

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 and Business Services
All Stewards in the Ministry of Consumer and Business Services

FROM: Terry Baxter, OPS Supervisor/Negotiator

DATE: October 18, 2004

SUBJECT: **Ministry of Consumer and Business Services
ERC Minutes – June 4, 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.

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,

100 Lesmill Road,
Toronto, Ontario
M3B 3P8

e-mail: opseu@opseu.org
www.opseu.org

100 chemin Lesmill,
Toronto, Ontario
M3B 3P8

courrier électronique
opseu@opseu.org
www.opseu.org

Tel: (416) 443-8888

Fax: (416) 443-9670

Ontario:

free: 1-800-268-7376

TDD:

(416) 443-9898

or

1-800-663-1070

Leah Casselman
President

/ms
att.

cc: MERC Chairs
Ministry ERC

Terry Baxter
OPS Supervisor/Negotiator

MINUTES

Ministry of Consumer and Business Services

MINISTRY EMPLOYEE RELATIONS COMMITTEE MEETING (MERC) – OPSEU

Date: June 4, 2004
Time: 9:30 a.m. – 4:00 p.m.

Location: OPSEU Regional Office
33 Wellesley St. East, Toronto, ON

UNION

L. Ferguson
A. Gildea
R. Barnes
J. Catroppa

MANAGEMENT

P. Moore
B. Kaya

HR/LR REPRESENTATIVES

T. Schapiro

GUESTS

Barry Smith (Strategic
Change Branch)
John Dalglish (RPR)

Regrets: J. Lee (Co-chair), J. Price (HR/LR Representative).

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

PRELIMINARY ITEMS			
	<p>The meeting was chaired by OPSEU.</p> <p>The agenda was adopted with eleven new items. Management tabled one item; the remaining ten items were tabled by the Union.</p> <p>Seven items were tabled in advance of the meeting.</p> <p>Before commencing the meeting, the parties discussed the issue of travel time. The parties agreed that in the interests of minimizing travel on personal time, the current arrangement, whereby MERC meetings are held on a Friday, ought to be changed. On a go-forward basis MERC meetings are to be held on Thursdays, so as to provide MERC members with sufficient time to travel.</p> <p>The Union suggested that more time be allocated to MERC meetings and proposed that the MERC meet over a two-day period. The parties agreed that one month prior to the scheduled MERC meeting, the MERC co-chairs would review the agenda items and determine the length of time required for the upcoming meeting.</p> <p>The Union also proposed that when guests are asked to attend the MERC they deliver their presentations in the afternoon portion of the meeting, so as to ensure that all items to be discussed are covered. Management agreed to this request.</p> <p>The parties agreed to a new approach with respect to how agenda items are tabled and removed from the MERC agenda. Following the</p>		

	discussion of an agenda item, the parties will jointly determine the disposition of the issue. For example, the parties will establish whether the item is to be taken off the agenda, remain on the agenda or if the item will be revisited pending follow up action(s).		
FOLLOW-UP ITEMS FROM PREVIOUS MINUTES:			
Ministry Alignment	<p>At the last MERC meeting, the Union asked for a revised organizational chart for Companies and Personal Property Security Registration Branch (PPSRB) to reflect the changes in reporting relationships following the Companies/PPSRB merger. Management confirmed that at this time, the Union has the most up to date version of the organizational structure for the Companies and Personal Property Security Registration Branch.</p> <p>Management indicated that the results of the Nov. 5/03 questionnaire dealt primarily with how employees would like any future mergers to be managed. Given the future-focused nature of these comments, they have not yet been applied.</p>	Feb. 20, 2001	<p>No follow up required.</p> <p>The parties agree to take this item off of the agenda.</p>
Compressed Work Week Agreements	<p>John Dalgliesh, Director Real Property Registration Branch (RPR) attended the MERC meeting to participate in the discussion of this issue.</p> <p>The parties established the following process to guide the implementation of the CWW Agreements in the identified Land Registry Offices:</p> <ol style="list-style-type: none"> 1. Management signs 5 copies of each CWW Agreement 2. Management forwards 5 signed copies to each of the designated 11 LROs 3. Local OPSEU Presidents and Regional Staff Representatives sign 5 copies for each LRO and forward to corporate OPSEU. 4. Corporate OPSEU signs off - (OPSEU to keep the required 	September, 2003	Management and Union to sign and implement CWW Agreements as per the agreed upon process.

	<p>number of copies)</p> <p>5. 2 copies go back to MCBS, HR Branch (6a. Management to complete cover memo regarding effective date for CWW - anticipated start date Monday following Labour Day in September 2004 - indicate dates that it will be shut down over December (Christmas))</p> <p>6. 2 copies go to each LRO</p>		
Ontario Rental Housing Tribunal Pilot Project	There is no update on this issue.	September, 2001	The Parties agreed to remove this item from the agenda. Management to provide an update when there are changes to report.
GIC/Libraries Pilot Project	There is no update on this issue. The Union's suggestion raised at the February 13/04 MERC has been forwarded to the Over-the-Counter (OTC) Strategy Team. This suggestion was that where GIC offices are not in place, LRO offices might be able to provide information on government resources and services to the public.	September 2003	The Parties agreed to remove this item from the agenda Management to provide an update when there are changes to report.
Hiring Freeze	There is no update. The hiring freeze is still in place.	September 2003	Management to provide an update when there are changes to report.
Unclassified Listing and Position Inventory	The Union requested an updated listing of all unclassified employees currently working at MCBS. The parties agreed to discuss the possibility of removing this item from the agenda following the next MERC meeting	May, 2002	Management to provide the Union with an updated

	(September 9, 2004).		list of all unclassified employees.
Ministry Assessment (Learning) Programs	The Union requested an update on the status of the Lunch and Learn session. Management advised that the employee responsible for this program has left the Ministry and has not yet been replaced. As a result, the development of this program is currently on hold. Management will provide an update when there are changes to report.	November 14, 2003	Management to provide an update when there are changes to report.
Employee Survey Results	<p>The Union has asked for an update as to how the ministry has improved communication in response to the employee survey results.</p> <p>The following are some of the ways in which the Ministry has improved communications:</p> <ol style="list-style-type: none"> 1. Intranet site – expected to go live in the next few weeks – will provide information regarding Ministry services, resources available to employees etc. 2. Developing materials to assist managers in communicating more effectively with their staff ie. Meeting guides - will be posted on intranet site. Management will provide copy to the MERC once this guide is finalized. 3. Connectivity issues are being addressed – ie. survey results indicated that employees were not aware of Ministry changes in direction/vision/their role in realizing the Ministry's vision. <ol style="list-style-type: none"> a. Facilitating full email internet connectivity (LROs) b. "Applause" - Employee Newsletter c. "Rossland" Newsletter – staff at Whitby Integrated Counter Pilot d. Increased communication re: MCBS Days, APEX employee recognition award, Knowledge Management e. Promotion of information currently available on the Intranet 	February 13, 2004	The parties agreed to take this item off the agenda.

	site ie. events, award winning initiatives, United Way/Federated Health news, profiles of people/events/initiatives		
Competency Development at MCBS	At the last MERC meeting, Felicia McCalla, Strategic Change Branch, appeared as a guest and delivered a presentation on the progress of competency development within the Ministry. The Union had asked whether the development of competencies has been completed. On February 16, 2004, Management provided the Union with a copy of the 'Ontario Public Service Competency Refresh Dictionary' via email. Management can provide additional copies to the Union upon request.	February 13, 2004	The parties agreed to take this item off the agenda.
Union Leave	The Union raised this matter and discussed their need for greater flexibility when dealing with MERC-related business during regular working hours. To this end, the Union would like to have the option of having some unstructured, ad-hoc time available to respond to any MERC-related issues, as required.	February 13, 2004	Management to follow up and review.
LERC Terms of Reference	Management has provided the Thunder Bay LERC with some sample LERC Terms of Reference. The parties agreed to work on the development of a LERC Terms of Reference with the assistance of Leslie Macleod, the consultant facilitating their Joint LERC Training, held on May 31, 2004. At this training, the parties were able to put together a Terms of Reference for the LERC. There are still a few points to clarify and the union is currently reviewing the document. It should be finalized in the next few weeks. Management will follow up with the parties and offer additional support, if required.	February 13, 2004	The parties agreed to take this item off the agenda.
Health and Safety Committee –	Management and the Union were to follow up with their respective representatives of this Joint Health and Safety Committee regarding the	February 13, 2004	The parties agreed to take this item off

Thunder Bay	importance of scheduling regular meetings. Management followed up on this matter in an email dated June 1, 2004. Management confirmed for the Union that this committee does have the required number of certified management members. The Union indicated they would follow up with this committee to confirm that there are no outstanding concerns.		the agenda, pending any issues raised by the Union.
Relocation of Kitchener Land Registry Office	The Ontario Realty Corporation (ORC) has performed a lease search for appropriate accommodations in Kitchener and is presently in negotiations with the landlords of several properties. Until negotiations are complete, no possible locations can be discussed and no firm commitment as to timing can be projected. Management can provide further updates on this issue as they are received.	February 13, 2004	Management to provide an update when it becomes available.
Moving ORG - Toronto	There is a project team in place that is responsible for conducting a search for potential sites. At this time, a new location has not been finalized. Management can provide further updates on this issue as they are received.	February 13, 2004	Management to provide an update when it becomes available.
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	Integrated Financial Information System (IFIS) IFIS continues to be operational. Whitby Integrated Service Centre:		The parties agreed to take this item off the agenda. No follow up required.

	<p>The two temporary assignments (TA) for the role of Client Service Advisor were posted, with the objective of having two incumbents in place for the March 31, 2004 target date to commence the pilot. The TA was restricted to all classified and unclassified employees whose program areas are participating in the project.</p> <p>At this time, these positions have been filled.</p>		Management to provide updates upon request.
Redeployment	Management reported that there is no one on the redeployment list.		Management to provide updates as received.
Ontario Vital Information Project (ONVIP)	At this time, there are no significant changes to report with respect to ONVIP. Richard Steele, Project Director ONVIP, will attend the next MERC meeting as a guest and answer any questions and provide a detailed project update at that time.		Management to arrange for Richard Steele to attend the next MERC meeting.
RPR Branch Training Plan	<p>At the last MERC meeting, Management reported that a current total of 79 staff have received training since May 2003.</p> <p>From January 2004 until the end of May 2004, a total of 25 staff received training in E-Reg. Details of this training is as follows:</p> <ul style="list-style-type: none"> ▪ Introductory E-reg session – 6 staff ▪ 1st Reg – 5 staff. ▪ 2nd Reg – 6 staff. ▪ Remote – 8 staff. 		Management to provide updates as received.
WIN	At this time there are no new updates regarding WIN.		Management to provide updates as received.

<p>Electronic Registration Update</p>	<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> <p><u>2nd Reg</u></p> <p>Niagara North Niagara South Cochrane Sudbury Rainy River</p> <p><u>Previous update:</u></p> <p>1st Reg: Cochrane, Sudbury, Rainy River, Nipissing, Muskoka 2nd Reg: Niagara North, Niagara South, Cochrane, Sudbury, Rainy River</p> <p>The project is expected to run until 2007/2008.</p>		<p>Management to provide updates as received.</p>
<p>NEW ITEMS:</p>			
<p>Electronic Version</p>	<p>The Union requested that once MERC meeting minutes are finalized and</p>	<p>June 4, 2004</p>	<p>Management to</p>

of MERC Minutes	signed by both parties that they are forwarded to the Union electronically. Management agreed to this request.		send copies of MERC meeting minutes to the Union electronically, on a go-forward basis.
Toronto Counters Project	<p>The Union requested information regarding this initiative and the anticipated impact it will have on employees. This project was disclosed corporately to OPSEU on April 30, 2004. The Toronto Counters Project involves moving selected public service counters from MacDonald Block to a new location in the downtown area.</p> <p>Management discussed the information that was provided via this disclosure and the disclosure process that will be followed as this project progresses.</p>	June 4, 2004	Management to provide updates as received.
ORG Security Issue	A Team Representative from the Toronto ORG counter attended the MERC meeting as a guest to speak to this issue. The Union expressed their concern with the health and safety of employees who work in the 'meet and greet area' of the ORG, Toronto at 900 Bay St. Management advised that they would follow up with the program area regarding these concerns.	June 4, 2004	Management to follow up with the program area regarding the Union's health and safety concerns.
Land Registry Office – Regular clients with personal office space	<p>This issue involves regular LRO clients who use LRO office space to conduct their personal business. When discussing this issue, the Union made specific reference to the Sudbury Land Registry Office (LRO). Management indicated that with the introduction of electronic registration, the amount of office space required by the LRO decreases, as does the amount of office space available to LRO clients. The Sudbury LRO is in the process of implementing electronic registration.</p> <p>The Union also requested that staff be given the opportunity to provide</p>	June 4, 2004	Management to follow up with Facilities management to ensure that when designs for the new office are developed, the designers receive

	input into the plans for redesigning the LRO following the implementation of electronic registration.		input from LRO staff.
Government Employee ID	<p>This item pertains to a government employee who, while traveling on government business, was asked to produce confirmation of their employment with the OPS. The Union inquired as to how employees might identify themselves as OPS employees in these situations. Management advised that when Carlson Wagonlit, the government travel agent, attends to the necessary travel arrangements, employees need not produce proof of employment, as they are automatically booked as government employees and are charged the appropriate rates.</p> <p>Management also stated that an Employee ID card that would take effect for all OPS employees is an issue that extends beyond the ministry level. It would be more appropriate to raise this matter at the CERC.</p>	June 4, 2004	Union to forward this item to corporate OPSEU, if desired.
Referral from CERC – Government Information Centres Questions	<p>Management reviewed the questions that had been raised at the May 6, 2004 CERC with respect to the Government Information Centres (GICs).</p> <p>These questions are as follows:</p> <ol style="list-style-type: none"> 1. Have the employees at the Guelph location had any emergency evacuation drills? <ol style="list-style-type: none"> a. Yes. The process followed during these evacuations varies according to the GIC location and work environment. Guelph has a drill scheduled in June. 2. Is the emergency plan at Guelph posted on bulletin boards? <ol style="list-style-type: none"> a. No, the emergency plan is not posted on a bulletin board. The plans are documented in a binder in each work unit including the GIC and posted on the intranet site. 	June 4/04	Management to arrange for a GIC employee to attend a future MERC meeting as a guest.

