

CUSTOMER STORY

How Weight Watchers Strengthens HR Compliance with Citation Canada

Supporting Canadian HR in a Global Role

As Weight Watchers refined its HR structure to better support international operations, responsibility for the Canadian market shifted to Corry McKenna as part of a broader global role. With her time now divided across multiple countries, she needed dependable, Canadian-specific support to stay current with legislative changes and meet Canadian requirements with confidence.

"Citation Canada matched where we were as a business," Corry says, reflecting on why she turned to the service at a pivotal moment.

“

What I liked most was that it was Canada-specific.

Corry McKenna, Manager, Global People Operations, WeightWatchers

WeightWatchers

Local Expertise That Builds Confidence

As Corry evaluated HR solutions, she noticed that many were designed for broad, global audiences. Yet the more her role expanded internationally, the more she recognized that HR requires a nuanced, local approach. Each jurisdiction has its own legislation, expectations, and characteristics, and a generic global platform would not give her the depth she needed to support Canada effectively.

As she put it, "You cannot assume HR knowledge translates across countries. Local expertise is essential."

Citation Canada addressed exactly that. "What I liked most was that it was Canada-specific," she says. "I wanted to feel confident that the guidance and templates reflected Canadian law."

This country-level expertise became essential to ensuring she could manage Canadian compliance with accuracy and confidence, even while supporting multiple international markets.



Clear, Practical Tools That Save Time

The tools that made an immediate difference were legislative updates and policy templates.

“The legislative updates are invaluable. I even signed up our payroll team so we never miss important changes. The templates also are exactly what we need. Everything is on one page and easy to adapt.”

With Weight Watchers rebuilding its learning and development function, Citation Canada’s ready-made training modules have also provided a straightforward way to continue meeting compliance requirements.

Support That Extends Internal Capacity

Citation Canada’s ongoing support became a reliable part of Corry’s workflow.

“I have used every part of the service, from live HR advice to technical support,” she says. “They check in regularly and make sure I have what I need.”

The HR advice line also helped reduce reliance on external legal counsel. “Before, I would go straight to external counsel... Now, Citation is my first line of defence. The advice I get is solid.”

This shift freed her from relying on external legal counsel for routine questions, which has helped reduce both costs and the time spent seeking advice while giving her greater confidence in day-to-day decisions.

“Before, I would go straight to external counsel... Now, Citation is my first line of defence.”

Corry McKenna, Manager, Global People Operations, WeightWatchers

Greater Stability and Peace of Mind

The early months of Corry’s expanded role came with considerable change. Having access to clear, Canadian-specific support provided reassurance at a time when

she needed it most. With Citation Canada in place, she feels she is “well-supported in managing Canada’s HR and safety requirements.”

Citation Canada also helped maintain continuity in service levels through organizational changes, ensuring compliance remained on track.

“Our HR teams are increasingly lean. With limited resources, this is the only way to stay up to date.”

Corry McKenna, Manager, Global People Operations, WeightWatchers

A One-Stop Solution for Lean HR Teams

When summarizing the value Citation Canada brings, Corry highlights its practicality and the reassurance it provides. “Our HR teams are increasingly lean. With limited resources, this is the only way to stay up to date.”

Her advice to other HR leaders is direct: “Citation Canada is a one-stop shop for all your augmented HR needs.”

What’s Next for Weight Watchers

Weight Watchers is preparing to launch the Citation Safety platform across its Canadian locations. The rollout will introduce a centralized incident log that brings greater consistency and clarity to how workplace incidents are captured and managed.

Beyond safety, Corry has already extended Citation’s support to Australia and New Zealand and plans to recommend securing local expert support in the United Kingdom through Citation UK. These steps reflect the same insight that shaped her original decision: effective HR and health and safety support depends on jurisdiction-specific guidance and trusted tools.

How Citation Canada can help

Running a business can feel like stumbling through the wilderness, seeking a path to success. That's why for over a decade we've blazed trails for Canadian businesses through the difficult, ever-changing world of compliance and regulation. We're equipped with the advice, software, tools, and support you need to navigate any HR or health and safety challenges that cross your path, so think of us as your guide towards a smoother, simpler future: the future your business deserves.



Support

Turn your complex HR and health and safety concerns into clarity with the support of our award-winning team of Canadian HR advisors and safety consultants. Get unlimited advice tailored to your business, backed by a 98% customer satisfaction rating and over 140 years of combined experience.



Content

From trending HR topics to updates on developing health and safety legislation, simplify HR administration. Get unlimited access to our library of customizable policies and online training course catalogue developed by our HR and safety experts.



Software

Streamline employee management with Atlas, our integrated HR and safety technology platform. Atlas seamlessly connects employee data with assignments, e-signatures, surveys, performance management, and more. Spend less time on data entry and more time on what matters: your people!

[Request a demo](#)

