



# Superior service from ADP® Comprehensive Services

*As the largest Boys and Girls Club in Canada, Boys & Girls Clubs of Calgary has been supporting its community since 1939. With over 30 programs including group homes, youth shelters and LGBTQ+ programs, it's important for its staff to make the most of their time and resources. We spoke with Justin Bergeron, Director of People Services, to learn how ADP Comprehensive Services is helping them focus more on their mission and less on tedious HR and payroll tasks.*

## On the challenge of a growing company

In April 2020, we announced a merger with another non-profit in Calgary called Aspen Family and Community Services. By merging with Aspen, we now offer services from cradle to grave in terms of working with immigrants, newcomers, employment programs, adult homelessness — for families as well as individuals — food insecurity issues, and things like that. With this merger, we went from 225 people to almost 350 people. We are moving the Aspen folks to ADP from the payroll system they've been using, and the ADP folks are being super helpful with that.

## On working smarter, not harder

We have an HR team of four, including myself. Like a lot of corporations, we don't have money to waste, so we must be considerate of things like value. We can't afford to hire people whenever we want, so we have to be more creative about making sure we've got good processes in place, and we're being very conscious of working smarter versus working harder. So, we leverage technology quite a bit to solve a lot of issues that are traditionally solved by hiring people.

**Justin Bergeron**  
Director of People  
Services



## Quick facts

-  **Company:** Boys & Girls Clubs of Calgary
-  **Headquarters:** Calgary, Alberta
-  **Industry:** Nonprofit
-  **Employees:** 225

Learn more about  
**Boys & Girls Clubs of Calgary**  
at [boysandgirlsclubsofcalgary.ca](https://boysandgirlsclubsofcalgary.ca)



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## On using ADP

Using ADP and ADP Comprehensive Services has taken a lot of our burden away, and processes have been much smoother. The system is quite helpful because it has a lot of guardrails in place to save you from yourself. We had non-payroll people doing payroll for at least a year and a half, and it was running smoothly.

From a technical point of view, ADP is always improving the platform and it feels relatively easy to navigate, considering other systems are not always that way. For example, we can run a report any way we want, any time we want, on any team we want — so that's very good. I appreciate the flexibility of how robust some of those functions are. The employee information is alongside the payroll information, so it creates more of a seamless experience. The dashboards are really helpful for our managers, and the time and attendance system is probably the easiest one I've worked with because it's straightforward, and the mobile app is good.

## On a complex workforce

We have a complex workforce in the sense that we have full-time employees, part-time employees, part-time casual employees that don't work regular hours and contract employees. We also run a number of employment programs for youths, so they only work for a few weeks and then they're gone. We rely heavily on our ADP payroll specialist to help us navigate some of these challenges, like getting teams into the system quickly. For example, with Calgary Stampede (an annual rodeo, exhibition and festival), we'll hire 300 youth to work for three weeks to do all the clean-up on the grounds. It's an employment experience program, so having the folks at ADP help us get 300 kids into our payroll system easily saves us a ton of manual effort.

## On support

We're very happy with the service we've had from ADP. From a back-office point of view, one thing we really appreciate about ADP Comprehensive Services is the access to payroll specialists. The team that we work with at ADP is fantastic in terms of helping us navigate challenges, like how to figure out how to create new timecodes. I know the ADP associates we work with, and the payroll teams are amazing. They're responsive and very knowledgeable, and we appreciate that partnership. I would rate the service as fantastic, excellent.

Plus, I'm always impressed with the service center. It has taken a lot of day-to-day administrative burden off my team because we can direct employees to them, so that's been hugely helpful. We've never heard complaints from our staff about the service they receive that way. I've called in many times myself and have always gotten quick, fast, quality service.

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## On time savings

One of the things that our account rep did that we really appreciated is that she recorded a bunch of how-to videos for us to make available to our staff. They were about how to enter time, request vacation and other simple questions that we were getting asked over and over again. Because we're not answering the phone for every password reset or every staff member that wants access to their T4, the number of calls we're not taking is saving us a lot of time, which also translates into cost savings.

## Help during the global health event

With the global health crisis, all our back-office staff has been working remotely since it began. The robustness of the ADP platform has made it seamless for the teams that need to access it. They can do it from home or from anywhere because it's a cloud-based system, which they appreciate. It definitely made working remotely easier.

## On recommending ADP

I would recommend ADP Comprehensive Services to others. There's a lot of value to take advantage of. For instance, ADP has really stepped up and helped us out so many times. We've given them some very complex things to work on that I'm sure most companies don't do, like how to pay a person an extra dollar per hour in one program, but not another. They've been really creative to help us solve problems, and I really appreciate that. That's one of my favorite things about ADP — I'll say, "Let's ask them — let's see. Maybe we can do it." And almost always, ADP finds a way to figure out whatever it is we're looking for.

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