

Email Inquiries

Every year, Employment Standards receives more than 3,000 emails. Our responses need to be accurate and clear. It is also important that they look professional and that the information provided is consistent from officer to officer.

These guidelines are intended to:

- provide the framework for responding to different types of inquiries
- improve the appearance of email responses, and
- identify priority emails and how to handle them.

Steps for Responding to General Inquiry Emails

- Tip: Use email signatures (see **Attachment 3 - “Creating Auto Email Signatures”** on page 9)
- Respond to general inquiries within 3 business days
- Use
 - Arial font - size 12
 - Black type
- Remove the word “Spam” from the subject line, where necessary, and replace it with “Employment Standards Inquiry”
- Confirm that the email address is correct. Forward emails received by MB Government Inquiry (MGI) to the writer of the original email.
- Select the appropriate response for the inquiry using the attached templates (see **Attachment 1 – “Templates”** on pages 5-9 for English, 10-14 for French)
- Provide necessary referrals in the body of the response (see **Attachment 2 – Common Referrals** on page 15)
- Re-read the response to ensure the spelling, grammar and format is correct
- After replying to the email, drag it from your “Sent Items” to the appropriate sub-folder under sent items of the GI email account for the fiscal year (i.e. GI Fiscal ###/###).
- If the initial email contains an attachment, it is important that you also drag the email from the GI Inbox to the appropriate sub-folder under sent items of the GI email account for the fiscal year (i.e. *GI Fiscal ###/###*) so that we retain the attachment.

Priority Emails

While responses to email inquiries should be sent within 3 days, some mail items are not suitable for a general response and may contain urgent information.

**Scan the inbox for priority emails at least once a day
and deal with these items promptly**

Claims or Claim-Related Questions

- The Intake Team Lead will check for any new claims in the inbox, will print the email and any attachment for assignment, and then will move the email to the appropriate GI Fiscal folder.
- When names are used in an email, check the CTS database to confirm if we have already received a claim. Inquiries on existing claims (status update, giving info etc.) should be given to the officer assigned to the claim with a cc to the officer's team.
- Forward complaints about a claim or officer directly to the appropriate manager

WRAPA-Related Questions

- Some WRAPA questions are general inquiries. Use the "Fact Sheet" template and include links to the appropriate forms and fact sheets.
- The Business Registration Unit handles BR applications only. Use the template from Attachment 1 - "Acknowledgement of BR Application" to acknowledge and forward the email and attachment by way of copy to: wrapacertificates@gov.mb.ca.
- Forward all other WRAPA applications to Admin (employment agencies, recruiter, child performer) to the *WPG112 - LAB ESD Admin Support (LAB) email address
- Enforcement issues related to WRAPA should be forwarded to all of Team 3. These will include issues such as recruitment fees charged to workers and employers not applying for a business registration before hiring foreign workers, for example.
- For individuals making inquiries about labour market opinions (LMOs), use the template from Attachment 1 - "Outside Agency" and provide the contact details for Service Canada. See Attachment 2 - Referral Listings.

Child Safety and Other Urgent Issues

- Issues concerning the current safety of a child or other urgent matters are immediately **walked** directly to the Team 3 manager, or to a member of the team in the manager's absence. Follow this up by forwarding the email to all of Team 3.
- Send a separate email to writer to acknowledge that we received the information using the "Anonymous Tip"

Anonymous Tips

- Write up a DOA tip and send this to Team 3 together with copy of email, **except where there is a current concern about the safety of a child or another urgent matter**. These should be dealt with immediately following the steps described in the "Child Safety and Other Urgent Issues" section.

Policy-Related Matters

Forward policy-based e-mail inquiries to the Employment Standards' Policy Analyst and cc the Client Services Manager. These include:

- Inquiries related to the intent of the legislation
- Questions on comparative data between Manitoba and other jurisdictions
- Inquiries regarding the history of specific provisions of the legislation
- Inquiries on which the Minister has been copied
- Media requests

Junk Mail

- Junk mail includes announcements about prize winnings, commercial advertising etc. These can be deleted **but** check there is no claim attached or Employment Standards inquiry before you do.
- Emails marked "Spam" are not always junk email. Many are legitimate emails that have been identified as possible spam by the government system. In these cases, replace the word "Spam" with "Employment Standards Inquiry" in the subject line of the email

Bankruptcies, Receiverships or Companies' Creditors Arrangement Act

- Forward information and legal documents from trustees and other administrators concerning bankruptcies, receiverships, or arrangements made under the *Companies' Creditors Arrangement Act* to administrative staff at *WPG112 - LAB ESD Admin Support
- Information about possible closures (including business name, address, and number of affected employees) needs to be provided to Employment Standards. Don't include personal information about the person providing the information in this email. Need a separate template for this situation?

Attachment 1 – Templates

a. Fact Sheet

- Provides responses to inquiries using fact sheets or specific answers from fact sheet

b. File a Claim

- Provides the option for employee to file a claim when he or she believes wages are owed; includes link to the claim form
- Used when Employment Standards is copied on correspondence between an employee and employer on a dispute over wages

c. Specific Scenario

- Used to inform individuals that we are unable to provide advice or opinions on a specific scenario

d. Disagreement with Initial Response or Request for Additional Information

- Used when we get a second inquiry on the same issue and cannot provide additional information

e. Other Agency Referrals

- Refers individuals to another agency that deals with the issue of concern

f. Combined Employment Standards / Other Agency Referral

- Provides fact sheet or information from a fact sheet on an Employment Standards-related issue as well as a referral to another agency on another issue

g. Information/Anonymous Tip

- Sent to an individual who has provided a tip or anonymous information about an Employment Standards violation

a. Fact Sheet

Thank you for your inquiry on _____. Information on this issue is provided on our fact sheet at the following link: *Insert link here*

You will also find more information about Manitoba's employment standards on our website at www.manitoba.ca/labour/standards.

Please call our office at 204-945-3352 or 1-800-821-4307 (toll-free) if you would like further information.

Sincerely,

Employment Standards
(Officer Initials – *XXX*)

b. File a Claim

Thank you for your email to Employment Standards.

Employment Standards deals with such issues as:

- minimum wage
- overtime
- general holidays
- vacation
- ending employment
- unpaid leaves

If you believe you are owed wages, you can visit our office or complete and return the [Claim Form](#). Employees can file a claim for payment of wages within 6 months after the wages were due to be paid.

Should you wish to speak to Employment Standards regarding one of the issues listed, please call us 204-945-3352 or 1-800-821-4307 (toll-free).

Sincerely,

Employment Standards
(Officer - *XXX*)

c. Specific Scenario

Thank you for your inquiry. Please be aware that Employment Standards provides only general information and cannot provide an opinion on the specific situation you have described.

To discuss the rights and responsibilities of employees and employers in Manitoba, please call our office at 204-945-3352 or 1-800-821-4307 (toll-free).

You can also find more information on our website at www.manitoba.ca/labour/standards. <Remove this sentence if the inquiry indicates that the client has already been on the website>

Sincerely,

Employment Standards
(Officer Initials – XXX)

d. Disagreement with Initial Response or Request for Additional Information

Thank you for your email. Please be aware that Employment Standards provides only general information. Unfortunately, we cannot provide you with additional information on this specific situation.

To discuss the rights and responsibilities of employees and employers in Manitoba, please call our office at 204-945-3352 or 1-800-821-4307 (toll-free).

Sincerely,

Employment Standards
(Officer Initials – XXX)

e. Other Agency Referrals (see Attachment 2 - “Common Referrals” for a list)

Thank you for your email to Employment Standards.

Employment Standards deals with such issues as:

- minimum wage
- overtime
- general holidays
- vacation
- ending employment
- unpaid leaves

You may wish to contact _____ instead regarding your question. I have provided their contact information below:

<Copy and Paste from “Attachment 2 - Common Referrals” or provide contact details for another referral>

Should you wish to speak to Employment Standards regarding one of the issues listed, please call us 204-945-3352 or 1-800-821-4307 (toll-free).

Sincerely,

Employment Standards
(Officer - XXX)

f. Combined Employment Standards / Other Agency Referral

Thank you for your inquiry to Employment Standards.

Employment Standards deals with such issues as:

- minimum wage
- overtime
- general holidays
- vacation
- ending employment
- unpaid leaves

Information on _____ is provided on our fact sheet at the following link: *Insert link here*

You will find more information on our website at www.manitoba.ca/labour/standards. Please call us 204-945-3352 or 1-800-821-4307 (toll-free) if you would like to speak further on this issue.

You may also wish to contact _____ in regard to your inquiry. I have provided their contact information below:

<Copy and Paste from “Attachment 2 - Common Referrals” or provide contact details for another referral>

Sincerely,

Employment Standards
(Officer - XXX)

g. Information/Anonymous Tip

Thank you for the information you have provided. It has been forwarded to our Officers to review.

Please be aware that Employment Standards is unable to provide information on specific cases.

You can learn about which businesses have received fines at our [Employer Fines](#) page.

If you have questions, you can reach us at 204-945-3352 or 1-800-821-4307 (toll-free).

Sincerely,

Employment Standards
(Officer Initials – XXX)

Annexe 1 – Modèles (Attachment 1 – Templates – French)

- a. Feuille de renseignements
- b. Déposer une plainte auprès de la Direction des normes d'emploi
- c. Situation particulière
- d. Désaccord avec la réponse initiale ou demande de renseignements supplémentaires
- e. Renvois vers d'autres organismes
- f. Information d'orientation - La Direction des normes d'emploi et autres Agences
- g. Accusé de réception d'une demande
- h. Accusé de réception d'une demande d'inscription d'un employeur
- i. Information / Renseignements anonymes

a. Feuille de renseignements

Merci pour votre demande de renseignements sur _____. Vous trouverez des renseignements à ce sujet sur notre feuille de renseignements au :
Insert link here

Vous trouverez également plus de renseignements sur les normes d'emploi du Manitoba sur notre site Web au www.gov.mb.ca/labour/standards/index.fr.html.

Veuillez téléphoner notre bureau au 204 945-3352 ou au 1 800 821-4307 (sans frais) si vous voulez plus de renseignements.

Cordialement,

Direction des normes d'emploi
(Initiales de l'agent – *XXX*)

b. Déposer une plainte auprès de la Direction des normes d'emploi

Nous vous remercions d'avoir envoyé un courriel à la Direction des normes d'emploi.

La Direction des normes d'emploi traite les questions touchant, entre autres :

- au salaire minimum;
- aux heures supplémentaires;
- aux jours fériés;
- aux congés;
- aux cessations d'emploi;
- aux congés sans solde.

Si vous croyez qu'on ne vous a pas payé la totalité de votre salaire, vous pouvez déposer une réclamation en visitant notre bureau ou remplir et retourner le [formulaire de réclamation](#). Les employés peuvent déposer une réclamation pour les sommes qui leur sont dues dans les six mois suivant le jour où elles auraient dû être payées.

Si vous souhaitez parler à la Direction des normes d'emploi au sujet d'une des questions ci-dessus, veuillez téléphoner au 204 945-3352 ou au 1 800 821-4307 (sans frais).

Veuillez agréer mes salutations distinguées.

Direction des normes d'emploi
(Initiales de l'agent – XXX)

c. Situation particulière

Merci pour votre demande de renseignements. Veuillez noter que la Direction des normes d'emploi n'offre que des renseignements de nature générale, et ne peut donner d'opinion sur la situation que vous avez décrite.

Pour discuter des droits et responsabilités des employés et des employeurs au Manitoba, veuillez téléphoner notre bureau au 204 945-3352 ou au 1 800 821-4307 (sans frais).

Vous trouverez également plus de renseignements sur notre site Web au www.gov.mb.ca/labour/standards/index.fr.html. <Remove this sentence if the inquiry indicates that the client has already been on the website>

Cordialement,

Direction des normes d'emploi
(Initiales de l'agent – XXX)

d. Désaccord avec la réponse initiale ou demande de renseignements supplémentaires

Merci pour votre courriel. Veuillez noter que la Direction des normes d'emploi n'offre que des renseignements de nature générale. Malheureusement, nous ne pouvons pas vous donner plus d'information sur cette situation particulière.

Pour parler des droits et responsabilités des employés et des employeurs au Manitoba, veuillez téléphoner à notre bureau au 204 945-3352 ou au 1 800 821-4307 (sans frais).

Cordialement,

Direction des normes d'emploi
(Initiales de l'agent – XXX)

e. Renvois vers d'autres organismes (cf. Annexe 2 – « Renvois habituels » pour en consulter une liste)

Merci pour votre courriel.

La Direction des normes d'emploi traite les questions touchant :

- au salaire minimum;
- aux heures supplémentaires;
- aux jours fériés;
- aux congés;
- aux cessations d'emploi;
- aux congés sans solde.

Pour obtenir une réponse à votre question, vous devriez plutôt communiquer avec _____, dont voici les coordonnées :

<Copy and Paste from "Attachment 2 - Common Referrals" or provide contact details for another referral>

Si vous souhaitez parler à la Direction des normes d'emploi au sujet d'une des questions ci-dessus, veuillez nous téléphoner au 204 945-3352 ou au 1 800 821-4307 (sans frais).

Cordialement,

Direction des normes d'emploi
(Agent – XXX)

f. Information d'orientation - La Direction des normes d'emploi et autres Agences

Nous vous remercions d'avoir envoyé une demande à la Direction des normes d'emploi.

La Direction des normes d'emploi traite les questions touchant, entre autres :

- au salaire minimum;
- aux heures supplémentaires;
- aux jours fériés;
- aux congés;
- aux cessations d'emploi;
- aux congés sans solde.

Vous trouverez des renseignements au sujet de _____ sur notre feuille de renseignements, au : *Insert link here*

Des renseignements additionnels sont offerts sur notre site Web, au www.gov.mb.ca/labour/standards/index.fr.html. Veuillez composer le 204 945-3352 ou le 1 800 821-4307 (sans frais) si vous souhaitez discuter de cette question plus en détail.

Vous pouvez aussi communiquer avec _____ à ce sujet. Ses coordonnées sont les suivantes :

<Copy and Paste from "Attachment 2 - Common Referrals" or provide contact details for another referral>

Veillez agréer mes salutations distinguées.

Direction des normes d'emploi
(Agent - XXX)

g. Information / Renseignements anonymes

Je vous remercie pour les renseignements que vous avez fournis. Nous les avons transmis à la Section des enquêtes spéciales.

Pour consulter les détails de certaines de nos enquêtes, rendez-vous au www.gov.mb.ca/labour/standards/past_projects.fr.html. Si les amendes imposées aux employeurs vous intéressent, rendez-vous au www.gov.mb.ca/labour/standards/employer_fines.fr.html.

Veillez noter que la Direction des normes d'emploi ne peut pas fournir de renseignements sur des dossiers particuliers.

Si vous avez des questions, vous pouvez nous joindre au 204 945-3352 ou au 1 800 821-4307 (sans frais).

Cordialement,

Direction des normes d'emploi
(Initiales de l'agent – XXX)

Attachment 2 - Common Referrals

Provincial	Federal
Manitoba Human Rights Commission 7th Floor-175 Hargrave Street Winnipeg, MB R3C 3R8 Phone: 204-945-3007 Toll free 1-888-884-8681 E-mail: hrc@gov.mb.ca Web: www.gov.mb.ca/hrc/	Canada Labour Program Toll free: 1-800-641-4049 Web: http://www.labour.gc.ca/eng/home.shtml Programme du Travail Ressources humaines et Développement des compétences Canada Sans frais: 1-800-641-4049 Site web: http://www.travail.gc.ca/fra/accueil.shtml
Manitoba Immigration 213 Notre Dame Avenue Winnipeg, MB R3B 1N3 Email: immigratemanitoba@gov.mb.ca Web: www.immigratemanitoba.com Immigration Manitoba 213 ave Notre Dame Winnipeg MB R3B 1N3 Courriel: immigratemanitoba@gov.mb.ca Site web: www.immigratemanitoba.com	Employment Insurance Unit 122, 393 Portage Avenue Winnipeg Manitoba R3B 3H6 Toll free: 1-800-206-7218 Web: www.servicecanada.gc.ca/eng/sc/ei/index.shtml Assurance emploi 393 ave Portage, bureau 122 Winnipeg Manitoba R3B 3H6 Sans-frais: 1-800-206-7218 Site web: www.canada.ca/fr/services/prestations/ae.html
Manitoba Labour Board 500 - 175 Hargrave Street Winnipeg, Manitoba R3C 3R8 Phone: 204-945-3783 E-mail mlb@gov.mb.ca Web: www.gov.mb.ca/labour/labbrd/	Service Canada 393 Portage Avenue, Unit 122 Winnipeg, MB R3B 3H6 Website: www.servicecanada.gc.ca/en/sc/wepp/index.shtml Phone: 1-866-683-6516 Or to find a Service Canada office close to you visit: www.servicecanada.gc.ca/cgi-bin/sc-srch.cgi?app=hme&ln=eng
Worker Advisor Office Room 406 - 401 York Avenue Winnipeg, MB R3C 0P8 Phone: 204-945-5787 Toll free in Manitoba 1-800-282-8069 Web: www.gov.mb.ca/labour/standards/wao/	
The Workers Compensation Board of Manitoba 333 Broadway Winnipeg, MB R3C 4W3 Phone: 204-954-4321 Toll free in Canada 1-800 362-3340	

<p>E-mail wcb@wcb.mb.ca Web: www.wcb.mb.ca</p>	
<p>Workplace Safety and Health 200-401 York Avenue Winnipeg, MB R3C 0P8 Phone: 204-945-3446 Toll free 1-800-282-8069 Web: www.gov.mb.ca/labour/safety/</p> <p>Division de la sécurité et de l'hygiène du travail 401 ave York, bureau 200 Tél: 204-945-3446 Sans frais: 1-800-282-8069 Site web: www.gov.mb.ca/labour/safety/index.fr.html</p>	

Attachment 3 - Creating Auto Email Signatures

Outlook contains a feature that enables users to attach a signature automatically to emails that are replied to or forwarded. Your default auto signature will typically contain your name, position title, and contact details; it appears any time you send an email from work.

The signature feature is also useful for preparing standard template responses that you can use over and over again, such as when you are attaching a fact sheet, making a referral to an external agency, or acknowledging information we have received.

Below are the steps for creating and using the signature feature.

Step 1. Start at the “Tools” menu in Outlook and click “Options”.

Step 2. Click on the tab “Mail Format” at the top and then the “Signatures” button near the bottom. This will open a new window called “Signatures and Stationary”.

Step 3. Under the “Email Signature” tab, click “New”. You can now start to create a new signature.

Step 4. See Attachment 1 – Templates. This contains various templates, which you can copy and paste to make different signatures.

Step 5. Choose a name for your new signature based on the template you are preparing first.

Step 6: Click OK after you have finished copying and pasting the template. Repeat the process for the other templates.

Step 7: When responding to an email, hit “reply” and right-click on your default (everyday) signature. By right-clicking, a list of all the signatures you have created will appear. Select the template you need.

Step 8: Make any minor adjustments to the template and send your response.