

Human Resources

SERVICE STANDARDS

General Overview

The Human Resources (HR) Department of the Town of Greater Napanee is committed to fostering a respectful, inclusive, safe and high-performing workplace that supports the Town's strategic goals and values. Guided by the principles of integrity, accountability, transparency, and collaboration. We strive to ensure that all interactions with employees, management, and external stakeholders are handled with professionalism, confidentiality, and care.

We serve as a strategic partner to all departments by delivering professional, timely, and effective HR services that promote employee engagement, organizational effectiveness, and continuous improvement.

Funded by the Genal Tax Levy

Total Resources: 2.5 (HR Manager, HR Coordinator – Payroll and Benefits [.5 Shared with Finance], Compliance Coordinator / CEMC)

Guiding Authorities

- Compensation By-Law
- Delegated Authority By-Law
- Union Collective Agreements
- Employment Standards Act
- Ontario Health and Safety Act
- Accessibility for Ontarians with Disabilities Act
- Human Right Act, Employment Law
- Service Canada
- Emergency Management and Civil Protection Act
- By-law to Adopt an Emergency Management Program and Emergency Response Plan
- Ministry of Finance
- Canada Revenue Agency
- Workplace Safety Insurance Board
- Ministry of Labor
- Income Tax Act
- Family Responsibility and Support Areas Enforcement Act, 1996,
- Canada Pension Plan,
- Employment Insurance Act,
- Ontario Municipal Employees Retirement System Act 2006

General Service Descriptions

1. Strategic Human Resources Management
2. Recruiting and Staffing
3. Employee and Labour Relations
4. Compensation, Payroll and Benefits
5. Health, Safety and Legislative Compliance
6. Training and Development
7. Employee Wellness & Engagement
8. Disability Management

Human Resources Services

Name of Service: Strategic HR Management

Service Description: Aligning HR practices with corporate goals through workforce planning, policy development, and organizational support.

Service Level: Advisory and planning support to leadership and departments.

Target: Annual policy review

Resources Allocated: Manager of HR

Human Resources Services

Name of Service: Recruitment and Staffing

Service Description: Managing end-to-end hiring processes including job postings, interviews, and onboarding.

Service Level: Timely, transparent, and inclusive recruitment processes.

Target: Post jobs within 5 business days of approval. Postings last a minimum of 2 weeks or until the position is filled.

Interviews held within 10 business days of competition closing

Offer made within 10 days of interview completion

Once a signed offer is received all interviewed applicants are notified within 2 business days and feedback is offered upon request.

Onboarding (compensation, benefits, CRC, Drivers abstract, Tax forms, pension, basic employee info, tech request) is completed before the applicants first day of work.

Resources Allocated: Manager of HR; HR Coordinator – Payroll & Benefits

Human Resources Services

Name of Service: Employee / Management Relations

Service Description: Supporting respectful workplace practices, corrective action, employment transitions, and conflict resolution.

Providing timely, and confidential support to all employees on HR-related matters.

Providing guidance and support to supervisors and managers on HR best practices, leadership, and employee management.

Service Level: Responsive and confidential support to staff and supervisors.

On-demand coaching and advisory support for Managers.

Target: Acknowledge inquiries within 2 business days.

Respond within 2 business days of request.

Resources Allocated: Manager of HR; HR Coordinator – Payroll & Benefits

Human Resources Services

Name of Service: Labour Relations

Service Description: Managing all aspects of union relationships including grievance handling, collective bargaining, contract interpretation, arbitration and labour negotiations.

Service Level: Timely, fair, and consistent labour relations support.

Target: Acknowledge grievances within the collective agreement procedure, and prescribed timelines; lead negotiations and support arbitration as scheduled.

Resources Allocated: Manager of HR

Human Resources Services

Name of Service: Compensation, Payroll & Benefits

Service Description: Administering payroll, benefits, pension, and compensation programs.

Service Level: Accurate and timely processing of payroll and benefits.

Target: Bi-weekly payroll; respond to inquiries within 3 business days.

Resources Allocated: HR Coordinator – Payroll & Benefits (0.5 FTE)

Human Resources Services

Name of Service: Health, Safety & Compliance

Service Description: Coordinating occupational health and safety programs, WSIB claims, Sun Life claims and legislative compliance.

Service Level: Proactive safety support and compliance monitoring.

Target: Monthly safety checks; Immediate critical incident response, noncritical incident reporting within 72 hours

Resources Allocated: HR Manager; Compliance Coordinator; HR Coordinator – Payroll & Benefits

Human Resources Services

Name of Service: Training and Development

Service Description: Facilitating employee learning, certifications, and leadership development.

Service Level: Accessible and relevant training opportunities.

Target: Annual training calendar; onboarding within 2 weeks.

Resources Allocated: Manager of HR; Compliance Coordinator

Human Resources Services

Name of Service: Employee Wellness & Engagement

Service Description: Promoting employee well-being through wellness initiatives, engagement strategies, and recognition programs.

Service Level: Supportive and inclusive workplace culture.

Target: Wellness initiatives (EAP, Perkopolis, Sun Life, etc); annual engagement review once per month or as opportunities arise.

Resources Allocated: Manager of HR; HR Coordinator – Payroll & Benefits

Human Resources Services

Name of Service: Emergency Management

Service Description: Supporting the Town's emergency response planning

Service Level: Responsive support during emergency planning and activation.

Target: Plan and execute annual emergency exercises by Q3 each year.

Resources Allocated: Compliance Coordinator

Human Resources Services

Name of Service: Performance Management

Service Description: Supporting departments in setting goals, conducting evaluations, and addressing performance concerns.

Service Level: Structured and consistent performance review processes.

Target: Annual performance review cycle completed by December 15 .

Resources Allocated: Manager of HR

Human Resources Services

Name of Service: Accessibility (AODA Compliance)

Service Description: Ensuring HR practices and policies meet the Accessibility for Ontarians with Disabilities Act (AODA) and promote inclusive employment.

Service Level: Ongoing compliance and accessibility improvements.

Target: Annual review of HR accessibility practices completed by November 15.

Resources Allocated: Compliance Coordinator; Manager of HR

Through these services, the Human Resources Department plays a vital role in supporting the Town's strategic priorities and fostering a positive, productive workplace culture. We are committed to continuous improvement, legislative compliance, and delivering high-quality service to both staff and leadership. Our goal is to ensure that the Town of Greater Napanee remains an employer of choice and a great place to work.

Thank you!

YOUR HR SERVICE TEAM