

## HR Support Solutions

### Reduce risks and costs with on-demand access to human resources professionals

HR Support Solutions by Shepell•fgi is a unique service for businesses that may not have in-house human resource (HR) or related legal expertise. This access to the specialized knowledge of HR professionals will help you manage everyday business situations, complex HR processes and legal decisions. HR Support Solutions is automatically included in your Employee Assistance Program (EAP) at no additional cost!

For many organizations, human resources is a function carried out by individuals who also perform many other operational tasks. As a result, it can be difficult to keep up with all the latest regulatory requirements at both the provincial and federal levels, or to know what to do in different employee situations. HR Support Solutions can provide a wide range of expertise both at the regulatory level and with basic, day-to-day issues.

With the intricacies of today's employment law, trusted human resources and legal expertise has become a must for businesses looking to steer clear of employment pitfalls and expensive litigation. HR Support Solutions provides support and expertise to help you reduce your financial and legal exposure associated with issues arising from employee terminations, human rights, legal standards and more.

### What's included in the program

#### Real-time advice and support by phone or email on different HR-related topics, including:

- Health and safety
- Compensation
- Performance management
- Policies and procedures
- Job evaluations
- Terminations
- Employee relations
- Workers' compensation and employment standards advisory

#### Access to a wide array of HR templates, including:

- Sample letters of offers
- Performance management templates
- Sample employment contracts
- Employee exit interview form
- 40 job interview questions

- Interview questions NOT to ask
- Policy template
- Internet policy template
- Termination meeting checklist
- Social media policy template

**Strengthen your understanding of legal employment requirements and potential liability exposures for businesses operating in Canada through a complete Legal Primer.**

Through easy-to-understand documentation, you'll gain valuable knowledge on everything from employee termination and pay equity to workers' compensation and human rights.

**Service Hours: 8:00 a.m. to 8 p.m. EST**

**To access HR Support Solutions**

HR Support Solutions is offered directly through the Employee Assistance Program (EAP) at no additional cost. Use as much or as little of the service as your organization needs.

**Contact Shepell•fgi at 1-800-238-8663 to be put in touch with a qualified and experienced HR professional or visit [www.workhealthlife.com](http://www.workhealthlife.com) for more information.**

This document is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the program described. Please remember only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

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