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WCG Encourages Healthy Work-Life Balance

WCG International HR Solutions, a workforce, consulting and technology solutions company based in Victoria, employs 175 people and delivers services throughout British Columbia and Ontario. WCG knows the importance of embracing work-life balance. Employees can work a flexible schedule and take time off for family issues or emergencies. In addition, as staff members are well respected and recognized for their contributions, their morale and productivity are high.

Staff benefits extend far beyond the usual sick days and statutory holidays and include many extra perks:

- two personal paid days off per year
- minimum two weeks of paid holidays per year, plus a paid week off for all staff between Christmas and New Year's
- early dismissal at 1 p.m. on Fridays before long weekends at the discretion of the partners
- flexible work week, i.e. working from home or variable schedules to accommodate personal commitments

Employees are supported to take time off to deal with emergencies such as sick children or family issues. Parents are also able to bring their children to work if childcare is unavailable. "We understand that employees are people first. People with families, personal obligations and commitments outside of



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work,” says Barbara Patterson, Director of Human Resources. “At WCG, we don’t believe you should have to leave your heart at home.”

Judy Keenan, who has been a Customer Service Representative at WCG for almost five years, says she enjoys coming to work because her efforts are acknowledged and she is surrounded by friends. “People here respect each other and care for each other,” says Judy.

The company knows that employee recognition is important. Staff members are acknowledged and celebrated with verbal thank yous, appreciative emails and gift certificates for lunch, dinner or a spa day worth \$50 to \$200. “President and CEO Ian Ferguson, one of the founders of WCG, knows that in order to get the best from people, you have to treat them right,” says Barbara.

Judy appreciates that WCG truly embraces an open door policy and listens to staff members’ suggestions. “Each employee is encouraged to present their ideas for making a positive change to company practices,” says Judy.

“People know that if they’re in need, we’ll be here for them,” Barbara said. “We do everything we can to make them feel comfortable about expressing their thoughts and feelings, whatever they may be.”

“The company knows people are its most important commodity and treats them with respect,” says Judy. Darlene Bailey, Sr. VP Field Operations and HR, couldn’t agree more. With Darlene at the helm of the HR team, WCG won the BCHRMA Award of Excellence for its HR practices and was voted the 4th Best Company to Work for in BC by its employees.

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COUNTDOWN of 50 HR Options for Action:

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Action # 17: Create a phone-in policy that allows employees’ children to check in with their parents, as needed

Benefits: Reduces employee stress around family life, allows for greater concentration and focus at work.

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