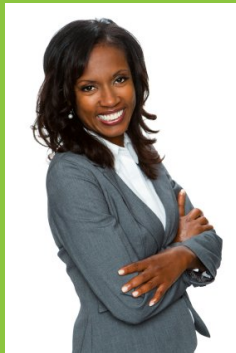


In This Issue:

- Social Media
- The AODA Employment Standard
- Holiday Thoughts
- A quick guide to what JM Box Consulting Services can offer you



You Should Just Know



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SOCIAL MEDIA AND AN EMPLOYER'S REPUTATION

For many organizations, a key component of their success is their reputation in the community. Reputation is often an important consideration when a client decides to use services, a volunteer decides to join, or a donor decides to give. Organizations work hard to develop and maintain a good reputation, stressing amongst staff the need for a solid community presence.

A recent threat to the reputation of many organizations is the use by staff and others of the world of social media to express their opinions. Many turn to Facebook, Twitter, and other social media websites as a place to vent frustration at coworkers and their employers. Some do so in the mistaken belief that because this criticism is being done outside the workplace, it can be done without consequence within the workplace. That is not the case, even in unionized environments.

Recently, the British Columbia Labour Relations Board upheld a ruling by an arbitrator which confirmed the termination of two employees for their negative comments on Facebook about their employer and some of their coworkers. The employer had been made aware of the Facebook comments of the employees, and began monitoring them. In ruling on the case of Loughheed Imports Ltd.

(West Coast Mazda) v. United Food and Commercial Workers International Union, Local

(Social Media, continued on page 2)



THE A.O.D.A. EMPLOYMENT STANDARD

In the spring of 2011, the Province of Ontario, as part of Ontario Regulation 191/11 to the Accessibility for Ontarians With Disabilities Act, 2005, introduced its Employment Standards. These Standards will have

impact on the employment of persons with disabilities, ranging from recruitment to redeployment. As is usual in these situations, there is an implementation timetable, as follows:

Large designated Public Sector Organizations- January 1, 2014

Small designated Public Sector Organizations- January 1, 2015

(Standard, continued on page 3)

(Social Media, continued from Page 1)

1518, the arbitrator and the Board both agreed with the employer that such comments were insubordinate and damaging to the business, and therefore warranted termination.

While Loughheed confirms the right of employers to take action against employees even outside the workplace on social media issues, the best course of action for any employer is, of course, preventative. It is impossible for every employer to monitor what every employee is doing on the internet. It is therefore important for employers to let their staff know what is expected of them if they decide to comment on their employer and their coworkers when utilizing social media resources. A good Social Media policy, properly communicated to the staff, can serve as the starting point. It should outline expectations of staff when referencing work related situations, as well as stress to the staff that the social media, like any other kind of media or publicity, can have a direct impact on their employer's reputation and therefore their own livelihood.



We have all sat in interviews, and tried to get a sense of the potential fit of a candidate into our organization. This can be a frustrating process, as there are only so many questions you can legally ask. Further

CHECKING OUT YOUR (POTENTIAL) EMPLOYEES

frustrating the process is that ability that some candidates have of appearing one way in the interview, and then turning out to be the exact opposite when hired. One tool that many employers have begun to turn to is the various social media sites.

Yes, those very social media sites mentioned in our previous article can be used by an employer to get a better insight into a potential employee. By checking out that person on Facebook or an equivalent site, an employer can get a greater sense of the individual. Is the person slamming a current employer on their Facebook page? Information revealed that wasn't on the resume? While an employer must be careful as to what information is used to make a final hiring decision, what is revealed on the internet might prevent an organization from making a bad hiring decision.

And for you employees- be careful about what you post about yourself!



(Standard, Continued from page 1)

Large (Private Sector) Organizations- January 1, 2016

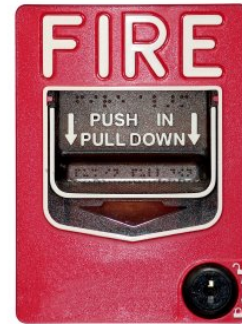
Small (Private Sector) Organizations- January 1, 2017

A "large" organization is 50 or more employees, while a "small" organization is under 50 employees.

Some of the specific areas covered under this Standard are the provision of accessible formats and communications supports for employees with disabilities, individualized accommodation plans, formalized return to work processes, and taking into account the accessibility needs of an employee with a disability when it comes to areas such as performance management, career development and advancement.

Of more immediate concern to all employers is the part of this regulation devoted to workplace emergency response information, which must be in place by every employer by January 1, 2012. This Standard states as follows:

- (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.
- (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- (4) Every employer shall review the individualized workplace emergency response information,
 - (a) when the employee moves to a different location in the organization;
 - (b) when the employee's overall accommodations needs or plans are reviewed; and
 - (c) when the employer reviews its general emergency response policies.
- (5) Every employer shall meet the requirements of this section by January 1, 2012.





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An Overview of Our Services

JM Box Consulting Services provides innovative, cost-effective Human Resources support and services that assist clients in dealing with their issues and challenges with confidence. Together, we will resolve issues one at a time, either through consultation, training or working together on necessary projects. These services are designed to be of greatest service to small to medium size organizations, including the municipal, health care, charitable, not-for-profit and small business sectors. Based in Windsor, Ontario, JM Box Consulting Services can meet the needs of clients throughout the Province.

Services

E-Consulting- providing clients with quick, cost-effective access to Human Resources expertise through the use of e-mail and telephone communications, without the expense of or supplemental to internal Human Resources staff.

Project Management Services- to provide project management and expertise on matters such as job evaluation/pay equity, wage/salary administration systems, policy and procedure review and development, and organization redesign and restructuring.

Training Services- to address client needs that are best addressed through training specific to the needs of the organization, such as Violence in the Workplace, Working in a Respectful Workplace, and Organizational Community Presence.

Mediation Services- John Box is a trained mediator, who would be happy to assist your organization by providing that outside view that can often lead to resolving difficult situations.

HOLIDAY CARDS OR HELP TO OTHERS?

Last year around this time, I suggested that organizations might consider forgoing the expense (and potential embarrassment) of the holiday staff party, and use the funds instead for participation in an 'adopt a family' program. As I said at the time, this is done by contacting the appropriate agency, who will provide you with the information on a family that would not otherwise receive any gifts during the holiday season. You get gender, ages, and sometimes even first names to personalize the activity. The idea is for your group to take the information and buy appropriate gifts for the members of the family. This is often a lot of fun for the staff involved, particularly those who no longer have young children to buy for. It can be a team building activity, a lot of fun, and really benefits the community.

So this year, JM Box Consulting Services will be putting its money where its mouth is. No holiday cards will be sent out, with the funds being used to help a family in our community. Happy Holidays!