



Dialogue

FALL 2005

ASSOCIATION OF CANADIAN SEARCH EMPLOYMENT & STAFFING SERVICES

IN THIS ISSUE

Government Relations Update

New Members

ACSESS Safety Group 2005

ACSESS-NAPS Conference 2006

A Commitment to Industry Education and Operating Standards

Level 1 Certification Recipients

ACSESS-Statistics Canada Partnership

EXECUTIVE DIRECTOR

Amanda Curtis, CAE

EDITOR

Mary McIninch, Manager, Government Relations

ASSOCIATION OF CANADIAN SEARCH, EMPLOYMENT & STAFFING SERVICES

6835 Century Avenue
2nd Floor
Mississauga ON L5N 2L2
Tel: 1.905.826.6869
Tel: 1.888.232.4962
Fax: 1.905.826.4873
E-mail: info@acsess.org
Web: www.acsess.org

ACSESS: Our Strategic Plan for the Future

TO INCREASE awareness and promote the industry, to ac-



tively represent the industry before government and to keep members informed.

The mission of ACSESS is to promote the interests and growth of the search, employment and staffing services industries in Canada.

Earlier this year, the ACSESS Board of Directors established a list of "Top 3" short-term priorities that will shape our Association focus and actions over the course of the next few years.

Our resources will be focused on achieving results in the following three priority areas.

1. PUBLIC RELATIONS

A key objective of ACSESS is to conduct an ongoing public relations campaign to promote the image of the industry to government bodies, client companies and the general public, and to establish the ACSESS brand as the industry symbol for quality assurance. It is interesting to note that one of our sister organizations – the American Staffing Association – has also recently embraced industry image and association

recognition as a major objective.

2. GOVERNMENT RELATIONS

Our second key objective is to protect the interests of members before governments by lobbying on employment legislation and regulations at the national and provincial levels.

ACSESS also assumes a leadership role in ensuring that industry members are aware

of legislation and regulatory changes that may affect their businesses and responsibilities as employers.

3. INDUSTRY STANDARDS (ETHICS AND TRAINING)

Our third key objective is to provide education and services to help members stay informed about the industry and their business.

This objective supports the *continued on page 5*

ACSESS Launches Enhanced Web Site — www.acsess.org

ON SEPTEMBER 14, 2005, ACSESS launched an enhanced web site that features a streamlined design, high-quality photographs, and a simple, more intuitive structure. Members will benefit from improved access to current and concise information to help them keep pace with the latest trends and issues within Canada's staffing, employment, and placement fields. Furthermore, they can pass this insight to their clients as value-added counsel.

The new site is part of a larger ACSESS mandate to raise the Association's and the industry's profile among members, client companies, legislators and other stakeholders by using focused communications.

"Our members have identified communications as a priority, both for themselves and for the industry," says ACSESS president Paul Christie. "The Board of Directors has listened and ranked communications as a key objective."

"We must communicate to all our audiences, clearly and consistently, that the Association is the voice of the industry, as well as its leading advocate for advancement, growth and *continued on page 6*

PLEASE CIRCULATE

.....
.....
.....
.....

Government Relations Update

ACSESS plays an instrumental role in protecting the interests of our members before governments by providing input on employment legislation and regulations at the national and provincial levels. Note summary of activities by province:

Alberta – Review of Employment Standards. The Alberta Ministry of Human Resources and Employment is asking for public input into the review of Alberta's Employment Standards Code and Regulation. The Employment Standards Code was last reviewed in 1988. Since then, technological advances, globalization, increased competition and changes to family and workforce demographics have altered Alberta's workplaces.

Employment standards legislation establishes the minimum standards of employment for workers and employers such as hours of work, overtime, minimum wage, vacations, general holiday pay, maternity and parental leave. The Ministry is proposing to eliminate the 30-day qualifier for statutory holiday pay entitlement – ACSESS has responded with industry specific recommendations.

British Columbia – WCB. Earlier this year, ACSESS drafted a letter to WCB B.C. concerning current classification of EA 02 – clerical worker supply. Our intention was to outline concerns re: current classification, the significant decrease in claims from 2002 to 2003 (from 55 down to 15) – and request that the supply of clerical worker description be moved out of EA 02 and into a new rate group – one that would fairly reflect the performance of our members who supply clerical labour. As a direct result of our letter, the rate for Clerical Labour Supply will drop 76% from \$0.58 per \$100 assessable payroll in 2005 to \$0.14 in 2006.

Federal, Canada Labour Code. Federal Minister of Labour, Joseph Montana, has recently appointed a commission to review Part III of the Canada Labour Code. A discussion paper entitled "Modernizing Federal Labour Standards" was released on February 2, 2005, and includes a section on non-standard work and the need to protect part-time, casual and temporary employees. The paper raises a number of questions surrounding non-standard employment and maintains that temporary employees experience less job security and lower earnings than full-time employees. The commission does, however, recognize that non-standard work arrangements enable employers to meet consumer demands, accommodate employee preferences, raise productivity and improve competitiveness. The commission also notes that the industry is a strong contributor to employment and economic

growth. A submission paper was presented to the Commission in May, 2005.

Ontario Government Strategic Procurement Consultations (2005).

The Ontario Ministry of Government Services is currently in the process of reviewing existing procurement arrangement for temporary services. The Ontario Shared Services, Supply Chain Management Organization, of the Ontario Government will be issuing an RFP in winter 2006 to create a Vendor of Record (VOR) for temp help services for all ministries/agencies to access across Ontario. The Ministry recognizes the key role our Association plays in helping shape the Ministry's business model for acquiring temporary services across the Ontario government and building specific requirements.

To review Government Relations Report in its entirety, please visit our website at www.acsess.org. For more information or to inform national office of policy issues of interest, please contact Mary McIninch, Manager of Government Relations, ACSESS, at 905-826-6869/1-888-232-4962. □

Welcome, New Members

Since the last issue of Dialogue, the following companies have joined ACSESS. If you see their representatives at upcoming ACSESS functions, please be sure to welcome them.

Artemp Personnel Services Inc., Ottawa
AutoRecruit Inc., Markham
Bilingual Source/Source Bilingue, Toronto
Cadre, Toronto
Computer Horizons Canada, Mississauga
Consultemps Inc, Toronto
Creative Niche Inc, Toronto
ESS Direct Inc., Barrie
Excel Employment Tempo, Etobicoke
HR Associates Inc., Toronto
Intellex Systems Group, Edmonton
Solvtech, Mississauga
Kaymac & Associates, Toronto
Kennedy Personnel Solutions Inc, Lloydminster

Kresslor Personnel, Mississauga
LaborTek, Ottawa
People First HR Services Ltd., Winnipeg
PeopleFind Inc. , Markham
Pinnacle Staffing Solutions, Winnipeg
Raincity Placement Services Inc, Vancouver
Strictly Staffing Inc, Halifax
TFI Resources, Houston
The Job Shoppe Inc., Windsor
Third Party Labour Leasing Inc., Stoney Creek
Trans-logic Executive Search Group, Cambridge

ACSESS would also like to welcome our New Affiliate Members. Please visit our website at www.acsess.org to see how their services can assist you.

Monster Canada, Toronto
Independant Learning Centre, Toronto

ACSESS Safety Group 2005

THE ONTARIO WSIB Safety Groups Program is designed to promote health and safety in the workplace. This is accomplished through mentoring, pooling of resources and sharing of best practices between ACSESS member firms, the Association and the Workplace Safety and Insurance Board (WSIB), www.wsib.on.ca/wsib/wsibsite.nsf/public/homepage. Along with improved safety records, member firms can receive financial benefits in the form of rebates from the WSIB. Members interested in joining the group in 2006 are encouraged to contact ACSESS prior to DECEMBER 15, 2005.

ACSESS would like to take this opportunity to thank the following 2005 Safety Group Program participants for their outstanding commitment to health and safety in the workplace – together, we are setting higher standards:

Action Personnel, Ottawa 2003
 Adecco Employment Services Ltd., Toronto 2001
 Advantage Personnel, Mississauga 2001
 AIM Personnel Service Inc., Ottawa 2003
 Allegis Group Canada Corporation, Mississauga 2005

Alternative Human Resources, Mississauga 2001
 AppleOne Services, Etobicoke 2003
 ATS Reliance Technical Group, Toronto 2001
 Barbara Personnel Inc., Ottawa 2003
 Best Personnel Services, Sarnia 2001
 Brunel Multec Canada Ltd., Toronto 2005
 Canada Job One, Ottawa 2005
 CS Personnel, Mississauga 2001
 Direct Staffing Solutions Inc., Scarborough 2004
 DPR Distribution Personnel Resources Inc., Brampton 2004
 Drake International Inc., Toronto 2001
 Eagle Professional, Toronto 2003
 Employment Centre Trucking Services Inc. o/a Spherion, Mississauga 2002
 Excel Human Resources Inc., Ottawa 2002
 Falkner Placement Inc., Brampton 2001
 Front Line Work Force Inc., Dean Group, Mississauga 2005
 Georgian Staffing Services, Collingwood 2001
 Grand River Personnel, Kitchener 2004
 Harrington Staffing Services, Ottawa 2003

Human Resource Capital Group o/a Spherion, Mississauga 2001
 Hunt Personnel, Ottawa 2003
 Industrial Temporary Solutions Inc., Burlington 2002
 Keith Bagg Staffing Resources Inc., Toronto 2001
 Kelly Services (Canada) Ltd., Toronto 2001
 LaborTek Personnel Services Ltd., Ottawa 2005
 Lift Temp Ltd., Mississauga 2005
 Manpower Services Canada Ltd., Toronto 2005
 NT Temps Inc., Alliston 2001
 Quantum Management Services, Montreal 2002
 Spherion, Mississauga 2001
 Stevens Resource Group, Woodstock 2005
 The 500 Staffing Inc., Oakville 2005
 The People Bank, Toronto 2001
 The Personnel Network, Mississauga 2005
 The Staffing Edge Inc., Brampton 2001
 The Walker House Employment Services, Walkerton 2005
 Todays Staffing Ltd., Kitchener 2005
 Turn Key Staffing Solutions, Newmarket 2004
 Your Advantage Staffing Consultants Inc., Cambridge 2005



SHOW ME THE MICROSOFT STAFFING STACK!



RIMROCK CORPORATION
 1210 Eglinton Avenue West
 Toronto Ontario M6C 2E3

Are you trying to manage your staffing business with Excel?
 Are your staff members doing too many things manually?
 Are you using an aging business management solution that hasn't kept pace with technology or your competitors?

INTRODUCING PERSONNEL AGENCY MANAGEMENT FOR MICROSOFT GREAT PLAINS

- Integrated payroll and client billing solution
- Integrates with every front office system

Flexible payroll/billing system Accurate margin tracking Powerful reporting and analysis
 Multiple methods of time entry Plus numerous other features

➤ For more information visit www.rimrock.com or call 416-256-4995 ext. 242



ACSESS Member Insurance Programs

Liability Program including

Errors & Omissions
+
Commercial General

Property Program

Home & Auto

Life, Health & Dental

Contact

Mike Ferguson
416 644 7713
800 663 6828
MIKEF@LMS.CA

Brought to you by



“putting the pieces together”

MAY 11-13, 2006, IN VANCOUVER

ACSESS-NAPS CONFERENCE 2006

PLEASE BE SURE to plan on attending the first-ever joint conference of the Association of Canadian Search, Employment & Staffing Services and the National Association of Personnel Services.

WHEN

Thursday, May 11, to Saturday May 13, 2006

WHERE

The Coast Plaza Hotel & Suites at Stanley Park –
Vancouver

A planning committee of ACSESS and NAPS members has been appointed representing the various sectors of our industry. Program streams will be developed to meet member expectations both from the standpoint of their company focus and their own responsibilities. An RFP to speakers is being designed to attract the best of the best!

Exhibit and sponsor opportunities will be enriched and open to suppliers from both Canada and the U.S.

The conference educational sessions will span two days from early afternoon on the Thursday to mid Saturday. On Saturday afternoon attendees will be able to take advantage of Vancouver!

Registration fees have been held at 2003 levels and cover the educational and social program – (earlybird rates for members) \$595 first delegate; \$555 second delegate; \$515 third delegate – with further incentives to be announced.

Kudos to Hayley Lau for the incredible hotel rates: \$149 single/double and \$189/one bedroom suite.

U.S. readers please note all fees quoted are in Canadian dollars!

Members are reporting that they are in the midst of the budget process as we write. Be sure to include the ACSESS-NAPS 2006 conference in YOUR budget.

CONFERENCE COMMITTEE

Jim Keenan, CPC, Hilary King, Hayley Lau, CPC, Bruce McAlpine, CPC, Conrad Taylor, CPC, Karen Watt, CPC, Amanda Curtis

A Commitment to Industry Education and Operating Standards

CPC — An Update

ACSESS was delighted to learn that over the years our Certified Personnel Consultant Program has been viewed by NAPS as being at a level others aspired to achieve. Yet that shouldn't mean there was no room for improvement! Our industry has evolved and matured since the CPC program was launched approximately a quarter of a century ago, and the certification process should reflect the practices and standards of today.

In 2004, ACSESS committed to a complete re-development of the CPC curriculum. We entered into an agreement with the Professors Training Group (PTG) at Sheridan College, which undertook to develop up to 10 modules that could be offered in a classroom or seminar setting. This alone differed quite significantly from the previous CPC program, which was based on experience and review of a summary study guide, followed by a closed-book examination.

The new format is designed to offer an educational component as can-

didates prepare for the final exam. The modules will be the property of ACSESS and it is important to note that after the first offering, the objective is to hold sessions in centres across Canada based on member demand. As we progress, DVD offerings and electronic training will also be explored.

Although we did not achieve the earlier ambitious goal to have all modules available by the spring of 2005, two pilot sessions were held in conjunction with the May Annual Conference. Since that time a strong and focused team of industry leaders has met again with members of the PTG to re-establish timelines. Five core modules are now being worked on with optional workshops/modules being identified to address the specific sub-sectors of our industry. Educational outcomes and the needs analysis have also been re-visited, with a view to having at minimum three modules available by the end of 2005 and the balance of the program in the first months of 2006.

ACSESS continues to receive many

calls and emails expressing a desire to enroll for the CPC program. We thank you for your patience and will be back to you very soon.

ACSESS Level 1 Certificate Test

Interest in the Level 1 Certificate Test, which was introduced in December 2004, has exceeded expectations. Thus far 47 members have obtained the ACSESS Level 1 Certificate.

The purpose of the short online "open book" test is to take new staffing professionals to the ACSESS web site so they can familiarize themselves with industry standards and guidelines. This fills a basic orientation purpose that was not previously in place. The answers to the questions can be found in the ACSESS Code of Ethics, professional guidelines and in reports posted on the web site. Long-time staffing industry professionals also benefit from the review of industry practices.

The Level 1 Test is a pre-requisite to write the CPC examination, and does not in itself result in the CPC designation being awarded. Registration can be done online, following which a confidential password is provided. Candidates can complete the test at any time after the password has been issued. The cost is only \$50, and upon successful completion a certificate is issued. Please note that in order to take the test, individuals must be employed by a current ACSESS corporate member.

Good Luck! □

PRESIDENT continued from page 1

Association mandate to create and police industry standards at the individual and corporate levels.

It was agreed that these actions should take into account all of the constituents of the Association, which includes the following four segments: (1) multinationals/large companies; (2) smaller and mid-size staffing companies; (3) contractor organizations; and (4) permanent placement/professional search firms. In order to effectively respond to the needs of all four membership groups, ACSESS is working actively on the development and implementation of Special Interest Groups (SIG).

We anticipate that these interest

groups will evolve over time to meet the needs of the various segments of our membership. Early support of the new Professional Search Special Interest Group in the Greater Toronto Area has been very positive, as has the working relationship that our IT members have established with NACCB. We are excited about facilitating similar forums in centres across Canada.

All Association activities will be congruent with our core values. These values are to provide quality services, deliver value to members, and to promote ethical and professional business practices.

*Paul Christie, CPC
President, ACSESS*

Level 1 Certification Recipients

Meghan Archambault, SOLUTIONS
Loni Attrell, Staffworks Ltd.
Christine Beaudry, The Staffing Edge Inc.
Matt Biderman, Pure Staffing
Solutions Inc.
Staci Billard, Advantage Personnel Ltd.
Judy Bomback, The People Bank,
Herzing Staffing Services
Cynthia Brown, Little Staffing Group
Nadia Ciani, Manpower Professional
Services
Cheryl Cormier, Advantage Personnel
John Cotterill, Advantage Personnel
Sarah Cranfield, Holloway Schulz
& Partners
Donna Daw, Adecco Employment
Services Limited
Kendra Donnelly, The Placement Group
Chandra DuQuesnay, Quantum
Management Services Limited

Jocelyne Durocher, Barbara
Personnel Inc.
Debbie Fioravanti, Manpower
Professional Services
Kathy Furlotte, Braun-Valley Associates
Cathren Gabriel-Allen, Affordable
Personnel Services Inc.
Marc Andre Gingras, ACCES Emploi
Vicki Guerette, Best Personnel Services
Dina Hadzic, Kelly Services
(Canada), Ltd.
Debbie Hilts, Quantum Management
Services Limited
Iris Hrabi, The People Bank,
Herzing Staffing Services
Rhonda Kelly, Advantage
Personnel Ltd.
Dawn Korkie, Mark Staffing Solutions
Danielle Lachapelle, ACCES Emploi
Linda Lanthier, Barbara Personnel Inc.

France Lefebvre, Barbara Personnel Inc.
Cindy Mackenzie, The People Bank,
Herzing Staffing Services
Ryan McCallen, Pure Staffing
Solutions Inc.
Melissa Parent, Advantage Personnel Ltd.
Joshua Platz, Bilingual Source/Source
Bilingue
Dorothy Prior, Eagle Professional
Resources Inc.
Liz Sampath, Quantum Management
Emma Scott, Quantum Management
Luke Sebben, Advantage Personnel
Diane Sideris, Staffworks Ltd.
Dave Snidal, Pure Staffing Solutions Inc.
Kelly Stewart, Little Staffing Group
Jennifer Strano, Quantum Management
Services Limited
Brenda Szydlo, Little Staffing Group
Jennifer Tully, The People Bank
Alison Turnbull, Eagle Professional
Resources Inc.
Shelley Weir, Braun-Valley Associates
Dave Wells, Advantage Personnel Ltd.
Wendy Winters, Advantage Personnel
Loretta Zannino, Quantum
Management

WEBSITE continued from page 1
ethical standards,” he continues. “At the
same time, we must strengthen our con-
nections with members and explore op-
portunities for two-way dialogue.”

Communication activities will include
developing a welcome kit for new mem-
bers and a tool kit for current members
to explain the value of ACSESS to their
clients and what their commitment as
members entails. Both packages will
highlight the positive contribution AC-
SESS makes to the Canadian workforce,
including its leadership role in ensuring
professional ethics and standards, and
its active representation of the industry
to national and provincial governments.

The re-vamped ACSESS web site will
also play a central role in reaching out
to members. For example, the site has
been re-organized to better reflect mem-
ber priorities such as CPC certification,
industry events, and changes to industry
legislation and regulation that could af-
fect member businesses and responsi-
bilities. A new section called “Tools and
Programs” provides information on the
2005 Safety Group Program and privacy
legislation.

The site will also become a forum for
two-way communication. For example,
in response to member requests for more
industry data, ACSESS has recently sent
and posted a questionnaire on the site
and encourages members to respond.
The findings, which should reveal in-
dustry trends in Canada, will be shared
with members later this year. This initia-
tive and the resulting data will give the
Association a current “snapshot” of the
industry in Canada and support its ex-
ternal promotion efforts. It should also
give members with internal benchmark-
ing data to help them manage and grow
their businesses.

This initiative will be followed by a
more in-depth quest for industry statis-
tics, which ACSESS will pursue in part-
nership with Statistics Canada. ACSESS
will work with Stats Canada to develop
industry specific quarterly reports, slated
for release in 2007.

“We encourage members to provide
feedback on the enhanced site,” says
Paul Christie. “This is a work in prog-
ress. We want you to tell us what you
think of it and how you feel it could be
improved to add even more value.” □

ACSESS—Statistics Canada Partnership

ONE OF OUR OBJECTIVES as an asso-
ciation is to be recognized as a leading
source for industry data, statistics and
research. In order to accomplish this,
we have recently formed a partnership
with Statistics Canada. Statistics Canada
works in partnership with all sectors of
government, the economy and society
to identify and fulfill the information
requirements of today and tomorrow.
ACSESS will be releasing quarterly statis-
tical reports to members, effective 2007.
The reports will provide an overview of
the size, scope and dynamics (emerg-
ing trends) of the staffing industry and
will prove to be a valuable resource for
member firms, clients, industry analysts,
journalists and policymakers.

For more information, please contact
Mary McIninch, Manager of Government
Relations, ACSESS, at 905-826-6869/1-888-
232-4962. □