

What changes is HR making?

Effective immediately, all new requests for HR are completed using an [HR Request Form](#).

Your request will be registered and dispositioned. For, straightforward information requests, you may receive a response directly from humanresources@flemingcollege.ca. More complex requests will be assigned to the HR representative best able to assist you. You will hear from that person the same or next business day to follow up.

In most cases, the HR representative assigned to your request will be your direct contact until the request is resolved – for example, if you have questions during the process, you should contact that HR representative directly rather than going back through the HR Request Form.

Why is HR making these changes?

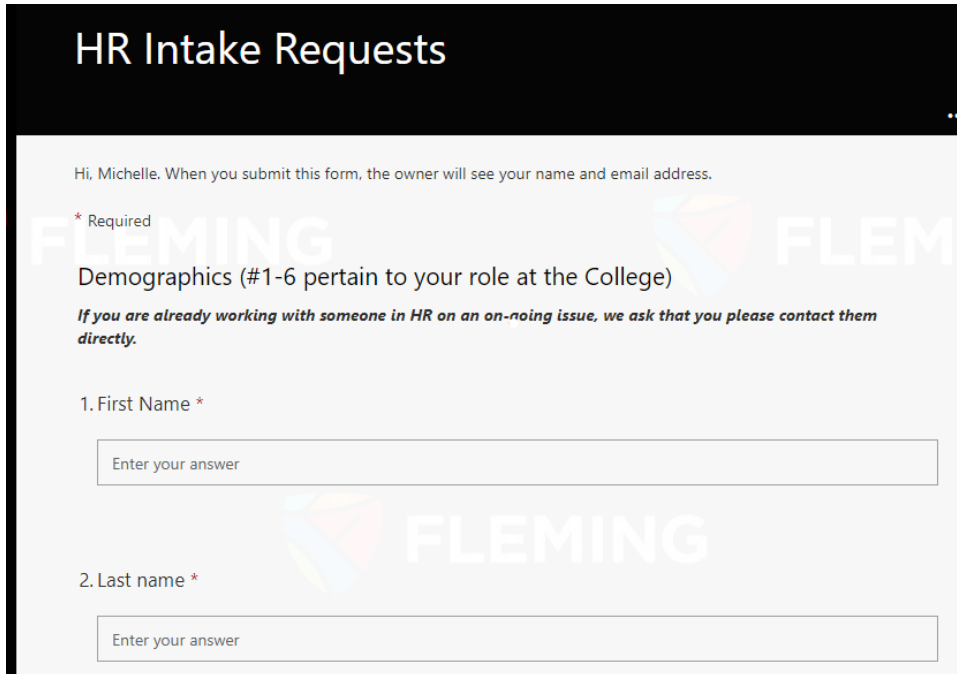
The new HR service model means you will receive faster service on routine matters, and immediate and direct contact with the OEHR staff with the knowledge and expertise to help you resolve the more complex issues.

It also means we will be able to track requests and resolutions: to identify patterns; build tools to address the recurring issues and better equip leaders and staff; identify gaps/delays/obstacles and address them; and report on volume, trends, etc. Over time, that means more improved and timely service, and better-equipped and empowered Fleming employees.

How do I complete the HR Request Form?

Demographics

When you hit the link, you will land on a page that will ask you for your name, employee group, classification (employment type), position title, and department. These fields are mandatory and most have drop down menus from which you can select the correct option. The purpose for collecting this information is to ensure we know where the request is coming from and to track trends over time – for example, recurring questions common to employees in a particular group or classification, where it might be useful to provide targeted communication on a specific issue or issues.



HR Intake Requests

Hi, Michelle. When you submit this form, the owner will see your name and email address.

* Required

Demographics (#1-6 pertain to your role at the College)

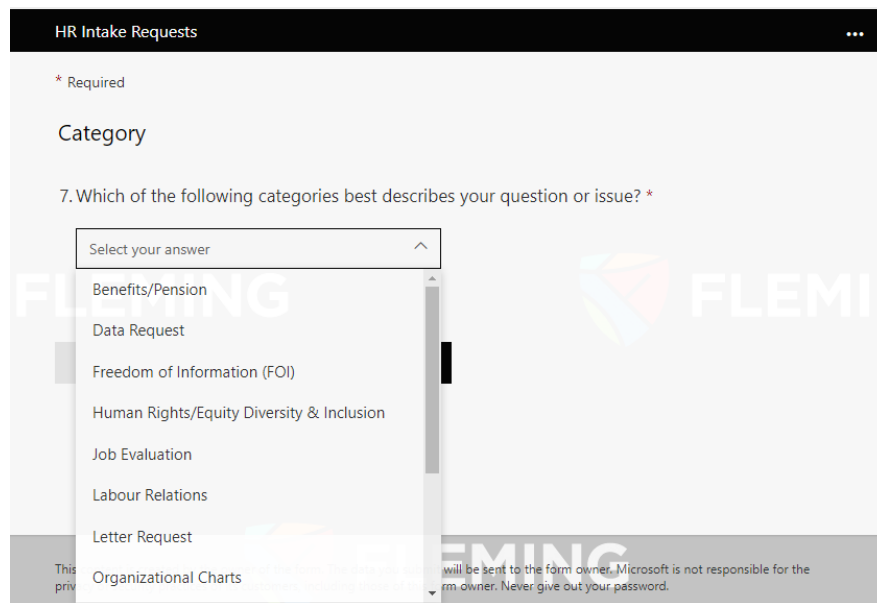
If you are already working with someone in HR on an on-going issue, we ask that you please contact them directly.

1. First Name *

2. Last name *

Category

Here you're asked to identify the subject or nature of your request by selecting from a list of common requests such as benefits/pension, job evaluation, letter request (e.g. confirmation of employment), professional development, recruitment, and others. While there is a "none of the above (general inquiry)" option, your request will be dispositioned more quickly if you are able to select a specific category. Depending on the category, there may be additional questions in this section.



HR Intake Requests

* Required

Category

7. Which of the following categories best describes your question or issue? *

Select your answer

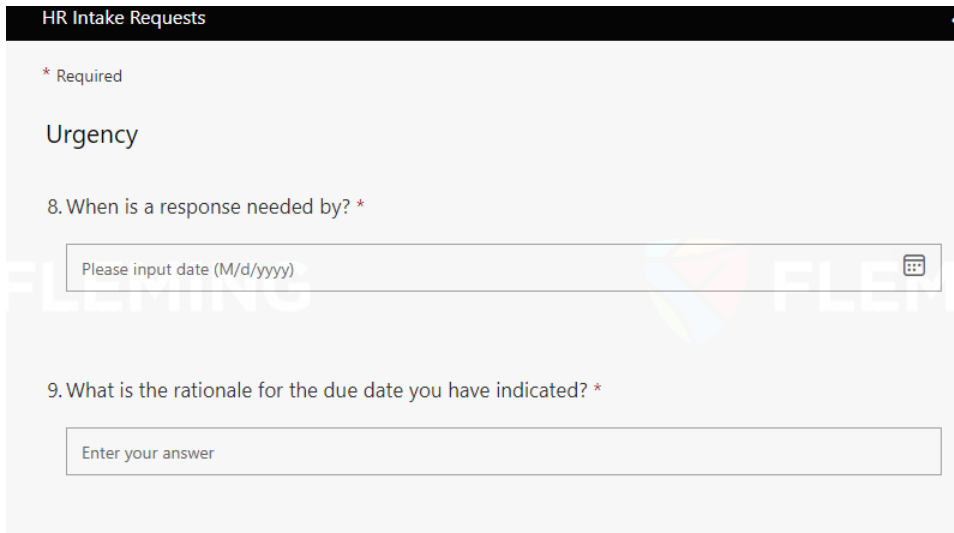
- Benefits/Pension
- Data Request
- Freedom of Information (FOI)
- Human Rights/Equity Diversity & Inclusion
- Job Evaluation
- Labour Relations
- Letter Request
- Organizational Charts

This privacy policy will be sent to the form owner, Microsoft is not responsible for the form owner. Never give out your password.

Urgency

In this section, you're asked to identify when you need the response by and why. This is to ensure that we prioritize the truly urgent requests – for example, a leader may need to respond to an employee within a specific timeframe mandated by a collective agreement, or data may be required for a report to be submitted to a governing body by a specific deadline.

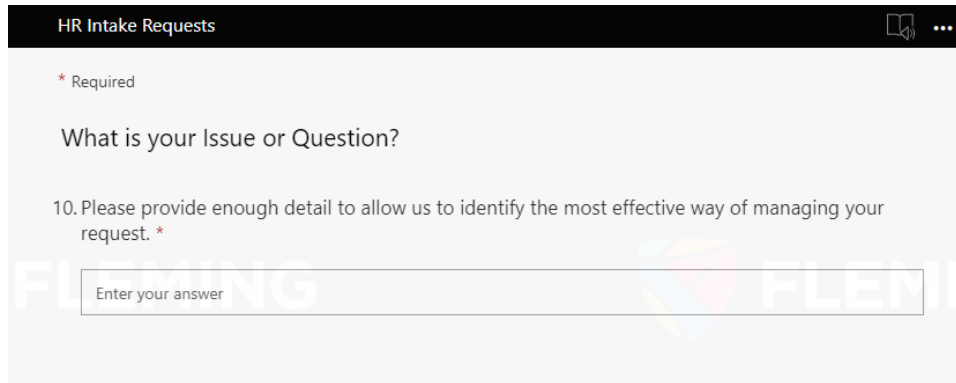
Note: we may contact you to validate the urgency of your request to confirm priority during periods of high volume.



The screenshot shows a web form titled "HR Intake Requests". It includes a "Urgency" section with two questions. Question 8 asks "When is a response needed by?" and has a date input field with a calendar icon and the placeholder text "Please input date (M/d/yyyy)". Question 9 asks "What is the rationale for the due date you have indicated?" and has a text input field with the placeholder text "Enter your answer".

Issue or Question

The final question asks you to describe the issue or question in as much detail as you can so that we're able to respond to and resolve relatively straightforward requests quickly and disposition more complex matters correctly on the first try. Confidential information should be kept to a minimum in this section. For privacy requests and human rights/harassment & discrimination or similar issues, **please limit the information you provide here. Employees are encouraged to send these types of requests to freedomofinformation@flemingcollege.ca or humanrights@flemingcollege.ca.**



What happens after I complete the form?

You will be asked if you wish to receive an email receipt with your responses. Even if you do not check that box, when you hit “submit”, you will be given the option of printing or receiving a PDF of your responses. Either option gives you a record of your request.

You will also have the option of submitting another response, which will take you back to the HR Request Form. This is used when you have more than one issue or question, on different subjects.

What if my request is confidential or sensitive?

If your request is confidential or of a sensitive nature, **do not** provide detailed information at the Issue or Question section – you can indicate it’s confidential in that section or you can provide a high-level statement that does not breach your or someone else’s confidentiality.

Although we will accept requests relating to privacy (Freedom of Information) and Human Rights / Harassment and Discrimination, you may wish to direct those questions or issues to freedomofinformation@flemingcollege.ca or humanrights@flemingcollege.ca directly.

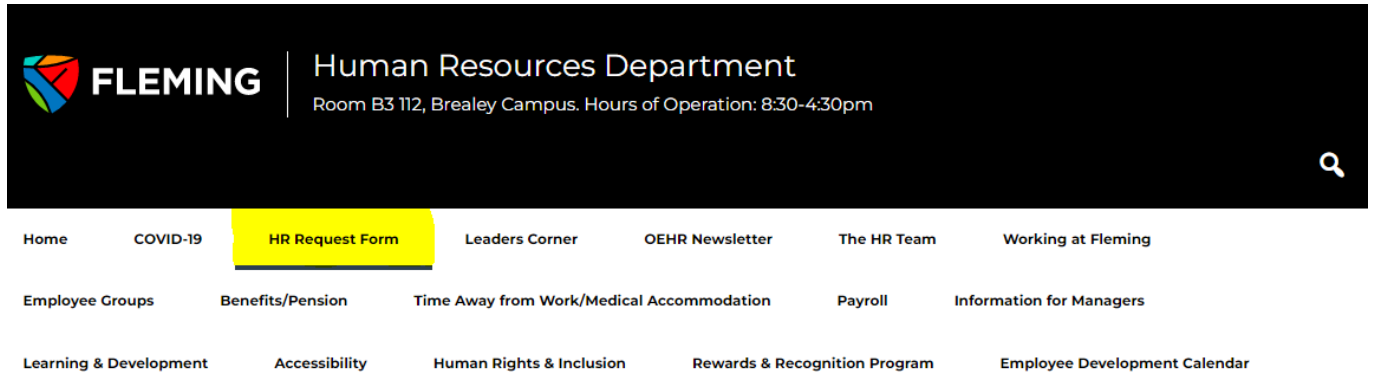
Who sees my HR Request Form?

The HR Services Specialist is typically the only member of the OEHR team who sees all HR Request Forms. Requests are shared with the individual to whom they are assigned, which could include any member of the OEHR team – for example, the Benefits Administrator will see all requests relating to benefits/pension, the Labour Relations Consultant will see requests relating to labour relations (complaints, grievances, etc.), HR Consultants will see requests relating to performance management and other more

general HR topics, the Director, EDI & OD will be the only team member to see requests relating to human rights/harassment and discrimination, and so on.

What do I do if I can't find the link to the form?

Email humanresources@flemingcollege.ca and you will receive a new link. You can also find the form on the HR page [here](#).



HR Request Form

The Organizational Effectiveness & Human Resources department (OEHR) is currently piloting a new process to better serve the College Community. We are implementing a *Request Form* (link below) for questions or requests that traditionally have been sent directly to your HRC, HR Leaders, Payroll or the general HR email. These submissions will now be triaged and sent to the appropriate person or specialty area within the OEHR department.

We believe the benefits of this new model will include:

- Faster client service on routine issues
- Immediate and direct contact with the OEHR staff with the knowledge and expertise to help you resolve the more complex issues
- We will be able to track requests and resolutions – that means we'll be able to identify patterns, build tools to address the recurring issues and equip leaders better, identify gaps/delays/obstacles and address them, and report on volume, trends, etc.

Form Link : [HR Request Form](#)

Any questions regarding the form or the process can be sent to humanresources@flemingcollege.ca