

## Common Employee Questions

1. **When do I get paid?**
  - a. Payday is the following Friday. If you sign up for direct deposit you will receive in your bank on Thursday.
2. **I didn't get my check - what do I do?**
  - a. Contact payroll to verify address on file if check is not received by Monday.
  - b. Make sure your name is on the mailbox. Go to their post office to see if they are holding any mail.
  - c. If address is correct and you did not receive:
    - i. Option 1: Stop Payment - bank fee and we will recut the check. We will waive this fee if they sign up for direct deposit.
    - ii. Option 2: Wait and see if it is returned to Horizon - usually takes a week. If we do not receive then back to option 1.
3. **Can I pick up my check in the office?**
  - a. No
4. **I'm missing a day/hours on my paycheck- what do I do?**
  - a. Look at your paystub. Do you see what is missing? Report to Payroll and they will investigate the missing time and report back within a few days.
5. **How do I get a day off?**
  - a. Send an absence request to direct supervisor. All planned time off should be 45 day notice.
6. **How do I call out of work?**
  - a. Call direct supervisor at least 4 hours before shift. Leave a voicemail and text if no answer.
7. **I can't work, can my relative (not an employee) go instead?**
  - a. No!!!! If they would like to apply to be a fill in/ other positions have them complete an application and we will process.
8. **What do I do if I forget to clock in/out?**
  - a. Call/text direct supervisor as soon as remembered and notify of time left. Keep in mind excessive missed time punches is a disciplinary concern.
9. **What do I do if the phone is not working?**
  - a. If busy, hang up and try again for a few minutes. If still unable to connect, Call/text direct supervisor immediately to report time.
10. **It's snowing - do I go to work?**
  - a. Yes, unless government shuts down the roads or you informed by your supervisor that the business is closed and not in need of service.
11. **The customer asked me to do something extra - do I complete the task?**
  - a. Yes and report to direct supervisor of the task, time it took, and who asked.
12. **Who do I contact for a safety issue?**
  - a. Call direct supervisor immediately.
13. **I hurt myself at work- what do I do?**
  - a. If serious - seek medical assistance first Go to:Connecticut Occupational Medicine Partners LLC locations. Call supervisor and notify of incident.
14. **What is the phone number?**
  - a. Office = 860-291-9111 Fax = 860-291-9410
  - b. Payroll/HR(Tito) = 860-967-3018 [gvalentin@horizonsvcs.com](mailto:gvalentin@horizonsvcs.com)
  - c. Managers:
    - i. Guillermo = 860-729-3085
    - ii. Luisito = 860-235-1646
    - iii. Bob = 860-500-9851
    - iv. Rich = 860-798-7216
  - d. Health Insurance Company - Eagle Health 866-218-6008
  - e. 401K Beneco - 1-888-608-2680
  - f. Compliance Hotline - Concerns, confidential reporting 1-855-252-7606