

MGCS MERC Minutes

Time: 10:00 a.m. to 3:00 p.m.

Date: March 10, 2020

Location: 2nd Floor, 777 Bay Street, Toronto, Ontario

Meeting Chair

Management

Management Members in Attendance

Natasha Holland (Co-Chair), Mike Amato, Rico Medeiros, Karen Baldassarra, Andrea Hatzis, Millie Ng

Management Resources

Dilshad Ghadially, Kate McGuigan-O'Toole

OPSEU Members in Attendance

Debbie Ponte (Co-Chair), Stacy Grieve, Rob Cox, Spencer Mitchell, Mike Grimaldi (OPSEU)

Regrets:

Guests: N/A

Presenters: Nancy Roche

Minutes

Dilshad Ghadially

Standing Items

Item 1: Administrative Items

Welcome new members.

Item 2: Reports (Surplus, Vacancy, Seniority Lists, Disclosure Log)

The Employer shared all reports with the Union on March 2, 2020.

Action: Employer will continue to endeavour to provide reports at minimum two weeks in advance where possible.

Item 3: TEI Statistics

The Employer provided updated TEI statistics at the meeting:

MGCS (2013 -2020)	Total
Approved	301

Action: Employer to forward two requested TEI letters to OPSEU.

Item 4: Ministry Updates and Announcements

Employer to provide updates as they become available through the information sharing/disclosure process. Employer to add ITS as a standing sub-item.

MGCS Updates: No updates.

Ontario Shared Services

One OSS (Operational Plan): Employer provided an update.

Action: Parties agreed to remove item from agenda.

OSS HR Payroll Initiative: No updates.

Centralized Procurement Initiative: No updates.

Financial Processing Operations Branch Pilot: The Employer re-shared the November 2018 information share that was previously sent to the Union.

Action: Employer to follow-up with program area to provide update at next MERC meeting.

Payroll Operations: The Union requested updates for payroll operations.

Action: Employer to provide updates as they occur.

ServiceOntario

ONBIS Update: No updates.

Common Scheduling Pilot: Employer provided an update.

Action: Parties to monitor and bring forward updates and/or concerns as they arise.

Other Ministry Reviews & Pilots

Government Real Estate Portfolio Review: No updates.

Item 5: MERC/LERC Issues

The Union inquired about LERC training dates and process for registration.

Action: Employer to follow up regarding LERC training dates and registration.

Item 6: MGCS Training and Development

The parties agreed that any future discussions regarding the re-skilling and re-tooling MOA shall be held under this item.

Workload, Change and Culture Update: The parties agreed to remove "Workload, Change and Culture Update" item as it is reflected in item #4.

Action: Remove sub-item "Workload, Change and Culture Update" from agenda.

Item 7: Joint Health and Safety Committees (JHSCs)

No updates.

Action: No action.

Item 8: ITS Transformation Journey

Data Centre Operations Update: A corporate Information Share was provided on November 25, 2019 and announced to staff on November 27, 2019. The Employer provided an update on anticipated next steps.

Action: Employer to provide updates and timelines when available.

Launch of LiveChat: The Employer provided an update and confirmed that an update will be provided at the next MBA (Multi-bargaining agent) meeting.

Action: Employer to share update at next MERC meeting.

Follow Up Items

Item 9: Expenditure Restrictions - Impact on Hiring

The Ministry continues to fill positions based on operational requirements. The Employer provided an update and confirmed that the OPSEU MERC Co-Chair is to be copied on all conversion letters.

Action: Employer to follow up regarding reach-back process on competitions.

Item 10: Multi Year Planning

No updates.

Action: No action.

Item 11: ODS Lean Office

Presentation from the Lean Office has been deferred to 2020 to provide an overview.

Action: Employer to follow up with Lean Office for presentation and OPSEU to provide any advance questions.

Item 12: Security Checks

The Employer provided an update on security checks.

Action: Employer to follow up if a central listing of all positions requiring security checks exists.

Item 13: ITS Executive Support

The Employer provided a presentation on the process being used for executive support.

Action: Item to be removed from agenda.

Item 14: Appendix 15

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The Employer provided an update and highlighted that an email response was provided to OPSEU on January 30, 2020.

Action: Employer to provide an update on the remaining employees and will share conversion letters.

Item 15: Review Government Real Estate Portfolio (GREP)

No updates.

Action: Remove item as it is captured under item #4 Ministry Updates.

Item 16: Current Process – Staff Recognition

A presentation on recognition within the ministry was held.

Action: OPSEU to bring forward specific questions regarding the Quarter Century Club Process.

Item 17: Film Classification Act, 2005 – Consumer Services Operation Division (CSOD), Ministry of Government and Consumer Services (MGCS) (Reference Item #4)

The Employer provided an update.

Action: Employer to share a list of affected staff and the staff in the contact centre at CSOD.

Item 18: ITS Print – OSS Consolidation

The Employer provided an update and the Union raised concerns regarding the classifications and training.

Action: Union and Employer to follow up.

Item 19: Ministry Pandemic Plan

The Employer provided an update and highlighted that MGCS has a Continuity of Operations Plan (COOP) that has an appendix covering pandemics.

Action: No action.

Item 20: OSS Contact Centre(s)

The Union brought up specific cases regarding OPSEU work being performed by non-OPSEU employees in certain OSS contact centre(s).

Action: Employer to follow up and provide an update.

Item 21: LRO Office

The Employer provided an update.

Action: Remove item from the agenda.

Approvals

Union Co-Chair:

A handwritten signature in black ink, appearing to read 'Debbie Ponte', written over a circular stamp or seal.

Date: March 10, 2020

Management Co-Chair:

A handwritten signature in black ink, appearing to read 'Natasha Holland', written in a cursive style.

Natasha Holland

Date: March 10, 2020