

Common Employee Questions

- 1. When do I get paid?**
 - a. Pay week is Saturday to Friday; Payday is the following Friday.
 - i. Direct deposit is processed and available on Thursday or Friday.
 - ii. Checks will be mailed and should arrive by Saturday.
- 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 the address is correct and you did not receive:
 - i. Option 1: Stop Payment - bank fee and we will recut the check. We will waive the bank fee if you 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 over your paystub, is there anything missing? Contact Payroll or your manager. The issue will be investigated, then we will notify you of the findings.
- 5. How do I get a day off?**
 - a. Create an action item time off request in ehub. All time off should be planned at least 45 days in advance.
- 6. How do I call out of work?**
 - a. Call your direct supervisor at least 4 hours before shift. Leave a voicemail and text if there is no answer.
- 7. I can't work, can my relative (not an employee) go instead?**
 - a. No!!! Only employees may cover the shift. Please make arrangements accordingly.
- 8. What do I do if I forget to clock in/out?**
 - a. Create an action item in eub for Missing time punch. Mention the day and the correct times. Keep in mind that excessive missed punches are a concern, which may result in disciplinary actions.
- 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, Create an action item in eub for Missing time punch.
- 10. It's snowing - do I go to work?**
 - a. Yes, unless the government shuts down the roads or you are informed by your supervisor that the business is closed and service is not needed..
- 11. The customer asked me to do something extra - do I complete the task?**
 - a. Yes, then report to your direct supervisor of the task, time it took, and who asked.
- 12. Who do I contact for a safety issue?**
 - a. Call your direct supervisor immediately.
- 13. I hurt myself at work- what do I do?**
 - a. If serious - seek medical assistance first. Refer to the closest medical center in the network. Call supervisor and notify of incident.
- 14. What is the phone number?**
 - a. Office: 860-291-9111 Fax: 860-291-9410
 - b. Payroll/HR: 860-967-3018 dpacheco@horizonsvcs.com
 - c. Managers:
 - i. Guillermo: 860-729-3085
 - ii. Antonio: 860-235-1646
 - iii. Dave 860-938-6878
 - d. Compliance Hotline - Concerns, confidential reporting 1-855-252-7606