

MEMORANDUM

TO: All Presidents with members in the Ministry of Government Services, Service Ontario
All Stewards in the Ministry of Government Services, Service Ontario

FROM: Ruth Hamilton, A/OPS Supervisor

DATE: December 2, 2011

**SUBJECT: Ministry of Government Services, Service Ontario
ERC Minutes – February 24, 2011**

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.

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,



Warren (Smokey) Thomas
President



Ruth Hamilton
A/OPS Supervisor

/dd

att.

cc: MERC Chairs
Ministry ERC

MERC Subcommittee Meeting

Meeting Date: February 24, 2011 1:30 – 3:00 pm	
Management Members	Debbie Farr, Ruth Henderson, Erin Sarantis, Jessica Brethour
OPSEU Member	James Cushing, Cameron Walker, Lynda Ferguson, Sylvie Valcourt, Sandra Snider
Absent:	Tracey McConnell, Michelle Kalsbeek, Jane Lee
Guests:	Nancy Roche, Jennifer Barton

Table Date	Subject	Discussion	Action	Follow up Date
February 24, 2011	Administrative Updates	<ul style="list-style-type: none"> • Michelle Kalsbeek – staffing announcement, Michelle is moving onto MAG • Staffing announcement - Debbie Farr has accepted the position of Director, South-East Region, Customer Care, will continue to sit as the co-chair on MERC Subcommittee 	<ul style="list-style-type: none"> • Jessica to send over relocation agreement to Sandra Snider • Jessica to make change to January 27, 2011 minutes 	
New Items				
February 24, 2011	PDP Reference Guide	<ul style="list-style-type: none"> • PDP Staff Action Team looking at this guide is comprised of both staff and managers 	No Action Required	N/A

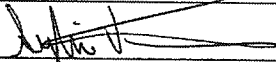
		<p>3 Pronged approach:</p> <ul style="list-style-type: none"> • work with HROntario to provide refresher teleconference to SO Managers and Directors • Reference guide <ul style="list-style-type: none"> ◦ ServiceOntario MERC Subcommittee is the first group to see the product ◦ purpose to provide all employees with an easy to use tool ◦ partnered with HROntario to pull together existing materials • on-going HR facilitated assistance and workshops <ul style="list-style-type: none"> • The package will be sent out to managers across the province for distribution to staff • Preconditioning with managers has been completed, and advised this program is going forward and provide clarity around their roles as managers • Approximately 75% of managers have attended the teleconferences • Once mailed, managers will meet with their teams throughout March to walk the teams through what this means, how to complete PDP • Onus on the managers to distribute the product and provide support to staff and ensure they have a comfort level with the product • Management recognizes that the PDP process is not consistently understood or practiced, some employees did not understand that this is a mandatory process, this tool is to assist in the process • OPSEU requested clarity around what the signing/rating is, and how it works with accommodations, etc. Nancy provided advice regarding ensuring conversations are continually happening between employees 		
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		<p>and their managers. There is not a prescribed process given the various individual cases</p> <ul style="list-style-type: none"> • OPSEU expresses some concerns around particular examples used where it references electronic monitoring • HRAs will be reinforcing with managers the up front expectations between manager and staff, in a constructive, measurable and consistent way – we need to continue to ensure there is a process that followed around periodic reviews where feedback is provided, and we need to have a mechanism in place to escalate when expectations are not being met • OPSEU requesting what employees do if they are not in agreement with the PDP – Management responds by speaking to the process and the employee right to add comments to the review document 		
February 24, 2011	Service Canada	<p>Jennifer Barton speaks to two pieces of work in partnership with Service Canada:</p> <ul style="list-style-type: none"> • ROB – Existing relationship with Health Canada, use Federal Nursing Stations to assist in Northern Ontario for quite sometime – they can act as a guarantor, and send the information to be processed for a health card • Service Canada has asked to perform this same function • Looking to pilot this with ServiceCanada in the far North in throughout March - May • These are communities where ServiceOntario does not have any presence – outreach or otherwise 	<ul style="list-style-type: none"> • Jennifer will report back on the agreement in place with Service Canada 	

		<ul style="list-style-type: none"> • Another piece of work with ServiceCanada, Northern region is cross training where we looking at how to enhance efficiency in spots where we are co-located or where ServiceCanada delivers outreach in a ServiceOntario office • Provide staff training at a basic level so staff can assist these clients when ServiceCanada is not in that site. 3 co-located sites that will try this cross-training initiative • OPSEU raises concerns around workload, and if extra staff will be on hand to assist with the volume – management responded by stating that each site will be looked at on a case-by-case, but in co-located sites, and we will review the results of the pilot • OPSEU clarifies that staff will not be accessing the data base: the function will be information referral only 		
February 24, 2011	MAG Work / Small Claims being performed at ServiceOntario	<ul style="list-style-type: none"> • OPSEU has some concerns regarding staff performing work usually done with court without training • Management responded by stating in one instance there are specific arrangements where we are doing some work for MAG – there was a transfer of a partial FTE to support the work. • There are also conversations where we are looking at potential other opportunities to work with MAG • Management speaks to the Mindin location. OPSEU has concerns around just East of ThunderBay, and the lack of training 	<ul style="list-style-type: none"> • Sandra will send over the information for management to investigate further 	
February 24, 2011	Union Representation	<ul style="list-style-type: none"> • OPSEU proactively raises this item, where in circumstances that an announcement occurs with OPSEU impact (surplus, relocation, etc.) local presidents should be invited to attend these meeting and provide them with details of where the meetings are being held 		

		<ul style="list-style-type: none"> This request is based on past practice, and OPSEU would like this to continue 		
February 24, 2011	Postings	<ul style="list-style-type: none"> OPSEU has noted is that there are a number of postings going up – looking to understand the long term plan around staff that may potentially not exist going forward (i.e. LRO and outreach) Management speaks to the approach around vacancy management, etc. – management will continue to look at ways to leverage what's happening now 		
February 24, 2011	Logistics night shift to day shift agreement	<ul style="list-style-type: none"> Deferred to allow parties to continue to address it locally 		
Follow up Items				
January 27, 2011	Adhoc Posting	<ul style="list-style-type: none"> Deferred 		
January 27, 2011	LRO ROB/CVPB	<ul style="list-style-type: none"> Deferred 		
January 27, 2011	Staff working alone	<ul style="list-style-type: none"> Deferred 		
January 27, 2011	Microfilm in Kingston	<ul style="list-style-type: none"> Deferred 		
January 27, 2011	Subcommittee Costs	<ul style="list-style-type: none"> Deferred 		
January 27, 2011	Outreach staff	<ul style="list-style-type: none"> OPSEU has stated that management has sent out communication around lateral transfers on February 22, 2011 – OPSEU is looking to discuss further, specifically around the MERC reference where the communication states we have agreed to allow lateral requests to be submitted from outreach to the front counters OPSEU also has concerns regarding lateral transfers within the same office – Management understood from previous discussions at this table, where recollection was that OPSEU requested laterals being entertained given the jobs are the same, but for the outreach component 	<ul style="list-style-type: none"> Management will take this back for further investigation 	

		<ul style="list-style-type: none"> • Management was looking to highlight these staff, but we need to further discuss who has priority over these jobs • OPSEU's position is that the person in the outreach position would be considered a priority for each office for this group of employees – OPSEU states that they would need corporate endorsement for this practice 		
Standing Items				
January 27, 2011	TiL Update	<ul style="list-style-type: none"> • Deferred 		
January 27, 2011	Family Friendly Hours Update	<ul style="list-style-type: none"> • Meetings set up for March, 2011 to consult on implementation plan 		
January 27, 2011	LERC/RERC Update	<ul style="list-style-type: none"> • Deferred 		
June, 2010	Ad hoc staff merit, reports on number of hours by person and location	<ul style="list-style-type: none"> • Management confirmed that all eligible employees will have received their merit and retro active payments by end of fiscal • March 31, 2011 pay out for the last group of employees 		

Union Sign off: 
Date: June 3/11

Management Sign off: 
Date: August 25, 2011