

MEMORANDUM

OPSEU



SEFPO

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

TO: All Presidents with members in the Ministry of Community Family & Children's Services – Ontario Disability Support Program (ODSP)

All Stewards in the Ministry of Community Family & Children's Services – Ontario Disability Support Program (ODSP)

FROM: Cameron Walker, Supervisor Contract Enforcement

DATE: March 24, 2004

SUBJECT: **Ministry of Community Family & Children's Services – Ontario Disability Support Program (ODSP) ERC Minutes – October 21, 2003**

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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IN SOLIDARITY,

Leah Casselman
President

Cameron Walker
Supervisor, Contract Enforcement

/ms
att.

CC: MERC Chairs
Ministry ERC

1.0 SDMT Update

SDMT issues identified by the union under the headings Subject Area, SIR # and Status were reviewed and explained by SAMO. Please refer to the handout, Appendix A.

- The Union raised the issue of differences between Ontario Works and ODSP with regard to recording earnings and the treatment of dependant adults within the SDMT. The OW offices can make changes in SDMT, which creates changes, i.e. overpayments in ODSP. This creates problems, confusion and frustration to the ODSP client and workers.
- Management indicated that changes within the SDMT are moving forward, a CIMS profile is being looked at and additional processing capacity was acquired to enhance performance and improve data archive management.

2.0 The Ministry Orientation Program

Marc Rondeau, Human Resources Branch (HRB) provided an overview on the Ministry Orientation Program, Compass. A handout was provided Appendix B.

- The overall plan of the orientation program by Human Resources Branch is to design specialized kits of the corporate program for the regional offices to conduct locally.
- The Union raised the need of having a checklist signed off by the new employee, volunteer or student to confirm they have received the orientation.
- The union requested a copy of the checklist.

2.1 Emergency Evacuation Planning

Marc Rondeau, Human Resources Branch (HRB) provided updates on Emergency Evacuation Planning as it relates to corporate and regional offices, a handout was provided, Appendix C. A universal template of Emergency Evacuation Planning for different work environments was presented.

- The union inquired about the current fire safety standards.
- HRB noted that the fire safety code requirement involves one full fire evacuation drill per year and one inspection of the site by the local fire department.
- The union inquired about fire safety compliance monitoring.
- The union inquired about whether an investigation was started concerning the Evacuation Procedures as a result of this summer's power outage.
- Management advised that various reviews have taken place.

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- HRB indicated that the responsibility lies with the local fire department, although on the corporate level, building security assumes that role.
- HRB added that if concerns exist regionally, they should be raised with the local fire department.

3.0 Review of Minutes of September 16, 2003

The union provided feedback on the content of the minutes and suggested that statistical information disclosed with regard to CVP and MSN should be included. Management indicated that the minutes would be revised to include the statistical information.

- The MSN focus group will be reviewed by SAMO and ODSPB and the union will be consulted regarding the process.
- Management provided some possible dates for looking at MSN, brochures and special diets, i.e. the third Monday in January 2004, November 2003 and February 2004 respectively.

3.1 Program Statistics

The union provided a list of program statistics to be requested on a semi-annual basis:

- The total number of ODSP recipients
- The total number of terminated cases
- The breakdown between OW referrals and ODSP self referrals
- CVP statistics
- IVR reports and statistics
- DAU statistics i.e. applications, appeals and SBT decisions
- ACSD caseload
- Employment Supports i.e. statistics regarding the length of time recipients stay on the program

Management agreed to raise the issue regarding the status of Employment Supports at the ODSP Management Network meeting.

3.2 Ergonomic Assessment Update

The proposed Ergonomic Assessment of the SDMT at Local Offices will be conducted in November 2003, at the following sites, Belleville, Toronto and St. Catharines.

3.3 New Policy Initiatives

Management indicated that there are no new policy initiatives at present.

3.4 Joint Problem Solving Process

- This work remains ongoing. Meeting dates have been set for later in November. Timelines have also been established to complete various tasks.
- A draft communiqué to ODSP employees has been reviewed.

3.5 Business Procedures

Management indicated a review of the Business Process is ongoing and progressing with a task force as it relates to the new ODSP directives matched to the SDMT business procedures.

3.6 ODSP Review, Monitoring and Compliance

Management indicated an ODSP Program Review is currently ongoing at the local offices and it is similar to ones conducted at the OW level. The duration of the ODSP Program Review is expected to be about six weeks for the intensive phase and a follow up or less intensive phase about a year later.

- The Union raised concerns with bargaining unit employees reviewing other bargaining unit employees' work.
- The Union also had concerns with results of the review potentially being used on a member's Performance Appraisal.
- The employer assured the group that this was not the purpose of the review. Information gathered was not going to be part of an employee's PA. The PRO does not report to the ISM and the findings or the review are rolled-out provincially.
- Marni Campbell committed to sending a memo clarifying the program review process.

4.0 Staff Rotation Principles

Management provided an update regarding staff changing roles as job opportunities become available at local offices.

- In small offices staff is working in all job functions so there is no need for staff rotation.
- In areas where staff rotation have been in effect, it has largely been successful and management continues to monitor feedback from staff.

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- The Union indicated that seniority is not being considered regarding the staff rotation selection criteria and would like it included to ensure fairness.
- Management noted that the principle followed allows all staff to have access to all the job functions regardless of seniority. There are no plans in having these principals reviewed at this time.
- The Union indicated that it would take this matter back to its members.

4.1 ORFUS

- The union inquired about any measures that may be taken to address staff in current ORFUS positions. The union expressed a desire to have these positions filled.
- Management indicated that the ORFUS program is funded through fiscal dollars. Any existing positions approaching 18 months will have to be managed locally.

4.2 Model Office Design

The Windsor grievances have been resolved and interview rooms, secure interview rooms and optional desk side interviews will be part of the Model Office Design. It was noted the Model Office Design ratio of desk side interviewing, interview rooms and secure interview rooms will vary from region to region based on accommodation requirements.

- The final ODSP office design has gone to PMC.


4.3 Meeting Adjourned

Next meeting is scheduled for November 18th, 2003 at 10:30 A.M. to 2:00 P.M. at 2 Bloor Street West, 24th Floor Boardroom A. It was agreed that an agenda item would include:


- The 2004 schedule for MERC ODSP Subcommittee meetings.

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Appendices: Appendix A – SDMT Issues Identified by OPSEU Members
Appendix B – The Ministry Orientation Program
Appendix C – Emergency Evacuation Planning
Appendix D – Draft JPSP Joint Communiqué

Approved on February 17, 2004, by:



Marni Campbell
Management Co-Chair



Pam Smith
Union Co-Chair

ACRONYM LIST:

ACSD	Assistance for Children with Severe Disabilities
BTP	Business Technology Project
CIUR	Client Information Update Report
CUPE	Canadian Union of Public Employees
CVP	Consolidation Verification Project
DAU	Disability Adjudication Unit
DBD	Direct Bank Deposit
EI	Employment Insurance
ERO	Eligibility Review Officer
ETIR	Employment Training Income Report
INP	Integrated Network Project
IVR	Interactive Voice Response
MERC	Ministry Employee Relations Committee
MSN	Mandatory Special Needs
ODSP	Ontario Disability Support Program
OW	Ontario Works
PMC	Program Management Committee
SAMO	Social Assistance and Municipal Operations Branch
SDMT	Service Delivery Model Technology
WSI	Workplace Safety and Insurance
SIR	System Investigation Report

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FOR MERC ACTION

Strategic Action from Local Employee Relations Committee
(to be used when an issue is not resolved at LERC table)

Ministry:

Workplace Location:

Local #:

Please use a Separate Form for Each Unresolved issue.

- ✓ Please include the specific details about the issue.
- ✓ Provide any documentation that may assist the discussion at your Ministry Employee Relations Committee (MERC).

Is the issue related to (please ✓):

- | | | | |
|--------------------------|--|--------------------------|---------------------------------|
| <input type="checkbox"/> | Job Security and Article 20 | <input type="checkbox"/> | Reasonable Efforts - Divestment |
| <input type="checkbox"/> | Employer's Corporate Initiative and work re-organization | <input type="checkbox"/> | |
| <input type="checkbox"/> | Enforcing the Contract | <input type="checkbox"/> | Contract Interpretation |
| <input type="checkbox"/> | Health and Safety | | |
| <input type="checkbox"/> | Other: (please identify) | | |

Statement of the Issue:

The Resolution sought by your Local Employee Relations Committee (LERC):

Date Issue was declared unresolved by your LERC:

Is the Relevant material attached? Yes No

LERC Minutes dated:

Correspondence. Please list:

Local ERC Member Contact

Name:

Home #:

Address:

Work #:

FORWARD to: OPSEU Job Security Unit, 100 Lesmill, Toronto, Ontario M3B 2P8
Fax: (416)448-7462

