

**Ministry of Government Services**  
**ServiceOntario MERC Subcommittee**  
**MINUTES - March 20, 2014**  
**777 Bay, Toronto, BdRm 5-3**  
**1:00 – 3:00**

<b>Management Members:</b>	Co-Chair : <b>Jennifer Barton</b> Robert Mathew, Mario Tarsitano, Julie Clarke, Sam Berton, Jennifer Charlton
<b>OPSEU Members:</b>	Co-Chair: <b>Sylvie Valcourt</b> James Cushing, Stacey Gittens, Twila Marston
<b>Regrets:</b>	Louise Larocque
<b>Guests:</b>	Steve Burnett

	<b>Agenda Item</b>	<b>Discussion</b>	<b>Action</b>	<b>Follow up</b>
<b>Business Arising:</b>				
<b>New Business:</b>				
	Info-share/Update on Quality Improvement Initiatives for In-person Service Delivery.	Steve Burnett delivered a presentation to the group.		
	Discussion on employer's reliance on temporary staff for regular permanent vacancies.	Concern from BU that permanent vacancies are being filled with contract staff.	ER will look into vacancy numbers	
	Discussion on appropriate work being delegated to appropriate position.	Concern regarding employees being given extra duties outside from their job spec/position.	BU to provide ER with specific instances and the Employer will look into them.	
<b>Updates:</b>				

14-01-A	Review of Enhanced Drivers License Agreement; requiring Security Check	<p>The EDL Agreement was not reviewed in 2013. Moreover, the 5-year original screening check is due for renewal.</p> <table border="1" data-bbox="569 326 1003 938"> <thead> <tr> <th>Site</th> <th>MOA App. "A"</th> <th>Existing</th> </tr> </thead> <tbody> <tr> <td>Cornwall</td> <td>4</td> <td>4</td> </tr> <tr> <td>Kingston</td> <td>5</td> <td>6</td> </tr> <tr> <td>Ottawa</td> <td>6</td> <td>5</td> </tr> <tr> <td>Sault Ste Marie</td> <td>3</td> <td>4</td> </tr> <tr> <td>St Catharines</td> <td>5</td> <td>4</td> </tr> <tr> <td>Thunder Bay</td> <td>4</td> <td>4</td> </tr> <tr> <td>Toronto-College Park</td> <td>6</td> <td>14</td> </tr> <tr> <td>Toronto-Sheppard</td> <td>8</td> <td>15</td> </tr> <tr> <td>Windsor-City Hall</td> <td>7</td> <td>7</td> </tr> <tr> <td>Total</td> <td>48</td> <td>63</td> </tr> </tbody> </table> <p>Numbers and locations to be reviewed, inclusive of Contact Centers.</p>	Site	MOA App. "A"	Existing	Cornwall	4	4	Kingston	5	6	Ottawa	6	5	Sault Ste Marie	3	4	St Catharines	5	4	Thunder Bay	4	4	Toronto-College Park	6	14	Toronto-Sheppard	8	15	Windsor-City Hall	7	7	Total	48	63	<p>Employer to review with CER regarding how the EDL agreement fits in with the new Employment Screening Checks Policy.</p> <p>Need to look at what will happen if an Employee wishes to not be re-screened or does not get clearance.</p> <p>Additionally, to check if there is a way to restrict access to those that did not get clearance.</p> <p>ER to look into pre-WIN entries – screening was attached to person, instead of it being attached to the position.</p> <p>ER will begin canvassing staff to see who would like to be rescreened.</p> <p>Increases or changes to approved complement to be discussed at the subcommittee with appropriate rationale.</p> <p>Approximately 35 staff from Hotline are involved with EDL</p>	
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14-01-B	Waiver of Competition to part-time positions	Changing the status of two full time employees to RPT.	BU awaiting decision from Corporate.	Resolved. To be removed.
13-11-A	Establishment of Regional LERCs and JHSCs	Mapping out areas to ensure appropriate (Regional) representation/composition. Employer will assist in taking inventory of existing LERCs and will work with BU to determine where the gaps are	A sub-meeting is scheduled for February 26, 2014.	Revisit at April meeting.
13-12-B	The Use of Talent Pool in Recruiting	Application of Appendix 39  Employer confirmed BU's interpretation of Mass Centralized Recruitment Process.		Resolved. To be removed
13-08-A	Staffing updates for CCSD (Call Centre) – OPSEU requesting ER's intentions re: additional FT and/or RPT positions to meet increased workload.	Discussion - Volume and workload issues – Chris Henz provided an overview of 'Occupancy' vs. 'Service Level'.  Discussion about lack of training for agents.	Employer will follow up on specific cases noted regarding retraining.  BU will keep the Employer up to date on future issues on retraining.	Revisit at April meeting.
13-04-C	Accelerated Red and White Health Card Initiative – Additional update requested as to projected staff appointments and SPNs as per R/W conversion.	Amin Remtulla presented that the Employer expects to start offering this service to the public early next year. Training material for staff is ready for roll-out.  There will be new staff hires to support roll-out.	Employer to provide data on new hires by specific locations	
11-12-A	Outreach CSR/MOA		Pending sign-off.	
N/A	ONBIS	Legislation is still pending.	For information.	Updates to be provided as required.
<b>Standing Items:</b>				

13-04-G	Land Registry Office	North Bay LR office moving to be co-located with ROB counters effective March 3, 2014. No change to jobs, manager, staff or hours.	For information.	Updates to be provided as required.
13-12-A	2014 Vacation Bidding Process	Discussion – A review on the implementation for the ORG group at the North York location and a status update on the vacation roll-out for the Downsview site.	BU will provide ER with specific cases to look into.	Project to review and streamline process beginning April 1. Committee will revisit in June.
	TEI	Discussion on seniority vs first exit date		

Union Co-Chair

Date: May 22, 14

Management Co-Chair

Date: