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MEDIATION SERVICES NOW AVAILABLE – AND WHY

JM Box Consulting Services is pleased to announce the introduction of mediation services as part of its program.

A number of years ago, I was approached by a union representative with an idea. We had a number of important grievances outstanding, any and all of which could potentially go to arbitration. If this happened, regardless of the outcome, both the union and my employer would incur incredible financial hardships, and the grievances could still be outstanding for a considerable time. The union representative's suggestion- let's get an independent mediator to help us. I agreed to the process. It might help us solve some of the issues, and the cost, for one day of mediation, was considerably less expensive than even one day of arbitration.

When the mediator arrived, it became clear that he was interested in results. His style and approach was the right one for the organization and the union, and all seven grievances were resolved that day.



What did the mediator do that we could not? He gave us an impartial set of ears and eyes with which to view the situations. He made us responsible for any final resolutions to the issues by clearly identifying that he could not make decisions for us. He communicated to all involved in the process, including the grievors, and the managers involved, the realities of the situation, along with the benefit of his experience related to the outcome of similar situations he had encountered. In short, without

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A.O.D.A. INFORMATION SESSION IN WINDSOR

As reported here previously, the Province of Ontario, through the Accessibility Standards for Customer Service, and developed under the Accessibility for Ontarians with Disabilities' Act, 2005, has mandated that all organizations with at least one employee needs to have in place, by January 1, 2012,

policies, procedures and practices regarding the accessibility to their goods and services by those with disabilities. Training is also to be given to staff with regards to these standards.

In order to inform small business and not-for-profit organizations of their responsibilities under this legislation, the

WindsorEssex Small Business Centre and **JM Box Consulting Services** are putting on an information session. It will be held on Wednesday, October 12 at 9:00 a.m. at the Downtown Windsor Business Accelerator, 720 Ouellette Ave. The

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eliminating the element of risk necessary for settlements to occur, he gave us a clean and level playing field in which to work that allowed for the discovery of real issues and possible settlements.

At the conclusion of the day, I was sold on the mediation process. Not only that, I had decided that I would like, someday, to be a mediator.

A number of years have passed, but my interest and utilization of mediation as a process has not diminished. Recently, I had the opportunity to attend two four day training sessions on the mediation process, offered by the Stitt Feld Handy Group on behalf of the University of Windsor. As a result, I am now able to provide mediation services to my clients.

What makes me more qualified to be a mediator after the training than I was before? As I learned going through the many varied and intense role-plays used as a considerable part of the training process, the necessary skills were already there. What is new, however, is a different perspective. I took my training with a number of highly skilled lawyers and Human Resources professionals, and we discovered that the biggest adjustment we had to make is changing from the problem-solver to the problem-identifier. This is the basis for all successful mediations, from the mediator's perspective. A successful mediation is not based on telling you how to fix the problem, but on making it easy for you to see clearly everything that is necessary to fix the problem in a real and sustainable way. It is this new perspective that I would like to bring to clients who could benefit from mediation services. If you are interested, just let me know, at john@jmboxconsulting.com.



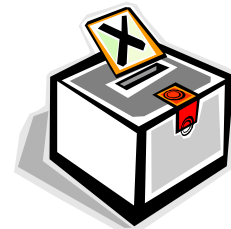
I'll have more thoughts about using mediation in future issues.

John Box

ELECTION DAY REMINDER

October 6, 2011 is election day in Ontario. The poles will be open from 9:00 a.m. to 9:00 p.m. on that day. According to the *Ontario Election Act*, employers must ensure that their employees have three consecutive hours during that time to vote. If you have employees whose hours of work would prevent that, they have the right, upon request, to have three consecutive hours to vote. Employers have the right to decide when during the day it would be most convenient to allow the time away from work. If time away is given during normal working hours, there can be no deduction of pay or requirement to use other forms of paid time off (vacation time, overtime, etc.) to compensate. The *Act* does not require employees to give any specific period of notice of requiring additional time off.

If any of your staff are going to work as returning officers or poll officials, the *Act* requires you to give them unpaid leave for that purpose.



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session is scheduled to last one hour. All are welcome but please note that advance registration is required.

To confirm your attendance at this session, please contact the WindsorEssex Small Business Centre at 519-253-6900, or by e-mail at info@windsoressexsmallbusiness.com.

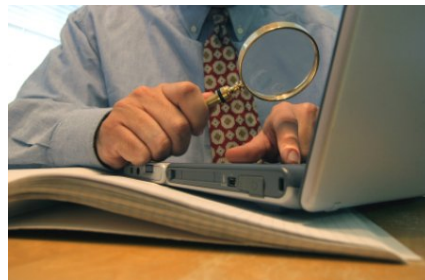
AODA Training Available

For those looking for training to meet their requirements under the Act, **JM Box Consulting Services** has put together appropriate training in both an in-house and Powerpoint e-learning format. For more information on this training, please contact us at john@jmbboxconsulting.com.

Employment Standards Audits

It is being reported that, as a result of a push to catch up on outstanding Employment Standards complaints, the Ministry of Labour will, by March of 2012, have the resources necessary to conduct random Employment Standards audits of non-union employers. This means that you may be receiving written notice, ten days in advance, of an inspection of your organization by an Employment Standards officer to ensure compliance with what are being referred to as the 11 Core Standards. These are:

- Posting of ESA poster
- Wage statements
- Unauthorized deductions
- Record keeping
- Hours of work
- Eating periods
- Overtime pay
- Minimum wage
- Public holidays
- Vacation pay
- Temporary help agencies charging fees/not providing information



To assist employers in learning more about these inspections, the Ontario Ministry of Labour has prepared a brief video on the inspections process. It can be viewed at www.labour.gov.on.ca/english/gallery/es/v_whattoexpect_es.php.

If you require any assistance related to a possible Employment Standards inspection, please contact us at info@jmbboxconsulting.com.



519-903-5634

info@
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Check out our website at
www.jmboxconsulting.com



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.

JM Box Consulting Services takes the approach of meeting client expectations by identifying the gap between the desired goals and current realities, to discover the best ways of eliminating that gap- not just for the present, but for the future as well.

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- providing clients with a way of resolving conflict or issues within or outside the organization through the utilization of proven third-party problem-solving and identifying techniques.

A COMMENTARY ON- PERSPECTIVE

Recently, I have been doing something new. I have started to feed by E-bay addiction (don't ask) by buying DVDs of live performances done by bands that I saw as a teen (and beyond, I admit) or wish I saw. In many cases, while the production values have been great and the music enjoyable, I was left somewhat flat by the whole experience. After I thought about it, I realized that it wasn't the same as attending the concert live. No, I wasn't stoned then or now, so that wasn't it. It was, as I determined, the perspective. My favourite concerts were the ones that provided not just music, but a show. Sitting way back, far from the stage, I saw what the band wanted me to see. Up close, you sometimes see too much, and it discourages you. On the stage, rock legend. Up close, someone with a really bad complexion.

Sometimes we have the same perspective problem at work. At first, a project or idea sounds really good, but when we get really into it, really close up and into the nitty gritty, it no longer looks that good. We lose interest, either permanently or temporarily. Sometimes we need to drop back a little, out of sight of the details, and recall the big perspective. That should bring us back the enthusiasm we had originally for the project or idea.

John Box