



Staffing Agency Guidelines

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Human Resources Division

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Guiding Principles

The Regional Municipality of Durham provides services to eight area municipalities.

With our **Vision** – A healthy, prosperous community for all and **Mission** - Working together to deliver service excellence through leadership, collaboration, innovation and environmental stewardship, we look to partner with organizations who align to our [Corporate Values](#)

Leadership: We demonstrate integrity and vision, providing the organization with good governance and management.

Effectiveness: We anticipate the changing needs of the community and provide services within a framework of financial stability and transparency.

Innovation: We support life-long learning and commitment to ongoing research, knowledge exchange and continuous quality improvement.

Inclusion: We provide an accessible, inclusive environment that values the diversity of our staff and the community.

Environmental Responsibility: We prioritize community leadership and environmental sustainability in our operations.

Service Excellence: We encourage professional excellence through collaboration, partnerships and teamwork in a culture that fosters trust and respect.

Working with the Region as a Staffing Agency:

Process Steps:

1. The Staffing Agency Agreement must be agreed to and fully executed by the signing authority of the Staffing Agency and by the Commissioner of Corporate Services for the Region of Durham.
2. Staffing Agency Agreements for various business lines have been developed with a respective Schedule “A”. Schedule “A” outlines the general classifications filled within the business line and will require the Temporary Staffing Agency to outline their applicable bill rate for any classification they have the capability to provide.
 - a. All Staffing Agency Agreements will be reviewed by the Manager, Talent Acquisition & Organization Development who will collaborate with the departmental contact.
 - b. Bill rates may be negotiated with the Manager, Talent Acquisition & Organization Development.
3. The Temporary Staffing Agency will meet the following requirements in relation to COVID-19:
 - a. Certify that all staff are apprised of and will comply with legislation, public health guidelines and the Region’s procedures as they relate to COVID-19.

- b. Certify that the Company has a Workplace Vaccination Policy in effect for their workforce.
 - c. Verify that each subcontractor assigned to the Region of Durham who will have in-person interaction with Regional employees or the public in performance of work has received the required number of doses of a COVID-19 vaccine, or a combination of COVID-19 vaccines approved by Health Canada and/or the World Health Organization at the correct interval; in addition to getting any required subsequent booster dose(s) in future.
 - d. Agree that the Region may request that Company/Contractor subcontractors be replaced if they are not complying with these policies and procedures and the Company/Contractor shall promptly facilitate the replacement.
4. The Region will provide the Staffing Agency with one purchase order for each assignment under the Standing Agreement. The purchase order should cover the duration of the assignment based on the estimated hours.
5. The Staffing Agency will provide staff to the Region as required in alignment to the classifications and payrate outlined in Schedule "A".
 - a. Should a requirement for a classification and/or skillsets not outlined in Schedule A be required, authorization must be received from the Manager, Talent Acquisition & Organization Development at the Region **prior** to placement.
 - b. The Staffing Agency Agreement may be modified pursuant to 2a). The Manager, Talent Acquisition & Organization Development will notify Purchasing of any changes.
6. The Staffing Agency will provide a monthly report to the Supervisor, Talent Acquisition which outlines the following information:
 - a. Temporary Agency Staff Name, Regional Reports to, Department, Billing Classification, Start Date.
7. The Staffing Agency will deal directly with the departmental contact regarding invoicing and billing, pursuant to the purchase order.
 - a. All invoices will be addressed to em_invoices@durham.ca and copied to the departmental contact and include the purchase order number.
8. The agreement will commence as of the last date of signature and automatically renew for one year terms at January 1 each year, unless otherwise terminated pursuant to the agreement. Any Fee Schedule adjustments must be request by the Agency no later than December 1 pursuant to Section 4.2 of the Agreement.