

HR Support Solutions FAQs

Contacting Shepell•fgi

What is the number to call for this service?

It is the same number you would call to access other Employee Assistance Program (EAP) services - English/French: 1-800-238-8663.

Is the phone number the same as for the EAP Manager?

It is a different number. However, if you called the EAP Manager Resources number, you would simply be redirected to the main EAP line where they would transfer you to HR Support Solutions.

Is this contact information available on the Victor website?

Yes. The toll free contact number (1-800-238-8663) is provided on Group Benefits Connect under My Leader Tools --> EAP for Managers.

Who has access to the HR Support Solutions service?

The program has been set up so that only the plan administrators for the benefits plan are made aware of the service. You can decide if you want to make this service available to anyone else in your department.

Is this service available only by telephone? Can communication be handled via email?

Plan administrators must access the service initially by telephone. Once connected with a consultant, communication can continue via email.

HR Templates

Can templates be accessed online?

You must call Shepell•fgi first in order to confirm eligibility and to assess your needs. It's important that the information provided is accurate and supports the appropriate provincial labour standards. The required templates can then be provided via email.

Can custom templates be created?

Yes, within reason. The fields can be customized but it will not be possible to include specific company language or logos.

Are there basic templates available, such as vacation request or sick day forms, to help organizations maintain personnel records accurately?

Yes, these can be obtained by contacting Shepell•fgi directly for assistance.

Is there a template for an employee handbook?

Yes, these can be obtained by contacting Shepell•fgi.

General Questions

Is HR Support Solutions provided by a Canadian company dealing with Canadian laws and employment standards?

Yes. The service is provided by Shepell•fgi, a leader in work/life health support solutions in Canada, and all services are based on Canadian laws and employment standards.

Is the advice provided through HR Support Solutions specific to each province?

Yes. The advice given will be based on the applicable provincial statutes and labour laws where the employee resides and works.

Is the advice provided through this service legal advice?

No. If the issue described is clearly legal in nature, you will be advised to consult a lawyer specializing in employment law.

Is there a charge for legal advice regarding employee termination matters?

Any guidance provided by Shepell•fgi will be short of legal advice, and will be centered around the rule of law. If there are possible legal implications regarding specific scenarios, you will be advised to contact legal counsel.

Does the HR Support Solutions service provide only general, or broadstroke, information or can specific, actionable advice be given regarding a current employment situation?

The advice provided can be as specific to a current situation as you would like it to be, short of legal advice.

Is there an overview online of all the services provided? (To provide further insight as to what may be needed in a particular situation.)

A description of the HR Support Solutions service is available on Group Benefits Connect under My Leader tools → HR Support Solutions. A toll free number (1-800-238-8663) is also provided in case you require further details.

Are checklists available, to make sure all bases are covered when dealing with certain types of employment issues?

Yes. A checklist tailored to a particular employment issue can be compiled upon request. There is no master list, however.

If more than one issue needs to be addressed, is it better to bundle it all in one telephone call, or deal with each issue in separate sessions?

The service is designed to help you with as many issues as you like. You can deal with them separately or at one time. The choice is yours.

Will there be additional materials made available, to promote the service to other members of the organization (i.e., posters, magnets, brochures, etc.)?

The HR Support Solutions information sheet can be downloaded and printed from Group Benefits Connect under My Leader Tools → HR Support Solutions. This document provides an overview of the service and its value to the organization. The Employee Assistance Program (EAP) highlight sheet also includes information on the service along with all other services available through the EAP.

Does HR Support Solutions provide advice concerning workers' compensation rules?

Yes. Templates and advice can be provided.

How should employee terminations be handled? Is this something HR Support Solutions can help with?

Yes. Consultants can provide advice, templates and a checklist of suggested actions to take.

If an organization already has an EAP in place for their employees, do they also have access to Victor's HR Support Solutions?

HR Support Solutions is a unique service offered through Victor's EAP. Provided your benefits plan includes the Victor EAP, you have access to HR Support Solutions as well.

Can HR Support Solutions consultants review existing employment agreements or policies to obtain feedback for our HR representative?

Yes. HR Support Solutions consultants are well-versed to provide professional feedback and tips to improve existing policies and agreements.

