

Compass Contact Guide

January 14, 2022

Guidance on where to send requests or questions according to subject matter

Send email to: finance@compassne.ca

For requests/questions relating to:

Expense reports - mileage, meal allowances
Corporate credit cards - monthly reconciliation, credit limits
Vendors, invoices and invoice payments
Contracts and Leases
Payroll: timesheets, paystubs
Support for Enterprise, Payworks & Visa systems
Cost sharing agreements with partner agencies (co-locations)
Funding & grants
Budgets, financial information and reporting (i.e. Budget vs actual)
Finance systems, processes and forms - suggestions for improvements

Send email to: hr@compassne.ca

For requests/questions relating to:

Benefits (coverage and eligibility)
Time banks & entitlements (float, flex, overtime, vacation)
HOOPP/Retirement
Training history
Personnel Files
Time off and leaves (maternity/parental, sick, etc.)
HR Policies
Grievances
Employee information requests
Reference checks, interviews, postings, letters of offer

Submit email ticket name: **Workload Alert Notification**

For requests/questions relating to:

To report workload issues to manager

Submit email ticket name: **Workload Rubric Update**

For requests/questions relating to:

To track workload remediation events

Submit email ticket name: **SQIA Request**

For requests/questions relating to:

Job request of the SQIA (Managers and admins only)

Submit email ticket name: **System Processing Request**

For requests/questions relating to:

Request for electronic CBCL

Submit email ticket name: **Graphic Design Request**

For requests/questions relating to:

Social Media Post(s)
Graphic Design (logos, images, etc)
Presentation Review

Submit email ticket name: **IT Request**

For requests/questions relating to:

Computer or software program
Phone (office or cellular)
Locked out of Enterprise

Submit email ticket name: **Privacy Office Request**

For requests/questions relating to:

Privacy breaches, concerns or questions
Client information requests
Reporting and identifying privacy issues

Submit email ticket name: **Maintenance Request**

For requests/questions relating to:

Workstation setup (desk, keyboard tray, chair)
Office space, boardrooms, building and physical spaces
Furniture and equipment

Submit email ticket name: **Health and Safety Request**

For requests/questions relating to:

Ergonomic setup, assessments
Health & Safety committee
Reporting hazards, injuries

Submit email ticket name: **Admin Assistant/Rural Admin Request**

For requests/questions relating to:

Requests for office supplies, printing, photocopying, scanning
Scheduling of boardrooms and multi person zoom meetings
Courier requests and mail outs (Purolator/Canada Post)
Formatting letters
Psych folder requests & testing orders
Client information system support

Submit email ticket name: **Data Request**

For requests/questions relating to:

Survey development/summary
Developing Process Flowcharts
Developing Excel Templates & worksheets or Dashboards
Program Evaluations
Developing Infographics/Info sheets
Research and data requests

Submit email ticket name: **EHMware Unlock Delete Request**

For requests/questions relating to:

Unlock records
Delete a record (including case date, contacts, and clients)