

## 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 – July 8, 2010**

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

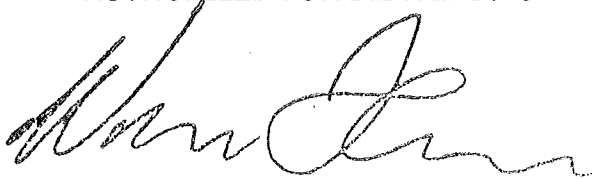
Please post or otherwise make them available to the members in your workplaces.

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: July 8, 2010	
Management Members	Jane Lee, Jennifer Laidlaw, Michelle Kalsbeek, Debbie Farr, Ruth Henderson, Erin Denike, Jessica Brethour
OPSEU Member	Cheryl Rhodes, Cameron Walker, James Cushing, Sandra Snider
<b>Absent:</b>	Jeannie Sheonarain
<b>Guests:</b>	

Table Date	Subject	Action	Lead	Follow up Date
<b>New Items</b>				
July 8, 2010	Security at Service Ontario Counters	<ul style="list-style-type: none"> <li>• Union has suggested that in some sites employees are required to physically carry their cash boxes from one counter through the public waiting area to the other counter</li> <li>• Union is also requesting Plexiglas around ServiceOntario counters, management responds by explaining that discussion have occurred in the past (post SARS) and it was determined this was not the vision for ServiceOntario</li> <li>• Union also stated that in some offices money sits for long periods of time</li> </ul>	Union	<ul style="list-style-type: none"> <li>• Prior to next meeting (if applicable)</li> </ul>

		<ul style="list-style-type: none"> <li>• Management states that there are safes in all locations to house on-site cash</li> <li>• OPSEU (Sandra) will follow up and link in with Jane directly for any follow up</li> </ul>		
July 8, 2010	Private license bureaus lawsuit against government	<ul style="list-style-type: none"> <li>• Discussion around the PINS using the Ontario logo</li> <li>• Management described a plaque that is affixed to the front door/lobby of PINs stating they are an agency</li> <li>• Union brought this item forward in an effort to be proactive, if issues arise, OPSEU would like to reserve this item for a future agenda</li> <li>• No action required</li> </ul>	Union	N/A
<b>Standing Items</b>				
Taking the Lead		<ul style="list-style-type: none"> <li>• Update provided that in some cases a few sites have been deferred</li> <li>• Currently working on a new schedule that will encompass these delays</li> <li>• Schedule will be shared with the union once available.</li> </ul>	Debbie	<ul style="list-style-type: none"> <li>• Share revised schedule with the union once available</li> </ul>
Family Friendly Services		<ul style="list-style-type: none"> <li>• No update to provide at this time</li> <li>• OPSEU requests the MERC SO table be made aware of any change in hours in advance of disclosure</li> </ul>	Debbie	N/A

Follow up Items			
June 10, 2010	G20	<ul style="list-style-type: none"> <li>Item to be removed from the agenda</li> </ul>	N/A
March, 2010	50 FTE's in Service Ontario & use of Ad-hoc staff	<ul style="list-style-type: none"> <li>Management communicated the possibility of pulling together information relating to how many RPT staff ServiceOntario has, how many unclassified working fulltime hours, how many unclassified working P/T hours. New staff have been brought in and will be working on an analysis piece</li> <li>Union voices disappointment over allocation of 50 FTEs. They were expecting full FTEs be placed in offices, not partial. Management speaks to the importance of adding partial, and in some cases may equal out to be a full FTE, if a partial already exists in some locations</li> <li>No end date set for analysis currently, but management commits to bringing any updates forward to this table once the information is available</li> <li>OPSEU also concerned with the use of ad-hoc staff specifically is Sault Ste. Marie. Union advises there are 3 employees who are rotating through the schedule, union contends they should be made RPT</li> <li>Additionally, union is concerned with the use of ad-hoc when they are doing full time hours for 16-17 months a and then are switched back to ad-hoc for 2-3 months so they are not entitled to conversions</li> <li>Jane Lee will investigate &amp; report back at the check-in meeting</li> </ul>	<ul style="list-style-type: none"> <li>Jane Lee to update at check-in meeting</li> </ul>

		<p align="center"><b>**Merits for ad-hoc staff**</b></p> <ul style="list-style-type: none"> <li>• Union raises the issue of ad-hoc staff not receiving merits. Request that management run report and share information at an up coming MERC Subcommittee meeting.</li> <li>• OPSEU speaks to the interim agreement at CERC while a more permanent solution is underway.</li> <li>• Suggests making former NMDM staff a priority and OPSEU suggests a retro date of April, 2010</li> <li>• Management will take this back and investigate the issue. Will provide an update at a future MERC Subcommittee meeting. As noted above, the analysis may take some time to complete</li> <li>• When progress has been made, management will invite Jacques L'Abbe back to the table to discuss</li> </ul>		<ul style="list-style-type: none"> <li>• Update union when information becomes available (Fall, 2010)</li> </ul>
May 13, 2010	Coaching model	<ul style="list-style-type: none"> <li>• Union raises this as a possible issue if these coaching scores are used as part of the performance review conversations</li> <li>• Management clarifies this is a tool for providing the agents with regular feedback</li> </ul>	Union	N/A
May 13, 2010	Job Share	<ul style="list-style-type: none"> <li>• On going issue originally raised at MERC table</li> <li>• Union has requested an update around their proposal for management</li> </ul>	SBU	Cameron to follow up with Jessica prior to

		entertain a job share for an OAG8 in Thunder Bay into a CSR 2 Scarborough position		next meeting
		<ul style="list-style-type: none"> <li>• At this time it has been deemed that the individual is not qualified based on their current specs, nor has the individual applied for a lateral transfer</li> <li>• Cameron to contact Jessica directly for further discussion on this item</li> </ul>		
January 2010	LERC and Health and Safety Committee's	<ul style="list-style-type: none"> <li>• The Union is looking to move forward on LERC training for new committees in Service Ontario on scheduling</li> <li>• Cheryl will look into scheduling and follow up directly with Jennifer Barton</li> </ul>	Union	Union to connect with management if appropriate

Union Sign off:

*Rhodes*

Management Sign off:

*J. C. Lee*

Date:

*Sept 22/10*

Date:

*Oct 12/10*