

# Ministry Employee Relations Committee - Corrections

## Ministry of the Solicitor General

### Minutes

Wednesday, February 10, 2021

Via Microsoft Teams

## Attendees

### For the Union

- Chris Jackel (Co-chair)
- Chad Oldfield
- Scott McIntyre
- Janet Lavery
- Adam Cygler
- Sandra Harper

### For the Ministry

- Daryl Pitfield (Co-chair)
- Barb Forbes (Co-chair)
- Christopher Moore
- David Wilson
- Christie Hayhow

## Resources

- Kevin Sawicki, Director, HR Strategic Business Unit
- Justin O’Gorman, Team Lead, Employee Relations Branch, TBS
- Lise Ledoux, Project Lead

## Guests

- Bart Novak, Chief, Correctional Services Oversight and Investigations (CSOI)
- Martin Graham, Deputy Inspector, Ontario Corrections Intelligence Unit, CSOI
- Caroline O’Brien, Strategic Advisor, CSOI

## Previous Business

### Institutional Services items

1. **17 06 12 OTIS Access for Correctional Officers** – The Employer has carefully reviewed the Union’s request for enhanced OTIS access for all correctional officers and does not support the recommendation. The access that is currently allocated, differentiated between correctional officers in entirety and specific access for A&D officers is appropriate. Correctional officers at their respective institutions are responsible for the inmates/offenders under their direct care and are currently able to view this information.

Action: Remove item from the agenda.

2. **17 06 12 Recreation Officers Training/Job Competitions** – The Employer agrees with the Union’s position that recreation officers should only be allowed to perform recreation duties as assigned at the institution. This will preclude them from being allowed to accept/be assigned to correctional officer duties i.e., community escorts. Recreational officers will not respond to general emergency codes. Job postings have been updated.

Action: Remove item from the agenda.

3. **18 09 06 Segregation Unit Workload** – MIT rollout is in progress and the mobile devices have been deployed to the phase 1 institutions. These institutions have been testing the mobile devices and scanning process to identify any operational issues/challenges and will need to pass a readiness checklist before going live (date to be confirmed). Due to COVID-19, the order that institutions come online may need to be adjusted to address operational pressures. The Employer confirmed that the existing Program Admin Support Clerks have been extended to the end of fiscal (March 31, 2021).

Action: Update to be provided at the next meeting.

4. **19 04 25 Dog Handler Pilot** – The Employer met with the Union on January 22, 2021 where the Employer responded to the Union’s questions. The Employer is not prepared at this time to move this pilot to a permanent FTE status.

Action: Employer will schedule a meeting in April 2021.

5. **19 06 20 Personal Electronic Devices** – Employer will reissue the policy allowing cellular phones in areas such as locker rooms and lunchrooms.

Action: Executive Director will forward direction to the Regional Directors for distribution to Superintendents. Remove item from the agenda.

6. **19 12 11 Agency Nurses in Institutions** – Employer shared the breakdown of head count for FXT nurses and the utilization rate by institution. Union is requesting a breakdown of shifts per month of agency nurses per institution.

PSW at the TSDC: TSDC is currently reviewing the usage. They have reduced the PSW services since September to three shifts per week 12-hour days. They do not staff 24 hours per day. The PSW floats between infirmary and medical housing assisting with personal care, showering, etc., of inmates between these two units on a Mon-Wed-Fri schedule. If/when they get more complex bed ridden inmates then they flex up to assist with these needs.

Action: Employer will survey the institutions regarding the Union's requested breakdown. A separate meeting will be scheduled with Corporate Health Care.

7. **19 12 11 Issues referred from Thunder Bay Jail LERC** – Employer shared the September minutes with the Union.

Action: Employer IS co-chair and Union co-chair to schedule a call with Thunder Bay Jail representatives.

8. **20 02 12 Entry level training for new institutional non-correctional officer hires** – Employer supports the draft Employee Onboarding Checklist and shared minor comments/edits.

Action: Draft checklist to be returned to the Training and Development Subcommittee for finalization. Remove from the agenda.

9. **20 02 12 Security Threat Group Training** –

Action: Deferred until the new fiscal year.

### **10.20 06 24 GAIN Q3 Assessment Tool (Addiction Counsellor training)**

- Centre for Addiction and Mental Health (CAMH) Provincial System Support Program is currently reviewing the success of the GAIN Q3 pilot using their RIPIL tool.
- The Mental Health Addictions Unit expects to have formal results by the end of December 2020, with the hopes of an earlier draft to review.
- The evaluation will provide a summary of why the pilot was initiated, time frame from development to implementation, which institutions were involved, how many GAIN assessments have been completed since certification, identify any barriers and mitigating strategies, provide both positive and negative feedback from the Addiction Counsellors, Managers, and SOLGEN, any outstanding issues, and future opportunities.
- It is too early to assess pilot outcomes based only on the number of those inmates accepted into community treatment.

Employer shared the April 17, 2020 memorandum with the Union. Union is requesting that the evaluation be shared.

Action: Union will review the information shared. Employer will follow up regarding the evaluation.

### **11.20 09 23 Approved Complement – Employer shared the FTE and headcount for all non-Correctional Officer job codes per institution.**

Action: Union to review.

### **12.20 09 23 OAD Position Description Reports (referred from LERC-Union) – Employer shared all OAD position descriptions with the Union on December 11, 2020.**

Action: Remove item from the agenda.

### **13.20 09 23 Health Care Unit Audit (referred from LERC-Union) –**

Action: Employer to schedule a separate meeting with Corporate Health Care.

**14.20 12 09 Correctional Officer New Recruits** – The Correctional Services Recruitment and Training Centre (CSRTC) advised that the new recruits remain as non-employees. They are members of the public during their training and receiving a stipend as of January 2021.

Action: Remove item from the agenda.

### **Community Services items**

**1. 14 09 10 PPO Staffing Issues** – Meeting has been scheduled for February 17 with MERC CS and IS co-chairs to discuss next steps.

Action: Update to be provided at the next meeting.

### **Both Institutional and Community Services Items**

**1. 18 12 12 Transition Exit Initiative (Appendix 46 Central Agreement)** – As of November 30<sup>th</sup>, 92 OPSEU-Corrections only applications were approved, 449 total applications and 20% approval rate.

Action: Move to Standing Items for future updates.

**2. 19 09 25 Monitoring of Adult Correctional Offenders** – Tour was postponed due to COVID lockdown. To be rescheduled at a later date.

Action: Update to be provided at the next meeting.

**2. 20 06 24 Monitoring Technology-Based Supervision Conditions** – The Employer will invite MERC CS co-chair to a software demonstration for monitoring technology-based conditions.

Action: Employer to extend an invite to the MERC Union Multi-category representative and a MERC IS Employer representative.

**3. 20 09 23 Corrections Business Cards** – Employer does not support the Union's request to replace the Ontario Trillium with the Corrections logo. The Union's position is that this request would support addressing the recognition issue identified by Union.

Action: Remove item from the agenda.

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**4. 20 09 23 Ministry Awards and Recognition Program – no update.**

Action: Presentation/update deferred to a future meeting.

**5. 20 09 23 Subcommittee Annual Reports – Meeting was held on February 4, 2021. Subcommittees will continue to meet in 2021 and submit annual reports by November 15, 2021.**

Action: Move to Standing Items for future updates.

**6. 20 12 09 Institution Services Discharge Planning – Union raised concerns regarding the John Howard Society's hotline that has been established to assist inmates with their discharge planning (transfer payment agency doing bargaining work). The Employer clarified that these are ancillary supports during COVID to help inmates with community needs upon discharge.**

Action: The Employer will provide specifics on what the John Howard Society is providing.

**7. 20 12 09 Statement from the Union – Parties will continue to work together proactively on issues.**

Action: Remove from the agenda.

**8. 20 12 09 Community Reintegration-Offender Discharge Planning – Employer met with MERC Union representatives from both CS and IS on February 3, 2021, to provide an overview of the community reintegration initiative and high-level approach to engage frontline staff, clients and community service providers to identify opportunities to enhance community reintegration practices.**

At the meeting Union requested a summary of the recommendations from the various reports identified by the Employer, and statistics on the number of releases (remanded and sentenced) that have active community supervision orders following their release from custody. The Union is supportive of exploring ways to improve communication between IS and CS with regards to discharge planning/community reintegration. The Union requests to remain involved in the Employer's upcoming engagement process.

Action: Employer to respond to the Union's request.

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sh

## Standing Items

1. **Employment Stability List** – No active members on the list.
2. **Modernization** – No update.
3. **Women Secure Treatment Unit (WSTU)** – No update.
4. **Transition Updates** – MOAs were signed regarding non-CO positions and CO backfill. Two employment stability agreements were signed with respect to the closure of the Gravenhurst location of the Ontario Fire College.

Ontario Correctional Institute remains temporarily closed.

5. **JAHN Settlement and Remedies** – No update.
6. **Statistics** – No update.
7. **New builds for Thunder Bay and Eastern Region** –

### **Brockville Correctional Complex and SLVCTC:**

- The ministry is waiting on the revised conceptual design specifications from the architects in order to schedule another engagement session with the ISET. It is currently anticipated that these changes will be completed in Spring 2021.

### **Quinte Detention Centre Expansion:**

- The ministry is waiting on the revised conceptual design specifications from the architects in order to schedule another engagement session with the ISET. It is currently anticipated that these changes will be completed in Spring 2021.

### **Eastern Ontario Correctional Complex:**

- An engagement session with local ISET is anticipated to be scheduled at the end of February/beginning of March 2021 to present an overview of the Accommodation Schedule, updated Guiding Principles, and facilitate general discussions to provide clarification around raised items from the December engagement session.

- Upon development of the conceptual plans, they will be used to develop the rest of the due diligence work plans, especially the Geotechnical/Environmental borehole plans. It is expected that the field work will begin towards mid-to-late February and take approximately 3.5 months.
- Survey/Topographic work is now being procured and can be done independent of the conceptual site plans. Survey work will begin mid-February and take approximately 6 to 8 weeks.
- Archaeological work cannot be done until the spring as the ground has to be tilled prior to the Archaeological field work being undertaken.
- Ongoing engagement of North Grenville targeted stakeholders (municipality, healthcare and schoolboards) anticipated to occur between April and September. Dates to be determined.

#### **Thunder Bay Correctional Complex:**

- The team reviewed the 90% PSOS documents with the consultant group and Infrastructure Ontario and now working on the 100% PSOS documents. The release of the Request for Proposal is still on schedule for spring of 2021.

#### **Segregation Capital Projects – Thunder Bay and Kenora Modular Facilities**

- The Ontario government is investing in infrastructure expansion projects at the Thunder Bay Correctional Centre and Kenora Jail.
- The construction of new structures will allow for increased access to literacy, skills development, and technology programs that support safe community reintegration. This investment will also help address overcrowding in Thunder Bay and will serve as an interim solution until the new Thunder Bay Correctional Complex is built.
- Engagement sessions were held with the Northern Regional Office on January 5, 2021, the Thunder Bay ISET on January 7, 2021 and the Kenora ISET on January 8, 2021.
- Ontario has a legal obligation to consult with Indigenous peoples where it contemplates decisions or actions that may adversely impact asserted or established Indigenous or treaty rights. Ontario is committed to meeting its duty to consult with First Nations and Métis communities. Engagement sessions are being planned for March 2021.

#### **8. Staffing:**

- a) Audits (for operational managers and correctional officers)** – Parties agree that this is an important discussion to help assess staff allocation numbers that have not been assessed in a number of years. However, the



Parties also recognize that the current COVID pandemic has impacted the ability to conduct a proper assessment/audit.

**b) Site Specific Workflow Analysis (all departments)** – Deferred until the current Canadian Civil Liberties Association (CCLA) positions are filled. Union asserts that they should be involved in any workflow analysis.

**9. Correctional Officer Performance Appraisals** – On January 11, the ADM IS sent out a memo regarding Performance Reviews for All Correctional Officers. Tools and resources were attached to the memo: Qs and As for Employees, and the PDLP template to help guide employees through the process. Additional instructions were sent to Superintendents and Sergeants to assist with this process.

**10. eRoster** – Union shared feedback on December 14<sup>th</sup> to the Project Lead IT eRoster regarding the offer to voluntary off-site access to eRoster. Employer advised that eRoster went live at the Thunder Bay CC on January 13<sup>th</sup>, the Niagara DC on January 20<sup>th</sup> and the Hamilton-Wentworth DC on February 10<sup>th</sup>.

**11. New IT Improvements: Northern Remote Reporting/Counselling** – Following the pause in November, the Program Development Unit, Operational Support (OS) explored other virtual platforms as a workable solution for the pilot. Microsoft Teams was the chosen platform. OS has continued to work jointly with CS to resolve issues and concerns impacting the virtual pilot for both program delivery and reporting. It is anticipated that some parameters will be established in the coming weeks in order to commence the pilot.

**12. Issues Affecting Correctional Nurses** – Union provided a written summary of the previous submissions to the Employer on January 30, 2021 which included the following key unresolved issues: recruitment and retention challenges, compensation, wage grid placement of new hires, staffing shortages, workload concerns, increase in mental health and addictions challenges of clients, and lack of standardized training. The Union is seeking responses from the Employer on the identified solutions and remains committed to working with the Employer to address the concerns identified.

**13. Standing Policy Updates**

**a) Suicide Prevention Policy** – Policy was updated in March 2020. Word copy shared with the Union for review.

**14. Institutional Security Teams (IST)** – No update.

**15. Community Services Review** – CS MERC representatives and the regional ERC co-chairs participated in a Core Correctional Practice presentation on January 19, 2021. A survey was sent to all frontline staff on February 3, 2021, to explore PPO experiences with learning preferences, skill practice preferences, operational needs and prior STICS implementation. This input will help identify opportunities to support the implementation of the CCP model and tools/supports required. Survey closes February 17, 2021. The ministry will continue to provide updates through MERC as work continues, and when engagements are scheduled.

**16. Institutional Services HPP Subcommittee** – Meeting was held on January 19, 2021. Updated training rollout is being finalized.

**17. Provincial Overtime Protocol** – Protocol has been updated on the intranet. There are two links. The Union co-chair will share the links with the Employer for follow up.

**18. Fixed-Term Issues** – No update.

**19. Inmate Management Issues** – No update.

**20. Annual Correctional Services Memorial Event** –

- Plans are underway to prepare for a live event to take place virtually using an online meeting platform.
- Event will take place on May 6, 2021 from 12 pm to 1 pm.
- Updates will be provided prior to the next MERC meeting as plans and staff participation details progress.
- Ministry is looking forward to the participation of OPSEU Executive in the event as has been done previously.

**21. Appendix COR10/Appendix COR17/Fact Finding Investigations** – Issue at the Grievance Settlement Board.

**22. Use of Agency Cleaners in Institutions** – Issue is before the Grievance Settlement Board

## New Business

1. **New Attendance Support Program** – This refers to the Employee Attendance Support Program (EASP) and the Union is seeking an update. Employer advised that this item is at BMERC and updates will be provided at that table.

Action: Remove item from the agenda.

2. **Mohawk College Pilot Project** – CSRTC advised that the recruits are not employees. They are members of the public until they are hired after successfully completing their training. The CSRTC and the Corrections Learning and Standard Branch will monitor the Mohawk-delivered training and hope to have SSDOs be a part of that effort. Union is requesting for the curriculum that Mohawk will be providing as well as the delivery model (i.e., self learning, instructor led).

Action: Employer will follow up with the Union's request.

3. **Electronic Medical Records Project** – Ming Yao is the Manager of Digital Health Systems overseeing the Electronic Medical Records project which is on track as planned. The ministry is currently looking to gather requirements for the solution to post a Request for Bids in June. Part of the communications plan is to reach out to MERC with updates regarding the project and anticipate this commencing in a few weeks. The Union is requesting on what is the scope of the project and that MERC Union representatives be included in future engagement sessions.

Action: MERC will be informed of major milestones and the Employer will follow up with the Manager of Digital Health Systems on the Union's requests.

4. **Intelligence IT Portal** – Ontario Corrections Intelligence Unit (OCIU) provided an overview of the Unit and the role front line corrections staff play in the development of intelligence. In April 2021, the OCIU will be launching an Information Reporting Portal (IRP) that may be accessed directly though the SOLGEN intranet site. The IRP can be accessed by any SOLGEN staff member to report information.

Further communication will be shared by the OCIU when available.

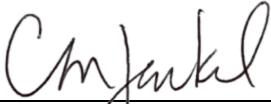
Action: Remove item from the agenda.

## Next Meeting

- Tuesday, April 13, 2021

## Signatures

### For the Union:



Chris Jackel



Chad Oldfield



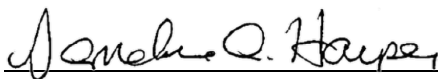
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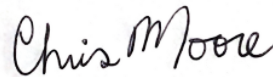
### For the Ministry:



Daryl Pitfield



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Christopher Moore



David Wilson



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