



Workforce – Policies for Employers

Contact

Bissell Centre Workforce

10527-96 St. T5H 2H6

Phone: 780-424-4385 Fax: 780-441-3560

Email: employmentservices@bissellcentre.org

Office Hours: **Monday-Friday 7-2:30pm**

Working with Bissell Centre Workforce

We are excited to begin working with you to achieve our Mission: *Working with communities, we empower people to move from poverty to cultural, social, and economic prosperity.*

- Bissell Centre Workforce acts as a broker between employers and workers.
- We work with our participants in obtaining job-related tickets such as Forklift, CSTS, First Aid, and more so that we can help them find meaningful work, in line with our Mission, with quality employers.
- We provide workers with a bagged lunch, basic PPE, and a bus ticket to get to the worksite. Employers can also assist in organizing transport as needed.
- Skilled & Semi-Skilled Work: While some workers are skilled or semi-skilled, they must only work in the capacity of a **helper or assistant**. Bissell Centre Workforce primarily provides general labourers. We do not provide services which require journeyman workers.
- Supervision & Instruction: To ensure employer satisfaction, consistent and **on-going supervision is expected**. In the pursuit of quality work, it is important that the employer or supervisor on the job gives skilled instruction for the task at hand.
- Employers are expected to fully abide by Alberta's Employment Standards:
<https://www.alberta.ca/employment-standards.aspx>

Health & Safety

- Safety Standards: Job sites must meet all requirements set out in the province of Alberta's Occupational Health and Safety Act, Regulations and Code
 - Employers must have appropriate First Aid Kit(s) on site
- Bissell Centre Workforce does not tolerate any abusive or discriminatory language or behavior from employers or workers
 - If Workforce receives a report of abusive or discriminatory behavior about an employer, then an investigation is opened. If it is found that the employer had demonstrated abuse or discrimination, they will be given a warning. Another report will result in a temporary ban from using Workforce and a third report will result in a permanent ban.
 - Employers are strongly encouraged to report any abusive or discriminatory language or behavior on the part of the worker, directly to Workforce.

- If an employer suspects that a worker is intoxicated on the jobsite then the employer **must** send that worker home **immediately** and call Workforce to inform us of the problem.
- Lifting & Heavy Lifting: Employers must disclose to Workforce staff if lifting is involved in the job and, if so, they must disclose the weight of the items.
 - This enables us to find appropriate workers for a job and minimizes the risk of us sending an individual incapable of performing the work, or getting injured attempting it.
 - Heavy Lifting is defined as lifting 20kg/44lbs or more. Typically, a job that involves heavy lifting will have an increased rate of pay.
 - Please discuss this with Workforce staff when requesting workers
- Safety Equipment: When requesting a worker, employers must specify what safety gear the worker is required to have (eg. Steel-toed boots, safety goggles, gloves, dust mask, coveralls)
 - Steel-toed boots are required if a worker is either lifting items that could cause injury if dropped on a foot, or working in an area where such items are being transported or moved.

WCB

Provided the conditions outlined in this document are met, all workers booked through Bissell Centre Workforce are covered for WCB. If an injury occurs at the worksite, the employer must:

- Administer First Aid and, if necessary, call an ambulance or drive worker to the hospital
- Call Bissell Centre Workforce at first opportunity as WCB claims are time sensitive
- Submit a copy of your incident report to Workforce

Payment

Bissell Centre Workforce follows Alberta Employment Standards with pay:

- Worker(s) are paid bi-weekly via direct deposit. Direct deposit has benefits for both employers and worker:
 - Employers do not have to carry large sums of cash and can easily request workers for longer periods of time; and
 - It benefits workers as it encourages them to sustain themselves financially on a bi-weekly basis; and
 - **Setting up direct deposit has additional fees.** This includes government remittance (CPP, EI, Vacation Pay, Holiday Pay) with ADP surplus fee (\$8/unique person per pay period); and
- While Bissell Centre takes care of most of the payroll process, employers are responsible for several tasks within the process:
 - Soft credit check is required with set up of direct deposit.
 - Employers will be emailed to confirm worker's hours on a bi-weekly basis (before payroll)
 - Employer will be invoiced once per month from Bissell Centre
- The minimum hourly wage for our casual labour program is aligned with the current Alberta Employment Standard minimum wage, and increases depending on specific job details. Please refer to Wage Guideline for more information.
- Workforce is not involved in the payment of workers. However, we will advocate for a worker if there are discrepancies regarding pay. To aid in this, we require contact with the employer for each day of work, and/or timesheets showing actual time worked and if lunch is paid or unpaid.
- Here are the list of circumstances regarding at least 3 hours of pay:

Employers MUST pay at least 3 hours of wage

- If the job is less than 3 hours
- If the job is cancelled due to bad weather while worker is on site and on stand-by or has worked for less than 3 hours
- If the employer does not provide **appropriate notice** and cancels the job **after** the worker(s) has been dispatched to the jobsite.

Appropriate notice for work order cancellation is stated below:

- At least 2 hours* before the start time of work order
**Please note that many of our workers utilize public transit to travel within the city and surrounding areas, and we also require time to find and prepare workers for the work order*
- If the job is cancelled due to bad weather while worker is on the site, and the worker has worked for fewer than 3 consecutive hours

Employers does NOT have to pay 3 hours of wage

- If worker decided to leave the job site early, then employer will pay the amount of hours worked, regardless if it was less than 3 hours
- Workforce strongly advises that employers **DO NOT** give advances or enter alternative payment arrangement with worker(s) (ie. Holding pay, giving advances, bartering). Workforce cannot be of assistance in resolving payment disputes if there is an alternate payment made. Side deals such as these may result in termination of our working relationship
- Offering housing to a community member in lieu of payment is strictly prohibited. Arrangements like these almost always end in failure.

Booking Workers

It is the employer's responsibility to contact the Workforce office directly to book a worker, including a call-back for a returning worker. It is highly advisable to not give out your contact information to a worker, or take worker's contact information as this ensures we can communicate with them and minimize any possible conflicts.

To streamline working with employers, we do **NOT** accept job requests from workers.

Due to COVID-19 procedures, our hours of operation have shortened to **Monday – Friday from 7am – 2:30pm**. If we are not available to take the call, please leave a message and we will get back to you on the next business day. Please note that a voicemail message does not constitute a work order, until your work order has been confirmed by an Employment Services staff member, please assume it hasn't yet been validated. If you would like to **request a worker during the weekend, please contact us by Friday** to input a work order.

You must call our dispatch office at **780-424-4835** or email employmentservices@bissellcentre.org and provide the following details:

- Employer name/company
- Contact information
- Worker's name (if callback)
- Work dates
- Start time & work length
- Specific job location & meeting point at the job site
- Specific task details
- Rate of pay

This is to ensure adequate workers are dispatched and that they receive a full briefing on what they will be doing for the day.

Incomplete or inaccurate job descriptions may end with termination of our working relationship.

Descriptions should include, for example: *shoveling top soil; loading and wheel barrowing gravel/dirt/sand; lawn mowing and weed-whacking; lifting 30lbs boxes; cleaning inside of kitchen appliances, etc.*

Employer must provide on site supervision at least 50% of the time when using our semi-skilled workers such as carpenter's helper, drywall helper, painter's helper, and/or building a fence

Please note: Dispatch & travel time may result in worker(s) unable to arrive at the worksite until 9am. We will do our best to dispatch as soon as possible and update you if they are running late.

We are excited to begin working with you on the elimination of poverty in our community!
Thank you!

Business Name: _____

Date: _____

Printed Name: _____

Signature: _____