

# Policy & Procedures

Legislative requirements for  
Temporary Associates

# Occupational Health & Safety Awareness training OSHA Red 297/13

# Health & Safety at Work

## Prevention Starts Here

*Ontario's Occupational Health and Safety Act gives workers rights. It sets out roles for employers, supervisors and workers so they can work together to make workplaces safer.*

### Improve Health and Safety:

- **Find out** about your Joint Health and Safety Committee or Health and Safety Representative.
- **Talk** to your employer, supervisor, workers, joint health and safety committee or health and safety representative about health and safety concerns.

### Call the Ministry of Labour at 1-877-202-0008

Report critical injuries, fatalities,  
work refusals anytime.

Workplace health and safety information,  
weekdays 8:30am – 5:00pm.

Emergency? Always call 911 immediately.

**Find out more:**  
[ontario.ca/healthandsafetyatwork](http://ontario.ca/healthandsafetyatwork)



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### Workers have the right to:

- **Know** about workplace hazards and what to do about them.
- **Participate** in solving workplace health and safety problems.
- **Refuse** work they believe is unsafe.

### Workers must:

- **Follow** the law and workplace health and safety policies and procedures.
- **Wear** and **use** the protective equipment required by their employer.
- **Work** and **act** in a way that won't hurt themselves or anyone else.
- **Report** any hazards or injuries to their supervisor.

***Employers must NOT take action against workers for following the law and raising health and safety concerns.***

### Employers must:

- **Make sure** workers know about hazards and dangers by providing information, instruction and supervision on how to work safely.
- **Make sure** supervisors know what is required to protect workers' health and safety on the job.
- **Create** workplace health and safety policies and procedures.
- **Make sure** everyone follows the law and the workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

### Supervisors must:

- **Tell** workers about hazards and dangers, and respond to their concerns.
- **Show** workers how to work safely, and make sure they follow the law and workplace health and safety policies and procedures.
- **Make sure** workers wear and use the right protective equipment.
- **Do everything** reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

WHMIS

(Workplace Hazardous Material Information  
Systems)

# IN CASE OF INJURY OR ILLNESS AT WORK



## 1

### Get medical help

Your employer is responsible for providing first aid. Go to the doctor or hospital if you need treatment. Your employer pays for your transportation.



## 2

### Document

Tell your employer about your injury or illness. They investigate and keep a record of what happened.



## 3

### Report to the WSIB

Employers must tell us within three days if an injury or illness happens. You can report by submitting Worker's Report of Injury/Illness (form 6).



## 4

### Work together

We work with you and your employer to help you recover and return to work safely and at the right time.

**Questions?** We're here to help.

Call us at: 1-800-387-0750 | TTY: 1-800-387-0050

For details visit [wsib.on.ca/reporting](https://wsib.on.ca/reporting)

**wsib**  
ONTARIO

Bill 168 & Bill 132

(Workplace Violence, Harassment & Sexual  
Harassment)

## **Violence in the Workplace**

Fuze HR Solutions is committed to providing a safe and healthy work environment for employees, customers, and visitors. As a result, violence in the workplace will not be tolerated.

Fuze HR Solutions has a zero tolerance for violence. If you display any violence in the workplace or threaten violence in the workplace, you will be subject to disciplinary action up to and including termination. Talking of violence or joking about violence will not be tolerated. You are encouraged to confidentially report any potential or actual violent incident immediately to your Manager and or the Human Resources Department.

## **Policy against Harassment, Discrimination, and Retaliation**

Fuze HR Solutions is committed to providing a work environment that is free of all forms of unlawful harassment and discrimination. In keeping with this commitment, we maintain a strict policy prohibiting all forms of unlawful harassment and discrimination in the workplace, including sexual harassment.

Unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct of a sexual or harassing nature constitute unlawful harassment if:

- Submission to such conduct is made an explicit or implicit term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual or
- Such conduct has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of such conduct which violate this policy include, but are not limited to:

- Offensive or unwelcome sexual flirtations, advances or propositions.
- Verbal abuse of a sexual nature.
- Graphic or verbal commentaries about an individual's body.
- Sexually degrading words used to describe an individual.
- Sexually oriented jokes or offensive literature.
- Unwelcome physical touching of others.

Fuze HR Solutions will not tolerate sexual harassment or any other form of harassment or discrimination based on sex, race, color religion, national origin, age marital status, veteran status, handicap, or disability.

Harassment or discrimination in the workplace by any employee will result in disciplinary action up to and including termination.

Procedure: If you experience, observe or become aware of behavior which you believe to be harassing or discriminatory in nature, which is inappropriate or offensive, or which makes

you or others uncomfortable, you have an obligation to report the behavior immediately to either your Manager or the Human Resources Department at (800) 876-3571. Providing confidential information of this type will enable Fuze HR Solutions to take appropriate action to ensure that employees enjoy a work environment free from harassment. All information gathered under this policy will be kept as confidential as possible to protect you while allowing Fuze HR Solutions to fully investigate the matter. It is our policy to investigate any report of harassment. We will take whatever corrective action is deemed appropriate, including disciplinary action or termination of any individual who violates this policy. In addition, any individual who engages in conduct contrary to this policy may be personally liable in legal action brought against him or her.

You will be protected from retaliation for making a report or participating in an investigation under this policy. Any person that retaliates against any individual who seeks a review under this policy will be considered a violation of this policy and will result in serious corrective action up to and including termination.

I hereby attest to having read Fuze HR Solutions policy against workplace harassment, discrimination and retaliation as well as the policy against violence at the workplace. I have been handed the workplace policy handouts which includes the full program as well as the handout concerning procedures to follow in the event of the above-mentioned events.

Employee name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_



# AODA (Accessibility for Ontarians with Disabilities Act, 2005)

## Customer Service Training

## **Fuze HR Solutions commitment and policies statement on the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***

### **Providing goods, services or facilities to people with disabilities**

Fuze HR Solutions Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

**Fuze HR Solutions Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.**

Fuze HR Solutions Inc. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Fuze HR Solutions Inc. is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

We will work with the person with a disability to determine what method of communication works for them.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

We will notify customers of this by posting a notice in the following location(s):

Various client premises and our corporate office

In certain cases, Fuze HR Solutions Inc. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Fuze HR Solutions Inc. will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If Fuze HR Solutions Inc. determines that a support person is required, we will waive the admission fee or fare [if applicable] for the support person.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Fuze HR Solutions Inc. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

Placement agency services, corporate office facilities

The notice will be made publicly available in the following ways:

On our board within our corporate office, also by phone and by email

## **Training**

Fuze HR Solutions Inc. will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service within the first 2 weeks after being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Fuze HR Solutions Inc.'s policies related to the customer service standard
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing Fuze HR Solutions Inc.'s goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

## **Feedback process**

Fuze HR Solutions Inc. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- By our staff in person
- On our board listing our policy respecting the AODA

Customers who wish to provide feedback on the way Fuze HR Solutions Inc. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- In person with our health and safety committee lead, Elsa Capanas at our Mississauga office
- By telephone Elsa Capanas: T. 905.361.3987 ext. 114
- By email to Elsa Capanas, [elsac@fuzehr.com](mailto:elsac@fuzehr.com)
- All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the person mentioned above

Customers can expect to hear back in 10 business days.

Fuze HR Solutions Inc. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

#### **Notice of availability of documents**

Fuze HR Solutions Inc. will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

Corporate Health, Safety and Policies board, the document can also be emailed to the individual or photocopies for them to take with them and review.

Fuze HR Solutions Inc. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

#### **Modifications to this or other policies**

Any policies of Fuze HR Solutions Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed, our policies are reviewed annually in January of each year.

Video training modules:

General Requirements of the Regulation <http://accessforward.ca/general/>

Information and Communications Standard <http://accessforward.ca/information/>

Employment Standard <http://accessforward.ca/employment/>

Design of Public Spaces Standard <http://accessforward.ca/publicSpaces/>

Transportation Standard <http://accessforward.ca/transportation/>

Customer Service Standard Module <http://accessforward.ca/front/customerService/>

I hereby confirm having read Fuze HR Solutions Inc. commitment and policy handout on **the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*** and **have completed the training modules mentioned above.**

**Employee/Volunteer Name:** \_\_\_\_\_

**Employee/Volunteer Signature:** \_\_\_\_\_

# AODA (Accessibility for Ontarians with Disabilities Act, 200)

## Human Rights Training

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Fuze HR Solutions Inc. will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Modifications to this or other policies**

Any policies of Fuze HR Solutions Inc. that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

# Drug and Alcohol Policy

# Drug and Alcohol Policy

Fuze HR Solutions recognizes its responsibility in providing a safe and productive work environment for all employees. Toward this end, Fuze HR Solutions has a concern about the use of substances and/or substance abuse, since it can affect an employee's productivity and efficiency, jeopardize the safety of others and impair the decision-making ability or the reputation of our organization. For these reasons, we have developed this policy to ensure the safety of all our employees with regards to the dangers of using drugs or alcohol in the workplace. Considering recent changes to the Cannabis Regulation Act, we'd like to confirm that our Drug and Alcohol zero-tolerance policy applies to the use or possession of Cannabis as well.

The possession, consumption, purchase or sale of alcohol or an illegal drug including legalized Cannabis on the premises of Fuze HR Solutions is prohibited. Furthermore, no employee shall be under the influence of alcohol, an illegal drug or Cannabis while on Fuze HR Solutions premises, while operating equipment or while performing business off Fuze HR Solutions premises. An "illegal drug" is a drug or controlled substance which is (1) not legally obtainable, or (2) legally obtainable, but not obtained or used in a lawful manner.

We'd like to remind our employees of some general guidelines in relation to the recent changes on the Cannabis Regulation Act:

## Possession or use of Cannabis prohibited in the following cases:

- On the grounds, premises or in buildings of workplaces unless the workplace is in private residence

- It is prohibited for any person to drive a road vehicle or to have care or control of a road vehicle if there is a detectable presence of cannabis or other drug in the person's saliva.
- On the grounds, the premises or in buildings placed at the disposal of an educational institution providing preschool education services, elementary and secondary school instructional services, educational services in vocational training or educational services to adults in general education;
- On the premises or in the buildings of a college-level educational institution, except student residences;
- On the grounds and in the facilities of a childcare center or day care center, as well as on the grounds, on premises or in buildings used
- Clarifications were made to the Act respecting occupational health and safety to specify the responsibilities of employers and workers with respect to performing work when the worker's condition represents a risk to his health, safety or physical well-being, or that of other persons at or near the workplace, by reason, in particular, of his or her being impaired by alcohol, drugs, including cannabis, or any similar substance.
- The employer must see to it that a worker does not perform this work if such is his or her condition.

Any violation of this policy may result in immediate termination. However, employees who take the initiative of advising their immediate Manager or Human Resources before any workplace problems arise in advance that they have a medical problem with regard to alcohol or drug use, and who demonstrates a commitment to take the necessary remedial action, may be eligible for a medical leave of absence for such purpose and will not be subjected to disciplinary action for taking such leave.

Ministry of Labour:  
Information for Employees About Hours  
Work and Overtime

# Information for Employees About Hours of Work and Overtime Pay

**Disclaimer:** This resource has been prepared to help employees and employers understand some of the minimum rights and obligations established under the Employment Standards Act, 2000 (ESA) and regulations. It is not legal advice. It is not intended to replace the ESA or regulations and reference should always be made to the official version of the legislation. Although we endeavor to ensure that the information in this resource is as current and accurate as possible, errors do occasionally occur. The ESA provides minimum standards only. Some employees may have greater rights under an employment contract, collective agreement, the common law or other legislation. Employers and employees may wish to obtain legal advice.

These are the general rules in Ontario about hours of work and overtime pay. There are exceptions and special rules for some employees under the [Employment Standards Act, 2000](#) (ESA). To see if your occupation or the industry you work in is subject to special rules or exemptions see the Guide to Employment Standards Special Rules and Exemptions available at [Ontario.ca/ESAtools](#).

**Your employer cannot intimidate you, fire you, suspend you, reduce your pay, punish you in any other way or threaten any of these actions for exercising your ESA rights.**

## Hours of work

The maximum daily and weekly limits on hours of work are:

- 8 hours a day (or the number of hours in your regular work day, if it is more than 8),
- 48 hours a week.

## Rest periods and eating periods

Your employer must give you at least:

- 11 consecutive hours off work each day (a “day” is a 24-hour period – it does not have to be a calendar day);
- 8 hours off work between shifts (unless total time worked on the shifts is 13 hours or less, or you and your employer have otherwise agreed in writing, including electronically); and

- 24 consecutive hours off work each work week (or 48 consecutive hours off every two work weeks).
- a 30-minute eating period after no more than five hours of work. You can agree with your employer to split this eating period into two shorter breaks.

## Overtime payment

For every hour you work over 44 hours a week, your employer must pay you at least 1½ times your regular rate of pay (“time and a half”). You can also have a written agreement with your employer to get paid time off for any overtime hours you work. If you have such an agreement, the employer would have to provide you with one and one-half hours of paid time off for each hour of overtime that you work.

## Excess hours of work and overtime averaging

**You do not have to** but if you **choose** to, you can agree with your employer to:

- work more than 8 hours a day (or the number of hours in your regular work day, if it is more than 8),
- work more than 48 hours a week, and / or
- average the hours you work over periods of two, three or four weeks when calculating overtime pay.

You cannot work more than the number of hours shown in your written agreement. Also, your hours of work cannot be averaged over a period that is greater than four weeks when calculating your overtime pay – four weeks is the maximum.

You can cancel an agreement to work excess daily or weekly hours by giving your employer two weeks’ written notice. Your employer can also cancel an agreement by giving you reasonable notice.

Overtime averaging agreements for employees not represented by a union must have a start date and an expiry date. The agreement can be no longer than two years from the start date and cannot be cancelled unless both you and your employer agree.

Generally, if you are represented by a union, your union would make agreements with your employer on your behalf.

## For more information or to file a claim

If you have questions about the ESA call the Ministry of Labour’s Employment Standards Information Centre at 416-326-7160, toll free at 1-800-531-5551, or TTY 1-866-567-8893. Information is available in multiple languages.

More information on hours of work and overtime pay can be found in *Your Guide to the Employment Standards Act, 2000* available at [Ontario.ca/ESAguide](https://www.ontario.ca/ESAguide). You may also wish to try the Hours of Work and Overtime Tool available at [Ontario.ca/ESAtools](https://www.ontario.ca/ESAtools). To file a claim, you can access the Employment Standards Claim Form online at [Ontario.ca/ESAforms](https://www.ontario.ca/ESAforms).



Employment Standards Poster entitled  
“Employment Standards in Ontario”  
version 9.0

# Your Employment Standards Rights – Temporary Help Agency Assignment Employees

**Disclaimer:** This resource has been prepared to help employees and employers understand some of the minimum rights and obligations established under the Employment Standards Act, 2000 (ESA) and regulations. It is not legal advice. It is not intended to replace the ESA or regulations and reference should always be made to the official version of the legislation. Although we endeavor to ensure that the information in this resource is as current and accurate as possible, errors do occasionally occur. The ESA provides minimum standards only. Some employees may have greater rights under an employment contract, collective agreement, the common law or other legislation. Employers and employees may wish to obtain legal advice.

This information sheet gives a summary of the [Employment Standards Act, 2000](#) (ESA) rights for assignment employees of temporary help agencies. The ESA is a law that sets minimum standards in most Ontario workplaces, such as the minimum wage, limits on hours of work, overtime pay, vacations, and job-protected leaves from work for certain reasons. Special rules and exemptions may apply depending on what kind of work you do. For more information visit [Ontario.ca/ESAGuide](http://Ontario.ca/ESAGuide).

## Assignment employees of a temporary help agency

You are an assignment employee of a temporary help agency if you and the agency have agreed that it will place or try to place you on temporary work assignments with a client business (or client businesses) of the agency. You have an employment relationship with the agency even when you are not on an assignment with a client business of the agency.

## Right to public holidays and public holiday pay

Ontario has nine public holidays. Generally, if you are on an assignment and the public holiday falls on a day when you would ordinarily be working, you have a right to take the public holiday off work and to be paid public holiday pay for that day. Public holiday pay is generally your gross regular wages earned plus vacation pay payable in the four work weeks before the work week that

includes the public holiday, divided by 20. A different calculation applies for public holidays between January 1, 2018 and June 30, 2018.

If you agree in writing, including electronically, to work on the holiday, you then have the right to public holiday pay plus premium pay (at least one and one-half times your regular rate of pay), or your regular rate of pay plus a substitute day off with public holiday pay.

For further information on public holidays, please see the “Temporary Help Agencies” chapter in *Your Guide to the Employment Standards Act*, available at [Ontario.ca/ESAguide](https://www.ontario.ca/ESAguide).

## Right to notice of termination and severance pay

If you have been employed by a temporary help agency for at least three months, you generally have a right to receive notice of termination if the agency ends (terminates) your employment relationship. You may get notice while you are working, pay instead of working notice, or a combination of both. Generally, the minimum notice you must get ranges from one week (if you have been employed for at least three months but less than one year) to eight weeks (if you have been employed for eight years or more). Your notice entitlement is determined by how long you are employed by the agency, not the length of time you have been working on assignments at the agency’s client business(es).

Different rules apply to a mass termination when 50 or more assignment employees are terminated within the same four-week period.

If you have been an employee of an agency for five or more years, you may also have a right to severance pay if the agency ends (severs) your employment.

For further information on notice of termination, mass termination and severance pay, please see the “Temporary Help Agencies” chapter in *Your Guide to the Employment Standards Act*, available at [Ontario.ca/ESAguide](https://www.ontario.ca/ESAguide).

## Right to notice of termination of assignment

Termination of assignment – which differs from termination of employment – occurs when an assignment employee has his/her assignment with a client terminated, yet remains employed with the temporary help agency.

Generally, a temporary help agency is required to provide an assignment employee with **either one week’s written notice of termination of assignment, termination of assignment pay or a combination of both if:**

1. the assignment employee is assigned to perform work for a client;
2. the assignment had an estimated term of three months or more at the time it was offered to the employee; and
3. the assignment is terminated before the end of its term.

For further information on termination of assignment, please see the “Temporary Help Agencies” chapter in *Your Guide to the Employment Standards Act*, available at [Ontario.ca/ESAguide](https://www.ontario.ca/ESAguide).

## **An agency cannot charge you certain fees**

An agency cannot charge you a fee for being its employee or for helping you find an assignment. It cannot charge you a fee for giving you information or advice on how to write a resume or prepare for an interview, even when the information or advice was provided at your request.

## **If a client business of an agency wants to give you a job reference or hire you to be its employee**

An agency cannot prevent a client business from giving you a job reference.

An agency cannot prevent its client business from hiring you directly if the client business wants to do so. If the agency places you on an assignment with a client business, it can charge the client business a fee for hiring you, but only in the six-month period beginning on the day you first started working for the client business.

If a client business of an agency wants to hire you to be its employee, an agency cannot tell you that you cannot take the job. An agency cannot charge you a fee if a client business wants to hire you.

## **Information must be provided about the agency**

The agency must give you the agency’s legal name and contact information. This information must be provided, in writing, as soon as possible after you become an assignment employee.

## **Information must be provided about assignments**

When the agency offers you an assignment with one of its client businesses, it must give you the client business’ legal name and contact information; the wage rate and benefits (if any); the hours of work; a general description of the work; the estimated term of the assignment (if known); and the pay period and pay day. If the agency gives you this information, but does not provide it in writing when the offer is made, the agency must provide it in writing as soon as possible.

## **Information must be provided about the ESA**

The agency is required to provide you with a copy of this information sheet as soon as possible after you become an assignment employee.

If your first language is not English, the agency must find out if the information sheet is available in your first language, and if so, the agency must supply both the English version and the translated document to you. Multilingual resources are available at [Ontario.ca/employmentrights](https://www.ontario.ca/employmentrights).

The agency must also provide you with a copy of the Employment Standards Poster published by the Ministry of Labour within 30 days of the date you become an employee.

If you request a copy of the poster in a language other than English and the ministry has published a version in that language, the agency must provide the translated version in addition to the English copy. The poster is available at [Ontario.ca/ESAposter](https://ontario.ca/ESAposter).

## **You cannot be punished for asking about or exercising your ESA rights**

If you ask about your rights under the ESA or ask that you be given your rights, the agency or the client business cannot punish you in any way, including by ending your assignment. You also have the right not to be punished by your agency or by the client for asking about or exercising your ESA rights.

## **The agency and client business must keep records**

An agency must record the number of hours an assignment employee worked for each client in each day and each week. The client(s) must also record the number of hours the assignment employee worked for them in each day and each week.

## **The agency and client may both be liable for your wages**

If you perform work for a client business or client businesses and the agency fails to pay you some or all of the wages owed for that pay period, the client business(es) may be jointly and severally liable for some or all of those unpaid wages. Specifically, client businesses may be held liable for unpaid regular wages, overtime pay, public holiday pay and public holiday premium pay. If more than one client business is liable in a pay period, each client business is jointly and severally liable with the agency for a share of the total wages owed in proportion to the hours worked for that client business.

## **If you have a question or want to file a claim**

If you have questions about the ESA call the Ministry of Labour's Employment Standards Information Centre at 416-326-7160, toll free at 1-800-531-5551, or TTY 1-866-567-8893. Information is available in multiple languages.

To file a claim, you can access the Employment Standards Claim Form online at [Ontario.ca/ESAforms](https://ontario.ca/ESAforms).