

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 – December 2, 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

MERC Subcommittee Meeting

Meeting Date: December 2, 2009	
Management Members	Debbie Farr, Jennifer Laidlaw, Erin Denike, Jessica Brethour, Michelle Kalsbeek, Sarah O'Callaghan
OPSEU Member	James Cushing, Cameron Walker, Sandra Snider, Cheryl Rhodes, Jeannie
Absent:	Ruth Henderson
Guests:	Jacques L'Abbe (Management) Roxanne Barr (OPSEU)

Table Date	Subject	Action	Lead	Follow up Date
Updates				
December 2, 2009	Additions/Announcements	<ul style="list-style-type: none"> ▪ Union requesting teleconference with Jane, estimates call to be 1.5 hours in length and center around the use of the on-call/ad-hoc staff. Requested that the manager(s) who determine how these staff are used also be present on the call. 	N/A	N/A
November 3, 2009	Safety Footwear Policy in the Office of the Registrar General	<ul style="list-style-type: none"> ▪ Union notified that the investigation has been completed through Ministry of Labour, and at this time there is no requirement for safety shoes to be worn with the exception of the pallet truck. ▪ All staff in that specific area currently have the shoes with an allowance to purchase if necessary ▪ Ministry of Labour was contact by the Joint Health & Safety Committee 	Michelle	December 16, 2009

		<p>and received one response, which was opposite to the response received by Suzanne Fontaine when she inquired about the safety shoes</p> <ul style="list-style-type: none">▪ Union concern, in most mail rooms safety footwear is required▪ Management states as part of due diligence, comparisons have been drawn with Ministry of Training Colleges & Universities, who does not wear safety shoes, the same comparison can not be made with the queens park mail room as the duties are significantly different. Duties being performed by staff in the mailroom in question are generally envelope/certificate stuffing – not an industrial setting▪ Mailroom in Kingston, no requirement for footwear▪ Issue is although there may be common practices in place, such as in this office, there is no true requirement for this mailroom▪ Union requesting we jointly go to Ministry of Labour and request a site visit in order to make a determination. Jacques will reach out to Ministry of Labour and see if we can make this happen – Jacques mentioned the name Don Hewitt and involve Local Joint Health & Safety Committee, Pamela Valente▪ Union's concern with toe clips is they easily come off and we should be proactively providing the boots. Cost associated as provided by the union is 10 Staff in question – union views at \$200/pair = \$2000 expense		
--	--	---	--	--

		<ul style="list-style-type: none"> ▪ December 16, 2009 will provide an update 		
November 3, 2009	Public Sites Upgrade	<ul style="list-style-type: none"> ▪ Debbie will deliver the list on the next meeting December 16, 2009 ▪ End goal: Dec 2010 - 293 sites will be able to offer Driver and Vehicle licensing and select health card services in all sites ▪ 87 will be public sites after amalgamations of sites currently in close proximity, 206 will be privately operated sites ▪ Phased in over a period of time – will take full calendar year. Management revisited the slide deck on Taking The Lead and walked the table through a detailed explanation around the phases. Union request to send out updated slide deck for the January – March period, and in the coming weeks to release an update on the April transition period. ▪ Key findings/considerations for the rollout include: seamless transition to make certain there are not any service gaps created, ensuring staff are adequately trained and have time to build their competencies in what they are doing, facilities have to be ready to be able to offer those services, technology must be in place before staff can start ▪ Private: Drivers licensing (already offered), selected health card – i.e. initial registration will not be rolled out to the private sites. In public sites driver and vehicle and Ministry of Natural Resources licenses – thunder 	Debbie	December 16, 2009

		<p>bay for example had health card, and now having Driver and Vehicle and health card as well as 2 additional private offices offering selected health card</p> <ul style="list-style-type: none"> ▪ In 48 locations there will only be public sites ▪ Union is still hearing that union staff is being asked to train PIN (OAD9) not the IOAs – Management will follow up and report back on December 16, 2009 meeting. ▪ Training started on Mon Nov 30, for those sites opening in January ▪ Management explained that IOAs being trained by our trainers, and these people will train the private issuers on the health card services, with the exception of the initial registration for health cards which will not be handled through private issuers ▪ Management advised that staff may be asked to volunteer for training opportunities in order to supplement staff in other locations. Union is concerned these people are being “voluntold” Debbie will check in with Jane confirm and report back in 2 weeks ▪ Union’s question, what services will be provided in private office? And what suite of services will be issued in house? Concern with Town Halls where Deputy Stark spoke to one stop shop for Ontarians – example given of birth registrations ▪ Union’s may concern is around birth registration/certificates and they didn’t receive any disclosure pertaining to this issue. Management 		
--	--	--	--	--

		<p>responded by stating that the Deputy was speaking to the vision of one-stop-shopping and that the focus currently is on the Drivers licensing and health cards. Currently there is no plans to add the birth certificates, etc. into the suite of services being provided</p> <ul style="list-style-type: none"> ▪ Taking The Lead is really about how we transform our business ▪ Concern is that staff in hearing suite of services will be issued through private issuers – causing questions around job security for the staff currently offering these services ▪ Union requesting a List of stand alone Land Register Office and those public sites, as well as the address of amalgamated centers 		
New Business				
December 2, 2009	Internet Access at Service Ontario Counters	<ul style="list-style-type: none"> ▪ Local Employee Relations Committee escalated to MERC committee ▪ Only line supervisors have access, staff must visit other terminals to do WIN functions and other administrative duties. Staff are requesting internet be provided at each wicket. The current situation creates blocks at times (ex. month end for entering attendance) and employees are having to use their breaks/lunches in order to complete their WIN tasks and/or course registration - This also applies to Land Register Offices ▪ Information will be forwarded to Jane who will report back on Dec. 16, 2009 ▪ Management notes that the individual workstations are there to service the public, and may have some complications regarding security given 	Jane	December 16, 2009

		<p>the documentation and application that are necessary to complete their tasks</p> <ul style="list-style-type: none"> ▪ True Issue: staff are waiting in line during lunch/breaks in order to send in attendance, register for courses, and/or other administrative duties 		
December 2, 2009	Driver Licensing Testing Machines	<ul style="list-style-type: none"> ▪ Raised at Local Employee Relations Committee, escalated to MERC ▪ Some machines are broken, and have been for a very long time. This has been an issue at the Local Employee Relations Committee table for more than 2 years. This is causing the staff to have to deal with continuous complaints from the public ▪ Cheryl requesting list of which centers are open for drive testing – the news has reported 6 and she is only aware of 777 Bay street location ▪ Requesting machines be fixed or replaced in the near future 	Jane	December 16, 2009

Items deferred to December 16, 2009 Meeting

As agreed by both management and the union at the November 18, 2009 Subcommittee meeting, the following items have been deferred until December 16, 2009, when Jane Lee will be present to discuss the steps being taken toward resolution:

- Classification Issues – Tabled November 3, 2009
- Local Employee Relations Committee and Health and Safety Committees for Service Ontario – Tabled November 3, 2009
- Vacation Guidelines – Tabled November 18, 2009
- Visitor Confidentiality Form – Tabled November 3, 2009
- Hiring of on-call Staff – Tabled November 3, 2009

Union Sign off:

A handwritten signature in black ink, appearing to be "P. H. Adams", written over a horizontal line.

Date: _____

Strategic Business Unit Sign off:

A handwritten signature in black ink, written over a horizontal line.

Date: _____