

## **Minutes from Labour Management Meeting**

**October 25, 2011 @ 09:00 hrs**

**LGEMS HQ**

### **Attendance**

Union: Pete Joseph, Chris Lovell, Robin Cubitt

Management: Chief Chevrier, Deputy Chief Lloyd, Karen Usher

### ◆ **Functional Ability Requirements**

- Document Provided – see attached; Process is not finite due to variations in each individual situation.
- When a Form 7 is submitted to WSIB, mgmt. is being immediately contacted by WSIB seeking out the back to work process for that employee – thus the development of the above.
- Ability Works (same company used in testing the new employee's each spring) has come and weighed all of LGEMS's bags/equipment (i.e. blue bag = ~28 lbs.). All the bags can be made available at an employee's physiotherapy sessions to adequately gauge what restrictions the employee's should have.
- Mgmt. would like to see Ability Works brought in at Stage 5 of the RTW process; potentially coinciding with the employee's administrative day at HQ.
- Done to ensure the employee can function at the level a Paramedic needs to upon returning from injury.
- Paid for by the employer.
- P. Joseph would like to see the Union more involved with returns to work, however it is up to the individual employee to contact the Union if they would like advice or representatives with them when meeting with mgmt.

### ◆ **Communications**

- Both parties have strived to make communications between the parties better.
- Both parties acknowledge a significant improvement; however still admit room for improvement.
- Mgmt. endeavors to continue to reply to emails/phone calls in a timely fashion when it is necessary.

### ◆ **Preventable Backing Incidents**

- **Zero tolerance to PREVENTABLE backing incidents.** Mgmt. states they are paying way too much in repairs, and the number of individual occurrences' has gotten out of control.
- Both driver and passenger will be held accountable if the passenger was not out flagging, as is Policy. A simple offer of "do you want me to back you up" is not good enough. Passengers must insist they be allowed to safely exit the vehicle and spot the driver while the vehicle backs up AT ALL TIMES.

- The investigation process into these occurrences' will now include interviews with each Paramedic involved.
- **STATION 1** - A policy will be coming out that states when returning to base the vehicle must approach from the south on Perth Street. Pull up on to the driveway allowing the passenger to exit the vehicle. When it safe to do so, activate warning lights and pull out into traffic then backing straight into the North bay.
- Mgmt. states they have discussed with Brockville Police and any vehicle going "around" the ambulance with its lights activated can be investigated by the BPD as they vehicles should not be passing by the ambulance; a vehicle description and license plate number should be obtained (if possible).
- Union suggests a possible driving CME day like those put on by neighboring services.
- Deputy Chief Lloyd stated in the future they would allow Paramedics (new and veteran) to use the parking lot at HQ on the weekends to practice driving/backing up the vehicles if needed. Supervisors can be made available to supply pylons etc.
- With new hires, it is the responsibility of the Paramedics working with new hire to ensure their driving is adequate and that backing into the individual bases is completed. Any deficiencies should be reported to a Supervisor and noted on their driving probation recording sheet.

#### ◆ **Shift Distribution**

- Union reminded mgmt. that the Collective Agreement is to be followed when assigning all part time shifts.
- All Part Time employees are available to work all bases. Employees being given preferential treatment in regards to a particular base are being monitored and not acceptable.
- Mgmt. receives and approves numerous shift exchanges regularly from part timers and has no problem doing so.
- **UNDER NO CIRCUMSTANCES IS ANY PART TIME EMPLOYEE TO CONFRONT MICHELLE O'CONNOR IN REGARDS TO A SHIFT SHE HAS OFFERED/ASSIGNED THEM.** The Collective Agreement will be followed in regards to all shift distribution and refusals.
- Michelle has been made aware that any occurrence's where employees are causing her problems are to be reported to the President or Vice President as well as mgmt.
- **Full Time** being called in on OT – mgmt. should be following Collective Agreement
- Reminder, a call in for OT for a shift less than 24 hours away, mgmt. does not have to wait for a reply, they can move on immediately to the next name on the list. Also, a call in less than 3 hours away from a shift, mgmt. can by-pass the call in list and call the most appropriate person (i.e. an employee that resides close to that base, or a regular employee at that base)

#### ◆ **ERV Movement**

- The Gananoque ERV is being moved to Elgin
- The new ERV is an SUV and therefore does not safely fit into the garage in Gananoque

#### ◆ **Meal Claim Forms**

- Commander Hendry is almost done creating a dedicated Meal Claim Form and it will be placed on the H drive with the rest of the forms.

## ♦ **CREMS (Community Referrals by EMS)**

- Currently implemented in Toronto EMS and Renfrew Paramedic Service
- Information disk provided by Chief Chevrier. Union is attempting to make copies to distribute to the bases and/or members.
- Chief Chevrier recently met with BGH and spoke with CPHC and CCAC and informed them of our interest in this program.
- Chief Chevrier is ready in the New Year to host an afternoon/evening inviting all LGEMS members that are interested, as well as BGH, CPHC, CCAC to an information session; with food and beverages provided by the County. Renfrew Paramedic Service would provide a representative to attend to discuss the program as well.
- Following the information session, a 3 member committee would be created to assist in pushing the program forward. Chief Chevrier would prefer the committee have 1 rural working Paramedic and 1 urban Paramedic + 1 additional member.
- Both parties agree that this is an excellent opportunity to be more active in the local communities and promote our profession by being more noticeable to the community.
- Strictly a volunteer program that crews/individuals could participate in while on duty; Seen as an excellent opportunity for members on modified duties or nearing retirement.

## ♦ **Station 1 Calls – 16:00-00:00 vs. 12 hr.**

- There was a recent situation where a Supervisor questioned the 4-12 crew for doing a call at 23:20 when the 12 hour car was at base – stating it incurred unnecessary OT.
- Union would like mgmt. stance on when the 4-12 are to not be responding to calls if possible.
- Mgmt. feels the 4-12 works until midnight and can respond to calls up until midnight.
- Mgmt. will continue to leave these decisions (covering each other at 18:30 and 23:30 etc.) up to the crews working station 1 as has been past practice and clearly states “you don’t want us getting involved”.
- As long as the 4-12 are on a call (or returning from) appropriate overtime will NOT be denied.
- Mgmt. requests crews continue to use discretion and common sense – i.e. 4-12 should probably not be responding to the hospital to go out of town at 23:30 hours if both crews are available at base.

## ♦ **Equipment Committee**

- The committee is up and running. New bags have been looked at and are being sought out/designed by the committee. Mgmt. would like to order new bags by December.

## ♦ **Policy and Procedure Manual/Committee**

- Disks of the P&P are being created for the members.
- They are to review the manual and come up with recommendations to give mg
- Mgmt. will set up a meeting to discuss the issues that arise when the time comes.
- Union asks that relevant Count Policies and EMS Policies both be included in new manual (i.e. Discipline Policy).

## ♦ **Deployment Plan Regarding Supervisors**

- Addendum C of the deployment plan refers to Supervisors (4393) as an “ERV/Frontline” vehicle.

- Union feels that this wording, combined with that fact that 4393 is booked on with KCACC that this could mislead KCACC and allow for 4393 to be a deployable vehicle within the Deployment Plan.
- Union feels 4393 should be monitoring the radio and attaching to calls when necessary and only deployed by KCACC when absolutely necessary. Otherwise could be considered doing work of the bargaining unit as 4393 does stop the “clock” if they arrive on scene first.
- Mgmt. states they will review the wording of the document and make changes if necessary.
- The Gananoque ERV is potentially being changed to read PRU (Paramedic Response Unit) to differentiate between the 2 “ERV” vehicles.
- DC Lloyd has a “huge” issue if KCACC is deploying 4393 before an ambulance is attached/assigned to the call.
- Mgmt. has a CACC meeting coming up and will review this process.

#### ◆ **Service Delivery Review**

- Mgmt. has completed these every year since 2006.
- Consists of +++++ hours of going through stats and reviewing ALL aspects of the service, good and bad.
- **Mgmt. prepares a report and presents it and service enhancement recommendations to Land Ambulance Sub-Committee on DECEMBER 6, 2011 @ 09:00 IN COUNCIL CHAMBERS**
- **Chief Chevrier has extended an open invitation to all Paramedics to attend and see the recommendations made to council.**
- Mgmt. recognizes the quantity of standby’s are high and is hoping to eliminate some through new deployment strategies being reviewed by DC Lloyd.
- Mgmt. recognizes the need for an additional fully staffed vehicle.

**CHIEF CHEVRIER WANTS TO MAKE IT ABUNDANTLY CLEAR THAT THESE ARE SIMPLY RECOMMENDATIONS AND ARE NOT SET IN STONE OR PROMISED BY ANY STRETCH OF THE IMAGINATION, COUNTY COUNCIL HAS THE FINAL SAY IN WHAT IF ANYTHING GETS APPROVAL.**

#### ◆ **Station 1 Garage Door**

- Continues to be an ongoing issue.
- Mgmt. has asked numerous times for remote door openers. Mgmt. has in the past contracted an overhead door contractor to do a cost analysis in an effort to see the County purchase new openers – Fire Department mgmt. will not budge on the issue and therefore will not allow for the purchase of remote openers.
- The installation of remote openers would disconnect Fire dispatches ability to control the doors remotely from station 2, something they are not willing to part with at this time.
- It is the Union’s understanding that the majority of the FD Captain’s share EMS’s feelings and would welcome openers. Paramedics are welcome to professionally engage FD on this subject in hopes to make a push on the subject.
- **Reminder** to continue to report when fire dispatch is NOT properly acknowledging requests to open or close the North door at station 1 (i.e. “Roger, closing/opening the North door at Station 1”)

#### ◆ **High Visibility Uniform Shirts**

- New uniform shirts are being shown at CME’s – mgmt. is looking for Paramedic feedback on the new design.

- Issue has been left up to Equipment Committee to discuss details with Commander Hendry.
- ♦ **Clarification of Roles of Paramedics Riding 3<sup>rd</sup>**
  - When riding 3<sup>rd</sup> at any base with any crew, the Paramedic is EXPECTED to be on shift for the entire duration that the regular crew is, unless on specific modified hours.
  - They are EXPECTED to respond on all calls with the crew, even late calls that incur Overtime and perform any duties necessary up to their prescribed limitations.
  - Are as responsible for all occurrences as the regular crew members are (i.e. base duties etc.) up to their limitations.
- ♦ **Length of Infraction Investigations**
  - Union feels the length at which investigations are taking seems longer then would be expected.
  - Mgmt. notes that the quantity of current ongoing investigations of numerous varieties is quite high.
  - They also remind the Union that we have previously advised them that calling members at home on their days off is unacceptable practice and are thus waiting for Paramedics to be at work again. Also, they are quite often waiting to speak with members of the public (witnesses etc.) that slow the progress.
  - Mgmt. welcomes inquiries from the Paramedics about any ongoing investigations they are involved in, either by phone or email.
- ♦ **Confirmation E-Mails**
  - Union members would like confirmation emails from mgmt. when meal claims, overrun/overtime vouchers and vacation requests etc. are submitted.
  - DC Lloyd states Paramedics are not typically contacted unless request(s) are DENIED (or some information is missing or inaccurate).
  - **If Paramedics want to confirm mgmt. has received the item submitted, it is suggested that the sender request a “Read Receipt” through the email program they are using.**
  - Mgmt., especially Michelle does not have time to email everyone back each time they/she receives a request or voucher.
- ♦ **Vacation/Stats Usage**
  - Union wants confirmation on what “type” of time off is used in what order (i.e. float, then stats, then vacation etc.)
  - Mgmt. is going to change the current Vacation Request form and allow for the Paramedic to select through a “check box” or similar method the bank that the time is to be taken from (Stat, Vacation or Banked).
  - Requests received by Michelle WITHOUT a choice selected will be returned to the member for proper completion.

**Adjourned: 11:30 hours**

**END**