

## **Minutes from Labour Management Meeting Monday, April 2, 2012 @ 09:00; LGEMS HQ**

Union: Pete Joseph, Chris Lovell, Robin Cubitt, Mary Portwine  
Management: Chief Lloyd, Comm. Hendry, Kristen Argue-Hobbs, Karen Usher

### ➤ **PT Availability**

- Mgmt is receiving minimal availability from part time employees. March 2012, 30 of 65; April 2012, 30 of 65; May 20 of 65.
- As per CA Article 18.06 – All part time employees shall provide in writing to the Employer at least 3 months at a time, in advance, an indication of their availability/non-availability.” i.e. As of the end of March 2012, the employer should have availability from all part time employees for the months of April, May and June. Ideally prior to the end of April 2012 they should receive July’s and by May, Augusts, etc. etc.
- Letters will be going out to PT employees regarding their availability.
- Reminder to **ALL PART TIME EMPLOYEES**, review article 2.03 paragraph 2 regarding providing availability and possible dismissal for failure to do so.

### ➤ **Vacation/Holiday Requests**

- FT employees have until April 15, 2012 to submit vacation requests for June 1, 2012 – September 30, 2012 as per CA Article 20.04.
- Vacation requests received after the April 15 deadline will be granted on a first come first serve basis and are subject to part time availability (i.e. such requests may be denied).
- Mgmt endeavors to provide confirmation approvals for vacation requests by May 31, 2012 as per CA Article 20.04 paragraph 2 providing the employer has sufficient part time employees who have submitted availability.

### ➤ **Management/Union Rights**

- When meetings with Management are necessary, they are having issues scheduling meetings with members in a timely manner.
- Mgmt acknowledges that members have the right to Union representation for such meetings, but they are experiencing significant delays due to members requesting a particular Steward be available.
- The Union agrees that, except in exceptional circumstances, there should be multiple Union Stewards available and we will endeavor to have such meetings in a timely manner to ensure investigations/counseling occur without unnecessary delays.

### ➤ **Time Off for Union Business**

- Management is working on a Time off Request form for Union Business (i.e. education, meetings etc.) and will share with P. Joseph for approval prior to implementing.
- The form will have to be submitted in a timely manner to allow for booking members off, and will be used to track such requests, as well as used for billing purposes.

## ➤ **Call Backs**

- Management and the Union agree that the wording for “Call Backs” is used for when employees are called to work from home.
- When mgmt makes a request for employees to work early (already at work ex. 06:50) and/or late when they are already at work and on shift, the employee has the right to refuse any hours beyond their scheduled shift. If the employee agrees to start early (if already at the station) or stay late it will be considered **SHIFT OVERRUN**.
- This situation arises from a crew being at base (prior to the start of their scheduled shift) and were requested by the Supervisor to respond to a call, prior to booking on with CACC, the crew subsequently submitted for 4 hours Call Back. Both parties agree this is not the intent of the Call Back language.

## ➤ **Organizational Health Scan**

- There will be a confidential/anonymous survey being emailed to all county employees in the coming weeks. It is being supported by CAO Alan Brown, and being done by the counties EAP provider.
- It DOES NOT look at the employee’s personal or physical health. It is looking for employee input on issues such as “working conditions”, “relations with Supervisors and upper management” and “working conditions”.
- At no time will mgmt see the replies anonymously sent from employees. Mgmt will only receive statistical data once all responses are compiled. This same data will be available to employees.

## ➤ **ACR’s**

- January-June 2011 ACR audit is complete using CACC, ADIS and iMedic data. July-December 2011 has started.
- There are numerous (hundreds) of ACR’s with clerical errors/omissions (wrong call #, wrong date, missing call #'s etc.) on them preventing mgmt from properly tracking completed ACR’s.
- CACC, Interdev and employees on light duties have been manually searching to correct the errors made when completing the ACR’s.
- Employees will start to be held accountable for omission and mistakes made on ACR’s as mgmt is auditing ACR completion on a daily basis.
- **Both parties remind employees to take the time to double check that information is being input accurately when completing your documentation.**

## ➤ **Discipline**

- Regarding the general process. HR Policy H2 is being updated. A draft copy of the new policy will be provided to the Union prior to implementation for input.
- Mgmt states their position is to provide counseling and correct behaviors’ by employees prior to considering discipline (infraction dependant), or unless individual is a “repeat offender”.

## ➤ **P&P Manual**

- The MOH service review is coming in December 2012; therefore the EMS P&P Manual has to be updated and amended where needed.
- The Union requests, and mgmt agrees to allow the Union to see a draft version and provide input prior to implementing any changes.
- The Union requests that any HR Policies that may have an applicable EMS Divisional application be included in the new version of the EMS P&P. Mgmt agrees to provide links in the electronic copies to any applicable HR policies.

## ➤ **Stn. 1 Day Crew Booking off on Overrun when 16:00-00:00 Available**

- There have been issues in the past where Stn. 1 day crews are not allowed to book off when on shift overrun when the 4-12 crew is available.
- Managements' position is by booking off the day crew (when the night crew has no vehicle to book into) is considered down staffing a vehicle, which means they are no longer meeting their agreed to requirements with the MOH on minimum staffed ambulances and therefore the crew cannot be booked off.
- Management agrees in the future to make all reasonable efforts to get the night crew a vehicle, or transport the night crew to relieve the day crew (if on offload delay etc.) to assist in getting the day crew back to base and off shift.

## ➤ **½ Shift of Vacation Use**

- CA Article 20.03 states that "the minimum vacation block of time shall be one shift of either 12 hours or 8 hours, as applicable."
- Exceptions to this article will be agreed to by both parties in the instance where employees are already booked off for ½ a shift for Union Business. We agree the member may use ½ a shift block of time from their banked or vacation credits (respectively) to take the remainder of their scheduled shift off.

## ➤ **Speed Policy**

- Policy 3.10 regarding Speeds, is as stated and being enforced.
- Speeds are being monitored daily and the expectation of mgmt is that all employees will use judgment when deciding what an appropriate speed is based on the call assigned.
- Excessive speeds will not be tolerated when travelling non emergency, and/or not on an assigned call, including stand by's.
- Employees will receive **NON DISCIPLINARY** counseling when they are deemed to be travelling at unwarranted speeds. Re-occurring incidents of counseling to the same employee may escalate to disciplinary counseling.
- Submitting speed reports for exceeding 140 km/hr on **400 series highways** as per policy 3.10 are not subject to disciplinary measures.

## ➤ **Meal Claims**

- A meal claim form has been created. The Union suggested adding check boxes to the existing form to differentiate between meal claim vouchers and shift overrun meal claims. Mgmt will make the suggested change.
- Suggestion made by management to add Meal Claim payouts to bi-weekly pay's rather than the current procedure. This should result in faster payouts, and allowing employees to track YTD claims. Meal claims will be a non taxable item, obviously. **This will be brought forward to the general membership for a vote prior to making any changes.**
- **Clarification on Article 25.01 (b): the employer states that meal claims may be submitted when an employee does not receive an appropriate meal break at their station "prior to the end of their 6<sup>th</sup> hour of their shift" (i.e. for 07-19 vehicles, if by 13:00 you have not had a meal break at a reasonable time (ex. 11:30-13:00), you may submit a claim with receipt of purchase).**
- **ORIGINAL RECEIPTS MUST BE SUBMITTED via the trip sheet;** mgmt suggests employees make copies. Also, **submission MUST be within 7 days of the shift in question.**
- Employer wants to clarify that being at an establishment for 20 minutes (as an example) picking up food will be considered part of your meal break period when they review the submission.

➤ **End of Shift ACR Confirmation**

- Forms may be printed out early (i.e. 18:30). They can be reprinted if another call is completed after printing the form.

➤ **Time Management Program (JBS)**

- The Union suggests that better use of this program could be made. Many other services have the same, and use it for booking, scheduling vacation, doing shift exchanges and viewing schedules.
- Mgmt agrees to look into making better use of this system and agrees that efficiencies could be found.

➤ **PT Seniority Accumulation/Calculation**

- **CLARIFICATION:** As per Article 11.01 paragraph 2 “part time employees shall not accumulate more than eighty hours per bi-weekly pay period” (2,080 hours per year) towards seniority.
- It is confirmed and agreed upon by both parties that ALL HOURS WORKED (regular, shift overrun, OT) count towards the total of 80 hours per pay period. ALL HOURS WORKED beyond 80/pay period do NOT count towards seniority.

➤ **Full Time Overtime Call In**

- **FULL TIME EMPLOYEES WHO DO NOT WISH TO RECEIVE OVERTIME CALL INS (i.e. be woke up at 02:00) ARE TO PROVIDE SUCH REQUESTS IN WRITING TO MANAGEMENT OTHERWISE SUPERVISORS ARE TO FOLLOW THE CALL IN LIST, AND ALL EMPLOYEES WILL BE CALLED REGARDLESS OF THE HOUR.**
- It has been brought to the Unions attention that the process for OT call in has not been followed appropriately.
- Mgmt agrees that the current process, is in violation of the collective agreement and will discuss with Michelle and the Supervisors the correct process, and ensure it is followed.

➤ **Correspondence between the Union and Management**

- As previously discussed, all correspondence in regards to the Collective Agreement, or other Union matters, between the Union and Management are to be sent through Robin Cubitt, and Karen Usher.
- Operational/QA matters may be directed to the appropriate member of the management team.

Next Labour Management Meeting scheduled for June 5<sup>th</sup>, 2012 @ 09:00, unless no issues arise.