

MGCS MERC Minutes

Time: 10:00 a.m. to 12:30 p.m.

Date: September 22, 2020

Location: N/A (Teleconference)

Meeting Chair

Management

Management Members in Attendance

Natasha Holland (Co-Chair), Mary Ben Hamoud (on behalf of Rico Medeiros), Karen Baldassarra, Mike Amato

Management Resources

Dilshad Ghadially, Kate McGuigan-O'Toole, Millie Ng

OPSEU Members in Attendance

Debbie Ponte (Co-Chair), Stacy Grieve, Rob Cox, Spencer Mitchell, Kathleen Demareski (OPSEU)

Regrets: Rico Medeiros

Guests: N/A

Presenters: N/A

Minutes

Dilshad Ghadially

Standing Items

Item 1: Administrative Items

Parties agreed to proceed with a teleconference meeting. Since live minutes are not possible, the Employer will share a draft copy of the minutes with the Union to review and approve.

The Union highlighted that they would like to add the following items to the meeting agenda - Item 7: Joint Health and Safety Committees (JHSCs) and Item 21: ODSP Info-share.

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

The Employer shared all reports with the Union on September 11, 2020.

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

Item 3: TEI Statistics

The Employer provided updated TEI statistics (as of August 2020) at the meeting:

MGCS (2013 -2020)	Total
Approved	302

Action: No Action.

Item 4: Ministry Updates and Announcements

Employer to provide updates as they become available through the information sharing/disclosure process.

MGCS Updates: No updates.

Ontario Shared Services

OSS HR Payroll Initiative: The Employer provided an update and highlighted the recommendations of the initial review. A corporate info-share was provided to OPSEU on July 17, 2020.

Action: No action.

Payroll Operations: The Employer provided an update. The parties discussed the feedback received from staff and agreed that any specific work-related challenges experienced by staff should be directed to their managers.

Action: No action.

Centralized Procurement Initiative: No updates.

Financial Processing Operations Branch Pilot: The Employer provided an update and confirmed the pilot was successful. A corporate info-share was provided to OPSEU on July 2, 2020.

Action: No action.

ServiceOntario

ONBIS Update: No updates.

Common Scheduling Pilot: No updates.

Information and Information Technology:

Live Chat: The Employer provided an update on how Live Chat was implemented and shared adoption numbers.

Action: No action.

Other Ministry Reviews & Pilots

Government Real Estate Portfolio Review: No updates.

Action: No action

Item 5: MERC/LERC Issues

The Union inquired about virtual Employee Relations Committee trainings. The Employer agreed to follow-up and provide an update at the next MERC meeting.

Action: Employer to follow-up.

Item 6: MGCS Training and Development

This item was deferred.

Item 7: Joint Health and Safety Committees (JHSCs)

The parties discussed the need to share information with the JHSCs at the local level. The Union inquired about a testing centre being moved to a government complex in Kingston. The Employer agreed to follow-up and provide an update as soon as possible.

Action: Employer to follow-up.

Item 8: ITS Transformation Journey

The Employer provided an update on the ITS Operational Plan 2020-21 and shared the top 5 priorities outlined in the plan. The plan has been posted on the Ministry Intranet - <https://intra.ontario.ca/iit/its-operational-plan-2020-21>.

Data Centre Operations Update: The Employer provided an update and highlighted that a corporate info-share was provided to OPSEU on July 7, 2020.

Action: No action.

Follow Up Items

Item 9: Multi Year Planning

The Union requested an update on the ministry's multi year plan. No updates.

Action: No action.

Item 10: ODS Lean Office

The Employer confirmed that the ODS Lean Office presentation has been scheduled for the December 2020 MERC Meeting and flagged that is anticipated to be a virtual presentation.

Action: Parties to work together to ensure all members are able to participate.

Item 11: Current Process – Staff Recognition

The Employer highlighted that there were no further updates and that a presentation was done during the March 2020 MERC Meeting.

Action: Parties agreed to remove item from agenda.

Item 12: Film Classification Act, 2005 – Consumer Services Operation Division (CSOD), Ministry of Government and Consumer Services (MGCS)

The Union had requested detailed staff lists. The Employer highlighted that an email response was provided to OPSEU on May 21, 2020.

Action: Parties agreed to remove item from agenda.

Item 13: Ministry Pandemic Plan

The Employer highlighted that there were no further updates. A COOP Time Critical Services list was shared with OPSEU on May 1, 2020.

Action: No action.

Item 14: Contact Centre Capacity Initiative

This item was deferred.

Item 15: Recent Info-shares

The Union inquired about the status of the WIN PeopleTools Upgrade being undertaken jointly by the Pay and Benefits Services Division (PBSD) and the Government Services Integration Cluster (GSIC).

Action: Employer to follow-up and provide an update.

Item 16: Capacity/ Return to Work plans

The Employer provided a detailed update regarding the return to work planning activities occurring in the ministry. The Employer highlighted the following key dates:

- September 8, 2020 onwards: Executives began returning to the workplace to ensure there is support for teams as they begin to transition back.
- From September 28, 2020 to December 2020: The remaining OPS staff who have been working remotely will begin returning to physical workplaces, in accordance with public health guidelines, ministry plans and local workplace protocols. Employees will be informed at least two weeks in advance of their return date.

The Employer also highlighted that corporate guideline is for capacity in the workplace to be 30 per cent. The parties discussed potential employee concerns and the Employer confirmed that managers have been encouraged to implement measures such as cohorting, staggered schedules, other flexible tools and to consider strategies on a case-by-case basis.

Action: Parties to continue to monitor and discuss, as required.

Item 17: Precautionary Measures at ServiceOntario Locations

The Employer highlighted that they had no further updates and that ServiceOntario continues to focus on business needs and the health and safety of employees.

Action: No action.

Item 18: Ian Martin Group

The Employer highlighted that there were no further updates and that an email response was provided to OPSEU on September 8, 2020. OPSEU expressed their disagreement with the Employer's utilization of the Ian Martin Group. It's the Union's position that the employer hire staff if there is a need for the work on a continuous basis.

Action: Parties agreed to remove item from agenda.

New Items

Item 19: GROW (Gradual Reopening of OPS Workplaces)

The Union raised questions about GROW. The Employer highlighted that the update provided under Item No. 16 Capacity/ Return to Work plans spoke to the gradual reopening of the workplace. The parties discussed whether Items 16 and 19 should be combined.

Action: Item 16: Capacity/ Return to Work plans to be renamed Capacity/ GROW/ Return to Work Updates.

Item 20: OPS Pulse Survey

The Union inquired about the results of the OPS Pulse Survey. The Employer will follow-up and provide an update when results are available.

Action: Employer to follow-up.

Item 21: ODSP Info-share

The Union inquired about the Ontario Disability Support Program (ODSP) pilot expansion info-share provided to OPSEU on September 7, 2020 and if it was related to the Contact Centre Capacity Initiative. The Employer clarified that the two initiatives are different.

Action: Employer to provide additional details regarding potential staffing activities related to the ODSP pilot expansion.

Approvals

Union Co-Chair:



Debbie Ponte

Date: *Oct 8, 2020*

Management Co-Chair:



Natasha Holland

Date: Oct 8/20

