MINUTES OF MEETING

CUPE 4848 and NB EMS
Labour Management Meeting
10:00 am – 3:30 pm
February 2, 2010

Present:
Judy Astle, CUPE
Denis Beaulieu, CUPE
Ralph McBride, CUPE
Guy Ward, CUPE
Mike Harris, CUPE
Mathieu Chayer, CUPE
Evan Tozer, CUPE
Dale Landry, CUPE
Bill Flewelling, CUPE
Stephen Baird, CUPE

Jacques Charest, NB EMS
Yvon Bourque, NB EMS
John Dallaire, NB EMS
Beth Simkins-Burrows, NB EMS
Jean-Marc Dugas, NB EMS
Michelle Breen, NB EMS
Robin O’Hara, NB EMS
Jean-Pierre Savoie, NB EMS

Guests:
Mike Simpson, NB EMS
Sarah Johnston, NB EMS

Recording Secretary:
Claire LeBlanc, NB EMS

1 REVIEW OF MINUTES AND AGENDA

Minutes from last meeting were reviewed and approved.

The following items were added to the agenda:
• Article 6 – Temporary positions (Ralph McBride)
• Article 31 – Vacant positions (Ralph McBride)
• Response Times (Ralph McBride)
• Sick Calls (Denis Beaulieu)
• Major Events (Yvon Bourque)

1.1 REVIEW OF ACTION ITEMS FROM LAST MEETING

Visinet: Jean-Marc gave an update to check if Visinet could be bilingual. He mentioned that Visinet is an agenda item for the upcoming MC management meeting and he should know by Friday.
Action Item: Jean-Marc to send information to John Dallaire following meeting.

Chute Times: Ralph asked if we cleared up the Chute Times. NB EMS is working on the policy. Problems can be incurred when radios do not work. Jacques said we need to solve because we have pagers. John mentioned that we need a policy; if someone needs to get their lunch, they should be able to get it. Ralph said there are issues because the Ops Manager can see the medic and tell him he did not follow the policy. John stated we need to set numbers. For CUPE, the issue is not a 911 call, but the post. One to two (1-2) minute chute times are very restrictive. It used to be 3 minutes for a post. CUPE thinks 3 minutes is reasonable for a post. NB EMS has problems when it always takes 5 minutes or more for certain medics.

**Decision:** The Policy and Procedure Committee will recommend a 3-minute chute time for posts.

Internal Shuffle: Vacant postings have been posted per Beth Simkins-Burrows

Action Item: Beth mentioned she is still working on Linguistic Profiles and once completed, she will send to CUPE.

CPR Cards: John stated that NB EMS will be giving training in the month of February. A number of courses will run. John asked CUPE to inform their members. Dale asked that the MCMC be included in these sessions. John confirmed that NB EMS will focus on everyone getting their CPR cards validated during the month of February. There is no charge for the medic. Judy asked when the notice was sent.

Action Item: John to check with Moe Jacob in communications to determine when the memo on CPR Training Sessions went out.

Rescue Kits: Mathieu does not remember getting a memo on rescue kits. Judy suggested that most of the kits are placed in urban areas but in most cases, remote rescues take place in rural areas. She suggested half-way point between urban/rural areas. Yvon stated that locations were set by data. The kits have to be in place within 1 hour in all places across the province.

When a call comes in, MCMC will get someone to bring kits to medics. If kit is not available, MCMC have to make sure medics are safe without kits and they will be asking the medics questions on safety before the medic can go in. Bill enquired who will be getting the lock combinations. MCMC will give combinations. Judy suggested having snow pants and winter boots as standard issue.

Switching Shifts: CUPE asked NB EMS to Instruct Ops Managers on decisions regarding switching shifts.
**Decision:** Medics can switch shifts within admin area. Medics still need to follow rules from January 5th meeting minutes:

- Regular shift for regular shift (this could be a Part-Time or a Full-Time as long as it is equal, e.g. a 12 hr for a 12 hr)
- No overtime shifts
- Two pay periods

Mike Simpson needs to have this information as he may have to modify Sched Pro.

**Review of Minutes:** John asked Claire to send Minutes within one week and he will send to CUPE and NB EMS to review and approve before the next meeting as one month is too long before the revision. Action Items will be added on the Agenda. Denis mentioned that Decisions should be posted but not Minutes to members as names are mentioned. Judy suggested that Decisions should be placed in bold for easier reference.

2 **SCHED PRO**

Denis asked if Mike had completed the program. Mike said he cannot design the program off the shelf as he has to go to an outside provider and it is very expensive. CUPE wants to see all shifts for 4-week periods that were opened. Mike printed off a few months of refusals. It would be an eight-week project to manually tag each shift. John mentioned that Coordinators have been taking shifts. Mike stated that it is easier to check on these by audits. Mike has been monitoring and if he sees a recurring problem, he will bring it up to the RM. Mike can print all the refusals. The system does not rotate. The no-list is the group of people that choose to work in non-administrative stations – the people outside the admin area. Bill asked who to pass on complaints. John asked to forward to the Ops Manager. Mike Simpson suggested sending to the super-user first. There is one in each region. Ralph enquired why the super-users are doing extra duties. Ralph asked if RM’s had access. The RM’s will call the super-user. Mike can do investigations by individuals. The archive will stamp when the shift is filled; therefore, it is hard to determine when the group of shifts were filled. CUPE said NB EMS needs to track. CUPE can forward complaints for a specific shift. John mentioned we are getting into a performance issue when Coordinators do not follow the system blatantly and not because of lack of education.

**Action Item:** Mike Simpson to send Denis Beaulieu a copy of the Draft on Sched Pro.  

Sched Pro is set for 12 hours. Medics have to be off for 12 hours before being called for an overtime shift. There is nothing in the Collective Agreement for shift overruns. John would be comfortable stating this is the rule. Ralph mentioned Article 22.08 is the rule of the Collective Agreement.
Action Item: Mike will make following changes:  
- No back to back shifts, 12 hours off.  
- Eight (8) hour workers, 16 hours off  
- Shift overrun is not a factor in precluding someone from 12-hour provision.

3 POLICY UPDATE  
Sarah Johnston gave an update on the Policy and Procedure Committee work. The committee started their work on January 13. Policies will be grouped together: Field, MCMC and AirCare. The committee is ahead of schedule. Out of seventy-six (76) policies reviewed, 34 were created. The Sarah gave the list of committee members.

Action Item: Once the Director of Operations has reviewed the policies, John will forward to CUPE.

4 CASUAL COORDINATORS  
Ralph mentioned that there are going to be issues on how casual coordinators are selected, when and how they will be used, in what admin area and in what role. If a coordinator cannot make it and we cannot replace, we call regular medics in. If coordinator is sick, we would get casual coordinator to replace and then medic. You replace a full-time coordinator with a full-time coordinator. CUPE wants Acting Coordinator and not Casual Coordinator because there is pay associated with role.

John stated that the only time casual coordinators will be paid overtime is when the list is exhausted.

Ralph suggested getting an acting coordinator and then calling a medic to replace the acting coordinator shift.

Ralph also suggested having more acting coordinators and choosing them if needed by seniority. Jacques mentioned that there are Sched Pro training issues if we choose this option.

If you are going to use somebody that is working you will only need one list. If not, you will need two lists.

5 UPDATE ON TRANSFER OF 24 HR STATIONS TO 12 HR STATIONS  
John mentioned we have data for the last 3 months. We had people on vacation. Because data was collected up to last Saturday, the analysis has not been done.

Action Item: John will analyze data and send to Ralph and Denis. If we change, we will have proper roll out.
6 PART-TIME EMPLOYEE ACCRUALS
A coding for ADP system has been developed and is being tested. It is being done on a manual basis. The part-time medics do not see it on their pay stub. After a few weeks testing, medics should start seeing time accruals on their pay stubs. Sick time and vacation do not appear now on pay stubs.

*Action Item: John to give update at next Labour Management meeting.*

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7 HEALTH AND SAFETY
Lise Richard-Despres will be replacing Dianne St. Pierre who will be out on maternity leave.

Ralph and Denis spoke with Marcus of the JHSC Committee. John told Marcus that we will decide what we can or cannot do and discuss at Labour Management. Marcus will be arranging meetings with Management to discuss recommendations.

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8 PARAMEDIC SURVEY
There will be a survey going out to medics from Bristol Omnifracts, a third-party group. No names will be identified. NB EMS wants feedback, good or bad.

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9 ARTICLE 31
Ralph has been told that a few medics have gone to Ops positions and wanted to check to make sure they were told they would not be getting seniority. Beth Simkims-Burrows confirmed they were informed.

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10 RESPONSE TIMES 9 and 22
Calls are being broken down into Codes 1 and Codes 2:

- 9 minutes and 15 minutes Urban for Code 1
- 22 minutes and 25 minutes Rural for Code 2

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11 SICK CALLS
Judy informed the roundtable of a problem for a sick call in the Western region. Robin stated they have a pilot project. Judy mentioned the Ops Manager did not have a number. Robin said there should have been a number for the Ops Manager.

*Action Item: Jean-Marc Dugas to re-visit 1-800 number for sick calls. Regional Managers to have 1 or 2 numbers maximum to call.*
12 MAJOR EVENTS
Yvon mentioned upcoming major events like the Track & Field games bringing more than 100 countries to the City of Moncton. NB EMS is starting to look at these events. Other upcoming events:
- CFL game – 20,000 or more people
- Two major concerts

Yvon will meet with the City of Moncton.

Lessons learned from AC/DC concert – Evan noted one problem of medics not receiving maps.

Yvon stated that there should not be vacation problems further to a concern brought up by Ralph.

13 DIVERSION POLICY
NB EMS is rewriting Diversion Policy – second ambulance called as last resort, called after first ambulance, after MFR if there is one in community. There will be a diversion for echo type calls (life or death). The paramedics still need to use their judgment of being able to take the call.

14 SPEED POLICY
NB EMS is making recommendations regarding the Speed Policy. NB EMS will be making a proposal to the parent company and New Brunswick government at the same time. CUPE stated that the media received the original document. It was not sent by CUPE. CUPE stresses that timelines will be tight.

John asked Ralph if media asked about the policy to mention that we are working on policy. The medics are looking for timelines. John asked CUPE for two weeks, date of February 16.

Decision: NB EMS will have a timeline of two weeks to work on recommendations – date of February 16, 2010.

John will keep CUPE posted. CUPE would also like to see changes for lights and sirens.

15 PILOT PROJECT SAINT JOHN
Michelle gave an overview of a Saint John pilot project to try and meet performance numbers. Data is being collected manually and on CAD.

16 NEXT MEETING
The next meeting will take place on March 2, 2010.

17 ADJOURNMENT
Meeting was adjourned at 3:00 pm.

Respectfully submitted and approved by:

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Denis Beaulieu, CUPE                  John Dallaire, NB EMS