

Phoenix Escalation Process

If your pay has been affected by Phoenix, follow these steps:



STEP 1

..... **01** INFORM YOUR SECTION 34 MANAGER



STEP 2

..... **02** CONTACT YOUR DEPARTMENTAL OR AGENCY COMPENSATION OFFICER (HR)



STEP 3

..... **03** IF STEPS 1 and/or 2 ARE NOT SUCCESSFUL: Call The Client Contact Centre: 1-855-686-4729, Mon-Fri, 7am to 7pm EST.



STEP 4

..... **04** IF NONE OF THE ABOVE HELPS, EMAIL US:
USJEPHOENIX_PhenixSESJ@psac-afpc.com



Your Name



Your Email



Your Department



Bullet Form Summary Of Your Pay Issues
(Including dates, attempts to resolve and with who)

Special Situations & Phoenix

Changing Departments

If you are changing departments, remember to provide the letter of offer from your new employer to the human resources department of your old employer. They must prepare the necessary paperwork to be sent to the Public Service Pay Centre

If you have a Phoenix problem related to an acting assignment, please check in My Government of Canada Human Resources (MyGCHR) to ensure that your section 34 manager approved your acting pay, and submitted it to the Public Service Pay Centre before escalating your case to USJE.

Acting Assignments

If you are applying for long-term disability (LTD), you are required to wait the 13-week period (considered short term disability). During this time you will need to use your current sick leave credits. If you don't have enough sick leave credits, it will likely be necessary to apply for Employment Insurance Benefits to bridge you to LTD.

LTD & Sick Leave

TIPS

If you'd like to check your Record of Employment for accuracy, please visit your local Service Canada location or Service Centre, provide your PRI #, name and Social Insurance Number. Employers can only provide ROEs to Service Canada and not to individuals.

Records of Employment (ROE)

SYNDICAT DES EMPLOYÉ-E-S DE LA SÉCURITÉ ET DE LA JUSTICE

USJE  SESJ

UNION OF SAFETY AND JUSTICE EMPLOYEES