

MEDICAL COMPANY'S POLICIES AND PROCEDURES OVERHAUL

Compliance with the New Accessibility Ontario Disabilities Act (AODA) Leaves a Mid-size Company Looking for an Overall Policies and Procedures Overhaul

One of the largest providers of cardiology testing in Brampton was looking for expert assistance for three of their affiliate locations in preparation for the mandated AODA legislation. They realized that in order to ensure complete compliance that they had to look at their policies and procedures as a whole and soon realized that they were outdated.

THE PROBLEM

- ▶ The company had limited resources and was not able to dedicate time to understand and keep up with ongoing legislation therefore their policies and procedures were outdated. Their current source for legislative updates was merely a membership to an organization that mailed out packages of information that was so detailed and non-specific to their industry that it ended up collecting dust on a shelf.
- ▶ Not only did their policy and procedures need to be updated they needed a current health and safety manual as well as Joint Health and Safety Committee. The information available online was not specific to the medical industry therefore the company did not know what applied to them and what did not.
- ▶ Once the manuals and policies were in place, the company needed a training and implementation plan that would ensure that their staff understood the legislative and health and safety requirements.

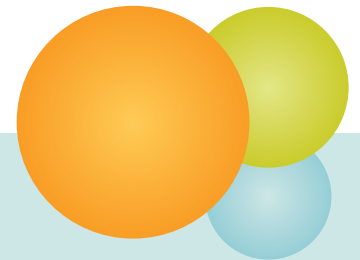
After making several phone calls and inquiries through their network they found that no one source offered everything they needed until someone recommended they have a look at the a-la-carte HR offerings of The Payroll Edge.

THE SOLUTION

- ▶ The HR experts at The Payroll Edge took the company's policies and procedures manual and brought it up to date with current legislation including the AODA legislation.
- ▶ Consultation services were provided in regards to various difficult employment issues that had arisen throughout the year and best practices were put into place for future concerns.
- ▶ Their current employee handbook was reviewed and revamped to ensure that it met the Employment Standards Act.
- ▶ A safety audit was conducted, in deficient areas identified and all 3 work locations brought up to compliance.
- ▶ Training was provided on WHMIS, Health & Safety, Violence & Harassment, Emergency Procedures, AODA and Hazard Recognition along with the implementation of a safety group mentoring program.
- ▶ The Payroll Edge committed to keep the company up to date on all ongoing legislative changes and make the appropriate revisions in all handbooks and manuals.

The medical company is extremely satisfied with the support and expertise received by The Payroll Edge for a quarter of the cost they would have paid to hire an HR person in house and are committed to partnering with them for continued support.

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Call Us: 1-800-720-5318 | www.thepayrolledge.com

The Payroll Edge

A Division of The Staffing Edge
181 Queen St. East Brampton, ON L6W 2B3

Info@thepayrolledge.com