

UMCC Meeting February 25 2008

In attendance: James Johnston, Sheila Keeping, Derek Gee, Donna MacDonald, John Wartman, Edith Ferguson, Mike Dixon, Arlene VanDiepen, Libby Grant, Jean King, Elaine Young, Suzette Peters, Wayne Talbot, Ella MacDonald, Mandy Myers, Mary Lynne Bruvels, Bob Charlton.

2. Atlantic Workload Manager (from previous minutes) Mary-Lynne

Mary Lynne sent out an e-mail to Donna re: payment and processing contacts for the Atlantic Provinces. She will attach the e-mail in the minutes.

3. LMDA Questions and Answers – Update on Derek Derek’s meeting with Rory Beck

There is a new chief negotiator for PEI. Rory has moved on to other responsibilities. No official announcement made yet but there should be one in the next couple of days. The new person is quite familiar with LMDA. There is new momentum because BC has signed an agreement and three LMA agreements have also been completed. Still no official meetings between the feds and PEI. Derek is meeting with folks from the province on February 26. There is no date set for negotiations so Derek has no idea when an agreement will be signed. He said it would be a miracle if it was signed by the end of March 2008.

Donna asked if there have been any answers to the questions that were sent to Ottawa. Nothing has been answered yet. Donna spoke with Rory and he mentioned a framework agreement by April 2008 and transfer in April 2009. Derek would be surprised if it was that early. The Province has decided there is a conflict with Rory. That is why he has moved on. There has been no correspondence on this though.

4. Service Offering Training Arlene (up-date from previous minutes)

Arlene spoke with Sandra Power and the consultants and managers about a coaching aspect for CSA’s while they are on training. There are separate places for doing online training in the new office setups and the training is always scheduled. In Nova Scotia, they have training representatives for CSA’s. They do not allow CSA’s to be interrupted while doing online training. With coaching, someone will be available if they have questions. Coaching is also part of the role for team leaders now. But the coaching might not always be in person. It could be virtual.

It was thought that Passports were coming for more offices but we may or may not get more offices with this service offering. They are currently working on a revised training plan. Canada Post has also signed a further agreement so they will be staying in the Passport business. There is talk about what sites and what funding will be offered. John asked if any Full Time Employees would be attached with any further passport offices. There is a resource determination model where they use stat data from PAPS and as the stats change, the resource model changes. But there are no FTE’s attached to passports at

this time. Service Canada will be charging a \$25 processing fee for each passport we do but the department will be getting the money and will decide how it gets allocated.

There is a national report in regards to service offerings. Arlene will look at posting this report.

They are re-looking at workers who lost their jobs. Some things will be re-introduced. Up to eight transactions could be brought back that the front end could do again. They are also looking at additional system access for CPP/OAS stuff.

5. Controlled Office Access Policy – Update

Arlene

Stephen had sent out an e-mail on October 25 2007 in regards to this policy. Access is from 6:30am – 6:00pm. Arlene is unsure if this has been implemented in every office. It is in effect in O’leary and the Sherwood office. This policy follows a national policy and Derek will look into this for Nova Scotia.

The office access is handled at RHQ as opposed to each local office. Heather Jackson is responsible for this file. Arlene will meet with Heather and will send an update by e-mail about dates for implementation for the other offices.

6. Staffing; LMDA, Front-end and Processing

All

Veterans Affairs are very interested in deployments for impacted staff. They have a long list of names but they do not know who is impacted. They will give priority to impacted staff but they cannot tell who is impacted. Staff interested in deploying to VAC should let them know if they are impacted by devolution. Our department cannot tell VAC unless they speak with the individual employee first (privacy reasons).

A number of interdepartmental PM02 competitions are going right now. One is to replace Susan Labelle. They are also looking for a CR04 to replace Cathy Bell and another CR04 for Lisa Grant who works on CSJ. One is coming from Nova Scotia who is bilingual. Her name is Sonya Lipton and she is coming from the processing centre in Halifax.

They have a PM02 list that they are trying to develop a pool for. They also have a big issue with PM03. A number of people are currently in acting positions but they are reluctant to go out to competition because of uncertainties with the Province. They may not want PM03’s (team leaders). The province also doesn’t understand the need for PM04’s either (consultants). Their service delivery model doesn’t have any PM04’s. The department is very short on PM04’s right now but they can do appropriate staffing once the model is developed. They may overstaff PM02’s to anticipate losing some employees and they are holding off on PM03’s and PM04’s.

There is a lot of OT being worked at the processing centre. Donna says they should staff up for the day work. The OT is happening all over Atlantic Canada. Mary Lynne responded that they lost a number of hours due to storms. The Atlantic Workload concept is good and bad but they have lost 9,300 hours in EI processing during the peak

time due to storms. This had a lot to do with the OT. They are just trying to get caught up. There have also been system problems as well. This was back in November, the system was quite slow. They thought they were well prepared but there have been some unexpected absences as well. They are now into HR planning.

When they call for OT, a lot of the staff do the OT and take the burden. The same staff seem to always work the OT. But working OT is in everyone's contract, although it has never been enforced. Donna says OT has been an issue for the last 1-2 years. There is more emphasis on meeting speed of service and instead of meeting speed of service for a 9 or 12 week period, they have to meet speed of service for each week.

Some staff had been hired for the processing centre and in some parts they have more staff than ever. But some staff have moved up. There is a lot of training involved and it's expensive and hard on staff. They are trying to get the OT brought down but there will always be OT. They have been successful with automation so that has helped but they are still making up for the weather.

Workers who have lost their job has resulted in a lot more work for the staff at CPC. Many staff are frustrated by changes in the job. There is big pressure with applimessages. This has resulted in more work for the back end. Many clients want to speak with someone but by the time they are called back, they are very upset.

Also big issues with getting through on the 800#. Clients are being told not to call on Mondays due to high call volume. The front end staff are bearing the brunt of this. Suzette says it's the worst it's ever been. The front end can't do nearly as much anymore, it all goes to the back end. Luckily it's been slowing down lately. Donna tells CSA's to tell their clients that they are "not allowed to tell them to call their MP." But CSA's might get 8 transactions back.

Part of the problems is a result of the timing of implementing workers who have lost their jobs. There was only a small window to get this implemented. The ADM is listening to the concerns of staff and making changes. Western Canada didn't go as far with clients as the East did and we are much better at providing service compared to the West. This has been a big adjustment for Atlantic Canada but no so much for the West. Reason is starting to prevail.

Derek would like to see more money invested into staff. He wants to decrease OT and use that money to hire more workers. This worked in the past and it can work again. We need system stability back in order to do that. Derek would like to see a max of 6 hours of OT a week per employee.

They are running a PM01 interdepartmental competition for the front end. This will allow staffing on the front end or in processing. This should be completed by the end of March and is just for PEI.

Future competitions may be open to staff in NS, PEI and NB. This should be for all levels. They can only open it up by increasing the radius though. They cannot restrict it by province due to the rules.

7. National Training Plans (Service Canada College)

Mandy

Service Canada College has opened in Eastern Canada. They wanted to know training needs from all staff by January 11 2008. Managers were to have met with staff by that date but not all staff actually met with their managers. A lot of people got missed but personal learning plans don't have to be in until the end of March. This will generate a flow of money to the region. Depending on the demand for training, that will get dollars here. All of the training will be managed by the SC college. Facilities can be used in all four provinces.

All business lines submitted training plans, even if they didn't meet with all staff. Mgmt did the best they could but it was a forced process. They checked with managers and team leaders and hope to shore things up in the PLP's. If staff are interested in training, they should speak with their team leader or managers.

8. Regional Status?

Derek

SK and MB are merging into one region. Clustering is very much in favour of the deputy. This will have some impact but won't reduce our capability to be represented by both provinces. It's too early to say whether we're heading towards an Atlantic region. It would be a long process and the jury is still out. There is no movement towards that at this point.

9. Organization Chart/ Report Structure

Donna

There are some org charts for NS and they will be produced here as well. Eventually they will make it on the intranet site. They may cross reference a site that NS uses.

The union still has two regions. Donna is also receiving calls that should be going to local presidents re: staffing. NS is giving this message out but managers should be consulting with local presidents before consulting with Donna. Local presidents will pass everything up to Donna.