



CUPE 4848 and NB EMS

Labour Management Minutes

Thursday, June 20, 2013

In Attendance

CUPE	Ralph McBride	Mike Harris
	Bill Flewelling	Trent Piercy
	Judy Astle	Greg McConaghy
	Brian Harris	
	Bernard Soucy	
NB EMS	John Dallaire	Yvon Bourque
	Edgar Goulette	Michel Gravel
	Doug Bryant	Robin O'Hara
	Caroline Wicherek	Beth Simkins-Burrows
	Craig Pierre	Paul Ward
	Paul Robichaud	

Absent

CUPE	Chris Kennedy	
NB EMS	Paul Boudreau	Jacques Charest
	JP Savoie	
Invited Guest	Karen Leonard & Mike Simpson – NB EMS	
Recording Secretary	Beth Simkins-Burrows	

1. **Meeting Called to Order**
 - a. John Dallaire called the meeting to order at 10:05am.

2. **Approval of Minutes from April's Meeting**
 - Minutes approved by Trent Piercy, CUPE and John Dallaire, NB EMS.

3. **Approval of Agenda**
 - a. **Follow Ups from April 2013 Meeting**



i. Yearly Vacation Medics and MCMC Issues

CUPE has concerns with the entitlement for vacation. Vacancies in stations seem to be an issue. It should not matter if there is vacancy in the station, the senior medic should get his vacation no matter what. CUPE does not believe vacancies are a good enough reason to deny vacations. The vacancies in the station should not be used in the calculation of the 3/8th rule for awarding the yearly union vacation. The 3/8th rule still has to apply to short term leave approvals according to NB EMS. CUPE believes some OMs are still not approving them because there is OT that would occur. Ralph notes the employer budgets for employee's vacation time for the year and not every employee uses every hour, leaving lots of room to cover the time requested. CUPE stated if you have vacation approval and you move from one station to another station, CUPE wants the medic to be able to take the vacation they have booked off. NB EMS stated we had an agreement at LM that stated if you changed station, NB EMS could not guarantee you the same time off but that Ops would do their best to make it work.

Follow Up: John and Yvon to discuss what the process should be.

CUPE doesn't agree with the 3/8th rule for MCMC. CCTC should not be included in the yearly vacation with EMD because they are their own classification. MCMC cannot close down a desk like the trucks can be. CUPE is wondering why does CCTC matter in the calculation with the rest of the EMDs. CCTC are cross trained to help out as an EMD. We just have a new batch of casuals coming on. MCMC has not denied any vacation yet. CUPE stated there is no denials because they are aware of what the current rules are. There are staffing issues including high sick time, etc... in MCMC. Sick calls have to be taking into consideration. Short term requests in MCMC are difficult to fill. It is a concern from MCMC. These tend to be case by case and we will look at them. NB EMS agreed that to look at the make-up of vacation (ie. How many can go out at the same time, increase the amount of time off) if the casual pool grows.



ii. **Discussion on 9 Month Rule**

CUPE stated discussions were held at last LM and for now we will leave it as is as to what we agreed to at the April's LM.

iii. **Request a meeting with ANB and DH on proposal for 24 hour shifts/transfers/ACP**

CUPE says they are still getting comments on the 24 hours stations. CUPE is hearing that medics are pushing to discuss with the Employer. They want to know if there is anyway to discuss implementing a few 24 hours stations on the mainland with NB EMS. DH has not responded to anyone on the proposals that have been presented. NB EMS stated that there is a proposal at DH regarding the implementation of ACPs. Yvon believes that we will see movement on this and other items. NB EMS's concern is to find a way to help those medics who can no longer work on the trucks, maybe they could work on a transfer unit, etc... It would help us accommodate our staff, also in medical healthcare facilities, if this became a reality. NB EMS would like to know what we as an Employer would get out of fighting for the 24 hour stations. CUPE doesn't feel that it is fair to negotiate one for another. NB EMS doesn't believe what is going on with the meal vouchers is fair either. John stated we can talk about 24 hour stations, however, we would like to fixed some of the issues we have as well. The cost on meal allowances is over \$200,000 a year. CUPE stated fixing the meal allowance with 69 stations vs. a few 24 hour stations is not fair. NB EMS stated there has to be some give and take. CUPE may approach us later on to discuss this item further. We are not opposed to reintroducing 24 hours stations in certain areas of the province, but NB EMS needs something in return and we would like it to be meal vouchers. CUPE would like a heads up if DH comes back with initiatives. CUPE would like to be involved and aware of what is going on. CUPE is wondering if the transfer units have been proposed provincially. Yvon stated they have been proposed provincially but it may be different depending on the location of the province, etc..... One size will not fix all for example.



iv. Uniform Committee

CUPE sent surveys out to members on uniforms. They ran into some security issues with their survey. Hoping to resolve survey issues soon. CUPE is not overly keen on the point system, unless NB EMS had a proposal for them. They believe uniforms should be provided as per the collective agreement. CUPE is not comfortable proposing point system. NB EMS says some PTs and Casuals asking why they are getting so many uniforms.

Follow Up: CUPE will provide an update at next LM.

v. EI Rebate

CUPE's preference would be to pay the employees the EI rebate and do away with the *inConnection Program*. NB EMS stated we are already giving things like staff bbqs, etc... CUPE stated another option would be to make a donation to a charity and provide a tax receipt to each employee.

Follow Up: NB EMS will come back with a response to CUPE's proposal.

vi. Driver Abstract Waiver

Beth has looked at the Driver Abstract Waiver and will provide a draft updated version with new wording prior to the next LM meeting.

vii. Casuals Guaranteed Hours – Proposal from NB EMS

NB EMS would like to assign this to five FT employees with no set schedule. Individuals will be provided with FT permanent hours but not assigned hours. The floater positions would be in Miramichi, Fredericton, Moncton, Woodstock and Campbellton. They would work within the admin area and would know their schedules in advance. We would also like to try this in MCMC as well. They would be guaranteed 150 hours over a two pay period. It would not be set scheduled (ie. may not be 4 on 4 off, etc...), but they will know in advance where they will be. Yvon would like it posted permanently if the trial is a success. This should be a special posting. CUPE stated cannot deviate to far from the CA. NB EMS agreed to post as a six month trial, temp assignment full time. We would



then repost it after the six months as permanent positions. CUPE would want to review the job postings. This will be a special posting that will be coming up and we will send a memo out to advise staff prior.

Follow Up: NB EMS will follow up with a process and draft posting by mid-next week.

viii. ANB Scheduling Document – CUPE Concerns

Shift trades - CUPE stated that the shift trade should not be unreasonably withheld. This should be added to the ANB Scheduling Document. Correction to Scheduling Document - Page 4, article 5 (b), opt out, *the employee will not* is the correct wording. CUPE says they are hearing from the Field that the call out list will include calling out by bilingualism. NB EMS confirmed that we are following the scheduling document. Our current SchedPro system does not allow us to call out by language capabilities. The new system, TeleStaff will, however, we are not ready to do this.

Follow Up: Beth to have Karen update the SchedPro document.

ix. PT in a FT Moving Back (Karen to type up process)

Beth to send document to CUPE to review. Send a memo to OMs and update the scheduling document. Maybe we could put it as an amendment in the back of the Scheduling document.

Follow Up: Beth to send the document to CUPE.

x. Grand Manan Ferry Update

No update

xi. Vacation Postponement Memo

Completed

xii. WorkSafe Decision (section 19) CPR Miramichi

Completed

xiii. CISM – update from CUPE for a rep to work on the project



Judy will be the rep for CUPE. NB EMS definitely needs a communication campaign with staff. Caroline will work with Judy on this over the summer with a roll out. CUPE stressed we need to get some education out there.

b. CUPE Topics

i. Picking Up Shifts vs. Truck Going out of Service

1. CUPE wants to ensure that the call backs of shifts are occurring. CUPE wants to see as much as possible that trucks are in service. NB EMS stated we see a lot of trucks out of service in particular on the weekends. Staff needs to be encouraged to accept shifts. Casuals are put in place to take shifts. NB EMS is making a change effective July 1, 2013 – a casual will have to work one shift every 30 days. We need the casuals to take shifts. NB EMS looks at all options to keep a truck going including putting managers on the trucks. NB EMS stated a casual signs on to take on extra shifts and they are not taking them. CUPE is wondering why when some casuals sign up for shifts and don't get them. NB EMS stated this is a different situation, because you are being specific of where you want to work. We are more concerned with those casual medics who are not signing up for the extra shifts. It looks like these casual medics are only working to keep their license and avoid doing their RTP. CUPE doesn't want to see it go down to 30 days. CUPE doesn't know how we have the right to impose the 30 days for casuals as no language defining number of shifts a casual must work in the collective agreement. CUPE stated that we will probably end up with a grievance. NB EMS stated that we would do our due diligence and follow up with a person and remind them they have not picked up the required amount of shifts. CUPE is wondering if Managers are held to the same practice for RTPs. NB EMS stated yes the Managers are held to the same standard.

Follow Up: NB EMS will prepare a process for the 30 days.

ii. Language Issues



1. CUPE stated that the only thing that is consistent is that we have been inconsistent on Job awarding, posting issues, self-assessments, partner swaps, etc... CUPE feels that they have been taking flack over these issues. CUPE noted they had requested that ANB wait until language tests complete before posting bilingual required postings. CUPE claims that morale issues have been created with moving partners and gave examples like placing spouses on opposite rotations in St. Stephen or separating coworkers carpooling for travel to Deer Island. These changes of partners were based off of the language self-assessment. Over 300 medics have signed up for the official testing. The Language Commissioner said the self-assessment is a not a viable option. Once the official testing is done the self-assessment will no longer be an issue. NB EMS has created a strategic plan on bilingualism and we have put the commissioner's recommendations in place. CUPE asked if a person is able to take a second language course for areas where we are deficient where they are not meeting their language profile. John stated that we are in the process of contracting out to a few organizations to provide training and also a maintenance program for those to help them keep their language level up. John said we would have something out very shortly. Very few medics in South and West asked to be tested officially. NB EMS is not sure why medics did not take advantage of our offer as now they will be considered unilingual. NB EMS needs to sit down with our Finance Dept. to see when we can start the courses. NB EMS has said that we will bring in casuals according to the call in list not their linguistic profile. We have said this to the Commissioner as well. NB EMS also has a way in MCMC to see the language makeup of the truck and we may switch a medic at the start of the truck to make it a bilingual truck.

iii. Lone Medic Working CSU

1. CUPE heard from the North - Edmundston and Bathurst that when a truck is shut down, the lone medic they put the medic in the CSU



and staff as a first response vehicle. CUPE is wondering if this is an existing policy or something new. Yvon stated that it is something we are trying out, it will be voluntary and it will not stop the clock. They are there as a first response. There is no call in for the CSU. This will only happen when all options have been exhausted to try to fill the shift before putting a lone medic into a CSU. The CSU is not used as a post and they are not used to provide coverage. CUPE is wondering if there is any Health & Safety issues from the trial that was done in Saint John. John reminded them that the medics have their process in place for Health & Safety concerns. This is also one of the proposals that we have into DH.

iv. Increased Boot Allowance/Uniform Discussion

1. CUPE would like a \$50 increase to boot allowance. Employees don't want to pay for storm pants. Yvon stated there is only so much money for uniforms so the current allowance of \$150 will remain. CUPE is wondering if we ever asked the medics how the boot wears from Uniform Works. \$150 is the standard boot allowance at the RHAs as well. Another option is to carry over the eligible amount from one year to another or perhaps a larger amount but it is not reimbursed every two years but over a longer length of time.

Follow Up: Paul Ward to look at this and come back with a proposal for next LM.

CUPE wants the storm pants supplied as issued uniform. NB EMS says it is not part of the uniform requirement. CUPE has provided us a grievance.

v. Assigned Duties for Cleaning of Stations/Decon of Equipment

1. CUPE stated in the past it has been a practice discussed at Labour Management that if you made a mess the employee was responsible for cleaning up. CUPE doesn't like that duties have



been assigned to each individual. CUPE would like the message coming back that people clean up after themselves. The issue is in Bathurst. The OM had provided multiple reminders for them to clean up. The employees did not know who was supposed to clean up. The problem does not exist in a lot of stations. CUPE is stating that the schedule with the hired cleaners has changed. NB EMS doesn't believe it has changed. CUPE doesn't feel that the medics should be doing the deep cleaning of the supplies. They believe Saint John has someone come in and pick up the equipment to clean it. CUPE believes this should be offered in to all. NB EMS said it would be up to the employees to do the deep clean and this has been the practice. This is also being done in Moncton as well. New stations are built with deep sinks and the appropriate cleaning fluids.

Follow Up: John to get schedule from Paul. John will look at the decon issue and provide an update.

vi. MCMC Requesting Scheduled Transfers of Two Patients in One Ambulance

1. CUPE didn't realize this was still happening. It has been resolved. Memo went out to all staff and it will not happen again.

vii. Forced OT Policy

1. OM told an employee that we have a policy to keep you for two hours at the end of shift. CUPE requested a copy of policy that states an employee can be kept two hours beyond a shift, NB EMS stated there was no such policy. CUPE notes no language in Collective Agreement requiring an employee to remain two hours past the end of a shift. If an employee is needed to remain for a replacement to arrive then negotiate a reasonable time they can stay opposed to demanding a time that an employee will stay. The reason to stay would be to avoid a loss of emergency coverage. NB EMS notes over the last ten weeks, we have been coding the overruns. Approx. 700 employees have had a shift overrun. In the



last ten weeks average is 2 – 3 overruns across the province. NB EMS needs to make sure that communication occurs if a person is going to be late.

viii. EI Rebate

1. See discussion above.

ix. Rotation/Schedule Building Issue – Scheduled Stats (SB12) Falling on Same Weekend in Multi-Truck Station

1. Issues are in the West. With the new 24 week schedule, the stat bank rotation in a multi truck station falls all on the same weekend. Could we build it so that it can be staggered in the 24 week? The particular admin area has made a schedule specifically for their area. This issue does not occur anywhere else in the province. Trent and Yvon will have a chat with Karen. The issue is also with the PTs who have the one day during the week and it interferes with their other employment and they would have to take vacation.

x. Light Duties for Pregnant Medics

1. CUPE would like us to relook at this. They don't feel we are being consistent across the province. Light Duties have been offered in past to employees in examples like running trucks for fleet, staffing empty shifts from the office, and filing or stocking supplies/inventory at stations. Explain NB EMS process. CUPE wants us to make more of a commitment. NB EMS has said that our commitment is to do our best. CUPE wanted to know what is available in NB EMS. John stated that NB EMS is a private company and therefore we don't have a duty to accommodate. CUPE believes we need to look at this. This is a private public partnership. CUPE has provided a grievance on this today.

xi. Roadside Postings



1. CUPE Feels there should be no roadside posts and options are available for ANB to eliminate or reduce more roadside posts. CUPE stated there is no resolution from the ER. Discussion ended with CUPE providing a grievance.

c. NB EMS Topics

i. Grievance Process

1. NB EMS are getting grievances coming in that the Union President is not aware of and may not have wanted submitted. CUPE will take the topic back and see if they can re-educate their members. CUPE will look at more information and maybe putting a policy in place.

Follow Up: Update from CUPE at next meeting.

ii. Closing Down Units (unable to staff)

1. See discussion above.

iii. Securing/Locking Station Doors

1. Someone entered into a station in the East because the door was locked, so they either knew the combination to the door or the key pad was in a certain position. An employee's car was stolen due to this. NB EMS will be sending out a message to the staff but we would ask CUPE sends a reminder as well. Employees need to be more vigilant.

iv. Beds/Sleeping Supplies in Stations

1. Medics are bringing in their air mattress and bedding supplies to the stations. The room that they are putting their beds stuff in is going to become the computer rooms eventually. Also, there leaving their personal belongings in the station. CUPE displeased/frustrated that is being made an issue considering what staff deals with day to day. CUPE notes the employer removed beds from station bedrooms in past. The employer can send a reminder to clean up belongings at end of shift.



v. Chute Time Study

1. Yvon stated the study started yesterday. The study is on looking at the time on task which will then reduce the time that the ambulance is at roadside. The first part of the project is to look at chute time. The second part is the response time but probably not much we can do on this. Third part is time on scene with patient. We are looking to see if there is any way we can reduce this amount and do more things in the truck, what is causing the delays at the hospital. CUPE is wondering what we will do with the info. NB EMS will look at the outcome of the study to see if we can improve efficiencies to help get the trucks going quicker and also will help them get back to their stations quicker.

Follow Up: Update at next LM.

vi. Yearly Vacation Approval 3/8th Rule

1. See discussion above.

vii. ANB Performance Reviews

1. Early in 2014, NB EMS will be launching a performance review process for all ANB staff. This is a non-punitive program with the goal of providing constructive feedback to staff on their performance.

viii. Labour Management Minutes – electronic vs. paper

1. CUPE has agreed that LM Minutes can be posted electronically from now on and there is no more need to keep the LM binders updated in the stations.

ix. Paramedics Applying for Positions and Not Accepting Them

1. NB EMS stated that we are still having medics apply for positions and they still don't accept anything. Our understanding is if we offered a position to an employee, that employee should be taking the position. We are back to the beginning again. It is an



administrative nightmare. NB EMS understands there could be extenuating circumstances.

x. Casuals – one shift every 30 days

1. See discussion above.

xi. Demo of Rotating Casual List

1. Mike did the demo.

d. New Items Added

i. List of Shop Stewards

1. Trent to provide list to shop stewards.

ii. Honor Guard – Ornge Memorial Service.

1. We sent two honor guards to the memorial service for the Ornge employees along with Air Ambulance Manager, Cathy Cormier. The ANB honor guards were chosen as part of the honor guards for the procession.

4. Next Meeting

- a. Next meeting will be scheduled for September 24, 2013 at 10am.

5. Adjournment

- a. Meeting was adjourned at 2:30pm.

Respectfully submitted and approved by:

Trent Piercy, CUPE 1252, Local 4848

John Dallaire, NB EMS