

**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' 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 – November 18, 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.**

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AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,

Leah Casselman  
President

Cameron Walker  
Supervisor, Contract Enforcement

/ms  
att.

CC: MERC Chairs  
Ministry ERC



## 1.0 ODSP Training – Draft Presentation

Alex Sarchuk and Forge Hamu of the Divisional Learning and Training Unit, Performance Management Branch, provided an update and demonstration of the Computer Based Training (CBT) learning tool for ODSP staff.

- The Union inquired as to whether CBT has the capacity for evaluating staff. Management indicated that CBT is not an evaluation based learning tool that is interactive in nature, and any scoring is restricted to the user and not the system.
- Management indicated that the CBT learning tool is an aid to the ODSP Directives Training and not a replacement.
- The Union inquired as to whether staff will be given dedicated time during working hours to use the CBT learning tool. Management indicated that it is expected that staff will be given time to use this tool.
- The Union inquired as to whether staff will be expected to use the CBT learning tool at their workstations. Distractions may impact staff's ability to learn. Management indicated regions will have access to a computer lab and distractions from CBT use at workstations will have to be minimized.
- The Union inquired if there are different levels of training with respect to ISS and CSR positions. Management indicated the CBT learning tool is universal.
- The Union inquired as to whether the CBT learning tool was developed in accordance with the Instructor Led Training (ILT). Management indicated that the short answer is yes, however the example of Date of Grant was cited to highlight learning gaps that may occur with the CBT learning tool.
- The Union inquired as to possibility of staff printing screens in the CBT learning tool. Management indicated that printing is possible, however the training is not designed to print screens, staff can refer to the previously viewed section.
- The Union inquired as to whether the quiz at the end of each section of the CBT learning tool can be used for monitoring purposes. Management indicated the quiz is really user based and cannot in anyway be used as a monitoring tool.

- The Union inquired as to the extent the CBT learning tool can be used for day-to-day work. Management indicated that the CBT learning tool is available online, for use as a learning tool. Long range planning involves placing CBT on a server so accessibility is not an issue for staff. Feedback has been positive with prior releases of the CBT learning tool.
- Management inquired as to whether the CBT learning tool is ODA compliant for the visually impaired. The response indicated that the CBT learning tool should be ODA compliant and the Training Unit is constantly testing, reviewing and implementing changes.
- The Union inquired about the rollout or regional implementation of the CBT learning tool. Management indicated that based on prior releases, Directives training would be released in three phases; reading Directives, CBT and ILT. It is anticipated that these three phases will be completed by May or June of 2004.
- The Union inquired as to the use of clearinghouse responses with directives training. Management indicated the focus is to update the Directives in a timely fashion as opposed to relying on the clearinghouse responses.
- The Union inquired if there are any plans to have the CBT learning tool connected to SDMT training. Management indicated that the focus of the CBT learning tool is to complement the ODSP Directives linkages with the SDMT training component is a longer-term vision.

## **2.0 The SDMT Ergonomic Assessment**

Management provided an update of the SDMT ergonomic assessment.

- The ergonomic assessment was started in Toronto and was conducted smoothly. It was noted that staff wanted to discuss personal ergonomic issues, which were not part of the SDMT ergonomic assessment.
- The Union inquired about the Model Office Design, as it relates to any changes resulting from the SDMT ergonomic assessment, how the changes will be incorporated. Management indicated that if it involves adjustments and height requirements of desks and chairs, changes would be made.

## **2.1 ODSP Program Statistics**

- Management provided handouts of ODSP program Employment Supports statistics (appendix A).

- The Union inquired whether January 2004 would be a good time for management to release the program statistics list provided at the last meeting. Management indicated that this should not be a problem, however Statistics and Analysis has a cycle and management will try to match this cycle with the Union's request.

## **2.2 ODSP Director's Compliance Monitoring**

Management indicated that a provincial roll up should be completed by March 31, 2004, with regard to ODSP and will be discussed in the fall.

## **3.0 Review of Minutes regarding September 16, 2003.**

September 16<sup>th</sup>, 2003 minutes were reviewed and editorial changes will be provided by the Union. An action item arising from the changes will result in confirming that the MSN date is January 19<sup>th</sup>, 2004 and management is to send out a memorandum regarding the MSN focus group hosted by SAMO.

## **3.1 Review of Minutes regarding October 21, 2003.**

October 21<sup>st</sup> 2003 minutes were reviewed and editorial changes will be provided by the Union. An action item arising from the changes will result in management addressing the Union concerns regarding evacuation procedures as a result of the recent power outage i.e. a memorandum.

## **4.0 New Business**


- SDMT Performance Issues: The Union cited an example of a three-hour system down time and the problems staff had with accommodating clients. Management indicated that the problem was twofold; there were atmospheric conditions the night before coupled with problems with the new CPU.
- The Union inquired as to whether SDMT system downtime problems are being tracked and the impact it has on resources at regional offices. Management indicated that the SDMT system downtime is being tracked corporately.
- 2004 MERC ODSP Subcommittee Meeting Schedule: Agreement by both the Union and management not to schedule the July 2004 meeting, in order to accommodate summer vacation.

**4.1 Meeting Adjourned**

Next meeting is scheduled for December 16<sup>th</sup>, 2003 at 10:30 A.M. to 2:00 P.M. at 2 Bloor Street West, 24<sup>th</sup> Floor Boardroom A.

Appendices: Appendix A – ODSP Program Statistics

Approved on February 17, 2004, by:

  
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Marni Campbell  
Management Co-Chair

  
\_\_\_\_\_  
Pam Smith  
Union Co-Chair

## **ACRONYM LIST:**

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

