

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: Roy Storey, OPS Sector Supervisor

DATE: December 2, 2003

SUBJECT: **Ministry of Consumer and Business Services
ERC Minutes – May 9, 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 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:

Leah Casselman
President

/cf
att.

cc: MERC Chairs
Ministry ERC

IN SOLIDARITY,

Roy Storey
OPS Sector Supervisor

MINUTES

Ministry of Consumer and Business Services

MINISTRY EMPLOYEE RELATIONS COMMITTEE MEETING (MERC) – OPSEU

Date: May 9, 2003
 Time: 9:30 a.m. – 12:00 p.m.
 Location: 34th Floor, FASB Boardroom
 250 Yonge Street

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| <p><u>UNION</u>
 L. Ferguson (regrets)
 A. Gildea (Co-chair)
 J. Catroppa
 P. Schillemore
 M. Simmons</p> | <p><u>MANAGEMENT</u>
 J. Lee (Co-chair)
 P. Moore
 D. Wylie</p> | <p><u>HR/LR REPRESENTATIVES</u>
 Charlotte Willson (LR Consultant)
 T. Macdonald (HR Consultant,
 Recorder)
 A. Robertson (Asst. HR Consultant)</p> | <p><u>GUESTS</u>
 Carol Murphy (Strategic
 Change Branch)</p> |
|--|--|--|--|

ISSUE	DISCUSSION DETAILS	TABLED DATE	ACTION
	The meeting was chaired by the Union		
	The Union introduced Margaret Simmons who will be filling in for Pat Schillemore as the Corporate OPSEU Representative while Pat is on a temporary assignment.		
	The agenda was adopted with 1 added item: Job Competition		
FOLLOW-UP ITEMS FROM PREVIOUS MINUTES:			

Ministry Alignment	The Union brought comments in response to the briefing of April 28 th . The Union indicated that it will reserve on its response until the reorganization has been announced to the membership. The Union inquired if the vacancies would be posted. Management indicated that this would occur later.	Feb. 20, 2001	
Quality Service Assessment	Management indicated that all the information previously requested by the Union on the priority teams has been provided. Management had no further information and the Union did not have further questions.	May, 2001	
Unclassified Listings and Position Inventory	Management provided the Union with a chart summarizing the unclassified positions that the Union had questioned at the February 7 th MERC. Management indicated that the one incumbent who was eligible to be converted to classified staff already had been converted.	May 2002	Union to respond.
Ontario Rental Housing Tribunal	No further update.	Sept., 2001	Management to provide updates as received.
Repetitive Strain Injuries	<p>Management reported that the RSI website link had been added to the Ministry intranet site.</p> <p>The Union noted that they sent a handbook on ergonomics to Management. They requested that the handbook be distributed through the Ministry, at least one to each office. The book is produced jointly by the Occupational Health Clinics of Ontario Workers Inc. and OPSEU.</p> <p>Management agreed to look into the cost details and contact Lisa McCaskell at OPSEU at Head Office.</p>	May 2002	Management to look into the cost of distributing the handbook.
STANDING ITEMS:			
Injury and Illness Management (IIMS)	Management reported that there are no employees that are currently in Step 3 of the Attendance Program.		

	<p>Management also noted that the attendance threshold of 9.2 has now been communicated to staff.</p>		
<p>Corporate Projects</p>	<p>Integrated Financial Information System (IFIS)</p> <p>At the November meeting the Union requested that someone from the IFIS team come and speak about the project. It has taken much longer than anticipated to put the MCBS IFIS team together and it is not yet in place. We will keep this on the agenda for the September meeting.</p> <p>Whitby Integrated Service Counter:</p> <p>Management reported that although the project was cancelled temporarily, the planning is back on. There is no commitment to carrying out the pilot at this time but a business case to look at the benefits of such a project is underway.</p> <p>Land Registry Office Computers</p> <p>The Union noted that although new computers are being added to the offices, the Terenet computer terminals are not being replaced. The monitors are very old and the screens are small and dirty. The Union requested a copy of the equipment agreement between the Ministry and Terenet.</p> <p>The Union also noted that the use of new computers is frustrating as they are busy at all times. For example, in one office there are 14 new computers but the 6 computers at the front for assisting the public that the OAG 8s use are still old terminals. The new computers are tied up on the OAG 10's desktops with 2 others being used – one for email and another in the boardroom for employees working on R-Plans.</p> <p>The Union also noted this is partially a workflow design issue. For example, the size of the work pods is so small that someone who works on R-Plans can not work at their work station, therefore requiring two computers, one in the work station and one in the boardroom. This prevents the second computer from being utilized at the counter.</p>		<p>Management to request that a member from IFIS attend a MERC meeting.</p>

	<p>The Union also noted that in the minutes of February 7th, it indicated that employees uncomfortable working in the small pods should identify themselves. The Union inquired as to what to do if the manager does not address the complaint. Management indicated that if there is no resolution at the local level, the issue should be brought to MERC.</p> <p>The Union also inquired about ergonomic issues such as where two people with different heights are sharing one desk. Management also indicated that these issues not resolved at the local level should be brought up to Ministry Human Resources.</p> <p>The Union inquired as to whether the 18 inches has been added to the small pods in Land Registry Offices as already suggested. Management indicated that they did not know.</p>		
<p>Redeployment</p>	<p>Management reported that there is no one on the redeployment list except one employee who is still on LTIP.</p> <p>The Union inquired as to whether the Ministry is forcing employees to return to work from LTIP. Management indicated that they recently reviewed all LTIP cases to ensure everyone on the list has had follow-up; however, the decision to continue LTIP payments or not lies with the insurance company.</p> <p>The Union indicated that where employees were being forced back to work due to LTIP cutting them off, they would like to be notified.</p> <p>Management agreed that there is a role for the bargaining agent to play when an employee returns to work following a period on LTIP.</p>		
<p>Ontario Vital Information Project (ONVIP)</p>	<p>Management reported that there was no specific update. The “go live” date may be pushed back and once timelines are available Management will provide the information.</p>		<p>Management to provide update.</p>

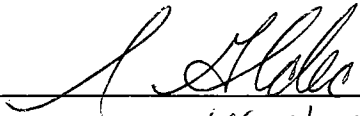
<p>RPR Branch Training Plan</p>	<p>Management reported that so far in this fiscal year, a total of 27 staff have been trained. 19 in the North and 8 in the East received 5 days of training for remote offices.</p> <p>Management reported that these staff had training in Windows and in Land Titles prior to the e-registration training. The Union inquired as to whether the remote offices will be responsible for "splits". Management responded that it depends on the classification of the staff but usually they only "certify".</p> <p>The Union requested and Management agreed to get a breakdown of 2nd regulation training.</p> <p>The Union also inquired as to the length of time between training and implementation. Management explained that the training is ongoing. From the time first regulation is introduced, there are documents coming in and employees have the opportunity to use the training.</p> <p>The training is generally done "just-in-time"</p>		
<p>WIN</p>	<p>Management reported that a plan is being worked out for conversion to the 8.3 version. The rollout is scheduled for the third week of September. This will be a full web based version so it should be faster especially for those with dial up systems. It will look slightly different but there will not be differences in the processes or procedures. Those using Manager's Suite or HR Full Function Modules will only be required to sign in once. The PKI password will provide access to all modules.</p>		

Electronic Registration Update	<p>Management reported that exhaust fans installed near the white printer areas is not an Ontario Building Code requirement. Therefore, usually Engineers do not specify exhaust fans for these areas. However, there is a calculation done on the number of air exchanges for all areas on the floor and air supply and return ducts are designed to accommodate the exchanges so that fresh air can be brought in and distributed on an on-going basis.</p> <p>As far as the Milton LRO is concerned, Paul Gallagher has advised that the exhaust fan existed but was not working. The contractor at managements request activated this during the construction phase.</p> <p>Management reported that they looked into the Land Registry Office where the only computer available to staff for WIN input had a monitor facing the counter. Although the screen does face the counter, it is far enough away from the counter that the public cannot read the screen.</p>		<p>Carry over action item: Management to ask someone to attend MERC to speak to the methodology of how the required number of workstations etc. were identified.</p>
NEW ITEMS:			
SARS	<p>The Union indicated that an employee from one of the Ministry's offices was quarantined. Management indicated that they had no knowledge of the situation and would look into it.</p>	May 2003	
WDHP and Human Rights Training	<p>The Union asked if WDHP training for managers was mandatory. Management indicated that everyone was encouraged to take the training. The Union requested that all managers be required to take WDHP training if they had not before.</p>	May 2003	
GIC in Guelph	<p>At the last meeting, the Union inquired as to why a temporary employee was used to cover staff at the Guelph GIC while they attended a three-day conference when usually MNR staff backfill lunches etc.</p> <p>Management responded that MNR staff were not available to cover for the three days so a temporary employee was used.</p>	Feb. 2003	
Information and Information Technology	<p>Management indicated that the Political Activity Rights in an Election Policy would be sent to all offices to be posted. Management will send it out via the managers.</p>	May 2003	<p>Management to provide a copy to the Union.</p>

<p>MCBS HR Plan</p>	<p>Carol Murphy, Manager Leadership Support Unit, Strategic Change Branch attended the meeting to provide an overview of the MCBS HR Plan. A presentation was handed out and reviewed.</p> <p>The Union inquired as to the meaning of Talent Management: Carol indicated that talent management looks at specialty areas and how to attract and retain individuals for those areas. It is linked to succession planning as learning and development has to be worked into the plan to train individuals in these areas.</p> <p>The Union asked if Management was planning anything to attract a younger workforce out in the regions. Carol indicated that the Unit is looking at youth strategies.</p> <p>The Union said that they would like to see a feeder position dedicated to bringing in younger staff in the regional offices.</p> <p>The Union also indicated that workload hinders learning opportunities and this is something that needs to be considered. For example, some type of back up for employees attending training. Carol agreed and said that the Ministry hopes to look at alternatives.</p> <p>Carol indicated that the Unit is reviewing the competencies that are part of the Learning Program and that they would like to carry out the program out in the regions.</p> <p>The Union requested that when Management sends out surveys to staff that they keep them short, one page would be good. Workload makes it difficult to participate when there are so many other time commitments.</p> <p>Carol indicated that it would be great if the surveys could be shorter but that quality information still needs to come out of the survey.</p> <p>The Union suggested more frequent surveys but of shorter length.</p> <p>The Union inquired as to what SMG Forums are. Carol responded that the Deputy Minister is responsible for providing forums to develop senior managers (SMGs). The forums are quarterly and include discussions on</p>		
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	<p>innovation, quality services, Ministry business and strategies.</p> <p>The Union asked who they go through if they have an issue to go to Senior Management. Management indicated that as per the current process, issues should go through MERC.</p> <p>The Union noted that last year there was a big focus on Learning Plans focused on job functions and asked if there is any move to focusing on career development. Carol noted that a new Learning and Development Coordinator has just been hired and that the hope is link learning, succession planning and career development.</p> <p>The Union inquired as to whether there is money for this. Carol responded that she did not know what the funding would look for but that the Unit is looking at alternatives such as bringing in those with expertise within the government for training sessions. Carol acknowledged that funding would be a challenge but the Ministry is going to look at what it can do within constraints.</p>		
<p>Job Competition</p>	<p>The Union indicated that the manager of a competition, held for multiple positions held almost 2 months ago, has not yet responded to any of the applicants requests for interview feedback. Management agreed to look into the situation.</p>	<p>May 2003</p>	<p>Management to look into the situation.</p>
<p>Next MERC Date</p>	<p>Confirmed to be September 12th.</p>		

For the Union:



 14 Nov 03

For Management:



 Nov 14/03

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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"/> 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**

