

HOTLINE TO HR Inc.

PREPARING EMPLOYERS FOR TODAY'S MOST VITAL HUMAN RESOURCE MATTERS

HOTLINE TO HR Inc. was established to provide answers for complicated Human Resources issues organizations face in today's competitive business climate. We will prepare you for challenging HR situations, from recruitment and retention to workplace violence. We provide immediate access to the practical information that helps you develop best practice solutions.

Human Resource Hotline:

HOTLINE TO HR is a 24/7 Human Resources telephone, email and internet support system for businesses across North America.

Our Knowledge Library:

Our team has access to information in all areas of Human Resources such as Compensation, Benefits, Pension, Payroll, Recruitment, Talent Management and all Human Resources aspects in relation to employer risk and liability. Our library covers information and HR best practices across North America.

Continual Skill Updating:

Our team comes with real life management experience. They are constantly updating their skills and documentation throughout the year to ensure the most accurate information available.

Membership Summary:

Our members get access to expert advice that assists you in making the most effective HR decisions. We save your organization money and avoid costly mistakes. Our team provides useful insight towards development of projects and departmental strategy. We help validate decisions and reduce risk by providing exceptional knowledge and service results that create measurable ROI.

Relevant Newsletters and Articles:

Stay up-to-date and receive the most recent and relevant newsletters which include new legislation, sample policies and procedures and an action plan.

Legal Legislation & Compliance:

Our internal legal team can help you understand your legal obligations and exposures with fast access through our team. We can help with legal interpretation across North America. Get all the details of proposed and newly in-force employment legislation and recent case law compiled immediately.

Employment Standards Reference:

Our team will provide key provisions under employment standards legislation currently in effect across North America. All information is provided in an easy-to-read plan that provides all the information required.

Job Descriptions and Contracts:

We provide customized job descriptions and employment contracts. Our team will go through the process of creating job descriptions and contracts. Our team will deploy best practices that will add value and importance of having accurate, complete, updated and legally defensible job descriptions.



National Partner



OUR TEAM HAS COMPREHENSIVE KNOWLEDGE IN THE FOLLOWING HUMAN RESOURCES AREAS

EMPOWERING EMPLOYERS EVERYWHERE

Attendance Management

- Attendance Management
- Principles of Attendance Management
- Absenteeism Prevention
- Resolving Absenteeism Issues
- Return to Work Programs

Employment Law Overview

- Employment Law
- Contract of Employment
- Employment Standards Legislation
- Human Rights in Employment
- Wrongful Dismissal
- Unjust Dismissal

Health and Safety

- Occupational Health and Safety Legislation
- Occupational Health and Safety Programs
- Ministry of Labour Issues

HR Ethics and Governance

- Governance – Strategic Overview
- Corporate Governance Guidelines
- Social Responsibility and Sustainability
- Business Ethics and Human Resources Management

HR Information Management and Privacy

- Human Resources Information Systems
- Planning a New HRIS
- Designing and Developing a New HRIS
- HRIS Implementation
- Maintaining the HRIS
- Return on Investment
- Strategic and Tactical HR Planning
- The Impact of Technology on Recruitment and Selection
- Training and Development Modules
- Total Compensation and the HRIS
- Trends in HRIS
- Privacy and Records Retention

HR Professional Development

- Setting up an HR Department
- How to Formulate HR Policies
- Effective Speaking
- HR Project Management

Workers Compensation

- Premiums and Rebates
- Claims Management
- Audit Preparation

HR Strategy and Planning

- Strategic Change Management
- Mergers and Acquisitions
- Strategies for Specific HR Functions
- Human Resources Planning
- International Assignments & Relocation

Industrial Relations

- Industrial Relations Framework
- Overview of Labour Legislation
- HR in a Unionized Environment
- Discipline and Dismissal in a Unionized Workplace
- Managing Union-free Workplaces

Organizational Development

- Organizational Development Overview
- Managing Organizational Change
- Leadership
- Motivation
- Work Teams
- Managerial Styles
- Delegation
- Setting Management Priorities
- Decision Making
- Negotiating Skills

Payroll

- Managing the Payroll Process
- Payroll Remittance Requirements
- Payroll Reporting Requirements
- Payroll Legislative Compliance
- Payroll Records Management
- Payroll Year-end

Performance Management

- Performance Management Overview
- Performance Management Process
- Pay and Performance
- Recognizing High Performance Individuals and Teams
- Employee Discipline

Recruitment and Selection

- Starting the Recruitment Process
- Recruitment Planning
- Recruitment Sources
- Top Talent Recruitment
- Interviewing and the Selection Process
- The Employment Offer

Talent Management

- Talent Management Introduction
- Career Management and Planning
- Managerial and Specialists Roles and

Career Paths

- Employee Communications
- Employee Retention
- Employee Engagement
- Diversity Management
- Succession Planning

Termination

- Termination of Employment
- Planning the Termination Process
- Termination Procedures
- Termination Guidelines

Compensation, Pensions and Benefits

- Total Rewards
- Compensation
- Benefits
- Retirement Benefits and Pensions
- Other Rewards Programs

Training and Development

- Training and Development
- The Training Needs Assessment
- Coaching and Mentoring Employees
- Training Design and Development
- Training Delivery
- Training Systems
- Training Roles and Policies
- Evaluating Training
- Strategic Training and Development
- Knowledge Management

Work and Lifestyle

- Flexible Work Arrangements
- Work-Life Balance
- Importance of Diversity to Work-Life Balance

Have a question?

We have a solution.

Call toll-free 1-877-959-8647

Email info@hotlinetohr.com

What **HOTLINE TO HR Inc.** Clients Call About?

Our proven model continuously ensures quality results, rapid response and consistent service nationwide through our **24/7** telephone and e-mail support.

HOTLINE TO HR Inc. clients call regarding several issues including:

- Workers Compensation Board and Ministry of Labour issues
- Human Resource and Health & Safety issues
- Up-to-date templates and Government regulations
- Proper policies and procedures for managing employees
- Reducing Financial and Legal exposure

HOTLINE TO HR Inc. Chamber Referral Program

HOTLINE TO HR Inc. is a proud member and supporter of the entire Canadian Chamber network. We understand that no North American business is identical based on management and geographical location therefore we are proud to refer our clients to other Chamber members for all service not offered by our organization.

From the largest corporations, to mid-sized businesses and emerging entrepreneurs, the Chamber network and HOTLINE TO HR Inc. provide its members with the support they need to both grow and maintain their business success. We are dedicated to working together to promote and develop business successes.

Exclusive Chamber Member Offer (Only valid until February 29,2012)

HOTLINE TO HR Inc. is proud to provide an Employee Handbook valued at \$395.00. This offer is **exclusive** to Chamber members.

A main advantage of issuing an Employee Handbook is to establish a uniform employment policy. To maintain a good hallmark of employee relations, an Employee Handbook defines and codifies the employer's standards. These defined and communicated standards allow employers to treat employees consistently on a long term basis. An Employee Handbook is also the most convenient device for communicating established employer standards to the workforce.

In order to subscribe to **HOTLINE TO HR Inc.** please fill in the following information and fax to 416-840-4902:

Organization Legal Name: _____

Business Billing Address: _____

City: _____ **Postal Code:** _____ **Telephone Number:** _____

Email: _____ **Fax Number:** _____

Primary Contact Name: _____

Primary Contact Title: _____

Payment: \$25.00 plus applicable taxes per month. (12 Month Agreement)

Credit Card Number: _____ **Expiry** ____/____ **CVN** _____

Name on card: _____ **Approval Signature:** _____

Member Terms & Conditions. Payment - As authorized at the time of your application, your Monthly Payments shall be paid through an automatic debit transaction to a credit card. By agreeing to make your monthly payment through debit transaction to your credit card, you waive the right to any future notice of the transfer of funds via automatic debit to your credit card. The debit shall occur on the same date of each month as your Initial Monthly Payment and shall be referred to herein "HOTLINE TO HR Inc. Service" on your monthly Credit Card statement. You agree that inquiries or challenges to Credit Card charges shall be limited to two (2) monthly payments and waive all rights to inquire into or challenge any and all other monthly payments. Your authority shall remain in effect until HOTLINE TO HR Inc. receives a request from you to cancel your enrolment. 2. Cancellations - Members may cancel their membership at any time upon notification to HOTLINE TO HR Inc. via an email request to info@hotlinetohr.com. If you choose to cancel your membership, it is your responsibility to make sure that your request for cancellation is sent to HOTLINE TO HR Inc. at least 5 days prior to your next draft date in order for your account not to be charged for an additional month's fees. No payments or partial payments are refundable. 3. Service Interruption - A HOTLINE TO HR Inc. subscriber's service may be interrupted if he/she does not remain a Member in good standing. A HOTLINE TO HR Inc. subscriber in good standing has: (a) verified his/her Application, (b) paid their Membership fee and not gone into arrears, and (c) has not provided HOTLINE TO HR Inc. with a written notice of cancellation. A HOTLINE TO HR Inc. subscriber may not hold HOTLINE TO HR Inc. responsible for acting in reasonable reliance upon his/her authorization prior to the time that HOTLINE TO HR Inc. learns of the subscriber's cancellation or amendment. 7. General Release - HOTLINE TO HR Inc. is obligated to use commercially reasonable efforts to ensure that the subscriber's application, as reviewed, verified, and corrected by the subscriber, accurately reflects the information provided by the member. HOTLINE TO HR Inc. is not responsible for, and disclaims all liability for, any and all damages arising due to any errors, inaccuracies or omissions in the Application due to errors, inaccuracies or omissions in the information provided to HOTLINE TO HR Inc. by the subscriber. 8. Confidentiality - HOTLINE TO HR Inc. will release any and all information only as authorized for disclosure by the subscribers and as permitted by law. Each request for information will be verified before any disclosure will be made. HOTLINE TO HR Inc. will make every attempt to confirm that the requested information is received by the intended recipient. All HOTLINE TO HR Inc. subscribers are maintained at the highest level of confidentiality and are never provided to other services. 9. Use of Information - HOTLINE TO HR Inc. cannot guarantee that information provided to recipients will be used or acknowledged.