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Presentation to:
Municipality of Lakeshore
School Crossing Guards



PROSTAFF
Great people at work!™

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Windsor, ON N9A 3Y6

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1 Introduction



Head Office Location:

876 Erie Street E, Windsor, ON N9A 3Y6

Ownership Structure:

Privately held company

CRA/Business Number:

8168 46588

Number of physical locations: 1

Number of years in Canada: 26

Company Profile

PROSTAFF Employment Solutions is a full-service recruitment firm providing workplace management solutions and services; staffing temporary, contract and professional placements, **since 1997**. We work with strict adherence to ethical and professional standards centered on results and full accountability, earning our reputation as a top tier recruitment firm.

Marica Soleski, the company's current president has over twenty years of experience in the industry and is **fully bilingual**, making **PROSTAFF** well positioned to deliver on services where the French language is present. Marica promotes a **team based and client focused** approach and believes that every person is entitled to a workplace that is respectful, affirming and safe. These are the values upon which **PROSTAFF** has been built and is the foundation in everything we do.

PROSTAFF not only services its local community but has expanded to meet the needs of some of its growing clients and now provides services in Toronto, Brampton, Bolton and Whitby. It also provides services to Green Shield in Western Canada. We've done this through **relationship building**, matching employers with competent employees, and helping them through the entire recruitment process; providing market insight, flexible workforce management, assessing the employees for performance and contract payrolling services. Our goal is to grow our network with reputable employers through our history and track record of reliability and **passion for excellence**.

Our methodology is based on a simple concept – trust and empowerment. We trust and empower our team to do the work, for us and for our customer. Each member of our team “owns their desks”- which means that we encourage a truly entrepreneurial approach to each assignment, and the creativity to build a workforce that's a custom fit for each workplace. We have ownership, partnership and honesty. Each staffing request is handled with **enthusiasm and dedication**. Each member of our team works for us, but mostly - they work for our valued customers.

Services

Our services generally fall into four categories:

- Recruitment
- Flexible workforce management
- Pre-employment assessments and testing
- Contract payroll services

We provide services to small, medium and large-scale businesses, covering the following sectors:

- Manufacturing
- Logistics/Warehousing
- Education
- Healthcare
- Utility companies
- Nonprofit agencies
- Agri-Business
- Brokerage

Our team distributes resources in the following areas:

- Management/Executive
- Administrative/Clerical
- Accounting/Finance
- Human Resources
- Skilled Trades
- Light Industrial
- Healthcare



Value Added Services

We view ourselves as a partner to our customers and our goal is to build long-term relationships. We have a clear understanding that the relationship is all about our customer, the recruitment process is about the company's history, culture, needs and timelines, including value added services to help us accomplish that goal. Those services include:

- PROSTAFF has met the criteria for certification as a women's business enterprise. **WBE Canada** certifies majority owned, managed and controlled women's businesses. It's dedicated to advancing the success of certified business enterprises and corporate markets to drive economic prosperity through supplier diversity. **If a company is focused on supplier diversity**, they can contact us for our certificate number.
- State of the art, comprehensive database and scheduling staffing software: We are the only agency in the region that has successfully implemented the staffing software, **Avionte**. This software not only offers back and front office capabilities, it offers unique and customized reports, has scheduling capabilities and has the ability to handle short term, high volume last minute projects which have proven to be a requirement with our large complex accounts.

- **Customized Employee Orientations:** We will provide specifically designed Orientation packages for each customer.
- With respect to temporary employees, we are confident in our ability to fill requests immediately because we never stop recruiting. Once an order is received, **immediate attention is given to filling that order from a pre-screened pool of candidates.**
- **Skills Assessments and Training:** PROSTAFF provides **Skills Assessments** through advanced testing programs, **Kenexa PROVEIT** and **Career ID**. These assessments are developed to assess employee skills and to identify what training would be beneficial for that individual. Our testing offers a full range of quality assessments. A sample of assessments include Software Skills, Clerical Skills Testing, Office Professional Tests, Accounting Assessments and Industrial Assessments, as well as behavioural assessments path. Individual test scores are also provided upon request.
- **Direct Deposit for all employees:** Our employees are paid with this option as not to create disruption to any workplace with personal cheque delivery.
- **Customized invoices are available electronically.**

Overall Performance

PROSTAFF Employment Solutions is now in its 26th successful year of business. Its long track record of financial stability and strength along with its established business processes allow it to consistently exceed the expectations of even its largest high-volume clients.

Community Involvement

Giving back to our community is strongly embedded in our corporate culture and giving generously is very important. Every member of our staff is encouraged to volunteer in community activities.

- **Make A Wish Foundation.** For 10 years, we've contributed sponsorship, corporate dollars and staff volunteers to the annual Make A Wish Golf Tournament raising up to \$125,000.
- **Christmas Campaign.** Every Christmas we run a campaign to help the kids in our community. This year it was the Mittens, Mukluks and More Campaign. We designed and decorated large boxes for the lobbies of our customers where their customers, employees and clients could contribute an article of clothing to help kids stay warm during the winter months. We collected hundreds of hats, boots, coats and mittens.



- **Christmas Family.** Every year we sponsor families to help make their Christmas a little brighter. Our staff look forward to shopping for everything on their lists; articles of clothes, as well as lots of toys.
- Every staff member is encouraged to participate in events throughout the community such as the previous **Steps for Life Walk**. We walked 5km's to support families affected by workplace tragedy. 35 communities coast to coast played host for this event.
- **MS Walk.** Every year we contribute financially to help sponsor our customers as well as our staff in their participation with the **MS Walk** to make a difference in the lives of others.
- As well as the above activities, our current involvement includes: the **Dystonia Association, Cancer Society, Children's Aid Society** and the **Alzheimer's Society**.
- In previous years, we co-sponsored and participated in a large all day **Job Fair** with the WFCU, reviewing and screening thousands of applications at no charge.

Employee Benefits

Most of our growth can be attributed to our staff, the team we trust to approach each assignment with ownership, partnership, and creativity. We believe how we treat our staff speaks volumes on how we are different from most other staffing services.

Sales pitches can sound the same, recruiting approaches can be similar but sometimes having the best internal team is the reason for success. We achieve this through employee incentive plans, rewards, and creating a company culture of empowerment.

- **Corporate culture:**
Our offices are warm, friendly and inviting. We've created an environment where our staff members are inspired every day; where people can feel safe to speak their minds, where new ideas are encouraged, where disagreeing is critical for creating ideas and where there is accountability in a blame free environment.
- **Empowerment:**
We encourage staff to take initiative, to take ownership, and think outside the box. We encourage them to take an entrepreneurial approach to their desks giving them the authority they need to make decisions. Involving and consulting with staff takes place daily.
- **Personal and professional growth:**
Reimbursements of costs associated for appropriate courses, workshops or continuing education.
- **Training and development:**
Contributions towards costs associated with further educational endeavours.

- **Competitive compensation packages:**
Includes health benefits and a bonus structure based on results, number of hours and fill rates. These bonuses are paid quarterly.
- **Paid time off including a week off during Christmas**
- **Paid membership in staffing associations**
- **Paid Mileage**
- **Casual Friday**
- **Staff Outings**
- **Staff Recognition:**
Paid lunches and birthday gifts given to each staff member



Recruitment Process and Client Needs

Our recruitment process begins by having a full understanding of our client's history, culture, needs and timelines (i.e., do we require bilingual employees in certain areas? Do we need to add diversity in the workplace? etc.). Once this has been established, we may strategize an on-going recruitment campaign that is fully aligned with our client's unique requirements.

In general, we utilize a broad set of recruiting tools with a strong emphasis on developing powerful marketing and communication strategies. We understand that investing money in advertising is critical and plays an important role in our overall recruitment process. Therefore, we currently invest heavily in on-line and traditional media, yearly subscriptions to popular job boards and even consistently outsource the services of professional marketing agencies. We have also established an organic pipeline over the years through our popular website, which consistently attracts job seekers (1,500 + hits per month) and our internal database and Social Media community that currently has over 6,000 people.

Municipality of Lakeshore Needs

Supply eight (8) full-time guards to cover current guard locations and a minimum of approximately three to four (3-4) spares available on a call-in basis should a full-time guard be unable to work.

Hours of Service of Assigned Employees

Approximately Fifteen (15) hours per week per assigned employee.

PROSTAFF will be responsible to obtain appropriate schedules from the Municipality of Lakeshore, schools and/or school boards to properly deploy school crossing guards. All school dates and closures will be reviewed and monitored. No school crossings will be unattended during the time periods provided, given the schools are operational.

PROSTAFF will provide school crossing guard services during the operational times of the elementary school year. Hours of service will be exempted on professional developments days, statutory holidays, and any other school holidays, as well as when schools are closed.

PROSTAFF will provide properly trained and equipped replacement guards as required, to cover crossings when regular guards are absent. At no time shall a crossing be left unattended.

The Municipality may add additional guards and/or remove existing guards at any location by providing appropriate notice to PROSTAFF prior to the addition or removal being undertaken.

Procurement of Equipment

PROSTAFF will manage the procurement of all required equipment and clothing for school crossing guards as directed by the Municipality annually prior to the commencement of the school year.

Equipment shall include, but not be limited to:

- **A stop sign**
- **A whistle**
- **A fluorescent traffic safety vest**
- **Appropriate clothing**

All equipment and clothing shall be replaced on an as needed basis subject to approval of a municipal representative. Purchased items will be invoiced to the Municipality.



Our Recruitment Process



Client Needs
Assessment



Advertise
& Promote



Prescreen
Candidates



Interview



Background
Checks



Orientation
& Training

Recruitment Process

1. Client Needs Assessment
2. Advertise and Promote
3. Prescreen Candidates
4. Connect and Interview
5. Perform Background Checks
6. Conduct Company Specific Orientation and Training

1. Client Needs Assessment

- Supply fourteen (14) full-time guards to cover current guard locations and approximately three to four (3-4) spares available on a call-in basis should a full-time guard be unable to work.
- Research current job market, geographical locations, and competitive analysis
- Review of company information (policies/rules, culture, vision)
- SWOT analysis vis-à-vis current workforce
- Locations tour
- Develop a custom recruitment plan

2. Advertise and Promote

PROSTAFF invests heavily in the following channels:

I. Job Boards

- Premium subscription to LINKEDIN RECRUITER, INDEED and JOBLICO
- Canada Job Bank
- PROSTAFF website (over 1,500 hits per month)
- PROSTAFF internal database and network (6,000 people +)
- College and University networks
- On-line/traditional media and advertising (Facebook/LinkedIn advertising)
- Canada Post (unique mail campaigns)

II. Job Fairs

- Typically held at client location or other high-profile location
- On-site interviews

II. Social Media

- LINKEDIN network
- FACEBOOK
- INSTAGRAM
- HIGH VOLUME E-BLASTS

III. Other

- Networking events
- Referral activities
- Leveraging associations and partnerships

3. Prescreen Candidates

Once a candidate is identified as a suitable fit, we are committed to an extensive pre-screening process which ensures the following is verified:

- References
- Experience
- Education
- Job specific training/certificates
- Availability
- Credentials
- Eligibility to work in Canada/valid SIN#

4. Interview

We feel our interview strategy is our most valuable screening tool. A custom, **well-defined interview plan** is designed and executed by trained and professional Recruiters and includes behavioural and performance-based interviewing. Our Recruiters have diverse backgrounds from Human Resources, Business, Accounting, Psychology to Health and Safety. In addition to a comprehensive interview, we also use advanced assessments to determine employee skills. We have over **115 assessments** available which include testing skills in software, clerical/office, professional, accounting, industrial and many more.

5. Background Checks

VI. Internet & Social Media Scans

VII. Name Based Criminal Record Checks

- Delivers results directly to [PROSTAFF](#)
- Eliminating the risk of manipulation
- Next business day turnaround

III. Reference Checks

- Two work related reference checks completed for each candidate

IV. Valid Work Permit Checks & Compliance

V. Valid Social Insurance Number Checks

6. Conduct Company Specific Training and Orientation

Once an employee has been selected and is identified as a successful candidate - they will be asked to participate in a custom designed orientation at PROSTAFF's head office or via skype or another web-based platform. This orientation will provide an understanding and review of the following (a more detailed list may be justified depending on our needs assessment):

- Township history and culture
- Policies and procedures
- Rules and regulations
- Job specific safety protocols

Safety and Conduct

Health and Safety Procedures

PROSTAFF is proud to have an in depth, well-established **Health and Safety Program** to ensure the safety of all of its internal and assigned employees. Below is a summary of the items appropriate for this assignment. A complete copy of our **Health & Safety Manual** is available upon request.

Process to Handle Health and Safety Incidents/Accidents

1. The client on-site supervisor is responsible for offering first aid, professional medical care, and ensuring appropriate transportation to the closest medical facility for the injured assignment employee. "Appropriate" transportation depends on the nature of the injury/illness. Use of taxi, ambulance, own car, or designated friend or family member, if that is what the assignment employee chooses. The client on-site supervisor shall take immediate action and/or implement a temporary control measure to ensure no other worker is injured from the cause of initial accident. This may include: Informing other workers of the incident or occurrence and how it is being controlled; and Securing or evacuating the site of the incident or occurrence.
2. The client site supervisor will contact the PROSTAFF Staffing Specialist and the Ministry of Labour (when it is deemed a critical injury) to notify of the injury. The PROSTAFF Staffing Specialist will speak to the injured employee, complete an Employee Injury Report and request a copy of the Form 8 to be submitted as soon as possible. They will provide all information to the Recruitment Manager.

The Recruitment Manager will complete the Form 7 and submit to the Workplace Safety and Insurance Board, and/or other official government representative. The PROSTAFF Recruitment Manager must also notify the appropriate regulatory contacts as follows:

- In the event of an accident, explosion or fire incident, the client site must advise PROSTAFF immediately when an assignment employee is considered either disabled, requiring medical attention and/or is deemed to be critically injured. Upon being informed, the PROSTAFF Recruitment Manager will in turn report to the **Ministry of Labour** in writing and inform the **Health and Safety Representative** within 48 hours of the accident.
 - The PROSTAFF Recruitment Manager must notify the **WSIB** in writing and within 3 days of being informed (up to 7 days via fax), as well as the Health and Safety Representative/President through the monthly report, the moment he/she is informed that an employee has an occupational illness and/or that a claim for an occupational illness has been filed with the WSIB.
 - In the event of a critical injury or death of an employee on the job, the PROSTAFF Recruitment Manager will notify the **Ministry of Labour** and **WSIB**. Within 48 hours, the PROSTAFF Recruitment Manager must also notify a Director of the MOL in writing and conduct and/or participate in the investigation.
3. The Recruitment Manager will provide the completed Form 7, the employee fact sheet ("I was injured at work - what happens next?") for the RTW program and a blank FAF.
 4. The Recruitment Manager will review the Form 8 for restrictions and make a RTW decision based on those restrictions.
 5. The injured employee will meet with the Recruitment Manager to discuss return to work options:
 - Where functional/cognitive abilities information supports an immediate return to work with or without accommodation, workers should be prepared to resume work the same day or at their next scheduled shift.
 - If the worker is unable to return to work immediately, the employee must follow up weekly or as needed depending on their specific situation and medical information throughout the employee's recovery process. Each contact or attempt will be documented on the RTW contact log by the Recruitment Manager.



Training Process Around Health and Safety Practices

New assignment employees will participate in a company specific orientation program. The purpose of an orientation program is to familiarize the assignment employee with PROSTAFF's rules and regulations. It provides the assignment employee with a clear understanding of what is expected of him/her and gives him/her the opportunity to build a working relationship with PROSTAFF and any associated internal or external stakeholders.

- A condensed version of the PROSTAFF Occupational Health and Safety Manual has been created – Let's get serious about health and safety. Employees are provided this information during registration and sign off to acknowledge they have reviewed the information. A training record is kept in their file.
- Employees read the HR policies and procedures during registration and sign off to acknowledge they have reviewed the information. A training record is kept in their file.
- Employees must provide their Worker Health and Safety Awareness training certificate completed on the MOL website prior to their first day of work. A copy of the certificate is kept in their file

Employees are provided with a company specific orientation that reviews the site- specific hazards the employee may encounter. Once they have reviewed this information with the Staffing Specialist, they sign off to acknowledge they have reviewed the information. A training record is kept in their file.

All school crossing guards are to be fully trained and equipped by PROSTAFF. Such training shall include, but not be limited to, safety procedures for crossing children, observing traffic movement and emergency measures response.

Appropriate Employee Conduct

PROSTAFF will ensure that all guards on duty be dressed in clean and appropriate attire, while always ensuring the safety equipment provided is being utilized. Smoking or vaping on duty will not be allowed and employees will be subject to disciplinary action if found to be doing so. Headsets, iPods, radios, cell phones or any other devices that cause distraction are not permitted to be used at any time while on duty. Employees must not be under the influence of any drugs or alcohol.

Discipline

Any disciplinary issues regarding school crossing guards will be dealt with promptly by PROSTAFF to the satisfaction of the Municipality. PROSTAFF will notify the HR Director/Traffic Services Manager within forty-eight (48) hours of the receipt of a complaint or disciplinary issue being raised.

The Municipality of Lakeshore may remove any school crossing guard who is absent without notice or permission. PROSTAFF will be responsible for integrating a replacement into the role.

The Municipality also reserves the right to have any guard removed who is deemed to be negligent, in any form, immediately upon discovery of said negligence. A replacement guard is to be assigned and posted at said location immediately by PROSTAFF.

Supervision

PROSTAFF is responsible for ensuring school crossing guards are following all rules and codes of conduct set out by the Municipality and PROSTAFF. PROSTAFF will keep records and reports from the supervision of any school crossing guards and provide them to The Municipality of Lakeshore upon request.

4 Cost Proposal

Assigned Employees

Pay Rate: \$17.51

Bill Rate: 1.39

Procurement of Supplies, Equipment and Clothing

Cost + 15%

Our BILL RATE includes all employer obligations and includes the hourly pay rate and vacation pay. PROSTAFF EMPLOYMENTS SOLUTIONS is the employer of record for all PROSTAFF employees and assumes the responsibility for Workplace Safety Insurance coverage (WSIB, EHT, CPP, and EI contributions as well as any other payments as required by government statutes and agencies, we are responsible for the issuance of T4's and R.O.E.s (Record of Employment). PROSTAFF is also responsible for all costs associated with advertising, searching, testing, interviewing, orientation, referencing, and payroll.

Payment Terms: 15 days from invoice date, HST will be billed in addition.

5 Client References

1. County of Essex

Name: Paiten Stephens

Ph#: 519-776-6441 x 1576

Email: PStephens@countyofessex.ca

2. Green Shield Canada

Name: Stephanie Lachine

Ph#: 519-739-1133

Email: stephanie.lachine@greenshield.ca

3. Town of Essex

Name: Brandi Sieben

Ph#: 519-776-7336 x 1143

Email: bsieben@essex.ca

4. Greater Essex County District School Board

Name: Dawn Lamontagne

Ph#: 519-255-3200 x 10282

Email: dawn.lamontagne@publicboard.ca

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