

MEMORANDUM

OPSEU



SEFPO

Syndicat des Employé-e-s
de la Fonction Publique
de l'Ontario

TO: All Presidents with members in the Ministry of Consumer & Business Services
All Stewards in the Ministry of Consumer & Business Services

FROM: Terry Baxter, OPS Supervisor/Negotiator

DATE: November 16, 2004

SUBJECT: **Ministry of Consumer & Business Services
ERC Minutes – February 13, 2004**

Attached, for your information, are the minutes of the above captioned meeting.

Please post or otherwise make them available to the members in your workplaces.

Also attached is a MERC referral form which should be used when referring unresolved local issues to the ministry level. The referral should be sent care of the our Job Security Unit with all the supporting documentation, (e.g. minutes, correspondence, etc.), with any referrals.

PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.

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cc: MERC Chairs
Ministry ERC

MINUTES

Ministry of Consumer and Business Services

MINISTRY EMPLOYEE RELATIONS COMMITTEE MEETING (MERC) – OPSEU

Date: February 13, 2004
Time: 9:30 a.m. – 3:00 p.m.
Location: 34th Floor, FASB Boardroom
250 Yonge Street

UNION

A. Gildea
P. Schillemore
J. Catroppa

MANAGEMENT

P. Moore
B. Kaya

HR/LR REPRESENTATIVES

J. Price
T. Schapiro

GUESTS

John Dalgliesh (RPR)
Richard Steele (ONVIP)
Suzanne Medeiros
(Strategic Change Branch)
Felicia McCalla
(Strategic Change Branch)

Regrets: J. Lee (Co-chair), L. Ferguson (Co-chair).

ISSUE**DISCUSSION DETAILS****TABLED DATE ACTION**

	<p>The meeting was chaired by Management (Paul Moore).</p> <p>The agenda was adopted with seven new items. Five items were tabled by the Union, with two items tabled by Management.</p> <p>All items were tabled in advance of the meeting.</p>		
FOLLOW-UP ITEMS FROM PREVIOUS MINUTES:			
Ministry Alignment	<p>Management advised that at this time, the Companies and Personal Property Security Systems Officer positions will not be merged. However, the two units will report to the same Senior Manager (currently they are each reporting to a separate Senior Manager). Specific decisions around the structure of the Management team have not been completed.</p> <p>The Union requested confirmation on whether the letter dated Sept. 25/03 that discussed the plans for a Consultant to meet with staff and Management (with respect to the Companies/PPSRB merger) was disseminated to all staff members. The Union also requested confirmation that all staff members received the Nov. 5/03 questionnaire.</p> <p>Management confirmed that all employees received the letter dated Sept. 25/03 via email. Management also indicated that the Nov. 5/03 questionnaire was distributed at focus groups that employees attended on a voluntary basis. Approximately 123 out of 135 employees</p>	Feb. 20, 2001	<p>Management to provide an organizational chart to the MERC, once the structure of the Companies and PPSRB Management team are finalized.</p> <p>Management to follow-up on whether results from the Nov. 5/03 questionnaire distributed in focus groups have been</p>

	<p>participated.</p> <p>The Union questioned whether the comments received from staff through the Nov. 5/03 questionnaire were being taken into consideration and applied.</p>		applied.
Compressed Work Week Agreements	<p>John Dalgliesh, Director Real Property Registration Branch (RPR), spoke to this issue at the meeting.</p> <p>Management presented its finalized draft of the CWW Agreement for LROs. The Union expressed some concern with respect to Article 9.3. This clause makes specific reference to operational requirements and change initiatives that would warrant the termination of the CWW. The Union indicated that they would take the finalized draft of the CWW Agreement and try to develop some language that could act as a preamble to Article 9.3.</p>	September, 2003	Union to review finalized draft of the CWW Agreement and develop language to serve as a preamble to Article 9.3.
Ontario Rental Housing Tribunal Pilot Project	Management advised there is no update on this issue.	September, 2001	Management to provide updates as received.
GIC/Libraries Pilot Project	<p>Management advised that Working Committee Groups have been established for two library pilots – West Nipissing (North) and Alexandria (South), where GIC staff had been involved in the creation of a training curriculum and conducting training for library staff on Government of Ontario public online resources.</p> <p>A customer survey was conducted and it was found that library patrons are already visiting their local libraries to seek government information on a variety of topics including MPP information, job hunting and funding for arts programs.</p>	September., 2003	<p>Management to provide updates as received.</p> <p>Management to forward Union's suggestion to OTC Strategy Team.</p>

	<p>Marketing materials to advertise the GICs and the pilot activities at the libraries have been prepared and will be displayed in the libraries by February 28, 2004. The library staff has been very receptive to learning about the Government of Ontario resources and will use them in helping their customers locate government information.</p> <p>The Union suggested that where GIC offices are not in place, LRO offices might be able to provide information on government resources and services to the public. Management indicated they would forward this suggestion to the Over-the-Counter (OTC) Strategy Team.</p>		
Hiring Freeze	There is no update. The hiring freeze is still in place. The Union asked whether there was a limit being placed on the number of ads posted in Jobmart (35 ads). Management confirmed that this was accurate.	September 2003	Management to provide updates as they become available.
Unclassified Listing and Position Inventory	<p>Management indicated that everyone who was on the Unclassified list and met the requirements for conversion had been converted to classified status. As well, Management provided a follow up on the individual cases identified by the Union.</p> <p>The Union voiced its concern with respect to unclassified positions that should become classified. Management responded that they are working on identifying positions that should become classified (ie. converted) on an ongoing basis.</p> <p>The Union also indicated that they would like to see staffing improvements with respect to the posting of vacancies and the number of unclassified staff relative to the number of classified employees, specifically at the ORG in Thunder Bay. Management noted that the issue of staffing at the ORG is currently the subject of several policy</p>	May, 2002	Management to provide updates as received.

	grievances, and as such, MERC is not the appropriate forum for discussion.		
Ministry Assessment (Learning) Programs	<p>At the Nov. 14/03 MERC meeting, the Union requested the scheduling of a Lunch & Learn to discuss these programs, and to promote the Learning Plan.</p> <p>Management reported that this program is still in the process of being designed and developed and the possibility of providing a Lunch and Learn session has not been ruled out.</p>		No follow up required.
LERC Referral	Management and the Union discussed the possibility of retaining Leslie MacLeod to facilitate joint Union-Management training sessions for the MERC and Thunder Bay LERC. It was agreed that pursuing this sort of training with Leslie MacLeod would be beneficial to both parties.	Nov. 14, 2003	Management to follow up with Leslie MacLeod and schedule training sessions.
STANDING ITEMS:			
Injury and Illness Management (IIMS)	Management reported that there are no employees currently in Level 3 of the Attendance Support Program.		Management to provide updates as received.

Corporate Projects	<p>Integrated Financial Information System (IFIS)</p> <p>IFIS continues to be operational.</p> <p>Whitby Integrated Service Centre:</p> <p>As management indicated in the November meeting, the Ministries of Finance and Municipal Affairs are joining MCBS to co-locate at 590 Rossland Road in Whitby, to create an integrated service centre as a pilot project.</p> <p>The pilot project is currently in the planning phases. The target date for implementation of the pilot is March 31, 2004. The pilot will occur for 6 months, after which management will evaluate the results of the pilot.</p> <p>During the pilot the GIC Client Service Advisors will continue to offer all existing GIC services. Additionally, they will also offer RPR, Companies, PPSR, OBC, limited ORG and MOF services.</p> <p>There will not be any change to classification level of the GIC Client Service Advisor as a result of this project. It remains an OAG09 position. During the course of the pilot the OAG08 and OAG10 employees in the Land Registry Office will continue to provide certification services.</p> <p>Once funding is approved, two temporary assignments (TA) for the role of Client Service Advisor will be posted with the objective to have two incumbents in place for the March 31, 2004 target date to commence the pilot.</p>	<p>No follow up required. Management to provide updates as received.</p> <p>No follow up required.</p>
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	<p>There will be no job losses as a result of this pilot project. Land Registry Office Computers</p> <p>RPR has been working with Teranet to install new computers and replace old terminals. In the specific case of the Milton LRO, one of the three new computers is already installed. Teranet has completed the required work for the remaining two computers. RPR IT staff is scheduled to complete the installation on February 16, 2004. As a result, in the Milton LRO there will be a computer allocated for every staff.</p>		
Redeployment	<p>Management reported that there is no one on the redeployment list.</p>		<p>Management to provide updates as received.</p>
Ontario Vital Information Project (ONVIP)	<p>Richard Steele, Project Director, provided a status update on ONVIP.</p> <p>There have been some technical problems arising from the implementation of the new system. As result, employees are becoming extremely frustrated. Fundamentally, the project is proceeding relatively well and issues stemming from implementation are being worked out. It is anticipated that the transition process should be completed and most issues associated with implementation resolved, within the next six months.</p> <p>There has been some concern expressed by employees with respect to training. Training needs will continue to be addressed on an ongoing basis. Employees are being trained in their primary job functions first, but will receive additional training over a more extended period of time. Employees are encouraged to speak to their managers to address their specific training needs and individual concerns.</p>		<p>Management to provide updates as received.</p>

RPR Branch Training Plan	<p>Since the November MERC meeting, an additional 20 staff have been trained, with a current total of 79 staff trained since May 2003. Updates will continue to be provided as they become available.</p> <p>Breakdown of number of staff trained by month:</p> <p>November – 11 staff - 1st reg December – 9 staff - 2nd reg January – none</p>		Management to provide updates as received.
WIN	<p>The new portal page for WIN, 'My OPS', will be appearing on desktops on February 16, 2004. 'My OPS' will be replacing the current portal page, 'My SSB'.</p> <p>The 2003 year-end attendance rollover should be complete sometime later this month.</p> <p>All CBS staff have been asked to start inputting their January and February 2004 attendance on March 1.</p>		No follow up required. Management to provide updates as received.
Electronic Registration Update	<p>Management reported that the following LROS will be implementing electronic registration in 2004/2005:</p> <p><u>1st Reg</u></p> <p>Cochrane Sudbury Rainy River Nipissing Muskoka</p>		Management to provide updates as received.

	<p>2nd Reg</p> <p>Niagara North Niagara South Cochrane Sudbury Rainy River</p> <p>The project is expected to run until 2007/2008.</p>		
NEW ITEMS:			
Employee Survey Results	<p>Suzanne Medeiros from the Strategic Change Branch, appeared as a guest and discussed the results of the employee survey and the follow-up/next steps that will be taken as a result of this survey.</p> <p>This survey was part of a pilot project funded by MBS. MCBS is one of the four Ministries that participated. The purpose of the survey was to identify how employees feel about working for the Ministry and more broadly, the OPS.</p> <p>This survey found that OPS employees are concerned with learning and training, resource allocation and communications.</p> <p>The Results of this survey were incorporated into the Strategic HR plan for the next couple of years. The Ministry is also working on ways to improve communications and is developing a learning plan.</p>	Feb. 13, 2004	No follow up required.
Competency Development at MCBS	<p>Felicia McCalla, from the Strategic Change Branch, appeared as a guest and delivered a presentation on the progress of competency development within the Ministry.</p>	Feb. 13, 2004	No follow up required.

	<p>Felicia discussed the use of competencies in the OPS and how competencies fit within a broader HR strategy. She discussed the progress of competency development at MCBS to-date, as well as the Ministry's next steps in this area.</p> <p>Competencies are currently being developed for all positions in the Ministry. Next steps in this area include plans to communicate the new information/progress of competency development with employees and to continue to facilitate training in this area.</p>		
Union Leave	<p>The Union requested that Management consider granting Union Leave with pay to Union Representatives who participate in Union activities or conduct Union business that is not specified in the Collective Agreement under Article 23. The Union made specific reference to requesting paid union leave for MERC team members to conduct MERC business during regular office hours (eg. ½ day per week). Management responded that in the interests of maintaining consistency, Union Leave with pay would only be granted in the circumstances identified by Article 23.</p> <p>The Union also raised the issue of whether Union representatives on the MERC Committee might be granted standing paid leave to attend to MERC business. Management indicated that they would consider this issue and provide a response.</p>	Feb. 13, 2004	Management to consider and provide response to Union with respect to standing paid leave for MERC related business.
LERC Terms of Reference	<p>The Union raised this issue that it had been brought to their attention that the Thunder Bay LERC might benefit from a template that establishes the Terms of Reference for this committee. It was suggested that the MERC committee develop such a template for Terms of Reference and provide it to the Thunder Bay LERC.</p>	Feb. 13, 2004	Management to follow up with Union to develop a template.

