

Minutes from Labour Management Meeting Wednesday, October, 2012 @ 10:00; LGEMS HQ

Union: Pete Joseph, Chris Lovell, Robin Cubitt, Mary Portwine, Helen Gibb-Gavel (Nat. Rep)
Management: Chief Lloyd, Deputy Chief Carss, Comm. Hendry, Kristen Argue-Hobbs, Karen Usher

Agenda Amendments

- 2.10 removed – FT applying for Job Share Postings
- 2.9 (b) added – BGH/KDH Upgrading Code 1's and 2's
- 2.3, 2.11, 2.14 – Union Billing - moved to end of meeting
- 2.13 – Collective Agreement finalizing - moved to end of agenda

1. Minutes from April 2, 2012 Labour Management meeting reviewed and approved by both parties.

2.1 Access to Time Manager

Union again requests better access to Time Manager/Scheduling Agent for all employees. Chief Lloyd stated staff is not supposed to be able to see each other's schedules. Kristen stated this issue is both a privacy issue as well as health and safety issue (potentially) as well as there are tech. issues on MIS' end with real time updating of the schedule on the network.. Chief Lloyd asked if the Union was comfortable with the full schedule being made available, would include part time availability, refusals etc. The labour management committee sees no issues with full access as most other services provide full access.

Pete mentioned that currently a full contact list is being provided via email to all staff and why this was any different? Chief Lloyd stated the intent was not for the contact lists to be posted at bases. It is agreed by both parties that this practice of supplying all contacts to employees will cease. The Union will receive a contact list as is stated in the Collective Agreement.

Chief Lloyd will speak with Admin Assistant and ensure the schedules are updated at least weekly on the T: drive. Currently MIS is unable to have those copies of the schedule updated in real time.

Chief Lloyd and Kristen both reiterated that if staff has an issue with staffing/scheduling they may contact a Union Steward who may then contact the Deputy Chief and a recent print out of the calling list/schedule will be provided to that steward to remedy any concerns staff may have.

2.2 New P&P Manual

Chief Lloyd stated that currently the updated ("new") P&P is with Corporate Services being formatted. It should be done by the end of October for the Union to review any changes. The final copy must be completed by the end of November for the December service delivery review. Any amendments will be provided to Paramedics prior to implementation. Updated copies will then be posted on station desktops and CF-31's in the vehicles.

2.4 Community Paramedic Program

Pete inquired whether LGEMS was still interested in this program as we have not heard anything since the former Chief retired. Chief Lloyd stated LGEMS was still interested and researching options, as well as waiting for a response from the Union on whether its members were on board with the program. Pete stated that the Union never received the educational material the former Chief was supposed to provide us to provide to our members.

Chief Lloyd stated they will get us the material. Deputy Chief Carss reviewed the numerous directions the program can take and that we need to find/discuss which "version" of the program LGEMS wants to pursue.

2.5 Clarification on info. Re: Spencerville Base

Chief Lloyd reiterated that the information in his memo dated October 10, 2012 was the most up to date and accurate information despite what local media may be reporting.

Chief Lloyd explained in January 2012 each department head was asked to find cost "efficiencies" within their departments.

- 1) How to reduce the budget without affecting operational services
- 2) How to reduce the budget through savings in operations.

All departments had to provide information on both scenarios'; it was not exclusive to EMS. Chief Lloyd states his plan is to maintain current service levels while providing enhancements in the 2013 budget. Pete asked if there was anything the Union can do to show solidarity and support for management in this situation. He asked if the Joist Services meetings were public meetings. Chief Lloyd stated they are public meetings and any OFF DUTY paramedic is welcome to attend, and there is a question period. The next **Joint Services Committee meeting is October 24, 2012**; time and schedules are available on the Counties website, as it is for all County meetings.

2.6 New Hire Representation

Pete stated recently a new hire had a meeting with management whom was denied Union representation based on the fact the member was on probation. Pete reminded mgmt that while on probation members are entitled to full representation.

2.7 Member Notification for Items on File

The Union has been made aware of situations where Letters of Counseling have been placed on members files with the members being unaware they were "officially" counseled.

Both parties agree moving forward that if/when the supervisors advise members of particular situations that it is made clear that the incident is being documented in their log book and that the exchange does not come across as a "friendly heads up" during conversation. Expectations are to be made clear and what corrective action, if any, needs to be taken by the member clearly defined. Also, all letters of counseling or forms of discipline placed on a members file must be acknowledged by the member.

2.8 Management Response to Incident Reports

The Union would like to see greater response to incident reports, when warranted; regarding the outcome of investigations complaints etc.

Chief Lloyd explained that if the incident involves an outside agency (i.e. RN, Firefighter, Doctor etc.) that they typically do not hear back on the actions taken by the other agency. Chief Lloyd simply makes them aware of the complaint, and the other agencies management deals with it from their end. Similarly, Chief Lloyd does not release the result of investigations or discipline to outside agencies when complaints are filed against Paramedics.

Chief Lloyd stated they will continue to make all efforts to advise members of outcomes when they can.

2.9 (a) Equitable Distribution of Code 1's/2's

Robin brought up recent reoccurring issues where KCACC is not distributing call volume evenly in Brockville, more specifically where 1's and 2's are concerned. Chief Lloyd explained that LGEMS does not have a policy regarding fair and/or equitable distribution and it is totally up to KCACC who does what calls.

Chief Lloyd stated if we feel that one base is doing more calls, and KCACC is not considering the other vehicle when assigning Code 1's and 2's, then a phone call to the Supervisor shall be made and they can, if warranted, advise KCACC of the situation and make changes as necessary. Under no circumstances are crews permitted to refuse code 1's and 2's when assigned. KCACC has been advised by their management not to "negotiate" with crews regarding non-urgent transfers.

(b) BGH/KDH Upgrading Non-Urgent Transfers

Robin and Chris requested updated information on the ongoing instances of BGH and KDH upgrading non-urgent transfers to emergency transfers when beds are available etc. Robin explained this has been going on for 5 plus years and continues to occur, often times affecting service coverage. Deputy Chief Carss explained this is a Province wide issue and was addressed at length at the AMEMSO conference. The MOH is monitoring, but if Doctor's request an ambulance the services hands are tied once the call has been designated a Code 3 or 4. Chief Lloyd requests we continue to document (write-up) these incidents when they occur because generally the floor managers at the hospitals are understanding to the situation and will talk to their employees.

2.12 Legal Liability

Pete wanted to confirm that HR is continuing to look into increasing EMS's Legal Liability where transferring minors is concerned. Kristen confirmed it is defiantly high on HR's priority list as renewal of insurance policies approach. Both parties agree that this issue is one that needs immediate correction.

2.15 Meal Claim Receipts

Both parties stated it appears the problems with meal claim submissions are slowly resolving themselves. Clarification on the language was brought up by Mary. It is now understood that as long as the half hour meal break commences prior to

the end of the 6th hour of their shift it constitutes a meal period. (Ex. returns to base at 12:50, as long as 30 consecutive minutes is had, you are deemed to have gotten a break before the end of the 6th hour.

If members continue to have questions about proper meal claim procedures, please contact a Union Steward.

2.16 Meal Claim Cheque Cashing

Chief Lloyd explained that from June 2-Sept 20 there are high quantities of non-cashed meal claim cheques. Chief Lloyd showed a print out showing roughly 60-80 cheques not cashed in the above period. Having to re-issue stale dated cheques is costing them money. Chief Lloyd would like to consider doing direct deposit to prevent continued re-issuing of cheques. The Union approved distributing documentation to be completed by each paramedic with an upcoming pay cheque permitting direct deposit on pay cheques going forward.

2.17 HRI/MOH Clarification

Chief Lloyd explained that the certification expiry notifications being sent to members via county email accounts is computer generated and HR had NO control over these emails. This is a process that mgmt must follow to meet obligations outlined by the MOH.

When sending in updated certification documents to mgmt, they must be SCANNED, not photo copied, and submitted to the HRI/MOH email address, NOT MICHELLE.

Pete raises a concern that the new printers are not working correctly when scanning things directly to email. Karen shares this concern as HR has had similar issues. Mgmt will have MIS create "work-aid" instructions sent to all the bases outlining how to scan documents with the new hardware/software.

2.18 Progressive Discipline RE: Use of banked time/vacation

Chief Lloyd stated that mgmt is finding it is the expectation of employees to be allowed to use vacation and/or banked time to cover suspension days. It was never intended to be used for such, but was being granted on a case by case basis.

Chief Lloyd advises that this practice will cease. A Change of Practice notice will be issued.

2.19 Safety Boot Replacement

Commander Hendry discussed the process and clarified that a FAQ has been created and will be distributed to members. Helen asked what mgmts' interpretation of the Collective Agreement regarding safety footwear and it was discovered both sides have a different interpretation.

It was agreed on that this issue needs further investigation, and is best left to be discussed through negotiations.

2.20 Hours of CME's

Commander Hendry remarked that there have been complaints from medics about the 12 hour CME's. Members have inquired about going back to the 8 hour format. Chief Lloyd stated that if we wished to return to the 8 hour format we would either be required to return to our station for the remaining 4 hours when finished or it would return to 8 hours OT on full timers days off. Commander Hendry stated they were switched to 12 hours because of complaints of members being "forced" to come in on their day off.

Pete stated this item would be brought to the membership in November at the next Union meeting.

2.21 Staffing Volunteer Paid Days

Commander Hendry wanted to address concerns over paid events such as the St. Lawrence College new hire recruitment days that are staffed by members expressing interest and selection being based on seniority. Members have voiced concern over the same senior individuals getting to participate in all these events.

The Union suggested following the same procedure as for calling in Full Time on OT, using a rotating "peg board" system. Management agreed they thought that would work as well.

No decisions were made, it was agreed further discussions were needs, preferably in negotiations. Pete stated we would also discuss this with members in November.

2.22 End of Shift Overrun

Chief Lloyd stated this is in regards to pre-shift calls, following the direction many other services have taken where staff are in to work early and get paid time and a half if calls are done prior to their shift start time. From a mgmt perspective this saves them money in paying oncoming crews minimal OT as opposed to outgoing crews lengthier OT.

The Union agrees we are open to the idea, with some adjustments to the parameters outlined by Chief Lloyd. This issue would be taken to the members as well for discussion.

2.23 Preceptor Trainer

Commander Hendry inquired as to the position the Union was taking on having preceptors taking the paid preceptor course. Pete explained that all current preceptors were contacted via email, and of the responses Pete received back were positive and all parties are willing to participate if implemented as stated by Commander Hendry originally.

2.24 Attendance Support Program

Kristen advised that further to Policy E-9, come January 2013 a new Leeds Grenville Attendance Support Program will be implemented. It will start all employees at the start; there will be no accelerating, or back dating of incidences. Kristen stated that the Union will always be advised and able to assist in meetings with members. Kristen and Helen suggested that the Union consider having a steward or 2 "specialize" in the attendance program. Kristen will email a copy to the Union for review prior to January.

2.11 Union Billing

Pete submitted a counter proposal to mgmt regarding payout for Union time off. Mgmt wants to review the proposal before accepting and closing the issue. Going forward mgmt proposes quarterly payouts. Further discussions between the treasurer and mgmt will be had to determine what would best suit both sides.

2.13 Signing and Distribution of the "new" Collective Agreement

Due to reasons beyond our control a hard copy of the current collective agreement was not available. It was deferred to a later date.

Next Meeting was not determined.

Adjourned 12:40