

Questions about...	How to get an answer
Finance & Payroll	
Payroll, paystub, T4, and record of employment	Email: payroll@fhc-chc.com or ext. 285 Finance will answer.
Expense forms, invoice, finance policies	Email: AP@fhc-chc.com or ext. 285 HR or Finance will answer.
Petty Cash (staff expense \$50 or less)	FL: Elissa FV: Niki HATP: Amina
HR & Time Tracker	
Job postings, benefits, entitlements (e.g., sick time, vacation), time tracker, HR policies, employment verification letters	Email: HR@fhc-chc.com . HR will answer.
IT & EMR	
EMR support, requests for data, requests for temporary FOBs	All 3 Sites: Email Marcia or Parth or call Telus at 1-800-265-8175 (Press 1 and then Press 2). Our clinic ID is 5571. To reach Marcia or Parth urgently call: <ul style="list-style-type: none"> • Marcia: 416-873-6933 • Parth: 416-421-6369 ext. 320
Issues related to IT software, hardware, email, printers	Email: service@interware.ca or call 416-363-6161 x2 When required, Interware will escalate issues to Omer. HATP: IT-Help@healthaccesstp.org
Interpretation Services – RIO network	
Issues with an interpreter/ issues connect with an interpreter	All sites: submit report/complaint directly to RIO's Customer Feedback Form: https://aalsinterpretationservicesfeedback.wufoo.com/forms/rjanf8w1yz7te1/ See RIO info sheet here: https://fhc.policymedical.net/policymed/anonymous/docViewer?token=53d80ed7-95dd-4f11-bd7b-a9f01fcf950d&dtoken=b2665873-a120-4dd3-9954-155b2e25c163
Need personal RIO code	All sites: Connect with your Manager

Office, Stationary & Kitchen Supplies – How to Access & Ordering

Business cards, FHC branded envelopes and letter head	FL & FV: Stella HATP: Amina
Coffee, milk, tea, cups, plates & cutlery, water cooler	FL: Ester FV: Niki HATP: Amina
Courier Services & Mailing (postage meter)	FL: Rukhsana or Lida FV: Niki or Lilian HATP: Amina
Disinfecting supplies for staff to clean workstation	FL & FV: Stella HATP: Biniam
Office supplies (e.g., paper, pens, Grand and Toy orders)	Check the Central Office Supplies storage first, located at FL: Storage at Reception (beside photocopier). FV: File Room; HATP: cabinet beside reception at B7. If supplies needed are not available at these locations, please submit a request to: FL: Maria Costa or Nilam Verma FV: Lilian HATP: Amina Approval from a Manager is required for special supplies/orders.
Printer toner and printer parts; recycling used toner cartridges	FL: Fatemeh FV: Niki HATP: Amina

Facilities, Maintenance, Repairs & Special Services

Building or equipment problems: water/plumbing, room temperature, broken equipment, property upkeep/damage, help from a handyperson, alarm system, panic buttons, pest control	FL: operations@fhc-chc.com FV: Niki enter service ticket with property management HATP: Lindsey
Building Access: setup & issues with access cards, keys, alarm system	FL & FV: operations@fhc-chc.com HATP: Lindsey
Cleaning Services: requests & issues	FL & FV: operations@fhc-chc.com HATP: Lindsey
Cleaning Supplies for facilities (ie paper towel, toilet paper etc)	Cleaning company in charge of replenishing. To address any issues (missed items, running low etc): FL & FV: operations@fhc-chc.com HATP: Amina
Cintas Services: mats & services at FV	FL: operations@fhc-chc.com FV: Niki

Faxing & E-Faxing: fax line issues; eFax not receiving incoming faxes, etc	Email: service@interware.ca or call 416-363-6161 x2 Interware will escalate with Omer or Faviola as needed. HATP: IT: IT-Help@healthaccessstp.org
Lift at FL: issues and maintenance; training on how to operate	Email: operations@fhc-chc.com .
Phones & mobile devices: extensions, voicemail, line failures, equipment issues, new device requests etc	FL & FV: operations@fhc-chc.com HATP: Lindsey with support from Faviola
Shredding Services: schedule & outside schedule requests	Shredding company does monthly schedule pickup every month. For out of schedule requests please email: FL&FV: operations@fhc-chc.com HATP: Amina
Xerox Photocopiers (not working, unknown error message)	Follow instructions provided by machine to troubleshoot (ie. check for jams, adequate paper, paper selection etc) FL & FV: Interware service@interware.ca or call 416-363-6161 x2. Omer/Faviola will support Interware if required. HATP: connect with IT or Amina
Internal Organizational Operations	
Meeting Logistics: Scheduling, coordination, bookings, set up and meeting supplies	Email: executiveassistant@fhc-chc.com . Elissa will answer.
Scheduling for SLT and MC: Schedule requests and availability	
Staff Gifts: Sympathy and illness recognition	
Corporate Filing and Requests: Access to information or corporate filing.	
Board of Directors: Information on or connecting with the Board of Directors	
Incident and Complain Filing: After incidents and complains have been resolved.	

* Nahi will back up Faviola as required. Iman will back up Elissa as required.

If item is very urgent, call individuals. If they are not available, call management on site. See below for Organizational Support Contact Information.

Organizational Support Contact List

Name	Number	Mobile Number for Emergencies
Nahi Siklos	Ext 220	647 200 6596
Licien Valverde	Ext 259	647 261 5810
Elissa Hermolin	Ext 222	647-200-2127

Omer Ibrahim	Ext 251	416 455 5873
Faviola Graceni	Ext 299	437 998 2491
Marcia Codougan	Ext 254	416 873 6933
Lindsey Llunau	416-421-6369 ext.309	437 993 7342
Amina Khote	416-421-6369 ext. 303	
Adel Saleh – IT HATP	416-421-6369 ext. 314	
Sayed Wadood IT HATP		
Parth Shah	416-421-6369 ext. 320	

IT Troubleshooting Tips

- All issues: turn computer off and on again.
- If unable to access email via outlook, try webmail by visiting <https://mail.fhc-chc.com/owa>
 - Enter fhc\user name,
 - Enter your password
- If printer is not working, try following instructions provided on-screen. They are generally easy to follow. Remember to read all instructions carefully.
- If still unable to print, place a help request with service@interware.ca or call 416-363-6161 x2 and try using another printer while the issue is being resolved.
- Remember your password and enter it carefully every time you log on. If you enter your password incorrectly three times, you will get locked out of your computer. The system will unlock your account automatically after 30 minutes. If you still remember your password, you can try again in 30 minutes. Staff can re-set their own passwords, please follow the instruction provided by the system.
- If you are locked out of your personal account and need internet access, you can use the resident account. Information is available at the nursing station.