanted on the team. HR is tasked with handling the termination and terminates L. without cause.
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<p>Issues</p>	<ul style="list-style-type: none"> • The employer is aware of L's diagnosed mental illnesses but appears to completely ignore this when coming to the conclusion that termination is most appropriate. • Mental illness is recognized as a disability under the <i>Human Rights Code</i>. The employer should have engaged in the Code-related accommodation process, whether or not the employee initiates the conversation to determine whether the employee's conduct is related in any way to their absences or tardiness and what, if any, accommodation may be required and/or available. Employers, if aware of or suspecting an employee has a disability, have a duty to inquire and accommodate. • It appears that the employer may be discriminating against the employee due to their mental illnesses, which goes against Ontario laws.
<p>Analysis</p>	<p>This termination can be seen as discriminatory and a breach of the employer's legal obligations under the Human Rights Code which prohibit discrimination and speak to accommodation requirements. The employee's situation was not fully evaluated before making the decision to terminate – including, but not limited to, determining if the employee's conduct could be in response to an underlying medical condition, including a mental health disability.</p>
<p>Bottom Line</p>	<p>Terminating an employee that could be linked to a <i>Human Rights Code</i> protected ground should be avoided unless the organization has provided Code-related accommodation to the point of undue hardship (and subject to frustration of contract), or it can be shown that the termination is wholly unrelated to the Code.</p>

Scenario 2

<p>Background</p>	<p>B., an Indigenous employee, usually gets along well with their colleagues. Recently and uncharacteristically however, B. has appeared agitated, irritated, and angry with another colleague, T.</p> <p>T. reports to HR that B. is being verbally and emotionally abusive to them and they are no longer comfortable working with B. HR investigates and decides that termination without cause of B. is the best option.</p>
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Issues	<ul style="list-style-type: none"> It appears that the investigation did not consider the underlying cause of B's conduct, including whether B's conduct could be in response to workplace discrimination, racism or harassment, or other stressors, including a mental health disability, especially given the behaviour was uncharacteristic and sudden.
Analysis	<p>Workplace investigations must include discussions with both parties and any relevant witnesses, and a review of all relevant documents. In this case, the investigator should have considered and inquired about the reason for B's conduct, including why it was occurring and if B's behaviour was in response to racism and/or discrimination, an underlying medical condition or personal or family stressors. If it was, and depending on the circumstances, termination may not have been the appropriate option.</p>
Bottom Line	<p>Employers have obligations under both the <i>Occupational Health and Safety Act</i> and the <i>Human Rights Code</i> to conduct a workplace investigation that is appropriate in the circumstances. Terminations based on complaints of workplace harassment should proceed only after a workplace investigation has been concluded and the facts and circumstances found to support a termination as opposed to another form of discipline or response. .</p>

Scenario 3

Background	<p>R. is being terminated from their role. During the termination meeting with their boss and an HR representative, R. is upset, confused, and angry. R. is especially worried about finances and is not clear on how much termination pay R. will receive, when workplace benefits will expire, information on RRSP and other important calculations. None of this information was detailed to R. during the termination meeting or provided in writing.</p>
Issues	<ul style="list-style-type: none"> During the termination meeting, details around pay, workplace benefits, RRSP contributions and other calculations should be clearly outlined to the employee, both verbally and in writing. In the alternative, the written termination letter should be provided to the employee, and they should be advised that the letter includes these details and they have the opportunity to ask any questions.

	<ul style="list-style-type: none"> • Not including this information can cause confusion and the employee to be more upset. It can also cause delays or issues if the employee seeks legal counsel to review all details of the termination, given this important information is missing. Most importantly, it could place the employer in a position of being liable to the employee for loss of benefits (loss of conversion rights or disability benefits) and/or damages. • Employees have the right to review all information of the termination, including pay and benefits calculations, and to ensure that the calculations are correct. • Employers have an obligation to treat employees fairly, honestly and in good faith both in manner of their termination and in the termination process.
Analysis	<p>The termination meeting exasperated R.'s emotions as it generated further confusion and uncertainty about their finances without any information provided on pay, benefits, RRSP contributions and other important calculations. This is unfair to R., and all information related to this and calculations should have been clearly provided and explained.</p>
Bottom Line	<p>Employers should be fair and treat employees with respect during the termination process. Notice of termination must be in writing. Severance and/or termination packages should speak to the employee's rights to all benefits and entitlements, including any benefit conversion rights. Written termination letters/severance package must be provided to the employee and should be clearly explained appropriately. The package should contain required information, including but not limited to: Information on accessing the Record of Employment, insured benefit information, and payment amounts and dates for all that is owed by the employer.</p>

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