

MEMO

To: All Staff

From: Peter Myllymaa, Vice President, Operations, Clinical & Support Services and Chief Financial Officer

Date: December 23, 2022

RE: Payroll Technical Issue

If you are receiving this message as a manager, please post and share this message with your staff.

In follow-up to previous communication on the payroll system technical issue with our vendor, we are pleased to report that staff received their deposit as of December 22, 2022. We intend to send bank adjustments for any staff who were underpaid by next week.

We are also aware that some staff will have received an overpayment on their December 22, 2022 deposit. Impacted staff will be notified and corrections will be made on a future pay. If the overpayment amount is more than a nominal amount, we will establish a repayment plan. For this reason, we encourage staff to be mindful prior to spending any part of the deposit that is an overpayment.

We continue to experience technical issues with the Virtuo ESS system and therefore payroll information is not available to staff. Please know that our Payroll, Human Resources, and Information Technology staff members continue to work hard to resolve the issues and to ensure that next pay can be processed as usual. We apologize for this unforeseen technical issue and thank you for your understanding.

If you still find that your pay has been impacted in a way that is not sustainable in the short term and needs to be adjusted, please email TBRHSC.Payroll@tbh.net.