



PAY AND BENEFITS QUICK FACTS FOR NEW EMPLOYEES

When will I receive my first paycheque?

You will receive payment in arrears, which means that you are paid for 2 weeks worked, 2 weeks after they are worked. For example, if you work from the first day of a month to the 14th (2 week period), you will only receive this pay 2 weeks after, on the 28th. Payments will continue every second Wednesday after that. If applicable, your last pay will be received 2 weeks after the end of your employment.



How do I Report a Pay Problem?

Tell your manager about your pay issue as soon as possible and follow the steps on [Report your Pay Issue](#) to report it. You can also request an [Emergency Salary Advance](#).

How can I view my paystub?

The [Accessing your Pay Stub online](#) Job Aid explains how to choose a platform that best meets your needs for viewing your pay. [MyGC Pay](#) offers the most comprehensive pay information.

Note: If you do not have access to the DND network, you can ask your manager to download the Job Aid and send it to you.

Paid Holidays

There are 11 designated [paid statutory](#) holidays. There is also a provincial or civic holiday according to your province of employment. For those working remotely, this is based on the location of your team's actual office, not where you working remotely.

Where do I find my leave balances and how do I submit leave?

[GCHRMS 8.9](#) is DND's HR system. You can access your leave balances, submit leave to your supervisor/manager, review personal information, and update your home and mailing address. Once an address change is saved in the HR system, the address automatically updates in the Phoenix pay system.

How can I work a flexible schedule?

All flexible work agreements must respect operational feasibility as per the provisions of the applicable [Collective Agreement Clauses](#). Requests are initiated at the request of an employee to their manager (delegated authority). Read the [Civilian Flexible Work Guidance](#) before applying for the [Civilian Flexible Work Agreement](#).

Health Care

[Public Service Health Care Plan](#) (PSHCP) coverage is optional. **If you are indeterminate or on a term greater than 6 months, you are eligible upon hire. Coverage will be effective the first day of the following month of application.** Eligible employees can apply via the Phoenix pay system by following this menu path: Main Menu > Self Service > Benefits. If you do not have access to the Phoenix pay system, you may complete a PSHCP application form and submit it with a Pay Action Request (PAR) through [Human Resource Services and Support](#) (HRSS). **Note:** Your application **may** be subject to a 3 month waiting period. Read a [complete description](#) of what is covered under the plan.



Who do I call if I have questions about Pay and Benefits?

Civilian employees can book an appointment with a DND Compensation Advisor for pay and benefits issues or questions by calling **HR Connect RH at 1-833-747-6363** between 08h00 and 16h00 EST; or fill out an [InfoPath form](#) and select "Request appointment for pay guidance."

Another resource is the employee [Pay and Benefits](#) website where you can access basic pay information, know what to do when you have problems with your pay, learn about hours and scheduling, leave, benefits, what to do when you have changes in your work life situation, and have access to Phoenix Support.



Dental Care

Eligible employees are automatically enrolled in the [Public Service Dental Care Plan](#) (PSDCP) and no application is required. Coverage is subject to a 3-month waiting period.



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