

MEMORANDUM

OPSEU



SEFPO

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

TO: All Presidents with members in the Ministry of Finance
All Stewards in the Ministry of Finance

FROM: Terry Baxter, OPS Supervisor

DATE: May 18, 2004

SUBJECT: **Ministry of Finance**
ERC Minutes – March 10, 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:

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Leah Casselman
President

/ms
att.

cc: MERC Chairs
Ministry ERC

Terry Baxter
OPS Supervisor/Negotiator

MINISTRY OF FINANCE & ONTARIO PUBLIC SERVICE EMPLOYEES' UNION

MINISTRY EMPLOYEE RELATIONS COMMITTEE MEETING

33 KING STREET WEST, OSHAWA

MARCH 10, 2004

For the Ministry

Allyson Thompson (Co-Chair)
Helen Ecker
Mark Grimsditch
Peter Deschamps
Dieter Hogaboam

For the Union

Kathleen Demareski (Co-Chair)
Maurice Gabay
Bob Walraven
Judith Marion (Job Security Officer)

Agenda Item	Date Tabled	Issue	Follow-Up/Action
1. Minutes of Previous Meeting		Minutes of the meeting held on December 23, 2003 were signed on February 16, 2004	
2. Business Arising From the Minutes	Sept/02	<p>A) Reports Unclassified Conversions</p> <p>Management advised that there were 4 unclassified conversions since the last meeting, as follows:</p> <ul style="list-style-type: none"> • 1 in the office of the ADM, Tax Revenue Division • 1 in North York Regional Tax Office • 2 in Tax Appeals Branch <p>The Union asked for clarification on whether or not the information provided at MERC included conversions resulting from grievance settlements.</p> <p>Surplus List</p> <p>Nothing to report.</p>	Management to provide information on whether or not conversion numbers provided to MERC include conversions resulting from grievance settlements.

Agenda Item	Date Tabled	Issue	Follow-Up/Action
	June/03	<p>ii) Performance Management and Career Planning</p> <p>The Ministry stated that it is currently examining performance metrics for common non-management positions in collections, audit, services and operations. This involves working with committees to identify common performance measurements. As this is a significant undertaking, the objective is to complete the review by the end of the 2004/05 fiscal year.</p> <p>In response to questions from the Union, the Ministry advised that it was likely there would be a mix of qualitative and quantitative measures recommended. In addition, any quantitative measures would likely involve a range, rather than a set number of audits, and take into account different expectations for different classification levels, experience levels, and statutes. The Union reminded management of previous grievance awards restricting the use of hard numbers or "quotas" in PMCPs, including hours spent in the field.</p>	Management to keep Union informed of progress.
	Sept/03	<p>iii) Ontarians with Disabilities Act, 2001</p> <p>The Ministry accessibility plan has been posted on the CQSD Intranet site and on the Ministry Internet site. The Ministry committed to providing a copy to the Union via MERC.</p>	Management to provide a copy of the ODA accessibility plan to the Union.
	December/03	<p>iv) Policy Review on Use of TRD Programme Vehicles</p> <p>The Ministry advised that all offices with field staff follow the TRD PAL policy on programme vehicles. This matter came to the attention of MERC as a result of a specific local issue in North Bay following the replacement of a 4wd vehicle with a non-4wd vehicle. The Ministry has referred the matter back to management in the Ottawa RTO for resolution.</p>	

Agenda Item	Date Tabled	Issue	Follow-Up/Action
	March/04	<p>The analysis up to this point indicates that existing business processes are very efficient and effective and the Ministry does not plan any significant reengineering of these process with the implementation of a replacement system. It is hoped that improvements can be made to reduce the number of calls directed to the RTOs and to make for a more seamless transfer of calls than the current paper-based process. It is not known at this time if there will be any impacts on staff.</p> <p><i>Revenue and Data Processing - Technology Replacement Project</i></p> <p>Banctec Corporation is the current supplier of the processing system for the Revenue and Data Processing area of the Ministry. The Banctec system processes payments, tax remittances documents for all the MOF tax statutes as well as transactions for a number of other ministries. The Ministry contract with Banctec expires at the end of 2006. A project has been underway for approximately two years to determine the best options to replace or renew this system by the end of the contract.</p> <p>The project team has completed a number of phases of the project including reviews of existing processes, future business needs, and user requirements for a new system. Based on the information obtained from these phases, the Ministry plans to issue a Request for Information (RFI). It is expected that the RFI will be posted on MERX within two weeks (from March 10).</p> <p>iv) Ministry of Finance Employee Recognition Programme</p> <p>Management provided the Union with a copy of the PowerPoint presentation that is being delivered to Ministry staff. The Union advised that it would review the presentation and return to the MERC with any questions it might have.</p>	Union to review presentation.

Agenda Item	Date Tabled	Issue	Follow-Up/Action
	March/04	<p>v) Stage 2 Grievance Meeting Issues</p> <p>At the December 11, 2003 meeting of the Kitchener LERC, the Union raised a concern regarding the unbiased nature of Ministry designees and HR Consultants, and the lack of full disclosure. This has also been an issue at the Oshawa LERC. The Ministry clarified that the role of the Ministry designee for Stage 2 grievances is as a management representative who <u>is not</u> considered to be an independent neutral third part. The role of the designee is to investigate in order to gather information from both parties on the specific issue in dispute and the merits of the grievance on behalf of the employer. While the designee is not impartial, s/he does maintain an objective attitude throughout the process. It was stated that there are a number of reasons why the designee will caucus with other management representatives, including to discuss settlement options.</p> <p>The Designee is supported throughout the process by a Human Resources Consultant (generally the HRC for the specific branch or office). The HRC provides advice and support to the Designee throughout the process.</p> <p>More detailed information about the roles and responsibilities of the Designee and H.R. Consultant can be found in the Ministry's <i>"Designee's Guide for OPSEU Stage 2 Grievances"</i>, which is available on the CQSD Website. The Ministry also advised that the <i>"Designee's Guide"</i> will be shared with all Stage 2 designees as they're identified, and that the Ministry's Labour Relations Unit will be providing refresher information sessions for all Human Resources Consultants on their roles and responsibilities with respect to Stage 2 grievances.</p> <p>The Ministry further clarified that while HR Consultants do not report to the LR Consultant assigned to their client group, it is an expectation that they will consult with Labour Relations about grievances. If Union stewards wish to discuss a grievance filed at Stage 2, they should contact the HR Consultant, who will consult with LR as required.</p> <p>After discussing a number of issues related to disclosure, the parties agreed that it is a best practice for both parties to make requests for disclosure under Article 22 in writing because it promotes a better understanding of the issues in dispute, provides the other party with a clear understanding of what information is being sought in order to reduce delays in providing disclosure, and protects the legal interests of both parties if the dispute proceeds to arbitration. In addition, the reasons why any requested items are not being disclosed should also be communicated in writing.</p> <p>The parties agreed to consider the merits of a Union suggestion to provide joint Alternative Dispute Resolution (ADR) training to LERC representatives and stewards to increase the effectiveness of employee relations committees and clarify when the grievance process is the more appropriate forum for disputes. Joint training would also be an opportunity to promote positive labour relations and learn practical and realistic techniques that can be applied at the local level.</p>	<p>Management and Union to give further consideration to joint training initiative and report back to MERC.</p>

OPSEU



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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"/> | Contract Interpretation |
| <input type="checkbox"/> | Enforcing the Contract | | |
| <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**

