

## **MGCS MERC Minutes**

Time: 9:30 a.m. to 3:00 p.m.

Date: March 20, 2018

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

### **Meeting Chair**

Louise Larocque

### **Management Members in Attendance**

Louise Larocque (Co-Chair), Diane MacNeill, Denis Blais, Ray Maday

### **Management Resources**

Brenley Jorgensen, Sarah Tharani

### **OPSEU Members in Attendance**

Debbie Ponte (Co-Chair), Spencer Mitchell, Stacy Grieve, Barbara Gaudette, Tim Elphick

### **Regrets**

Andrea Hatzis, Rob Gagne, Roxanne Barnes

### **Presenters**

Rico Medeiros

### **Minutes**

Sarah Tharani

## **Standing Items**

### **Item 1: Administrative Items**

2018 MERC Meeting Dates: September 19 or 20, 2018.

**Action:** Employer to confirm and book September 2018 meeting room and to send out meeting invitations.

Union requested the Employer change the agenda and minutes format to ensure consistency with the approved ERC MERC template. The Union provided a sample template for the Employer to review.

**Action:** Employer to review the Union's request and follow-up.

### **Item 2: Attendance Support and Management Program (ASMP)**

The Employer is currently conducting an internal review to confirm how many employees remain in the ASMP as of January 1, 2018 and on a quarterly basis.

**Action:** Employer will review the request and provide update by the first quarter of 2018.

### **Item 3: Reports (Surplus, Vacancy, Seniority Lists, Fixed-Term, Disclosure Log)**

The Employer shared all reports with the Union. No questions were raised by the Union. The Union requested the Seniority Report. The Union requested that all materials be sent three business days in advance of the meeting.

**Action:** Employer to provide the Seniority Report to the Union.

### **Item 4: TEI Statistics**

The Employer shared divisional-level statistics of TEI applications received from January 2017 to January 2018. Two new requests were submitted for January 2018.

**Action:** No action.

### **Item 5: MGCS Training and Development Safe Space Pilot**

The pilot ended on January 31, 2018. The Centre for Employee Health, Safety and Wellness is currently reviewing the results. Updates will be provided at the Corporate Multi Bargaining Agent Meeting.

**Action:** The Employer to provide updates as applicable.

## **Item 6: Ministry Updates and Announcements**

No updates at this time.

**Action:** No action.

## **Item 7: Joint Health and Safety Committees (JHSCs)**

OPSEU provided the names and contact information of Local Presidents for all OPSEU represented work locations where gaps were identified.

**Action:** The Employer to follow up with Local Presidents to get the names of representatives. The Employer will provide a full list of the joint health and safety committees and representatives. The Employer and Union will review the status of all joint health and safety committees and representatives on a semi-annual basis.

## **Item 8: LERC Issues**

The Employer is currently in the process of establishing a LERC at the Thunder Bay location that includes all MGCS employees at that location. OPSEU provided the names of the employee representatives for the London Retail Office and Thunder Bay Red River Road location.

**Action:** Employer to follow up with management at the Thunder Bay Red River Road location and the London Retail Office.

The LERC Training Schedule is available on the myOPS intranet website. The Union encourages LERC members to meet in advance of LERC training. Both Union and management representatives must attend the training on the same day.

## **Item 9: Queen's Park Reconstruction Project**

Macdonald Block Complex must be vacated by April 2019. Information provided on the myOPS intranet website.

**Action:** Employer to provide updates as they become available.

## **Follow-Up Items**

### **Item 10: Thunder Bay LRO 6 pm Shift**

Effective immediately the Fort Francis office will monitor urgent time sensitive requests from 5:00pm to 6:00pm EST for a pilot period of three months.

**Action:** Employer to provide update and report back.

### **Item 11: Process Change for Vari-Desk**

In cases where a workplace accommodation is required a manager may request medical documentation. In addition, an ergonomic or other types of assessments may be required that would be arranged and paid by the employer.

**Action:** The Employer to follow up.

### **Item 12: Common Scheduling Pilot**

There is a need for consistency around scheduling across all of the Contact Centres. To address this need a pilot will take place to establish a randomized scheduling process that will work to ensure that the most number of employees get their preferred shift while meeting operational demands, optimizing efficiency and ensuring business continuity within the Contact Centres. The pilot will not have an impact on employees who currently have a compressed work week arrangement.

**Action:** The Employer will provide the Union with applicable materials and updates.

### **Item 13: Competition Reach-Backs**

The Union requested that the MERC co-chair be advised when competition reach backs are used. The collective agreement states that Local Presidents are to be advised when reach backs are used. The Employer is unable to resolve the concern at the ministry level.

**Action:** Deferred at the Union's request.

### **Item 14: Driver's License and Health Card Renewal Project**

No updates at this time

Action: No action.

## **New Items**

### **Item 15: Appendix 39- Mass Central Recruitment**

The Union requests that the eligibility list be attached every time the employer pulls from the same competition.

**Action:** The Employer will follow up with the Talent Acquisition Branch regarding the process.

### **Item 16A: Expressions of Interest**

The Union would like the process clarified for when "expressions of interest" are being used. The Employer confirmed that there is no provision in the collective agreement for expressions of interest. The Employer confirmed that expressions of interest are not supported within the ministry.

**Action:** The Employer will follow up on any specific concerns raised by the Union.

**Item 16B: Direct Assignments (less than six months)**

The Union expressed concerns with the increase usage of direct assignments (less than six months).

**Action:** The Employer will follow up on any specific concerns raised by the Union.

**Item 17: LRO on Land Project**

There are electronic enhancements anticipated over the next 12 months. In December 2017 a web based application was launched to allow clients to view land registration historical documents at no fee. Beginning in April 2018, Professional Land Surveyor clients will have the ability to register their plans electronically. Plans will continue to be pre-approved and certified by staff. Training will begin April 2018. In December 2018, phase two of OnLand will allow clients to view current and historical documents electronically for a fee.

**Action:** The Employer will provide updates as applicable.

## Approvals

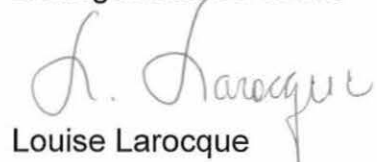
Union Co-Chair:



Debbie Ponte

Date: March 20, 2018

Management Co-Chair:



Louise Larocque

Date: March 20, 2018