

MEMORANDUM

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

FROM: Ruth Hamilton, A/OPS Supervisor

DATE: November 23, 2010

SUBJECT: **Ministry of Government Services**
ERC Sub-Committee Minutes – November 18, 2009

Attached, for your information, are the minutes of the above captioned meeting.

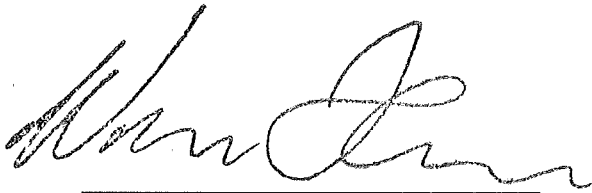
Please post or otherwise make them available to the members in your workplaces.

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

/pb

att.

cc: MERC Chairs
Ministry ERC

Meeting Date: November 18, 2009

Attendees Present:

Management	Michelle Kalsbeek, Jane Lee, Debbie Farr, Ruth Henderson, Jennifer Laidlaw, Erin Denike, Sarah O'Callaghan, Jessica Brethour
OPSEU	Cheryl Rhodes, James Cushing, Jeanie Sheonarain
Absent:	Cameron Walker, Sandra Snider

Table Date	Subject	Action/Items	Lead	Follow up Date	Follow Up/Actions Completed
November 3, 2009	Safety Footwear policy in the ORG	<ul style="list-style-type: none"> In response to management's update, the union has some concern around appropriate measures in the interim; Management provided the example of "safety toes" which are currently available Union is also questioning the reasons around conducting a review if this is already a policy. Management responds by explaining the review that is occurring is to look at the actual work that is being done, which may have changed, so to determine if the work requires adherence to that particular policy Cheryl requesting a copy of the report that is being sent to Health & Safety 	Michelle	December 2, 2009	<p><u>Follow up November 18, 2009</u></p> <p>Management will check back with Suzanne's area in about 2 weeks time and report back at the December 2, 2009 meeting regarding the status of the review, unless it is established/communicated at the local level, in which case the union will be provided with the outcome</p>
November 3, 2009	Public Sites Upgrade	<ul style="list-style-type: none"> Cheryl requesting a breakdown of how many PINS are being rolled out for each community. Also requesting how many ServiceOntario sites in contrast to the PINS Union will review and follow up with any questions or concerns at the next meeting 	Debbie	December 2, 2009	<p><u>November 18, 2009 follow up:</u></p> <p>Debbie has provided a listing of the public sites for the union. She will also be following up with a list of the private issuers that will also be situated in each of those communities as per Cheryl's request</p>
November 3, 2009	Private Issuer Health Cards Rollout	<ul style="list-style-type: none"> Union advised that there are 2 areas of lessons that can be brought forth once they are coordinated – implementation area – how did we do – where can we improve? The second part of the lessons learned are more around the operational experiences – these will take longer to determine and report back on (January time frame) Union requesting who would be providing the training for the PINS – Cheryl is hearing staff are being asked to go out and train the outside issuers. Management responded by explaining the train the trainer approach being used for 	Debbie Jane	December 2, 2009 December 16, 2009	<p><u>November 18, 2009 Follow up:</u></p> <p>Once the first part of the "lessons learned" are finalized they will be communicated to the union (anticipated date of December 16, 2009)</p> <p>Union has requested a job spec, which management will provide prior to the next meeting (Erin to lead this piece)</p> <p>Management to put together a package to</p>

		<p>Taking The Lead</p> <ul style="list-style-type: none"> Union raises concerns around the validity and thoroughness of the security checks that are taking place. Management will provide more detailed information at the next meeting 			illustrate steps taken toward security – December 16, 2009
November 3, 2009	Classification Issues	Deferred to next meeting – Dec. 2, 2009	Jane	Dec. 2, 2009	<p><u>November 18, 2009 Follow up Notes:</u></p> <p>Union will review the job specs and raise any questions/concerns at the next meeting, recognizing Jane will not be attending</p> <p>Management will commit to passing any questions on so item can be finalized at December 16, 2009 meeting</p>
November 3, 2009	Local Employee Relations Committee and Health and Safety Committees for Service Ontario	No new updates at this time due to scheduling conflicts, Louise has returned from being away, and will contact Cheryl before next meeting	Jane	December 16, 2009	<p><u>November 18, 2009 Follow up:</u></p> <p>Louise is back as of yesterday – will follow up with Cheryl directly so we can move this forward</p>
November 18, 2009	New Item: Vacation Guidelines	<ul style="list-style-type: none"> Union requesting to adopt this piece as a new agenda item for meeting on November 18, 2009 Guideline policy states that no more than 20% of staff are allowed off at any time. Union is concerned that in some cases managers are making this lower. Further, employees are being required to find replacements in order to take the vacation Cheryl wants a communication that goes down to local managers so these discussions can be tabled at Local Employee Relations Committee 	Jane	December 16, 2009	Jane will bring this back to December 16, 2009 meeting

November 3, 2009	Workload & Training Issues at ServiceOntario Counters	<ul style="list-style-type: none"> Trevor explained the clearly defined model of blended training – we will use a number of different channels – in class room learning for product, e-learning, web facilitation as well as other forms of self study, further we will provide support on site when folks are providing new services, ensuring that the support piece is there The focus of training is on fundamentals of policies and procedures but really on ensuring that the employees know how to use their tools Union referring to 1201 Wilson re: picking up flu calls – originally requested H1N1 package, still has not been received. Union upset around 2 major issues: <ul style="list-style-type: none"> employer went a did this without notice to union union is receiving calls that their membership not properly trained 	Jane	December 16, 2009	<p><u>November 18, 2009 Follow up:</u></p> <p>Trevor has volunteered to follow up on the 1201 Wilson issues by contacting the people who have been engaged there and provide Jane with an update for the December 16, 2009 meeting</p> <p>Once ready to roll out, management will share course maps and agenda as well as the training vehicles to give the union a sense of how we approach the training and the schedules that show when and where the training is being provided – Future Agenda Item</p>
November 3, 2009	Visitor Confidentiality Form	<ul style="list-style-type: none"> Union advised this was in the Scarborough office, not Oshawa / 5775 as originally stipulated Issue is around having to sign the form each time a member goes to the location Union has advised the employee should only have to sign this once 	Jane	December 16, 2009	<p><u>November 18, 2009 Follow up:</u></p> <p>Management will look into this further now that there is a new location. Also determine if staff are required to sign each time they arrive at that site, or once.</p>
November 3, 2009	Hiring of on-call staff	<ul style="list-style-type: none"> Management and union agreed going forward these lists will be given at the MERC table Union will bring any questions from these lists back to the next meeting on Dec.2/09 Union raised issue that these staff are supposed to have the first opportunity for secondments. James will send Jane the information around allowing these staff first opportunity for secondment. Jane will follow up with 	Jane	December 16, 2009	<p><u>November 18, 2009 Follow up:</u></p> <p>Management will cross reference the lists that have been put together by Jane's area with the ones coordinated through the Strategic Business Unit. Lists to be shared with the union during the week of November 23, 2009.</p> <p>Jane to provide an update regarding the</p>

		Monica about this once we have the information sent over from the union			information she will receive from James regarding secondment opportunities.
November 18, 2009	New Item H1N1 update	<ul style="list-style-type: none"> • Management team provided an update around H1N1 information that will be posted on the Centre for Employee Health, Safety and Wellness in the next few days. Also provided update that Attendance Support Program will not be suspended during this time, and the threshold will remain the same. Management did advise of an option for manager to include consecutive days missed as one instance. • The review for the Attendance Support Program program is currently still underway • Union still has concern around counter workers specifically, given they have higher exposure rates as it relates to the public, concern is furthered by the findings around managers administration of the program, specifically not speaking to the option of accommodation • Management also provided an update around exploring an opportunity to do a partnership with Centre for Employee Health, Safety and Wellness and Centre for Leadership and Learning looking to developing something targeted to managers – video with scenarios? 	N/A	As appropriate	<ul style="list-style-type: none"> • Sarah sent over all the information pertaining to H1N1 • Follow up action for management is completed, will provide additional updates as more information becomes available
Next Meeting – December 2, 2009					

Union Sign off: Phodes

Date: _____

Strategic Business Unit Sign off: _____

Date: [Signature]