



## **Representing the Paramedics of the United Counties of Leeds Grenville**

**LOCAL 4440 - <http://4440.cupe.ca/>**

**Minutes from Labour Management Meeting  
Tuesday, May 30<sup>th</sup>, 2013 @ LGEMS HQ**

**CUPE 4440 – Pete Joseph, Robin Cubitt, Mary Portwine, Scott Robinson**

**Mgmt. – Chief Lloyd, Deputy Chief Carss, Commander Hendry, Kristen Hobbs-Argue, Lindsay Armstrong**

- The agenda only contains 1 item that requires Kristen’s attendance; therefore Chief Lloyd suggests we skip to item 2.10 on the agenda. Both parties in agreement.

### **2.10 Manulife Benefits**

Pete reiterated from previous conversations that the Union would like to see a schedule of costs associated with individual benefit items. Kristen explained that she is still dealing with these ongoing issues with the benefits provider (Manulife). She stated she has had and continues to have meetings with representatives from the provider regarding numerous complaints from employees. Issues are not just from EMS but county wide regarding changes and payouts from the provider. The number of concerns continues to escalate. Each individual “complaint” is being dealt with one at a time, and depending on the circumstances HR has been directing Manulife to make the necessary payouts, even if above and beyond what the provider feels it is supposed to pay at the expense of the county until the ongoing issues can be resolved.

Kristen further explains she is trying to get Manulife’s definition of “reasonable and customary” as it pertains to costs. As well as trying to ascertain what geographical region area Leeds Grenville falls under as each region has separate schedule costs.

When a resolution is found, the Union will be advised of such. Until such time **Kristen advises employees to continue to closely monitor their benefits receipts and bring any discrepancies to the attention of VP Scott Robinson and Karen Usher in HR.**

- Kristen exited meeting

### **1.0 Minutes from October 17<sup>th</sup>, 2012 Labour Management meeting reviewed. Issues arising:**

**2.2 P&P Manual** – Chief Lloyd started off advising the newest version of the P&P was completed and the revisions/amendments were sent over the winter to members to review and sign off. They have been installed on station desktops and the supervisors will be double checking they were installed on the CF29’s in the trucks. He reiterated that the P&P is an every changing document as it is required. Pete asked for clarification as to which policies the mgmt. team follows, i.e. EMS Policies vs HR Policies; Pete referenced disciplinary procedures as an example. When asked Chief Lloyd stated that the HR policies do not necessarily supersede EMS policies or vice versa. He further stated if there was a conflict between 2 similar policies the issue would be discussed with individuals involved prior to any decisions being made. Chief Lloyd asked that if the Union finds obvious conflicting policies to bring them to his attention and efforts to streamline policies would be made where possible. Pete said he believes there is a couple and would review the P&P’s for such and advice.

## 2.4 Community Paramedicine Program

Chief Lloyd explained that the Ministry of Health has directed the EMS Chiefs and LIHN's that no provincial 50/50 funding can be used to fund any such program in any service. And that no approval for such programs would be granted without review by the MOH first to ensure the skills/procedures being completed by Paramedics in those positions do not step outside their scope of practice, BLS, etc. He further noted that both MOH and the Base Hospitals have concerns with risks these create for the reason(s) stated above.

Pete stated that now that we have a Community Paramedicine Committee in place within the Union that we would still like to see forward progress on the programs development in our service so when the MOH decides which way they are going that LGEMS is not behind "the ball". Chief Lloyd and DC Carss are agreeable and open to beginning discussions.

Pete advised that Peter Rowlands was the primary contact for the Community Paramedicine Committee.

## 2.9 Brockville Equal Distribution of Calls

Chief Lloyd described that with current ongoing reviews of the deployment plan that his suggestion to the complaints of unfair distribution of calls between Brockville Stations would be to go to a rotating schedule of sorts. Crews would report to their assigned bases, and depending how the day progresses the vehicles would be shuffled between the 2 bases as necessary. This is not a change that would be implemented without further input from the Union. **Pete and Robin agree that it is a viable option, and will bring it up for discussion at the June membership meeting and report back.**

## 2.22 Pre-Shift Overrun

Chief Lloyd requested an update on this from the Unions perspective. Pete explained that from conversations had at membership meetings that members were open to this idea, however not if there was going to be a mandatory time associated with it and that language around it needs to be created. Chief Lloyd explained that if we go to this procedure the incoming crew would get their 15-30 minutes OT until the commencement of their scheduled shift, they would not be entitled to 4 hours call back pay. He also explained it would have to be BOTH crew members responding, there will be no splitting of crews.

**Chief Lloyd is to provide the Union with a copy of a memo in regards to implementing this process, after review mgmt. will send out to staff.**

- DC Carss brought up on a related note, that mgmt. has been lax where splitting of crews at shift change is concerned and will be starting to crack down on this behavior. Mgmt. does not approve the splitting of crews, unless authorization has been previously received (i.e. Supervisor is made aware medic A is being relieved early for X reason).

## 2.1 Time Manager

Pete would like an update on the status of increasing Time Managers use. DC Carss says he has been working side by side with Michelle O'Connor in getting time manager up and running and using more of its features. DC and Michelle go to L&A EMS next week for further training as it has been in use there for some time. There are still some MIS issues they are trying to work out with that department, but foresee them being resolved. DC Carss states that once up and running he believes that booking vacation time etc. for full time will be a paperless process, as well as accessible from home.

Pete inquired if the enhancements would affect reporting discrepancies/complaints about shift distribution. DC Carss explained that it actually makes it easier to track and prove when calls were made, declined etc. As well he feels it should minimize errors as the program creates the calling list for a particular shift based on the shift, part time availability and their position on the current calling list. Further it is updated in real time therefore the supervisors will be able to access it and not require paper call in lists. Time line or date for "go live" is not yet determined.

## 2.16 Meal Claims

Pete asked about the compliance with members signing up for direct deposit etc. Chief Lloyd explained that it is not 100%, but very close. DC Carss explained that those individuals who have chosen not to change to direct deposit have accumulated balances and those are paid quarterly by cheque.

Chief Lloyd also commented that wrongful submissions have decreased and significantly less claims are being denied.

**Another memo from mgmt. was requested by Pete clarifying the eligibility requirements for submitting a meal claim.**

## 2.0 New Business

### 2.1 Selection of medics for non-Paramedic duties.

Chief Lloyd stated that Paramedics have expressed interest in taking training courses that could benefit Paramedics, i.e. Critical Incident Stress Management (CISM). He is supportive of members becoming trained but a selection process needs to be confirmed by the Union if the county is going to pay the members for the training, and are open to that opportunity.

He explained that paid Paramedic duties such as the hydroplane races are scheduled as per the collective agreement. That voluntary paid event's like new hire testing at the colleges is done by seniority. Pete further explained that for testing days etc. that it was decided that selection would be done by seniority on a rotating bases, so the less senior Paramedics got the opportunity to attend if they chose to.

Both parties agreed that sending members to training courses by seniority may not be the best solution. Chief Lloyd suggested a "Peer Nomination" process when opportunities arise based on who may be most beneficial in a particular role. Pete suggested looking at following the procedures the Union currently has in place for Ad-Hoc committees whereas volunteers for each "committee" are sought and then a majority vote is held on by the membership.

Chief Lloyd stated he is happy to see medics wanting to take a more active role within the service, mgmt. just needs a clear selection process that is to be followed.

**To be discussed at the June membership meeting.**

### 2.2 New Labour Management Dates

It is agreed that moving forward, Labour Management dates would be scheduled on Tuesday's or Thursday's. Works best for both mgmt. schedule as well as being able to book affected Paramedics off the road.

### 2.3 Part Time Availability Accommodation – PRU

DC Carss brought to our attention that due to a work place accommodation, a part time employee is unable to fulfill the availability requirements as outlined in the CA as the PRU does not operate on weekends. However the service still has a duty to accommodate, and is therefore looking for direction from the Union. Chief Lloyd suggests a Letter of Understanding (LOU) for this individual case where minimum availability is concerned.

Pete stated he feels that is acceptable, but possibly not required. **Pete advises he will have to discuss the matter with National Rep and report back.**

### 2.4 Part Time Shift Assignment

DC Carss explains they are experiencing difficulty assigning shifts to part time weeks/months in advance due delays caused by waiting for part time staff to reply to calls. He is proposing that these types of shifts can be

assigned via email, with a simple confirmation of receipt. There was discussion around the new language that the shifts do not need to be offered, but simply assigned in these situations and a reply is not necessarily required.

**Pete will bring this topic to the membership at the June meeting and advice.**

**2.5 - 2.7 Removed; covered in Issues Arising from previous minutes.**

### **2.8 Employee Relief when Reporting Sick while on Shift**

Pete explained there are concerns when Paramedics are trying to book off sick mid-shift that the employee is being asked to stay until relief arrives. Chief Lloyd stated that when an employee becomes ill while at work, the Supervisor will ask if they are able to stay. He made it very clear, if the Paramedic feels they cannot stay until relief arrives for whatever reason that they are permitted to leave once booked off with the Supervisor. Chief Lloyd would prefer medics who are ill go home rather than staying and being caught on a call.

Chief Lloyd also explained that as much as they would like as much notice as possible when booking off sick, they understand there are times when members wake up, for instance, and are sick and instead of booking off they make into work and then book off. They would prefer the "last minute" notice over Paramedics arriving sick and booking off.

Robin clarified that the same is true for instances where there are "no shows" or staff are late at crew change. Chief Lloyd stated it is the responsibility of the crew(s) to notify the Supervisor at the start of the scheduled shift (i.e 07:00, 19:00) that relief has not arrived and in those circumstances, will be asked to stay, but Paramedics are not obligated to stay until relief arrives.

### **2.9 Out of Province Transfers**

Pete brought up that there have been issues in the past with crews being sent out of province, mostly to Quebec on transfers (at least going west there is still a CACC to aid us). The concern is the lack of a GPS or mapping system to aid once across the ON/QC border and out of CACC's catchment areas. The suggestion of a GPS being left locked in BGH Emergency department as an option has been made when the Supervisor is unable to provide theirs (not in the area etc.). Chief Lloyd stated this is not an option as concerns arise over who takes responsibility for the unit when not in use, BGH has already declined such previously. Also a GPS is not guaranteed to be up to date.

Chief Lloyd said, even if it causes delays departing pick up facility, that it is the responsibility of CACC to provide the crew with accurate, detailed directions on how to get to the receiving facility, up to and including faxing directions to the facility.

**2.10** See page 1

### **2.11 Posting Schedules**

Pete explained that the Union would like to see updated/live schedules made available to staff. Mgmt. still has reservations about this due the legality of privacy issues said Chief Lloyd. Pete further explained that if required, upon agreement from membership, we would be willing to provide documentation stating approval to post the schedules. Mgmt. was still hesitant despite our offer.

DC Carss said it may be a more manageable option once time manager is upgraded.

### 2.12 Part Time CME Assignment

Mary explained there have been concerns raised in the past where part time medic A is provided a CME in both services they are employed, but part time medic B was denied by LGEMS.

Commander stated historically all employees are obligated to attend LGEMS service specific (spring) CME's. However in the case of recertification (fall CME) part time medics with full time jobs elsewhere in the RPPEO are recertified by their full time employer. Part time employees with two services are typically offered the choice by LGEMS. If they are already scheduled in their alternate service they are not assigned a LGEMS CME. Pete commented that doing two recertification CME's is double the chance to face decertification.

Commander also stated that efforts to exclude pertinent service specific items from the fall CME agenda are made, and any information at that CME is emailed out to members to ensure all are aware. **She concluded that if part time employees felt they were not assigned a CME when they should have been that they can contact her.**

### 2.13 Trip Sheets

DC Carss talked about items being lost from the trip sheet envelopes (i.e. meal claims, death reports etc.). He is asking all crews, when items are placed inside the trip sheets that they are sealed at the end of the shift prior to going in the lock boxes. He also stated loose paper in the lock boxes should not happen and should be placed in trip sheet envelop.

### 2.14 Shift Enhancement for PRU and 16:00-00:00

**Chief Lloyd advised that starting July 1<sup>st</sup>, 2013 the 16:00-00:00 shift and the 08:00-16:00 PRU will be working all stat holidays going forward if they fall during the week (Mon-Fri).**

### 2.15 Part Time Accepting and Distributing Shifts

DC Carss has been made aware of circumstances where part time have accepted shifts and subsequently distributed them to a fellow part time, with no exchange of shifts occurring. DC Carss advises this practice will stop immediately and Michelle will no longer accept these requests.

If the part time medic no longer is able to work an assigned shift they must do a shift exchange or return the shift to Michelle O'Connor and such which will be considered a refusal.