

**MEMORANDUM**

**OPSEU** TO:



**SEFPO**

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

All Presidents with members in the Ministry of Health and Long-Term  
Care

All Stewards in the Ministry of Health and Long-Term Care

**FROM:** Terry Baxter, OPS Supervisor/Negotiator

**DATE:** June 7, 2004

**SUBJECT:** **The Ministry of Health and Long-Term Care ERC Minutes  
September 9, 2003**

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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.**

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,

100 Lesmill Road,  
Toronto, Ontario  
M3B 3P8

e-mail: [opseu@opseu.org](mailto:opseu@opseu.org)  
[www.opseu.org](http://www.opseu.org)

100 chemin Lesmill,  
Toronto, Ontario  
M3B 3P8

courrier électronique  
[opseu@opseu.org](mailto:opseu@opseu.org)  
[www.opseu.org](http://www.opseu.org)

Tel: (416) 443-8888

Fax: (416) 443-9670  
Ontario:

Toll free: 1-800-268-7376

TDD:

(416) 443-9898

or

1-800-663-1070

Leah Casselman  
President

/cf  
att.

cc: MERC Chairs  
Ministry ERC

Terry Baxter  
OPS Sector Supervisor/Negotiator


**MINISTRY OF HEALTH and LONG-TERM CARE  
EMPLOYEE/EMPLOYER RELATIONS COMMITTEE (MERC)  
MEETING MINUTES #110**

Date: Tuesday September 9, 2003  
 Location: M2, 5700 Yonge Street  
 For OPSEU: Sandra Edwards, Tony Morabito, Jagdish Gheewala Gary Lawrence, Pat Schillemore (OPSEU staff)  
 For the Employer: Nick Paul, Marjorie Wilcox, Dorothy Mahoney, Dennis Helm, Brenda McCauley, Neil Campbell  
 Regrets: Sandra Noad, Fred Rusk  
 Guests:

NOTE: MERC meeting minutes are also available electronically on the Ministry intranet webpage:  
<http://intra.moh.gov.on.ca/>  
 click on "Human Resources" intranet  
 click on <http://hrb.moh.gov.on.ca/>  
 click on "For staff", then click on "7. Employer/Employee Relations"

ISSUE	DISCUSSION
MERC General  1. Minutes	Minutes April 9 were signed. Pat Schillemore will be sent an electronic copy of the draft minutes for
<u>HOSPITALS</u> 2. Provincial Psychiatric Hospitals (PPH)	No decision has been made in respect of Penetanguishene. No dates have been set for set for divestment North Bay or Whitby. Union asked when the task force reports would be released. Management explained that the reports would be given as advice to the minister and therefore it would be up to him to decide what to release. Union asked for confirmation that Lakehead payouts complete. Employer will confirm.
3. Local union management relations Penetanguishene	Management and the union were pleased to note that a meeting will be held in September. The parties agreed on the importance of local problem solving and regular LERC meetings.
4. Purchase service agreements	The union believes that the purchase service agreement for security at North Bay PPH takes work away from RPNs. Management is investigating.

ISSUE	DISCUSSION	ACTION REQUIRED
5. Bed Closures	Management explained that reports proposing bed closings have not been approved. Union asked to be advised when a decision is made.	Disclose decisions.
<u>REGISTRATION AND CLAIMS AND OTHER PROGRAMS</u>	Position descriptions have been sent to Toronto for classification.	Ministry update
6. Update of customer service representative PD	No further clarification is available at this time.	Ministry update
7. MTO involvement with health cards.	The union explained its concerns using the example of the Assistive Devices Branch. A special meeting is being scheduled to discuss ADB.	Ministry update
8. Bargaining unit work		
<u>EMERGENCY HEALTH SERVICES</u>		
9. Compass Cameras	Approval has <u>not</u> been received for a trial to bring live MTO feed into a CACC. The expenditure reduction program makes it <u>unlikely</u> that an early trial will be approved.	Ministry update
10. Hotel accommodation when training	The request to move the accommodation for the next round of ARIS training has been reviewed. Management has decided that it is better to leave current arrangements in place. Management stated that individual health and safety concern, if any, are to be brought to management's attention to be acted upon.	Ministry update

ISSUE	DISCUSSION	ACTION REQUIRED
11. Part-time contracts.	Management expects that a number of the Union's questions will be addressed in new organization charts. Copies of the charts will be sent to the union next week.	Ministry update
12. Update IBI Report	Phase 2 has been divided into two parts and funding released for the first part of Phase 2. Recruitment is underway. It has not been determined when the branch will be able to proceed with part 2 of Phase 2.	Ministry update
13. Special wages	Management explained that during the staffing crisis at the Mississauga CACC a Toronto CACC employee and an AMAPCEO member were brought in on a temporary basis. They received salary based upon their respective collective agreements.	
14. Call into meeting on day off - Wages	Some employees were called in and others received prior notice. If any employee believes that he or she was not paid correctly, then that employee should initiate a grievance so his or her facts may be considered.	
15. Footwear policy: Georgian CACC	Management of the Georgian CACC has rescinded the policy that was giving concern. If employees have individual complaints, these should be addressed to local management.	
16. Ergonomic chairs	The branch is working with a consultant to establish a Vendor of Record to provide a range of chairs. The union noted that there is an ergonomic handbook prepared by OHCOW available from the OPSEU website and that the Ministry of Consumer and Business Services sent a joint communiqué signed by the MERC Co-Chairs to its managers asking they make it available to their employees. Management will investigate a similar distribution within the MOHLTC.	Ministry update
17. Job descriptions	A working group is reviewing CO2 and CO3 job specifications.	Ministry update
18. Recognition day	Management will check the status of the recognition day referenced in the March MERC minutes.	Ministry update
19. a) CO3 b) Team leads	a) Every effort will be made to backfill absent CO3s. Payment will be made as per the collective agreement. b) The upcoming BPA funding will expand the number of CO3s in the system and thus reduce the requirement for Team Leads. The Union voiced concern that CO2s are taking on the responsibilities of supervisor and that there is no job description for Team Lead. The Union also expressed concern that Team Leads were not being compensated for the additional responsibility.	Ministry update
20. Niagara RFP	Result of RFP has not been released	
LABORATORY SERVICES		Joint update
21. Unfair treatment D.A.S.H	Mr. Paul and Mr. Gheewala are scheduling a meeting with employees.	
22. Orillia job specifications	The job specifications have been provided.	
23. Telephone use restrictions	Management understands the policy to be that employees are not to make personal calls during work time but are not restricted during breaks. The union expressed concern that an employee's e-mail had not got through to the OPSEU steward. Management replied denial of access was not occurring and that it must have been systems problems.	
24. Holiday pay	The parties discussed provisions for time off associated with a statutory holiday that was worked.	update - 
MINISTRY WIDE ISSUES		

ISSUE	DISCUSSION	ACTION REQUIRED
25. SARS: Employee issues	There was a discussion about the stress suffered by front line workers and what the ministry had done to identify problems and direct employees toward available resources. Managers have implemented EAP sessions and employees have been referred for individual counseling where required.	
26. Union involvement when accommodating injured workers	Management indicated that any employee wishing union involvement should have the benefit of representation but there were cases where the employee was more concerned about privacy. The parties agreed that they would like to see accommodation plans concluded much more expeditiously. Management will communicate a reminder to employees of their right to Union representation.	
27. Joint Training	Glennie Mercer will be invited to the October meeting to discuss design of a joint workshop.	Ministry update

ISSUE	DISCUSSION	ACTION REQUIRED
28. WDHP training	Management explained that managers received orientation relating to WDHP and materials were available to assist. The union suggested managers and employees be encouraged to attend the SSB workshops.	
29. Work place stressors and EAP	The union noted that the hiring freeze would create additional stress since vacant positions will not be filled as quickly but client expectations will not reduce. The union asked for copies of brochures provided by EAP providers.	Ministry will provide brochures
30. Use of the results of previous competitions	The union said that managers do not return to previous competition on a consistent basis. Management replied that the collective agreement provision allowed hiring managers discretion but if abuse was suspected then specifics should be put forward.	
31. Lateral transfers	The union said that lateral transfer requests were another area where more consistency was desirable. They suggested that all requests be administered centrally. Management agreed to consider the proposal.	Ministry update
32. Surplus – Update	The ministry provided the required reports.	
<b>New Issues</b>		
<b>REGISTRATION AND CLAIMS AND OTHER PROGRAMS</b>		
33. Plans for data entry operators	Requirements for operators are reducing. Management has been aware of this trend for some time and has taken steps to ease the transition. Steps include the provision of training and secondment opportunities.	- update
<b>HOSPITALS</b>		
34. P3Model Psychiatric Hospitals	The union noted press reports concerning the CAMH and asked if consideration is being given to applying the model to hospitals within the OHS. Management said no.	
35. RPNs required to take medication course	The union noted that some RPNs at Penetangushene are reluctant to take the medication course. Management replied that it wanted the RPNs to take the course but it would discuss suggestions about what could be done to make RPNs more comfortable taking the course.	Ministry update
<b>EMERGENCY HEALTH SERVICES</b>		
36. Problems with LERCs	Concern was expressed that the LERC within EHS are not as effective as they could be. Issues are not being resolved locally and instead find their way to the MERC table. The parties undertook to improve the functioning of the EHS LERC	Joint update
37. Recruitment and retention reports	Management clarified that there are no regular written reports sent to the Deputy.	
38. Hardware and software inadequacies	The union expressed concern that the equipment with which Communications Officers work is not integrated. They also expressed concern that ARIS 2 forces the employee to respond to the questions of the system when it would be preferable to first deal with a subsequent call.	Ministry update
39. Bargaining unit work	The union believes a manager is doing OAG payroll work in the Mississauga and Barrie Centres.	Ministry update

