

# WELCOME TO



We are thrilled to have you on board, and we just know you'll love being a part of our positive, fun and dynamic team of **Staff Stars!**

We like to think of ourselves as a huge family of like-minded individuals, winning together and celebrating together. Please take a moment to review our Mission, Vision and Values, which dictate our every decision and process ☺

## **Our Mission**

Staff Shop exists to showcase the value in people.

## **Our Vision**

To bring people together, one event at a time.

## **Our Values**

**Faith – what guides us.** *Where everything begins and ends.*

**Passion – what fuels us.** *We love what we do!*

**Freedom – what inspires us.** *Potential realized. Limitless opportunities.*

**S**erving our clients, candidates and employees in the highest regard

**T**here are no problems, only solutions = our attitude

**A**-Teams - we recognize that no one makes it alone and we'll go further together

**F**ailure means growth

**F**ocused, determined and results driven

**S**eek long lasting, meaningful relationships

**H**onesty and trust above all

**O**ur promise is to make things right when they go wrong

**P**ositive – we love what we do and we celebrate our client, candidate and employee wins

## **Environmental Love**

We love our planet – and we recognize that there's only one Earth. We aim to keep our systems and processes highly digital, to avoid paper and plastic waste. We make all of our documents available to you online, and give you digital access to your shift schedules, assignment details and pay stubs. We encourage and often facilitate car pooling and ride sharing – let's keep our carbon footprint tiny!

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### **What does it mean to be a Staff Star?**

Here at Staff Shop, we do things a little differently. You are not an “independent contractor,” a “sole proprietor,” or any other type of one-person show. You are a member of our team, a bonafide Employee! That means you are entitled to the following:

- **Vacation pay**
- **Statutory holiday pay**
- **Proper tax deductions and an annual T4 statement**
- **You are covered under our liability insurance while working**
- **We have full WSIB coverage in place for you!**
- **A safe and respectable schedule of hours, with appropriate rest periods and maximums**
- **An open-door policy to ask questions and voice your concerns via [work@staffshop.ca](mailto:work@staffshop.ca)**

### **What do we need from you?**

- **Accountability.** Our clients rely on us, and we rely on you to follow our Policies relentlessly
- **Communication.** We are always available at [work@staffshop.ca](mailto:work@staffshop.ca) to answer your questions. Don't leave us hanging! Keep us in the loop, and we'll do the same for you.
- **Professionalism.** Our clients expect the highest caliber of staff – be mindful of your posture, smile, uniform and manners. Remember, *we love what we do!*
- **Compliance.** Know the Proper Channels. You should not contact our client directly with problems or questions regarding your assignment - Always refer to your Team Lead Supervisor or our team at [work@staffshop.ca](mailto:work@staffshop.ca)

### **Staff Shop Inc. Attendance Policy**

You will see available shifts at [www.staffshop.nextcrew.com](http://www.staffshop.nextcrew.com). Once you have confirmed your shift online, you are officially scheduled for that shift. We ask that you arrive early to allow time to find the location, sign in with the supervisor, and store your belongings. You are required to be at the work site, signed in, in uniform and ready to start at the exact scheduled start time of your shift.

#### **Oh no, I'm Late!**

If you run into complications and are going to arrive late, you must contact [work@staffshop.ca](mailto:work@staffshop.ca) as soon as possible, so that we can make adjustments as needed and keep the client informed. You must receive confirmation that your message has been received. Late starts are recorded on your attendance record and may result in less shift availability, or disciplinary action up to and including the termination of your employment from Staff Shop.

#### **Oh no, something came up!**

If you are suddenly unable to attend a scheduled shift, you must email [work@staffshop.ca](mailto:work@staffshop.ca) with no less than 24 hours notice. If you cannot provide adequate notice, you may also find another qualified **Staff Star** to replace you. You must submit your request for a switch to [work@staffshop.ca](mailto:work@staffshop.ca). The shift remains your responsibility until such time when the team confirms the switch, and the switch is confirmed by your replacement. At this time, you will be notified of the cancellation of your shift.

We do all we can to keep our attendance policies fair and to allow flexibility for you whenever possible. Failure to abide by our attendance policies jeopardizes the level of service we are able to provide to our clients and may result in disciplinary action up to and including the termination of your employment Staff Shop.

### **But what do I wear?**

Each assignment will have its own uniform requirements – it is crucial that you read through the details of your shift very carefully. However, for most assignments, we have two default uniforms:

Front of House (Servers, Bartenders, Cashiers, Porters, Coat Check, etc)

- Black dress shirt with long sleeves and a collar
- Black dress pants (never jeans or leggings)
- Black non-slip dress shoes (no ballet flats or athletic shoes)
- Black socks
- Black belt
- Long hair tied in a ponytail or bun
- Nails clean and trimmed. If nail polish is worn, must be a neutral colour

Back of House (Prep Cooks, Line Cooks, Chefs, Dishwashers, Stewards, etc)

- Clean white Chef coat – no holes or stains
- Chef hat, plain black baseball cap or hair net
- Black pants
- Black socks
- Black CSA-approved, non-slip kitchen shoes
- Set of Chef knives and thermometer (not necessary for dishwasher roles)
- Nails clean and trimmed with no polish

### **How Do I Get Paid?**

You must log in to Next Crew and submit your start and end time, or clock in and out using the Next Crew App. If you were given a 30-minute rest or meal break, you'll need to put that in too. Your on-site supervisor will need to approve these later for processing – so *don't make any mistakes*. If you put in the wrong hours, it can really slow down the process, and end up delaying your pay while we contact our client and sort things out.

You are paid Vacation Pay at 4% on each paycheck.

### **Done! Now Where's my Money?**

You will be paid by Direct Deposit to your bank account on Friday of the week following that in which you worked. Our pay period is Monday to Sunday. You must submit your hours online immediately after your assignment and no later than the end of the day on Sunday (midnight) for prompt payment.

Note: If your time is NOT filled out and submitted properly, you will experience a significant delay in receiving your pay!

Your statements of earnings will be available to you in our online portal. You will be able to access it by your first pay day. Please email [payroll@staffshop.ca](mailto:payroll@staffshop.ca) for your login details.

Overtime, Vacation Pay, and Public Holiday Pay are paid in accordance with the ESA. Please refer to the links and information you were provided in your **New Employee FYI** package, which always available in your Next Crew account.

## **.Staff Shop Inc. Health & Safety Policy**

Please view our Health & Safety Policy at [www.staffshop.ca/employees](http://www.staffshop.ca/employees)

### **Steps to Take When Injury Occurs in the Workplace**

1. Advise your on-site supervisor and email [work@staffshop.ca](mailto:work@staffshop.ca) right away when an injury has occurred.
2. If necessary, seek medical treatment immediately following an accident/injury.
3. If no medical treatment was sought, assist staff in completing an incident report.
4. If medical treatment was sought, provide Staff Shop Inc. with a copy of the medical documentation.
5. Maintain communication with Staff Shop on a regular basis throughout your recovery process.
6. Send copies of any medical treatment required to your [work@staffshop.ca](mailto:work@staffshop.ca).
7. Provide Staff Shop and the WSIB with any information regarding your injury and information given to you by your physician.
8. Cooperate and assist Staff Shop in identifying suitable work during and after your recovery to ensure an early and safe return to work.
9. Report any medical changes to both [work@staffshop.ca](mailto:work@staffshop.ca) and the WSIB.

### **Return to Work Policy**

At Staff Shop, we are committed to providing a safe workplace for our employees and Associates. We've created a program and procedural process to ensure that all workers who are injured can safely return to work soon as possible. The components of this policy are spot checked and reviewed annually to ensure effectiveness and continuous improvement.

Preventing workplace injuries and illnesses is the responsibility of everyone in the workplace. When injuries and illnesses

do occur, it is essential for us to work as a team to try to minimize the impact by focusing on returning workers to safe and productive work. This policy is designed to ensure that a strong relationship and open communication between the employee and the employer is being maintained. It is our policy and mandate at Staff Shop to provide transitional regular employment through accommodation or suitable alternatives, while you are recovering from a workplace injury or illness. Staff Shop representatives will advise the employee of the availability of transitional duties and provide the required forms.

Our Return to Work Program, as well as our related Return to Work Case Management Policy, warrants that all workplace parties are able to meet their obligations.

### **Return to Work Program Overview**

1. Employees injured or who fall ill, while on a work assignment with Staff Shop, will report the injury or illness immediately to both their workplace supervisor and the Staff Shop team via [work@staffshop.ca](mailto:work@staffshop.ca).
2. Temporarily disabled workers will contact [work@staffshop.ca](mailto:work@staffshop.ca) immediately after appropriate medical treatment has been sought, to arrange a phone call for the submission of any information required for the written accident report, Form 6, a review of the Functional Abilities Form, and to discuss Return to Work process and responsibilities.
3. Where possible, Staff Shop Inc. will design transitional modified/alternative work program for temporarily disabled employees based on the injured employee's functional abilities form.

4. Temporarily disabled employees will be expected to accept the modified work program designed, provided the duties meet the specifications determined by the Functional Abilities Form set by the medical professional.

### **Worker's Responsibilities**

- Cooperate in the Return to Work process.
- Contact the employer as soon as possible after injury.
- Maintain communication with the Staff Shop Inc.
- Assist Staff Shop Inc. in identifying suitable modified duties.
- Provide WSIB and Staff Shop Inc. the information that is requested.
- Inform Staff Shop Inc. and WSIB of any medical changes in circumstances.

### **Employer's Responsibilities**

- Have a Return to Work program available.
- Contact the worker as soon as you are notified of an injury/illness.
- Maintain contact and a contact log of all discussions and issues.
- Attempt to identify suitable modified work.
- Provide the WSIB with the required reporting documents.
- Provide the WSIB information that is requested.

### **Transitional Duties**

Staff Shop Inc. recognizes that the temporarily disabled employees can and should be performing meaningful, productive tasks. Our transitional duty program gives structure and organization to this principle and recognizes the joint responsibility to participate in the rehabilitation of the employee.

- Modified duties given to the injured employee must be productive and have value.
- Transitional duties must not aggravate the employee's disability.
- The worker's disability must not create hazard to the employee and fellow workers when performing duties.
- The work must assist the employee in returning to their regular work.
- Before beginning transitional duties, the employee and employer will create an agreement outlining the transitional duties, hours worked, reporting requirements and the nature of the transitional duty position.
- The employee's physician statement and the employer requirements will be reviewed for the transitional duty position.
- The employee will be required to schedule appointments and therapy at reasonable times that do not conflict with their work schedule.
- Staff Shop Inc. will review and consult with all Health Care providers and the WSIB to assist the employee with their modified duties once the employee receives a Functional Abilities Form. Once Staff Shop receives the Functional Abilities Form, we offer modified duties until no longer medically required.

Any concerns or questions regarding the Return to Work job offer will be reviewed with supporting medical information.

## **Working Alone**

Staff Shop Inc. understands that there may be times when employees have to work alone. Staff Shop Inc. is fully committed to the health and safety of all employees in the workplace. A person is alone at work:

- When they are on their own;
- When they cannot be seen or heard by others; and
- When they cannot expect a visit from another worker.

At Staff Shop Inc., we are committed to the protection of employees from injuries and occupational hazards that may arise from working alone. It is our policy to ensure that all employees and managers are aware of their roles and responsibilities and to follow the appropriate procedure.

### **Procedure**

1. All employees must be made aware of emergency procedures and contact numbers of members of security and management.
2. Any staff member working outside of business hours should make sure that outside access doors are locked.
3. Staff working alone should sign the attendance sheet.
4. If the staff member observes something unusual or threatening, he/she then is to move to a safe location and contact building security immediately or call 911 for assistance.
5. It is the responsibility of any associate to notify Staff Shop Inc. if they have concerns about working alone at the client site.
6. Do a mid-shift check-in with security or members of other departments.

There are many steps that can be taken to help ensure your health and safety while working alone:

- Assess the hazards of the workplace.
- Establish an effective means of communication.
- Be aware of emergency exit/escape routes and location of fire extinguishers.
- Locate the first aid equipment before starting to work alone.
- Carry with you or be conscious of emergency contact phone numbers.
- Educate yourself and receive proper training of work procedures.
- If possible, make sure you are visible to others.
- Avoid working alone. If another employee is around ask them to help you.
- Report all situations, incidents or “near misses” immediately.
- Check in with your manager or other workers occasionally to make them aware of your situation.

### **Workplace Harassment Policy & Workplace Violence Policy**

Please view our Workplace Harassment Policy & Workplace Violence Policy at [www.staffshop.ca/employees](http://www.staffshop.ca/employees)

### **Accessibility for Ontarians with Disabilities Act (AODA)**

During your registration process with Staff Shop Inc, you will have completed training on the Accessibility for Ontarians with Disabilities Act and a quiz which will be kept in your file for our records. Should you wish more detailed information or have questions, please reference [ontario.ca/AccessON](http://ontario.ca/AccessON).or review

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/customerService/>

### **WHMIS: Workplace Hazardous Materials Information System**

During your registration process with Staff Shop Inc., you will have completed WHMIS training and a quiz which will be kept in your file for our records. Should you wish more detailed information or have questions, please reference WHMIS regulation 860 of the Occupational Health & Safety Act.



### **Got Something to Say?**

At Staff Shop, we have an open-door policy that extends to all our **Staff Stars**. If you have a question, a concern, a problem, or a great idea, please get in touch with us! We are here for you!

#### **Staff Shop Inc.**

**24 Hour Staff Support:** [work@staffshop.ca](mailto:work@staffshop.ca)

**Payroll Inquiries and Time Sheet Submissions:** [payroll@staffshop.ca](mailto:payroll@staffshop.ca)

**Web:** [staffshop.ca](http://staffshop.ca)

**Facebook:** [www.facebook.com/staffshop.ca](http://www.facebook.com/staffshop.ca)

**Instagram:** [@staffshop.ca](https://www.instagram.com/staffshop.ca)