

MINUTES
UNION-MANAGEMENT CONSULTATION COMMITTEE (PEI)
January 29, 2009
RHQ, Charlottetown PEI

Present: Donna MacDonald (Chair), Derek Gee, Judy Greenan, Bonita Taylor, James Johnston, Mary-Lynne Bruvels, Elaine Young, Heather MacIntosh and Merle Thomson.

Guest: Rob Taylor (for Arlene van Diepen) and Lise Lévesque

1. Welcome and Review of the Agenda

The following item was added to the agenda:

- Date for Next meeting

2. Review of the Minutes of November 5, 2008

The majority of the action items from November 5th are covered as separate items below with the exception of the following:

Job Descriptions (Staffing) – Donna did not request the staffing action report. Heather MacIntosh noted there may be a problem providing this report due to privacy issues. Heather will clarify and advise. She noted that if the Union is approached by a staff member expressing concerns on their roll-over time, HR is open to discussing any individual situation with the Union.

Action: Heather

3. Discussion – Office of Informal Conflict Management Services (OICM)

Lise Lévesque provided background on the Office of Informal Conflict Management and reviewed the services her office can provide. She provided handouts titled 1) Strengthening Working Relationships 2) Presentation to NS-PEI RMB and PEI RUMCC January 28-29/2009 3) Summary of Access Points Workshop and 4) ICMS What's New. Lise asked for and the committee agreed to hold a session for PEI Managers, HRS and Bargaining agents on March 24 and 25, 2009. Managers and Unions are to send names of staff planning to attend the session to Yvonne Hartlin.

Action: Managers
And Unions

4. Accommodation Update – Montague and Souris

Rob Taylor expects revisions to the plans for Souris to be finalized next week. The target for project completion is the end of March.

The SCC Montague moved into their new space in December 2008. Staff indicated they are pleased with the new office and the new design. Rob noted there are a few deficiencies (signage, a separate location for the landlord to store janitorial equipment) still being worked on.

5. Processing of Overtime Cheques

Heather MacIntosh reviewed the process for payment of overtime and noted she is not aware of any complaints lately. Bonita Taylor confirmed staff are satisfied with the twelve day turn around time.

6. Ergo Coaches

Heather MacIntosh confirmed there is no requirement by Health Canada for staff requesting an Ergo Assessment to submit a Physicians note/certificate. Bonita Taylor noted there are nine (9) ergo assessments requests outstanding from the CPC and some have been waiting as long as one year. Donna MacDonald noted this is not an acceptable time frame.

Rob Taylor clarified the difference between an Ergo Assessment that is completed by Geraldine Harrigan, Health Canada and an Ergo Adjustment that is carried out by an Ergo Coach. Rob noted any new equipment purchased must be ergonomically suitable.

The following action items were noted:

- 1) We need to follow up on the status of the 3 ergo coaches being trained and identify any staff interested in becoming an Ergo Coach as there is a need for new coaches.
- 2) Each business line needs to take responsibility for having new staff set up properly by an Ergo Coach.
- 3) Regarding document holders, Heather suggested and the committee agreed that we purchase one sample of each of the three document holders available so staff can try them out and determine the most suitable.
- 4) "Ergo Coaches" should be tabled at the Health and Safety Committee including the need for a request for volunteers to take the Ergo Coaching course and the need for managers to allow coaches time to do the ergo adjustments. Health and Safety Committees should also be advised that a Physicians note/certificate is not required for an Ergo Assessment.

Action: Heather/Arlene and
Managers

7. LMDA Update

Derek Gee noted they have a draft Employee Transfer Agreement (ETA) that is currently before the Province and WFA Committee. Once the ETA is approved it goes through six offices at the national level before sign-off. October 5, 2009 is the effective date of the transfer. They are also working on Communications Protocol, IT transfers, etc. Derek noted several improvements regarding sick leave carry-over, seniority and years of service recognition were negotiated in the ETA.

8. Joint Learning Program (JLP)

Heather MacIntosh noted there was discussion around duplication of the JLP training and Service Canada training. We need to determine what training we want and submit the request to the JLP co-ordinator, especially if Service Canada can not provide the training

in a reasonable timeframe. Donna will get a list of what courses JLP offers and Managers will determine training needs from the various business lines.

Action: Donna and
Managers

9. Mystery Shopper – PEI Results

Discussion took place on the Mystery Shopper survey results. Rob Taylor described the current process staff use to greet clients visiting the SCC's in PEI. They are working on the Service Experience Model and there will be training provided in such areas as "bundling". Derek noted we will be keeping the office space in O'Leary post-devolution and this may present opportunities to reconfigure the space. Donna requested a copy of the survey stats for PEI.

Action: Derek/Arlene

10. Atlantic/Maritime Processing

Mary-Lynne Bruvels expressed her appreciation for the on-going work of staff involved in processing and thanked all other business lines for their support. Overall clients are receiving better service than they were last year. Elaine Young noted they received appli-messages 5 to 6 days old. Mary-Lynne will follow up and advise.

Action: Mary-Lynne

Donna asked if overtime was voluntary and if the additional processing work was done as overtime. Mary-Lynne noted they are using various approaches. Donna fully agrees other business lines should help out but she does not want to see staff forced to work in processing and that it should be on a volunteer basis only. James reiterated that the top priority of the Department is EI processing. Donna noted BC is hiring terms for one year plus and questioned why we can't hire more staff. Mary-Lynne confirmed she is hiring new staff and they are currently looking at pools and deployments. If staff are interested in deployments they should submit their requests to Anna Anderson.

11. Overtime Stats in Processing

Mary-Lynne stated the overtime year to date stats for the Montague processing Centre are 16% less than last year. The overtime is being worked by a significant number of people.

12. Job Descriptions for Program Staff

They are moving forward with the next phase of the Structural Model. Heather MacIntosh noted they do not have a date yet. Job descriptions will be for positions post-LMDA. Those transferring to the province will not receive job descriptions. The process will be the same as in the past for Program staff.

13. NS-PEI Integration – Lessons Learned

Christine McDowell presented a draft document on the NS-PEI lessons learned to RMB January 28th. She will incorporate feedback received into the document and it will be

shared when finalized. Derek, Heather, James and Mary-Lynne shared their views on integration and noted it was an important exercise. People can send input to Christine.

Derek noted the preoccupation is managing the current crisis regarding the downturn in the economy and the budget. There is an expectation on the government and especially public servants.

Mary-Lynne clarified the EI five (5) week extension noted in the budget is in addition to the five week pilot that already exists. She has not received speaking notes. More information to follow.

14. Staffing Update

Heather MacIntosh will e-mail the staffing update to Merle to distribute to the Committee.

Action: Heather/Merle

15. Next Meeting

The next meeting is scheduled for **Thursday, April 16, 2009 at SCC Montague commencing at 9:00 a.m.**

Derek Gee
Regional Executive Head
NS-PEI Region

Donna MacDonald
National Vice-President
CEIU