



EMPLOYER NEWSLETTER

OCTOBER 2023 | Issue 1



HELLO!

We are pleased to share the first edition of our United Church of Canada Employer Newsletter. This publication will be provided on a monthly basis starting in 2024 to keep Participating Employers (e.g., communities of faith, organizational employers) informed on important changes, key dates to support how we work together, and what we need your help with to deliver effective service.

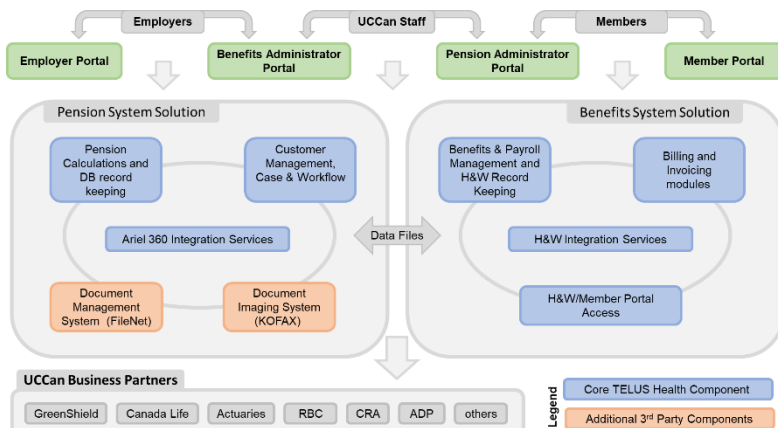
We hope you find it helpful and informative!

THIS ISSUE

We are changing!

The United Church is making considerable changes to how we manage pension and benefits. In 2024 we will be implementing a new technology platform to modernize our operations.

Our new system will enable the church to administer these services faster and more accurately. It will provide a sustainable technology solution with improved processes and reporting to deliver better levels of service.



Why change now?

We know there has been a lack of communication and inconsistent support for Employers. This has led to delayed problem resolution and frustration—we are now on a new path.

By implementing a new system, we will increase employee self-service options, and integrated workflow will provide a consistent and dependable partner experience for our Members.

These and other benefits deliver a more integrated service and will improve our ability to resolve issues with incoming payroll data.

Improving systems and tools and how we use them builds the Benefit Centre's ability to manage the needs of Members and their Employers. As we continue to improve how we operate, our goal is to help all of us to be more efficient so our time can be spent on those activities that matter most.





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HOT TOPIC

Just a quick reminder to be careful and vigilant with personally identifiable information (PII). Identity theft is becoming more common (as we can read about in daily news), and we all need to be sure of our safe handling of PII.

Almost all pension, benefits, and payroll information is PII and subject to privacy legislation. Need a refresher on best practices for PII? Go to [Privacy and Personal Information \(united-church.ca\)](https://www.united-church.ca/privacy-and-personal-information) for more information.

What we need your help with

We are moving services for active Members and Employers to digital. That means our processes will be online, and day-to-day communication **will be by email**.^{*} Faster and with much less paper! So, we need your help to:

- Ensure that we have email addresses for you. Mailing costs are expensive and inefficient for our processes. Having your Employer email will let us provide more effective communications and keep you up to date. It is preferable that you have a dedicated employer email address (like treasurer@abcunitedchurch.ca) for reasons of information privacy. If your church doesn't have its own email domain, however, consider opening a Gmail account with an address like abcunitedtreasurer@gmail.com so that there is a dedicated address for this important work that you have taken on.

- Once you have created your email address (if you don't already have one), please share it with us through ChurchHub as soon as possible. This will be the only time we will mail this newsletter before going digital. You won't want to miss future updates!
- Start encouraging your employees to get email addresses and provide them to us. We have very few on file today and will need all active members to enter them in the new system through 2024.

**Pensioners will have the option to go digital, and we will transition them to digital over time, but not for 2024.*

What comes next?

Ahead of the new system in 2024, we are committing to a monthly Employer newsletter to keep you informed. This will also include actions and information requests for your help to enhance our service.

Projects of this nature are complex, and so is our United Church family. As part of this work we will be looking to streamline some of our pension and benefits processes to empower

Don't worry, we will provide plenty of notice, training, and support. Here is a sneak-peak of some of the changes we will address—more information to follow in our next Employer newsletters in the new year:

- Data challenges at ADP and the impacts on our data
- Moving our payroll date to align to a 12/24 frequency and/or a 15/25 for pay date to reduce complexity and support improved service
- Ensuring the consistency of 14-hour-per-week eligibility minimums to pension/benefits based on reported hours in payroll reporting across all employments
- Ensuring enrolment and equity of all who are eligible, including contract employees
- Moving our communication mode to email and digital for both active Members and Employers

We look forward to continuing to strengthen our partnership with Employers as we modernize how we work together.

