

**BC/YT Region
Regional Union Management Consultation Committee (RUMCC)
Record of Discussions for July 29, 2004**

Participants

Union

Pat Wakefield	NVP CEIU, Co-chair
Grant McGregor	Representative, PIPSC
Dave Stemler	Representative, APSFA
Heather Middlemass	Representative, CAPE
Christine Dockman	RVP, NHWU

Management:

Bill Ross	A/Regional Executive Head, Co-chair
Bob McMorine	Director, Human Resources
Jeanine Arseneault	Regional Manager, Human Resources

Absent:

Claudine Philippe	RVP, National Component
Derek Brackley	Representative CAPE

Support to the Committee

Jill Mullis	Regional Executive Office
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MANAGEMENT ITEMS

Managing For Results – Bob McMorine

Managing for Results is slowly making progress. Originally the intent was to achieve 75% having completed the *goal and expectation setting stage* by end of March 2004. However we anticipate we will reach 75% or higher by end of summer.

At this time Core Competencies is the primary focus of discussion.

For CEIC in terms of Insurance it has been difficult meeting targets as getting the claim load down has been the priority for team leaders and managers vs. numbers and developing plans. It was agreed that although work pressures and clients come first at some point we do need to meet our Managing for Results obligations

With regard to the use of the term “Performance and Learning agreement”, Pat Wakefield advised that only the PSAC can sign “agreements” on behalf of the members. She asked if management would agree to employees crossing out the word “Agreement” and substitute the word “plan”.

Management advised that the Region has no concern if the Manager and Employee want to cross out the word *Agreement* and use *Plan*.

Verbally Communicating Decisions – Bill Ross

Bill Ross provided a handout from Charles Nixon, ADM Insurance entitled “Verbally Communicating Decisions Evaluation Report”. The document was released in June and shared with the national Policy Health and Safety Committee. It will be tabled in the next meeting of the Regional health and Safety Committee.

Bill Ross stated that although some additional funding has been provided by NHQ (7.96 FTE's) which has been distributed to the field, it may not be noticed as a result of it being off-set by other national budget reductions.

Bob McFarland, Regional Manager Insurance Services for BC/Yukon Region continues to monitor the results in the region, relative to the national findings.

Universal Agent – Bill Ross

In March 2004 Charles Nixon, ADM Insurance wrote to REHs introducing the use of the national work description for the Universal Agent position. The Benefits Leadership Team (BLT) and the BLT Human Resources Working Group have developed a proposal for implementation of the Universal Agent work description.

Bill Ross advised that the proposal includes an invitation to the CEIU to provide input on the proposed implementation strategy and to obtain thoughts on staff concerns that should be anticipated or any other associated issues. A formal invitation will be forwarded to CEIU early fall. CEIU agreed to review the process proposal and implementation schedule upon receipt of the invitation.

Action: Human Resources to ensure that CEIU receives a copy of the new work description.

Implementation will be very slow. The BC/Yukon Region will show support to the concept by asking for volunteers in the 3rd quarter with 0 - 15% uptake in the fourth quarter. Whitehorse has three employees that are converting to the new Universal Agent work description.

Pat Wakefield asked when the SDR and Adjudicator positions will be taken over by the Universal Agent. Management confirmed that it is anticipated that much of the clerical aspects will be taken over by technology. However, it is a work in progress – we need to identify problems of the past. SDRs can take advantage of the Universal Agent opportunities.

Designation Notices – Jeanine Arseneault

Form 13 Designation notices are out in the offices and are in the process of being distributed. The deadline for distribution of notices is August 9th, 2004. There are a few issues around distribution to NHWU members as union representatives are not available in all the local sites to witness the distribution. Christine Dockman advised that Julie Brussiers will witness the distribution in the lower mainland.

Action: Christine will contact the local executive to determine a process and get back to Jeanine to make arrangements for witnessing next week.

New Service Canada Access Centre (SCAC) – Bill Ross

Ron Stewart is the National lead with Shannon Baggott as the regional lead for this activity. There are seven SCAC sites within the BC/Yukon Region.

An SDR in Smithers has recently been trained in Ottawa to perform the Service Delivery Representative role. Other Service Delivery Representatives and a Program Officer were subsequently trained as backups. It is expected that the SCAC role will be implemented August 1/04 with a formal opening scheduled for September.

Christine Dockman asked how the Service Canada Access Centres will impact employees. Bill Ross responded that Service Canada jobs have helped some employees who have not enjoyed claims calculation but rather prefer the tasks of reviewing documents and responding to public enquiries.

Bill Ross advised that current HRSDC/SDC employees will get first option at the Service Canada jobs. The SCAC role will be incremental work for the seven locations. There has been no formal assessment evaluation to date.

Passport Pilot Project – Bill Ross

Currently there are three Passport pilot project sites (BC, Quebec and Manitoba) across Canada. The objectives for the Passport Pilot sites are to provide passport services (receiving and reviewing passport applications and supporting documents) to areas outside the main passport office locations across Canada. Kamloops, the location of the BC site has received 75% more traffic than the other 2 pilot sites. As a result of this early success, we have just received another FTE to support the Kamloops office

PWGSC Client Satisfaction Survey – Bill Ross

Every two years PWGSC conducts a client satisfaction survey with employees in various buildings across the country under their responsibility with populations greater than 100. The purpose is to identify both levels of satisfaction and concerns regarding facilities. Stats Canada conducts the survey and interviews a random sampling of employees from departmental telephone listing data base. The objective of the PWGSC survey is to identify areas of concern and satisfaction. The survey will take place September – December this year with analysis to occur January to May 2005. The results and action plan will be published in June 2005.

Bill Ross has agreed that we need to participate. The last survey identified the top 3 improvements that tenants like to see as 1) air circulation, 1) office space and 3) temperature.

Pat Wakefield asked about the plans for the Nanaimo office given that it is up for sale and the current lease expires March 2005. Management had not heard of the pending sale and will have Corporate Services clarify.

Action: Miles Brown to follow up with Public Works regarding the proposed sale of the building where the Nanaimo HRCC is located.

Departmental Transition – Bill Ross

Bill Ross advised since the split of the Department into HRSDC and SDC we now have 5 ministers. (Minister Joseph Volpe - HRSDC, Minister of State Claudette Bradshaw - HRSDC, Minister Fontana – Labour and Housing - HRSDC).

Minister Dryden – SDC, Minister of State, Ianno – SDC.

CMHC has been placed into the HRSD fold via Minister Fontana's connection between the two departments.

Some of the changes as a result of the split include; the Call Centre is now experiencing a centrally managed reporting relationship through Judy Risebrough, to Donna Atchimov, DG Call Centre Operations; Overpayment Recovery reports to Bernie St. Martin, DG Accounting Operations at NHQ; Labour reports to Ajit Mehat, DG Labour Operations, NHQ; Corporate Services reports to both Bill Merlinger (Finance) and Serge Rainville, (Systems) NHQ; Human Resources reports to Gina Rallis, NHQ.

Other Departmental Updates

Budget – Bill Ross

After receiving their budget allocations, HRCCs have felt a sense of relief more than last year. Caution is although there may be more dollars the responsibility to fund other things is a reality. Examples include:

- translation is being charged back to the HRCC vs., being centrally funded @ RHQ.
- We are now being funded by business line therefore we cannot transfer dollars to correct shortfalls in other business lines.

UNION

Part Time Employment Benefits – Impact on Superannuation – Pat Wakefield

Pat Wakefield raised concerns and provided examples of conflicting information related to the pension calculation formula (best 5 years and years of service) used for individuals who have worked a combination of part time and full time with the Federal Government throughout their careers. It appears as though pensions for these employees are not being calculated the same way as those who only worked full time hours. As a result of the different calculation formulas used (for those having worked both part time and full time vs. those who have only worked full time) pensions results are different even though they may have had the same dollar amount in the best five years and the number of years worked. Unfortunately repeated queries have resulted in a variety of responses that are also inconsistent.

Action: Pat Wakefield will advise one of the affected PSAC members to provide Bob McMorine with all the particulars of her case to use as an example to determine if there

is a difference in the calculation formulas and outcome. To date employee member has received four different pension amounts/formulas/and explanations from different sources.

The union brought forward a suggestion that if there is a difference in the way the calculations are performed based on full time/part time hours then employees should be advised in writing of the impact of reducing their hours of work at the time they are making their decision work part time.

RUMCC Mandate – NHWU – Christine Dockman

Christine Dockman asked a variety of questions related to why HRDC split into two separate departments (HRSDC & SDC) and the impact. Bill Ross advised that the Privy Council Office or the Prime Minister's Office would be best to respond to that question. Christine's other questions included:

Q. What parts of ISP would best be dealt with at the RUMCC table?

A. For the purposes of administration and grievances, ISP Processing reports to the Regional Executive Head BC/YT Region. For ISP Processing Centre issues, the first level of grievance takes place at the local level in Victoria with 2nd level taking place through Bill Ross A/REH BC/Yukon Region. If NHWU has questions in regard to the ISP Processing Centre they can have the local president work through Kim Bergh, Director, ISP Processing Centre.

The Call Centres are nationally managed and report through Judy Risebrough to Donna Atchimov at National Headquarters. The EI/ISP Call Centre has one local manager (Wanda Hartry) who reports to Judy Riseborough @ NHQ. With regard to Call Centres the first level of grievance takes place at the local level via Wanda Hartry and the 2nd level takes place via Judy Riseborough @ NHQ.

The RUMCC is a good discussion platform at the Regional level for Walk-in Centres and Processing Centres.

Safety and Health issues are to be addressed by the Safety and Health Committees which are location based. Safety and Health Committees are per building vs. the organization chart. The Safety and Health Committee continues to have jurisdiction for all employees in the building throughout the transition.

With regard to the clarity of roles – Bill Ross reiterated that the administrative systems still need to catch up with the reorganization.

Bill Ross further advised that a 280 page Departmental Transition document outlines the mandates of the two departments and will be sent to all RUMCC members. Staff will have access to this document through their Responsibility Centre Managers.

Action: Jeanine Arseneault to forward the Departmental Transition document to union representatives.

Posting of Competitions – CEIU – Pat Wakefield

Pat Wakefield asked if it were possible to have competitions posted on the internet given that many employees work on their applications from home.

Bill Ross and Grant McGregor both confirmed that the security systems are not yet in place to accommodate such a request – similar to why we do not do business via hotmail. Bill Ross advised that for access to be provided via a RAS token it would result in costs in excess of \$200.00 per employee. Once NHQ makes the decision and implements (minimum two years down the road) we could have some of our private websites accessible from the outside. Perhaps once technology catches up we can look at this suggestion again.

Harassment Prevention Workshop – NHWU – Christine Dockman

Christine Dockman suggested having a joint Union Management Harassment Prevention workshop similar to the 1.5 day session put on @ Health Canada.

Bill Ross advised that the appropriate forum for the discussion of this topic would be at the Regional Joint Employment Equity Consultation Committee (RJEECC) which has jurisdiction on this issue. Management agreed to have this topic tabled at a future RJEECC meeting. Bill Ross also clarified that the Joint RJEECC does not report to the RUMCC.

Action: Jeanine Arseneault to forward the potential agenda item to the RJEECC.

Grants & Contributions – CEIU – Pat Wakefield

Pat Wakefield advised that PSAC members have raised concerns that many employees are in a position where they could be severely affected by some of the current administration of Grants and Contributions within the region.

Pat advised that as a result of the concerns raised by CEIU members a committee was struck to identify the risks and come up with suggestions. Pat Wakefield along with representatives from the HRCCs met as a group to discuss and get the issues out. Pat advised those on the committee that she would only deal with issues that were supported by facts not opinions. As a result of the committee discussions a document was developed with specific facts to be presented to the REH BC/Yukon Region.

Pat provided general information to the RUMCC members articulating the concerns raised a) conflict of interest b) the need for training) c) Communication mechanisms (some Project Officers do not have direct access to the POC and SDM other than via the Team leader).

Based on the sensitivity of the issues raised Pat handed the document directly to Bill Ross, BC/YT A/REH for his review. Bill Ross received the document and confirmed that he takes these types of issues very seriously and where appropriate will review them with the Director Programs Services for further consideration.

Bill Ross emphasized that when it comes to conflict of interest and Values and Ethics the systems do not work if people do not stand up for what they believe in. POCs need to be able to put the blocks on the conflict of interest issues. Grants and Contributions is very complex. The review committee and segregations of duties were put into place to protect them.

Action: Bill Ross to review the document of concerns presented by the union.

Pat Wakefield further expressed the concerns of Service Delivery Assistants in Corporate Services relative to the impacts of changing technology. Bill Ross responded saying that all aspects of the business are affected when technology takes place. Our future will be radically different and these changes will be driven by technology. People need to understand that what they are doing today will not be here tomorrow. Although technology will impact the SDAs first they are not more vulnerable than the others. Looking into the future all will be affected over time. Unfortunately the SDA's are just the first ones initially affected.

YMCA Workers – CEIU – Pat Wakefield

Pat Wakefield raised concerns of the potential for exploitation of Youth @ Risk who are paid minimum wage by the YMCA and placed with organizations to gain work experience, structured work habits etc. necessary to enter the world of work.

Pat advised she had received information of an HRSDC casual employee who was not extended due to a YMCA Youth @ Risk placement.

Pat voiced her concerns that Youth at Risk workers may be displacing casual HRSDC/SDC employees which is contrary to the YMCA agreement. Her understanding is that YMCA placements are to be incremental. She provided an example of a YMCA agreement where a Youth at Risk was placed at an HRCC for a period of 8 months. Part way through the YMCA 8 month agreement a casual employee (who had been performing the same work along side the Youth at Risk Worker) was not extended. The perception being the YMCA Youth at Risk Worker had displaced the casual employee.

Pat asked how many YMCA Youth @ Risk employees are currently working @ HRSDC/SDC.

Bob McMorine and Bill Ross were not aware of exact number of placements however, they both emphasized that HRSDC/SDC puts far more into the mentorship than what the Youth @ Risk placement is putting out. They did not see where there would be exploitation given the intent of the program and the target group. They are not aware of

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any situations where offices have taken on these individuals as a mechanism to save salary dollars.

Round Table

Grant McGregor requested permission to use the e-mail system to send out a reminder to his fellow members that in the event of a PSAC strike they are expected to report to work in the case of any picketing around the workplace. Members would be reminded they need to have their union card in their possession so they can identify to any picketers their union status. Should members they have any problems gaining access to the building where they work they would also be advised to contact their manager.

Bill Ross concurred.

Next Meeting – November 17, 2004 @ 1:00 P.M. - REH Boardroom

Future items - Review of RUMCC Terms of Reference