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**ML** MIDDLESEX-LONDON  
HEALTH UNIT

# OVERVIEW OF HUMAN RESOURCES & LABOUR RELATIONS

Louise Tyler  
Director, HRLRS

Board of Health Meeting on 2013 March 21

## HUMAN RESOURCES AND LABOUR RELATIONS

Louise Tyler, Director ext. 2396

Nancy Forbes, Administrative Assistant to the Director ext. 2484

Organization and Job Design, Job Evaluation, Policy Development, Negotiations, Union-management Relations, Management & Staff Development, Performance Management, Employment Legislation

### Attendance, Benefits & Volunteer Program

Gayle Riedl  
HR Officer  
ext. 2290

Attendance Management,  
Safe Return to Work and Accommodation, WSIB  
Incident Reports,  
Volunteer program  
Benefits & Pension Administration,  
Reception

50 King Reception  
Amanda Belanger  
Laura Mandigo

Strathroy Reception  
Karen Pelkman  
Lynn Vander Vloet

### Recruitment and Labour Relations

Kathy Wall  
HR Officer  
ext. 2395

Recruitment,  
Orientation,  
Policy and Collective Agreement interpretation  
Casual PHN pool,  
Casual PA pool,  
Personnel Agencies

### HR Coordinator

Cynthia Bos  
ext. 2494

Projects for Director,  
Recruitment,  
Orientation,  
Absence Records, Records  
Management for HRLR

### Student Education Coordinator

Vacant  
ext. 2597

Nursing Preceptee Program,  
Medical Student seminars & placements,  
Other regulated healthcare student placements,  
Unregulated healthcare student placements

### Library Services

Yvonne Tynl  
ext. 2486  
Carolynne Gabriel  
ext. 2561

Literature Searches,  
Quick Reference,  
Interlibrary Loans, Collections (borrowing),  
Current Contents (Subscriptions),  
Copyright Officer,  
Training on bibliographic databases

# #1

A Recruitment Request form is sent to HR  
via interoffice mail.

Who deals with this form?

## #2

A staff member calls to check how much vacation time she has left.

Who deals with this question?

## #3

A member of the public calls the Health Unit as he has been bitten by a dog.

Who gets this call?

## #4

A staff member calls the Health Unit as she has been bitten by a dog during a home visit.

Who gets this call?

## #5

A casual public health nurse is going to start a pregnancy leave.

Who in HR does she need to contact?



## #6

A manager calls to say her team is part of a coalition that is applying for a grant. The coalition wants MLHU to hire an occupational therapist under the grant. Who gets this call?

## #7

A call comes in from a medical student who was to attend the Community Medicine seminar tomorrow. She can't make it and wants to come to the next seminar instead.

Who gets this call?

## #8

A union steward arrives at HR to deliver a grievance.

Who receives the grievance?

## #9

The fit-testing for all staff has been completed and the Emergency Preparedness assistant brings the individual staff training records to HR to file.

Who takes care of this?

## #10

The staff member calls to ask if she can change two vacation days to sick days as she became sick during her vacation. Who answers this question?

## #11

A staff member calls to say that the pharmacy would not fill her prescription as her drug card was rejected.

Who takes this call?

## #12

A manager is concerned about two staff members who are not getting along.

Who will assist the manager?

## #13

Two members of the Joint Job Evaluation Committee cannot attend a meeting, which means that there will be no quorum.

Who follows up to advise the committee members and reschedule the meeting?



## #14

A client leaving The Clinic trips on a floor mat and falls to the floor. The receptionist calls a nurse from The Clinic to help the client.

Who else does the receptionist need to contact?

## #15

A union representative wants to discuss the bereavement leave policy and whether a staff member can take a day off with pay because her husband's uncle passed away.

Who will meet with the rep?

# HRLRS and our customers

Human Resources management

Employee and Labour Relations

Volunteers and Student Placement

Reception

Library Services

## Some current HR Strategies

- Hire the best people and keep them
- Provide a competitive compensation package
- Promote staff learning and development
- Identify skills needed for the future
- Provide system supports (policies, practices)
- Promote the Health Unit through student and volunteer recruitment

## 8.4 Full-time Equivalents

- 1.0 Director
- 2.0 HR Officers (Non-union)
- 1.0 HR Coordinator (Non-union)
- 0.5 Administrative Assistant to the Director (CUPE Local 101)
- 1.0 Librarian (CUPE Local 101); 1.0 FTE is 100% funded by PHO
- 2.4 Receptionists (CUPE Local 101)
- 0.5 Student Coordinator (ONA)

# Budget

Category	Amount
Personnel Costs	812,080
Administrative Expenses	8,420
Purchased Services	22,276
Materials & Supplies	57,544
Furniture & Equipment	1,000
Other Expenses	6,825
Sub-Total Expenditure	\$ 908,145
Less 100% SLSP funding	(110,000)
Cost-Shared Total Expenditure	\$ 798,145

## Performance Measures

- Much of the value added by HR cannot be described in metrics as it is the quality of services that impact the organization
- Metrics can help when reviewing the processes involved in the transactional work we do, to identify efficiencies (e.g. number of interviews)

## HR Metrics

- Starting to relate metrics to HR strategies, e.g. review of student experiences and administrative processes to determine how to most effectively balance demand with capacity and maintain quality



## What does the BOH need to know about HRLRS?

- The responsibility for HR management is a responsibility that HR shares with all management – HRLRS is a centralized support system providing expert consultation to enable the organization to achieve its strategic and operational goals
- There are HR strategies to address future requirements for human resources – recruitment, retention, succession planning, skills development

**Questions?**