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Standard Operating Procedures   
(SOPs) for HR Functions

**For Use in the Health Sector**

**Updated: April 6, 2025**

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# Disclaimer:

This document is a general template for Standard Operating Procedures (SOPs) for HR functions. It is provided as a guideline only and does not constitute legal advice. Employers should consult a legal or HR professional to tailor this document to their specific industry and regulatory requirements. This template is designed to align with **Ontario Employment Standards Act (ESA) and other relevant labor laws.**

# Purpose & Scope

This document provides a structured framework for HR operations, ensuring compliance with legal requirements, efficiency in HR processes, and consistency in employee management. It applies to all HR activities within the organization, including recruitment, onboarding, performance management, employee relations, compliance, and termination processes.

# HR Compliance & Regulatory Requirements

All HR procedures must adhere to:

* **Ontario Employment Standards Act (ESA)**
* **Occupational Health and Safety Act (OHSA)**
* **Workplace Safety and Insurance Board (WSIB) Regulations**
* **Accessibility for Ontarians with Disabilities Act (AODA)**
* **Human Rights Code (HRC)**
* **Personal Information Protection and Electronic Documents Act (PIPEDA)**

Failure to comply with these regulations may result in **legal liabilities, fines, or penalties.**

# HR Functional SOPs

## A. Recruitment & Hiring Procedures

**Objective:**

To ensure a fair, legally compliant, and structured hiring process that attracts qualified candidates while adhering to equal employment opportunity laws.

**Steps:**

1. **Job Requisition Approval** – Managers submit hiring requests with job descriptions.
2. **Job Posting & Advertising** – Ensure postings comply with **AODA accessibility** requirements.
3. **Application Screening** – Use structured evaluation criteria to avoid bias.
4. **Interview Process** – Conduct structured interviews while following Ontario Human Rights Code.
5. **Reference Checks & Background Verification** – Obtain written consent before conducting checks.
6. **Employment Offer & Agreement** – Provide a legally compliant employment contract.

## B. Employee Onboarding Procedures

**Objective:**

To provide new employees with a structured onboarding process that ensures compliance and smooth integration into the workplace.

**Steps:**

1. **Pre-Onboarding:**
   * Provide **New Hire Welcome Package** with key policies.
   * Verify required documents (SIN, banking details, permits if applicable).
2. **First-Day Orientation:**
   * Conduct an introduction to company values, policies, and procedures.
   * Review **Health & Safety Orientation Checklist** (OHSA Compliance).
3. **Training & Probation Period:**
   * Assign training modules and set up **30-60-90 day performance reviews**.

## C. Employee Performance Management

**Objective:**

To implement a structured performance evaluation system that enhances employee engagement and productivity while ensuring fair and unbiased assessments.

**Steps:**

1. **Goal Setting & Performance Expectations:**
   * Establish **SMART goals** and align them with business objectives.
2. **Ongoing Feedback & Coaching:**
   * Managers provide regular feedback and implement **Performance Improvement Plans (PIPs)** if needed.
3. **Annual Performance Reviews:**
   * Conduct structured evaluations based on **predefined KPIs**.

## D. Employee Discipline & Termination Procedures

**Objective:**

To ensure **disciplinary actions and terminations** are handled professionally, fairly, and in compliance with labor laws.

**Steps:**

1. **Progressive Disciplinary Action Process:**
   * **Verbal Warning** – Initial discussion with the employee.
   * **Written Warning** – Official documentation of concerns.
   * **Final Warning** – Last opportunity for improvement before termination consideration.
2. **Termination Procedures:**
   * Ensure compliance with **ESA** severance pay & notice period requirements.
   * Conduct an **Exit Interview** and process final payroll adjustments.

# Documentation & Record Keeping Requirements

All HR documents must be maintained securely and **c**omply with **PIPEDA d**ata protection regulations. Employers must retain employee records for at least **three years** after termination.

* **Employee Records:** Employment contracts, tax forms, performance reviews.
* **Payroll Records:** Timesheets, salary adjustments, payroll compliance documents.
* **Incident Reports:** Workplace complaints, safety violations, investigations.
* **Training Records:** Compliance training logs, certification tracking.

# HR Audit & Compliance Checks

**Objective:**

To ensure that all HR procedures and policies remain legally compliant, effective, and aligned with organizational goals.

* Conduct annual HR Compliance Audits to review policies, contracts, and employee records.
* Update workplace policies based on changes in **ESA, OHSA, and AODA regulations.**
* Provide ongoing HR training for managers and employees.

# Final Notes

This HR SOP Template provides a structured, legally compliant framework for managing human resources within an organization. Employers should customize this document based on industry-specific needs and consult with HR or legal professionals to ensure full compliance.

**Please delete the last page once you are done.**

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