



CUPE 4848 and NB EMS
Thursday, January 16, 2014
10:00am – 4:00pm

In Attendance

CUPE	Guy Ward	Mike Harris
	Bill Flewelling	Trent Piercy
	Judy Astle	Greg McConaghy
	Brian Harris	Chris Kennedy
	Bernard Soucy	Denis Cogswell
NB EMS	Beth Simkins-Burrows	Yvon Bourque
	Eric Beairsto	JP Savoie
	Paul Boudreau	Robin O’Hara
	Caroline Wicherek	Paul Ward
	Jacques Charest	Craig Pierre

Absent

CUPE		
NB EMS	Edgar Goulette	
Invited Guest		
Recording Secretary	Caroline Wicherek	

1. Meeting Called to Order

- a. Beth Simkins-Burrows called the meeting to order at 10:05 am.

2. Approval of Minutes from October’s Meeting

- Minutes approved by Trent Piercy, CUPE and Beth Simkins-Burrows, NB EMS
- Mistake was found in Minutes (section c. 5). Beth to make correction and reissue the minutes.

3. Approval of Agenda

a. Follow Ups from October Meeting

- i. Floater Positions Update & Agreement – NB EMS



The floaters terms were supposed to end mid-February but NB EMS would recommend only moving them March 26, 2014 just prior to the 8 week move date. The floaters will be posted as permanent position on the next posting. Any new floater positions will be posted as a six month trial.

NB EMS needs to review the Woodstock floater position and if the employee can be kept in the position until March 26 because there may not be enough work. It will likely not be reposted.

CUPE recommends floaters' shifts are distributed evenly among the stations in the administrative area and not solely in one station.

Follow up: Operations Managers to follow up with individuals in floater positions for feedback.

ii. Chute Time Study – NB EMS

NB EMS is experiencing challenges to capture proper times; the CAD times don't match the tough books. IT is currently working on resolving issue.

There has been a change to the tough books. The tough books require an update however some medics are not accepting the updates and by passing it which is causing problems. A memo was sent to staff regarding the update. One of the new features is that Dispatchers and paramedics will be able to text.

Follow up: Discuss at next meeting.

iii. CCTC Job Sharing Document – NB EMS

It has been difficult to coordinate scheduling, vacation and payroll. Currently the field work 4 on 4 off and in CCTC they work 4 on 5 off. CCTC schedules will probably need to change to a 4 on 4 off to match the field. NB EMS needs more time to minimize any possible issues that may arise. Don't believe it could be implemented until April at the earliest.

NB EMS will post an expression of interest once the document has been finished. This would be on a six month term and then reevaluated.

iv. Language Training Funding – CUPE

CUPE nor NB EMS have an update. The Department of Health again stated that ANB would not be reimbursed for any language training. Facilicorp as well as the RHAs pay for the training.

Currently NB EMS has about 30 ANB employees enrolled in U de M and 40 in Rosetta Stone.

NB EMS recommends that people get retested by PETL following language training. NB EMS will pay for the employees first testing only. In order to be



awarded a bilingual position they need to have their language results at the time of applying. If medics are getting tested they need to give permission to PETL for their results to be released to ANB.

v. Issues with Awarding postings – CUPE

NB EMS notified CUPE that a position had to be retracted from an employee.

vi. CISM – NB EMS

NB EMS and CUPE met to discuss the issue. CUPE and NB EMS will work together on educating and communicating resources to staff. NB EMS looked at doing education at in-services however there is not enough time and the in-services are only in April.

NB EMS will look at working with IT to create an e-learning module and posters for the stations. Possibly put something in future in-services or yearly.

Follow up: NB EMS to provide update following meeting with IT.

b. CUPE Topics

i. Working Relationship between ANB and L4848

CUPE upset that NB EMS notified the Local of the Chipman layoffs less than one week after discussing the issue of Chipman Job Postings at Labour Management Meeting. NB EMS stated again that the government makes decisions quickly and it is out of NB EMS's control. NB EMS notified CUPE as soon as they knew that the layoff was called off. Goal on both sides is to maintain a good working relationship and move forward.

ii. Telestaff Issues (Entering OT and Meal claims/ PC Access/ Removal of Leave Requests etc..)

Scheduled statutory days (SP12) are currently coded as a 12 hour period and CUPE would like it to be from 0500hrs on the calendar day requested until the following 0500hrs for a 24hour period (the actual date of the stat). In Schedpro it was based on a 24 hour period.

NB EMS would like to have an exact time from which we start counting the 150 hours for part timers and casuals. NB EMS suggests that we start counting day 1, week 1 at 0500 and then end at the same time. CUPE agrees to this.

Employees have 24 hours from the end of their shift to complete a meal voucher or shift overrun. CUPE would like this changed and have the time extended to 48 hours.

NB EMS states sometimes there is a connection issue but this should be fixed with the Telestaff update. If employees are having issues they should contact



Telestaff support email. That way there is a record of what they were doing and we can resolve the issue. Another issue that employees are putting the wrong date for overruns.

NB EMS is looking at compiling a FAQ fact sheet.

CUPE states that when an employee makes a refusal in one station it puts them on the bottom of all lists for the rest of the stations in the admin area. They don't think the employee should be penalized when offered outside station, lists should rotate as a station, admin list and "no" list.

Judy provided an example that she was called for a shift in Moncton when she was on union business. NB EMS to look into issue.

Paper signup sheets are being used in some stations because it is not currently in Telestaff. CUPE would like them to be used until it is available in Telestaff.

CUPE would like to know if Telestaff will be available in the tough books. Issue is for Coordinators only having access for staffing at stations, coordinators not always able to get back to a station with SSP; more options need to be explored for staffing. NB EMS says it should be available in late spring.

NB EMS can add a specific code for union leave so we know where it should be charged too.

If a meal voucher is not approved the OM explains why in the notes section however the employee can't see the notes. NB EMS states this was locked because other employees could see it. The process is for the OM to email the employee to let them know why it was denied.

Follow up: NB EMS and CUPE will discuss the stat day topic at a separate meeting.

NB EMS and CUPE to discuss extending the 24 hour period to 48 hour once the server issue has been fixed.

iii. **Severe Weather and Prolonged Power Outage**

CUPE states there was no contingency plan when the power went out for four days at a station in the South. Members didn't feel leadership took their concerns seriously and there was lack of direction. CUPE states a manager should have been on the ground assessing the situation in St. Stephen. Staff needed to be safe and should have been provided location to have a break for food, water and washrooms. Having the employees seated in the three Ambulances idling in the parking lot of the powerless station without water, or washrooms was not acceptable for four days.

NB EMS states that managers were working on the issue. The OM in St. Stephen was on call. MCMC was making sure that staff was not stuck in one place too long. NB EMS had a hotel ready for staff to go to but then the power came back on. CUPE states that staff were told they were clinical thinkers and to figure the



situation out. CUPE states nothing was done for the employees for 4 days until the issue was sent to Deputy Director of Operations during Boxing Day before the plan to get a hotel room was approved. NB EMS states they were given several options such as go to the Irving, Tim Horton's etc.

NB EMS will look at this incident and see what went wrong and what can be learned from the event.

CUPE states that maybe studded tires should be brought back after issues with Ice storm and poor rural road conditions. NB EMS states that the tires we currently have are the best.

iv. Right to Refuse Issues

CUPE states that members felt harassed or intimidated when refusing unsafe work. CUPE wanted to note that ANB Managers and MCMC are responsible for the employee's health and safety and should respect the health and safety concerns when raised. The OHS Act has to be followed and more education is needed for staff. JOSC needs to take more of an active role.

Follow up: Judy to take the issue back to the JOSC committee that staff needs to be educated on the right to refuse.

v. Equitable offers and Removal/Cancelling Shift

NB EMS states that there have been some shifts offered and then removed. CUPE states that if people have been over booked, it is up to NB EMS to find them work for duration of scheduled shift) or send them home with 2 hours pay. NB EMS confirms they are following this process.

CUPE's understanding is that if someone didn't get called when they were supposed to they would be put to the top of the list. NB EMS said the employee gets offered the next available shift that doesn't conflict with their ANB schedule. CUPE would like to know if NB EMS is willing to consider other forms of compensation, ie. pay the employee for the shift they lost. NB EMS doesn't understand why the process should be changed when it has been working fine since 2008.

CUPE states that casuals are offered shifts four weeks in advanced and then notified a week or so before that their shift was cancelled. NB EMS says it will give more than 48 hours' notice if possible. CUPE wonders if this is fair and if there would be another option.

CUPE states there was a situation where a part timer got a shift but then it was cancelled because the partner was sick and the truck was put out of services.



NB EMS states that this not the normal process and we try to find something for the medic to do or up staff another truck. NB EMS states that we will not allow someone to cancel their vacation if the shift has already been filled.

Follow up: Beth to follow up with Horizon and Vitalite to see what they do when a casual employees' shift is cancelled and will discuss at the next meeting.

vi. PANB Reporting

ANB employees were requested to attend the hearing of another medic at a PANB discipline hearing. CUPE wanted to ensure Paramedics are not losing pay or taking own leave bank if notified they must attend a hearing by PANB. If the employee does not attend, PANB's lawyer will issue a subpoena (Employees to attend similar to a court leave). CUPE would like to know how many complaints NB EMS is submitting to PANB and if they were necessary and why they are being submitted. NB EMS is required by law to submit clinical or criminal complaints to PANB. All investigation documents are forwarded to PANB. The employees are aware it will be submitted to PANB. PANB determines if it goes further to the discipline committee. If the case is sent to the discipline committee witnesses are called.

NB EMS has a remedial process which is separate from PANB.

Medics can also lodge a complaint with PANB against another medic.

vii. Expansion of PCP Scope

CUPE states there is fear in the field every time a new scope is added, if in fact it is part of the PCP scope. One medic contacted PANB regarding a particular skill and PANB advised that it was beyond the scope and is an endorsed skill (e-skills). CUPE wanted to know if the new gastric tube insertion would be an e-skill. ANB noted the skill was with DOH for approval as an e-skill.

NB EMS states that CUPE has the right to have the job re-evaluated if they feel necessary.

CUPE would like pediatric assessment equipment, which give oxygen saturations because the hospital often asks for this info. NB EMS is looking at pediatric component on the MRX when they are due to be replaced in 2015.

c. NB EMS:

i. Station cleanliness/daily chores.



NB EMS has had issues in the north of the province with staff cleaning. If there are issues the OM will address them.

Members have advised CUPE that tasks are not distributed equally and Individuals in station were not doing the work. Jacques Charest and Guy Ward will meet to resolve the issue in Bathurst. NB EMS states that staff were refusing to do their work/assigned tasks. The employees put themselves in a situation of insubordination but NB EMS is working with CUPE to deal with the employee involved. What we do with an individual is confidential.

ii. Telestaff Update

One of the issues with Telestaff is response time. NB will be put on its own server separating it from PEI and NS. There will also be an update. There will be a planned outage for 8 hours. The changes will be done on January 31, 2014.

Autodial was taken out and a second number was put in place.

There is an employee that only wants to work in one station in the administrative area. NB ESM was able to set this in Schedpro so he would only get called for that specific station however in Telestaff it is difficult to assign him to only one station. It may not be possible and if so it'll be a lot of work. CUPE would like the options that were available from Schedpro and will follow up with NB EMS at another meeting.

Follow up: CUPE and NB EMS need to determine if it is equitable that an employee be assigned to only one station.

iii. Holiday coverage, 3/8 rules vacation request for this period

NB EMS states that the high number of shifts not filled and trucks put out of service does not look good. The Department of Health may see that we are managing with 12 trucks out of service. We need employees to come to work. NB EMS will look at each absence on a case by case basis. In December, we had the most trucks out of service at any one given time – 13 trucks. NB EMS experienced similar issue in the summer. CUPE Noted during the Holidays many staff are away and not available for call back. CUPE also notes there were several large snow storms during late December. CUPE wonders how many employees were not able to report to work due to road conditions which caused trucks to go out of service.

iv. New ambulance prototype rollout

NB EMS is waiting for Ferno to install another piece in the Mercedes ambulance. This should be done in a week or so and then it will be tested throughout the province for feedback from employees. A survey will be sent to the employees for their comments and suggestions. We are very interested in



the back of the ambulance and its safety. Staff that tests the new ambulance will have to do some education prior to operating the unit. The training video only takes about 8 minutes to view.

v. Unnecessary idling of units at stations

With the new device that is being installed in the ambulances, NB EMS will be measuring idling to improve the system and cost savings. NB EMS is going to educate the medics on cutting down on idling. For every one hour of idling we lose about 65km from the trucks. NB EMS will be looking at excessive periods of idling. This is not disciplinary. A communication will go out once all the tough books in the ambulances have been updated.

CUPE says that road side posts should be looked at as an issue with idling. More rentals and posts to plug truck into would reduce idling and costs associated with posting roadside. Issue of having more rented locations to post and park and plug in Ambulance had been sent to ANB years ago as cost savings.

vi. PANB license renewal

NB EMS states we can no longer chase medics to ensure they get licensed. It is the employees' duty to get licensed. This year there were about 30-50 employees on the list, most were on leave however there were seven that only got their license shortly before the extension deadline of January 15, 2014.

Once their PANB licensed is pulled the employee will be terminated from ANB.

vii. Tema Center National Tour

MEMS is supporting the national and provincial tours this year. NB EMS is hoping to get medics involved and that CUPE supports the tour. Moncton and Fredericton will host conferences in NB.

NB EMS is interested in Tema and its services however they are currently not bilingual. NB EMS will provide more information as it becomes available.

viii. TQA Update

Training will be three hours of e-learning between September and March and then another three hours between April to August. Face to face in-services will be in the spring and fall.

ix. Uniform Committee Update

The committee has met several times. The new jacket has several aspects that employees asked for. Any changes in colour and cresting need approval from DH first. NB EMS will determine what the majority of medics want before



taking it to DH. Cost is also a factor. Yvon will bring it to SMT and come up with three options.

NB EMS will also be asking government about using “Paramedic” in French rather than travailleur(se) paramedicaux.

NB EMS is still looking at the option of the points system for medics to purchase clothing. The medics will be able to manage what they use their points for. NB EMS to contact other companies that currently use a uniform points system. CUPE would like to ensure the original allotment of uniforms that are issued be incorporated with these discussions.

Follow up: Yvon to provide update at next LM meeting.

x. Units Stopping Update

Last fall some gas units suddenly stopped and they were sent back to Ford and fixed. However the issue has started again. It seems to happen when a unit goes from a warm to extremely cold environment. Ford and NB EMS fleet are trying to identify the problem.

Follow up: Edgar to send out memo to advise staff of the issue.

xi. Internet Issues

Hardware is being added to some stations to improve signal strength. If staff is experiencing issues they should contact IT. CUPE noted employees have had difficulty accessing Scalix webmail server for several weeks.

xii. Awarding Positions Concerns

Employees have been advising NB EMS that they have 48 hours to accept a position. NB EMS says this is a misconception. Employees should know when we call whether or not they want to accept the position. NB EMS is willing to be flexible if they need a little bit of time to consider.

New Items:

1. Combining Two Units (CUPE)

Scheduling call out should still be followed. Situation where sick calls occurred in two different Admin areas occurred, one area had no staff for the call back and the PC did not do a callout for the other shift. Lone medics had been combined without both shifts being called out.

Follow up: CUPE to provide example to NB EMS so they can investigate.

2. Paramedic Coordinator duty (CUPE)

NB EMS asked that the PC identify themselves when signing in. CUPE is hearing from members that PCs are getting out of doing transfers. NB EMS said the reason they are asked



to identify themselves is so MCMC can try to keep them in the administrative area so they can fill shifts. CUPE says it is causing a division between staff. Why can't the OMs do staffing during office hours? CUPE would like NB EMS to look at other options and keep an eye on the situation.

3. CUPE presented NB EMS with a pre-grievance meeting request for the Attendance Support program.

4. Shift Trades (CUPE)

CUPE would like to know if an employee working 8 hours could switch shifts with someone working 12 hour shifts. NB EMS states it has to be apple for apples (12 hour shift for a 12 hour shift).

5. Next Meeting

March 13, 2014 at 10:00 am at Fredericton Inn, Fredericton.

Respectfully submitted and approved by:

Trent Piercy, CUPE 1252, Local 4848

Beth Simkins-Burrows, NB EMS