
CONTREN MANAGEMENT CONSULTANTS INC.

FALL 2013 NEWSLETTER

FALL OFFICE HOURS



Once again we have decided to continue having the office closed on Friday's until the new calendar year.

We will be checking our phone messages and emails on a timely basis.

STATUTORY (PUBLIC) HOLIDAYS



Please note that Thanksgiving, Monday October 14 is a Public Holiday in Ontario. A reminder that Remembrance Day, November 11, is **not** a Public Holiday.

If your employee works any Public Holiday they are entitled to either 2.5 times their regular pay **or** 1.5 times their regular pay **plus** a day off with pay.

Part time employee's Public Holiday pay is calculated as follows: the number of hours worked in the preceding four weeks to the holiday **divided** by 20.

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

A number of our clients have received letters from the Provincial government requesting that they register their company under the Accessibility for Ontarians with Disabilities Act, 2005. Please note that if you have less than 20 employees you are not required to register however *most* companies will have to comply with the regulations as outlined below.

All businesses or organizations that provide goods and services to the public and have **one** or more employees are required to comply with the regulations in the Act. The Act requires that, effective January 1, 2012;

- The organization must create a customer service plan outlining the challenges of working with the disabled and the steps to accommodate those challenges.
- The organization must train their employees on accessible customer service prior to January 1, 2012. The organization must designate an employee(s) as the trainer. New employees must be trained as soon as possible after hiring.
- The training must include a review of the Accessibility for Ontarians with Disabilities Act, 2005.
- The customer service plan must include a program that allows assistive devices (wheelchairs, walkers etc.) in the workplace.
- The customer service plan must include specifics outlining the access of service animals (ie: allowed in the restaurant but not allowed in the kitchen).
- The customer service plan must outline the parameters of access for support persons.
- The customer service plan must outline your policies on notifying your customers when accessible services are not available.
- The customer service plan must establish a system inviting customers to provide feedback.

There are different reporting requirements for organizations that have 20 or more employees however the basics of the program are fundamentally the same. The on line reporting system for large (20+) employer's is at the address below;

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/report_online.aspx

For smaller employers the government has provided, in general terms, a template for creating a customer service plan on their website.

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/Under20.aspx>

You can have your designated trainer complete the course and develop your own personalized customer service plan using the information provided. Of course there are a number of free courses available on line as most governmental agencies, universities, municipalities etc. have posted their programs for the public to view.

CPP CHANGES

Employee's who are at least *age 65* can opt out of the mandatory CPP deduction. We encourage all employers to present this option to their employee's who are 65 to 70 years of age. You can save about \$2,500 per employee per year of CPP expenses. To have the employee opt out of CPP payments please give them a copy of the following form to complete and return to you.

<http://www.cra-arc.gc.ca/E/pbg/tf/cpt30/cpt30-11e.pdf>

Please mail the completed form to: Winnipeg Tax Centre
Specialty Services Section
66 Stapon Road
Winnipeg, MB R3C 3M2

RRSP CONTRIBUTIONS

A reminder that the Federal Government increases the amount of RRSP eligibility yearly. The percentage of eligibility, 18% of your earned income, remains constant however the earned income limit increases yearly.

TAXATION YEAR	MAX DED/ELIGIBILITY	INCOME REQUIRED
2012	\$22,970	\$127,611
2013	\$23,820	\$132,333
2014	\$24,720	\$137,333

The income required to reach the maximum eligibility is earned in the year *prior* to the taxation year, ie: you need to earn \$137,333 of income in 2013 in order to create \$24,720 of new RRSP eligibility in 2014.

NEW ACCOUNTING ORGANIZATION



Over the past decade the 3 accounting organizations in Canada, Chartered Accountants (CA), Certified Management Accountants (CMA) and Certified General Accountants (CGA) have considered uniting into one accounting regulatory body. That consolidation is now happening with the new accounting organization operating under the Chartered Professional Accountants (CPA) banner. Further details to follow in calendar 2014.