

## **Capsule 11 – The hiring process and the start of a new job**

**Goal:** Determine how mutual respect between employer and employee can be achieved.

### **Introduction**

A job is a mutual engagement between an employer and an employee. If one of them does not respect one or several sections of the engagement, problems can occur.

What does the employer expect from you? What do you expect from them? The clearer the agreement, the easier it will be for both of you to respect it and the possibilities for disagreement will be significantly lower.

When you are hired and even after that, do not hesitate to ask questions. Capsule 11 will help you list the items that should be clear with your employer. Make sure that the agreement respects labor standards. For more information, **see an advisor.**

### **(First table)**

#### **What do you expect from your employer?**

In general, we expect the five following things from an employer: work to do, a salary, a clear schedule, appropriate tools and work environment, and of course a courteous and polite behavior.

To make sure every detail from these five elements is clear, ask questions. If you are offered a unionized position, most of the answers will appear in your collective work agreement. If your position is not unionized, all the points on which you will agree with your employer will establish your work contract, written or verbal. In any case, the minimum standard provided by law must be respected.

To prepare your questions and be well informed, take a look at the table below or **ask an advisor for help.**

What I expect from the employer	Questions to ask him – or myself	Basic information	To learn more
<p><b>Work</b> A clear mandate</p>	<p>What are my tasks and responsibilities?</p> <p>Who will entrust them?</p> <p>Who will evaluate my work?</p> <p>Can I take personal initiatives?</p>	<p>These are very important questions to ask from the beginning, and every time you feel it to be necessary.</p> <p>For you to be able to work well, your employer has to give you a clear mandate or a description of precise tasks to carry out for a definite period of time. Make sure you know who is your supervisor, and who is the person giving you work and evaluating it.</p> <p>If you do not understand the mandate your supervisor gave you, ask him/her for clearer indications. The clearer the mandate, the better the work will be done. Therefore, your employer will be satisfied, and so will you, as you will be well evaluated and have the opportunity for advancement within the organization if that is your wish.</p> <p>If you have ideas and if you wish to take initiatives, ask your supervisor for approval before going ahead, especially at the beginning. Do not get offended if your ideas are rejected. Do not forget that your job is to execute the mandate that was given to you - not the opposite!</p>	
<p><b>Remuneration</b> A salary</p>	<p>What will be my hourly wage?</p>	<p>Make sure that this point is clear and that you will be paid at least the minimum provided by law.</p> <p>The employees who are subject to the Act</p>	<p><b>Minimum wage</b> (Act respecting labour standards)</p>

		<p>respecting labour standards are entitled to the minimum wage fixed by the Quebec government. The minimum wage is subject to change and varies according to the type of job (tip employees, clothing industry employees, and other employees).</p> <p>See <b>Minimum wage</b> to learn more.</p> <p>However, some employees subject to the Act respecting labour standards are excluded from the application of the minimum wage. See <b>Who is entitled to minimum wage</b> to learn more.</p>	<p><a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p> <p><b>Who is entitled to minimum wage?</b> (Act respecting labour standards) <a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p> <p><b>Part time and wages</b> (Act respecting labour standards) <a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p>
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<p><b>Remuneration</b> First payment</p>	<p>When will I receive my first paycheck?</p>	<p>The employers have one month to remit a first payment. Sometimes it does not take that much time.</p> <p>Be that as it may, you can always ask your employer for an advance on your first payment, but nothing obliges him to give it to you.</p> <p>See <b>Payment</b> to learn more.</p>	<p><b>Payment</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p>
<p><b>Remuneration</b> Regular payments</p>	<p>Thereafter, at what interval will I get paid?</p>	<p>That depends. Some employers pay their employees every week, others every other week, and others twice a month. The intervals must be regular and not go over 16 days.</p> <p>See <b>Payment</b> to learn more.</p>	<p><b>Payment</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp#payment">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp#payment</a></p>
<p><b>Remuneration</b> A payment with a pay slip</p>	<p>In what form will I get paid?</p>	<p>That depends. Employers usually pay either by check, or cash, or by a direct deposit in your account (bank transfer).</p> <p>In any case, make sure each time that you receive a complete <b>pay slip</b>, which includes the number of hours worked, due amounts, and deductions. This is important for you.</p> <p>See <b>Payment</b> to learn more</p>	<p><b>Payment</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/fr/normes/salaire.asp#paye">http://www.cnt.gouv.qc.ca/fr/normes/salaire.asp#paye</a></p>
<p><b>Remuneration</b> Tips</p>	<p>I am offered a position with salary plus tips. How will my tips be paid?</p>	<p>Directly from the customers when they hand it to you, and indirectly, from the employer, when the customer pays by debit card or credit card, for example.</p>	<p><b>Tips</b> (Act respecting labour standards)</p>

		Several rules apply to tips. See <b>Tips</b> to know these rules and to make sure that your employer also knows and respects them.	<a href="http://www.cnt.gouv.qc.ca/fr/normes/pourboire.asp">http://www.cnt.gouv.qc.ca/fr/normes/pourboire.asp</a>
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<p><b>Remuneration</b> Social benefits</p>	<p>Besides a salary, does my employer offer social benefits, insurances for example?</p>	<p>Excellent question! Ask it. If the answer is yes, also ask if these benefits will affect your payment.</p> <p>Some employers, for example, offer a group insurance plan to their employees after three months of service. If such is your case, it can mean that at the end of your first three months, your payment will be a little lower than during your first three working months because a small amount will be retained to pay the insurance premium.</p> <p>.</p> <p>This is an example: it is not necessarily your case. Ask for information!</p>	
<p><b>Remuneration</b> Commissions</p>	<p>I'm offered a position with salary and commissions. How will my commissions get paid?</p>	<p>Ask about it. The frequency of calculation and payment of commissions vary from one employer to another. Make sure that this point is clear between you both.</p>	
<p><b>Schedule with a good balance between work / private life</b> A certain number of working hours per week</p>	<p>How many hours per week should I work?</p>	<p>This is a very good question to ask before you start working. Also inquire on overtime and its payment.</p> <p>For the purpose of the calculation of overtime hours, the normal working week is 40 hours but there are exceptions. These hours of overtime can be paid in cash, but also sometimes in time off. Ask for information.</p> <p>See <b>Duration of work</b> to learn more.</p>	<p><b>Duration of work</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/duree.asp">http://www.cnt.gouv.qc.ca/en/normes/duree.asp</a></p>
<p><b>Schedule with a good balance between work /</b></p>	<p>Will my schedule be the same every week, or not?</p>	<p>These are very good questions to ask before you start working, as the situation varies from one</p>	

<p><b>private life</b> A clear schedule</p>	<p>If it varies, who will communicate with me, and how?</p> <p>Can I have a flexible schedule and work at the time that is most convenient for me?</p>	<p>employer to another.</p> <p>Make sure you know your schedule well and to whom you have to talk if you wish to change it.</p>	
<p><b>Schedule with a good balance between work / private life</b> The right to refuse to work after a certain number of hours</p>	<p>If I consider that my employer asks me to work too many hours of overtime, can I refuse to work?</p>	<p>In certain circumstances, yes. See <b>The right of refuse to work</b> to learn more.</p>	<p><b>The right to refuse to work</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/duree.asp">http://www.cnt.gouv.qc.ca/en/normes/duree.asp</a></p>
<p><b>Schedule with a good balance between work / private life</b> Days off per week.</p>	<p>How many days off will I have every week?</p>	<p>Ask for information: the <b>weekly rest period</b> varies from one employer to another.</p> <p>One thing is for sure, employees are entitled to a rest of at least 32 consecutive hours every week. In the case of a farm worker, the day of rest can be postponed to the following week, if the employee consents thereto.</p>	<p><b>Weekly rest period</b> (Act respecting labour standards)</p>
<p><b>Schedule with a good balance between work / private life</b> A coffee break</p>	<p>Will I be entitled to a coffee break?</p>	<p>The <b>coffee break</b> is not mandatory, but when it is granted by the employer, it must be paid and included in the calculation of the hours worked.</p>	<p><b>Coffee break</b> (Act respecting labour standards)</p>
<p><b>Schedule with a good balance between work /</b></p>	<p>How long can I take for my meal and at what time</p>	<p>Ask that question to your employer.</p>	<p><b>Meals</b> (Act respecting labour standards)</p>

<p><b>private life</b> Rest period for meals</p>	<p>can I take it?</p>	<p>One thing is for sure, after a period of work of five consecutive hours, the employee is entitled to a 30-minute rest period (without pay) for <b>meals</b>. If he is not authorized to leave his work station, this period shall be remunerated.</p>	<p><a href="http://www.cnt.gouv.qc.ca/en/normes/duree.asp">http://www.cnt.gouv.qc.ca/en/normes/duree.asp</a></p>
<p><b>Schedule with a good balance between work / private life</b> Holidays</p>	<p>When can I take a holiday and for how long?</p>	<p>Make sure that these points are clear between you and your employer, and that minimal standards are respected. See <b>Annual leave (holidays)</b> to learn more.</p>	<p><b>Annual Leave (holidays)</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/annuels.asp">http://www.cnt.gouv.qc.ca/en/normes/annuels.asp</a></p>
<p><b>Schedule with a good balance between work / private life</b> Absences and leaves for family or parental reasons</p>	<p>Can I have time off to take care of a sick child, attend a relative's funerals, or other family obligations?</p>	<p>The Act respecting labour standards grants employees a number of leaves, which may or may not be paid by the employer, as the case may be, for events related to the employee's family. The employee must inform his employer of his absence. See <b>Absences and leaves for family or parental matters</b> to learn more.</p>	<p><b>Absences and leaves for family or parental matters</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/familiaux.asp">http://www.cnt.gouv.qc.ca/en/normes/familiaux.asp</a></p>
<p><b>Schedule with a good balance between work / private life</b> Absence owing to sickness.</p>	<p>If I am sick, does my employer have to pay for a sick leave?</p>	<p>No provision of the Act respecting labour standards stipulates that the employer must pay his employees for sick days. This remains the employer's management right.</p> <p>However, effective May 1, 2003, provisions are added to the Act concerning absences owing to sickness or accident. The permitted absences are</p>	<p><b>Absence owing to sickness</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/gen/faq/maladie">http://www.cnt.gouv.qc.ca/en/gen/faq/maladie</a></p>

		not remunerated by the employer. See <b>Absence owing to sickness</b> to learn more.	<a href="#">asp</a>
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<p><b>Environment and working tools</b> Secure environment and working tools.</p>	<p>Are the environment and equipment given by my employer appropriate regarding health and safety?</p>	<p>As an employee, you are entitled to expect and obtain working conditions which protect your health and your safety at work</p> <p>To learn more read: <b>Quels sont vos droits et obligations?</b> on the CSST web site.</p>	<p><b>Quels sont vos droits et obligations?</b> (CSST : Commission de la santé et de la sécurité du travail) <a href="http://www.csst.qc.ca/portail/fr/prevention/droits_obligations.htm">http://www.csst.qc.ca/portail/fr/prevention/droits_obligations.htm</a></p>
<p><b>Environment and working tools</b> The right to refuse to work in case of danger</p>	<p>If my employer asks me to perform a task I consider dangerous for me or for someone else, can I refuse to do it?</p>	<p>According to law, a worker has the right to refuse to perform a task that represents a danger for himself or for someone else. However, that right cannot prevail if the refusal represents a danger for the life, health or physical integrity of another person (ex: a fireman at work). The worker has to warn his supervisor immediately (or an employer representative) and inform him of the reasons to refuse to work. He has to stay available on the working place to perform other tasks if needed.</p> <p>To learn more, read <b>Que savez-vous du droit de refus?</b> on the CSST web site.</p>	<p><b>Que savez-vous du droit de refus?</b> (CSST : Commission de la santé et de la sécurité du travail) <a href="http://www.csst.qc.ca/portail/fr/travailleurs/droit_refus.htm">http://www.csst.qc.ca/portail/fr/travailleurs/droit_refus.htm</a></p>
<p><b>Environment and working tools</b> Clothes</p>	<p>If I have to wear a uniform or special clothing, who will pay for it?</p>	<p>In the case where an amount of money may be required from the employee for the purchase, use or upkeep of special clothing, it must not cause the employee to receive less than the minimum wage.</p> <p>In all cases, when an employer requires that special clothing be worn, he must provide it free</p>	<p><b>Special clothing</b> (Act respecting labour standards)  <a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p>

		<p>of charge to the employee paid at the minimum wage.</p> <p>If this special clothing identifies the employee as being an employee of the establishment (e.g.: clothing with logo), the employer must then provide this clothing free of charge to the employee.</p> <p>Moreover, the employer cannot require that an employee purchase clothing or accessories that are items in the employer's trade.</p> <p>See <b>Special clothing</b> to learn more.</p>	
<p><b>Environment and working tools</b> Using material, equipment and other merchandise</p>	<p>Who will provide material, equipment, etc.?</p>	<p>When the employer requires that the employee use material, equipment, raw materials or merchandise in the performance of a contract, he must supply them free of charge to an employee paid at the minimum wage.</p> <p>Moreover, he cannot require from an employee an amount of money for the purchase, use or upkeep of these articles that would cause the employee to receive less than the minimum wage.</p> <p>.</p> <p>See <b>Use of material, equipment or merchandise</b> to learn more.</p>	<p><b>Use of material, equipment or merchandise</b> (Act respecting labour standards)</p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/salaire.asp">http://www.cnt.gouv.qc.ca/en/normes/salaire.asp</a></p>
<p><b>Environment and working tools</b></p>	<p>Am I entitled to a working space, an office or desk?</p>	<p>There's nothing like clarifying from the beginning what will be your personal space. It</p>	

<p>A working space, a personal space</p>	<p>Will I have a drawer or another place in which to store my personal effects?</p>	<p>allows avoiding misunderstandings with your employer, but also with your future colleagues.</p>	
<p><b>Courtesy</b> Being treated with respect</p>	<p>I have had bosses before who were constantly aggressive, impolite or even contemptuous. Do I really have to bear that from a supervisor?</p>	<p>Not at all. You have all the rights to expect your employer to treat you in a respectful and courteous way – and of course, he can expect the same from you.</p> <p>Sometimes it happens that bosses abuse the economic power they have and their behavior becomes unbearable and impolite. We call them "toxic bosses": they poison the employment relationship.</p> <p>To have such a supervisor means being in a difficult situation. How can you gain respect? By talking about the problem with him only, or with his colleagues? By asking for a supervisor change? By looking for work somewhere else?</p> <p>Never let someone act disrespectfully towards you. Ask an advisor for help if necessary.</p>	<p>« <b>Les patrons toxiques</b> » (<i>Jobboom</i>)</p> <p><a href="http://www.jobboom.com/jobmag/22-05-texte.html">http://www.jobboom.com/jobmag/22-05-texte.html</a></p> <p><b>Psychological harassment at work</b></p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/harcelement.asp">http://www.cnt.gouv.qc.ca/en/normes/harcelement.asp</a></p>

**(Second table)**

**What does your employer expect from you?**

In general, an employer expects the four following things from his employees: work well done, respect for the basic rules of the team, an interest in the objectives of the company, and naturally a courteous and polite behavior.

To make sure every detail from these four elements is clear, ask questions. If you are offered a unionized position, most of the answers will appear in your collective work agreement. If your position is not unionized, all the points on which you will agree with your employer will establish your work contract, written or verbal. In any case, the minimum standard provided by law must be respected.

To prepare your questions and be well informed, take a look at the table below or **ask an advisor for assistance.**

<b>What my employer expects from me</b>	<b>Questions to ask him – or myself</b>	<b>Basic information</b>	<b>To learn more</b>
<p><b>Work</b> That the mandate I was given be done</p>	<p>What are my tasks and responsibilities?  Who will entrust them?  Who will evaluate my work?  Can I take personal initiatives?</p>	<p>Your employer expects that you accomplish the work he gives you in the specified time. If the mandate is not clear, ask him to clarify it., same thing for the schedule.  Make sure you know who your supervisor is, and who you should see to obtain clarifications on your tasks. Verify with him if he expects you to take initiatives or not, and, if yes, inside what limits  Take your mandate seriously. Your employer handed it to you. This is the basics of your work.</p>	
<p><b>Respect for the basic rules of teamwork</b> Punctuality</p>	<p>Is it really that important to be on time?</p>	<p>In most cases, yes. Your employer will expect you to be on time even without asking so.</p>	

		<p>Being late is often perceived as a lack of respect towards your employer and colleagues. If you are late because of an unforeseen situation, be polite and inform your supervisor.</p> <p>Know your employer's policies regarding late arrivals. For some, this can be considered as an absence and result in a reduction in pay. For others, the employees can take back lost time during their breaks or at the end of the day. Be informed: it will allow avoiding unpleasant surprises on both sides.</p>	
<p><b>Respect for the basic rules of teamwork</b> Energy at work</p>	<p>I once had an employer blame me for going out too often and getting to bed very late. Somehow I do not think this is any of his business!</p>	<p>You are completely right to think that what you make of your leisure activities does not concern your employer. That being said, your colleagues have the right to expect you to show energy at work!</p> <p>If you are always tired and you have difficulty concentrating, you can make mistakes which can be serious and dangerous. Your colleagues will have to compensate for your lack of attention or your reduced performance. In time, your employer could decide that it is preferable for everybody to replace you by someone more energetic and concentrated. Think about it.</p>	
<p><b>Interest in the organization's objectives</b> Efforts in adapting to the organization's culture</p>	<p>My employer handed me a document which describes the mission of the organization, its history, the way it works ... Am I</p>	<p>Obliged? No. But reading this document would be a good way to start adapting yourself to the culture of the organization.</p> <p>Every organization and every workgroup is a</p>	

	really obliged to read that?	universe with its appropriate values, rules, and customs. The more you observe that universe and the more you try to understand how it works, the easier it will be for you to integrate harmoniously.	
<b>Interest in the organization's objectives</b> Constructive comments	I once had a boss who constantly took bad decisions, and I kept telling him about it and suggesting my ideas. I was smart to behave that way, right?	<p>Yes and no: everything depends on how you are doing it! As for suggestions, everything depends on the way you give them... If your supervisor or colleague feels offended or humbled by your suggestions, they may be ignored even if they were good at first.</p> <p>Some employers appreciate an employee who asks questions, makes suggestions and communicates ideas. Others, on the other hand, see it as a challenge to their authority, especially at the beginning, when the employee still does not know much about the organization.</p> <p>Take your time before making suggestions. Observe how the organization functions Adapt to its culture. If you decide to go further, make your suggestions to your supervisor in private, and make sure he will not be offended. Do not get offended if your ideas are rejected. Do not forget that your job is to execute the mandate handed to you - not the opposite!</p> <p>There are many ways to contribute to the progress of the organization by constructive comments: use a suggestions box, arrange a</p>	

		meeting with your union representative or with a colleague of human resources, etc. Every organization and every case is different. Think well before you decide what to do.	
<b>Courtesy</b> Being treated with respect	When a supervisor or colleague gets on my nerves, I always tell them about it and ask them to go to Hell. I have this right, don't I?	<p>No. You are at work. Your employer and your colleagues have the right to expect that you treat them in a respectful and courteous way at any time - and you can naturally expect the same thing from them.</p> <p>An employee who regularly shows a lack of respect to his employer or colleagues eventually risks losing his job. Think about it. Be courteous.</p> <p>If your impatience is caused by certain specific problems, you should rather look for solutions. Consult Capsule 15 if needed.</p> <p>A lack of respect is never a solution.</p>	<p><b>Psychological harassment at work</b></p> <p><a href="http://www.cnt.gouv.qc.ca/en/normes/harcelement.asp">http://www.cnt.gouv.qc.ca/en/normes/harcelement.asp</a></p>

**(Conclusion)**

**What to do in case of disagreement?**

If in spite of your efforts, a disagreement occurs with your employer, consult Capsule 15, "Knowing your rights and making sure they are respected", or **ask an advisor for help**.