



CUPE 4848 and NB EMS

Labour Management Minutes

Monday, May 16, 2011

In Attendance

CUPE	Denis Beaulieu	Ralph McBride
	Guy Ward	Mike Harris
	Bernard Soucy	Chris Kennedy
	Bill Flewelling	Trent Piercy
	Judy Astle	Dale Landry
NB EMS	John Dallaire	Shirley Neville
	Stephen Hanley	Beth Simkins-Burrows

Absent

CUPE		
NB EMS		
Invited Guest	Mike Simpson, NB EMS	
Recording Secretary	Beth Simkins-Burrows	

1. Meeting Called to Order

- a. John called the meeting to order at 9:30am.
- b. Welcome – New Regional President North – Bernard Soucy.

2. Approval of Agenda

a. CUPE 4848 Topics

- i. Vacation 2011
- ii. Trading Shifts
- iii. 24hr Stations, Start Time by Seniority
- iv. LOA for CUPE members – PANB concerns

b. ANB Topics

- i. Rotating "NO" list
- ii. Casuals by Admin Area - concerns



- iii. Impact of Matching Payroll & Scheduling
- iv. Increase in Backing Up Incidents

c. New Items Added

- i. No new items added.

3. Approval of Minutes from April's Meeting

- Minutes approved by Denis Beaulieu, CUPE and John Dallaire, NB EMS.

4. Follow Ups from April Meeting Minutes

- Steve to prepare a document on NB EMS employees riding as a third
 - *Steve prepared a document to identify how NB EMS employees who are licensed paramedics will be able to ride as a third to assist ANB paramedics. They will not sign as an attending on the PCR's. This will assist the NB EMS Employees to keep their licences (see attached document). The NB EMS employees will not be taking away any work from the ANB paramedics. This is more about assisting them in achieving their 144 hours then the patient contact numbers.*
 - *CUPE voiced concerns regarding NB EMS employees who may try to take over the situation from the medic as more of a manager than a paramedic.*
 - *CUPE is also concerned with some of their own members who may not have enough hours/patient contact and could be running into an issue with re-licensing. CUPE does not want the NB EMS employees taking these hours from the members. John stated that there are ample casual shifts that the medics should be picking up in order to avoid this situation.*
 - *Shirley stated that we are talking about one shift a quarter. Not a lot of time.*
 - *CUPE would like the following line added to Steve's document "Will not be used to replace any member of the bargaining unit unless covered by the ANB Scheduling Procedure document."*
 - *CUPE would like something added along the lines "NB EMS employees are there as an assisting paramedic and the paramedics are expected to follow ANB Policies."*



Follow Up: John to check on our liability insurance for ANB to see if it covers our managers as well as to see if ANB Casuals are covered if they ride as a third.

Steve to send a revised version of his document.

- John to discuss the use of personal wind pants
 - Shirley is working with MEMS on this issue. No decision has been made yet if NB EMS will be issuing them. Shirley will look into if any warnings have been issued with medics wearing their own pants. CUPE does not want to see employees disciplined if they are using their own skidoo pants/rain pants since NB EMS does not provide them. NB EMS has a concern that these may not meet visibility requirements. CUPE would tell membership to make sure they are wearing their reflective gear that is supplied to them by NB EMS. Policies need to be written in order to manage the business; however, there is a level of reasonableness to the administration of each policy.
 - CUPE noted that the current skidoo pants in the rescue kit does not meet visibility standards.

Follow Up: Deferred to next meeting so John and Shirley can discuss.

- *Shirley has two samples of new wind pants. Both samples are in Nova Scotia at the moment. One model is from Halifax and one is from Edmundston. Company in Edmundston also provides the same wind pants to NB Power. MEMS Procurement is currently looking at costs, etc... The pants will be an optional purchase item for all MEMS companies. Once the cost is figured out, we will sit with CUPE to determine how we manage this new item.*
- *Bill brought a sample of a helmet that he used to wear with the RHA that he would like Shirley to look at. Shirley took the info of the supplier. Bill is wondering if he can continue to wear his "old" helmet that was supplied by the RHA in the past instead of the ones that are currently in the truck because the one that ANB has in the truck is not as protective as they would like.*



Follow Up: Shirley will take Bill's example of his helmet to the Safety Committee to see if the one Bill brought is Ok to use.

- John to see if a committee could be created to discuss deployment provincially
 - No committee will be created, however, NB EMS is willing to discuss with CUPE.
 - CUPE has assigned three members (Dale Landry, Trent Piercy, Chris Kennedy, Bill Flewelling –alternate).

Follow Up: Dale to provide dates to John to meet.

- ***Meeting was held. Alan has created a "to do" list for the SMT to look at. The meeting was appreciated and updates will be provided as they move forward.***

- Steve to prepare a document on training days and scheduling
 - John sent the Education Session Scheduling policy to Denis to review. Ralph reviewed CUPE's comments/feedback and will provide it in writing to Beth (see Appendix A). Need to ensure that the articles in the Collective Agreement are taken into consideration and there are no violations remember that the CA is just not for Local 4848. NB EMS will review the comments and provide feedback once Steve is back from vacation.

Follow Up: Finalize at the next Labour Management meeting.

- ***Group reviewed Ralph's comments (see attached document). Steve to add point "7.0 – Reference the Province of New Brunswick Travel Policy" and provide a new Draft Policy "Education Session Scheduling" prior to next Labour Management mtg.***

- John to discuss with Marcus regarding the provincial OHS Committee
 - John and Marcus spoke. Judy is invited to the next OHS Committee meeting. John has requested a meeting with Ralph, Denis and Judy along with Marcus to discuss CUPE's concerns. Not sure if everyone is on the same wave length.



Follow Up: John to have Marcus schedule a meeting.

- *Judy was at the last OHS Committee meeting for a day. There will be subsequent meeting. Judy is now the representative from the West. The group still needs to get together.*

Follow Up: John to have Marcus schedule a meeting with Ralph, Denis, Judy, John and himself outside of Labour Management.

- Shirley to follow up with Mike Simpson on creating a rotation “no” list
 - Mike is still waiting to get feedback on the “no” list and have a couple of solutions on “opt out” list. Will review the possibility of having a meeting when Mike is back from vacation and a meeting will be scheduled with Local 4848 Executive. John will ask for a quote from Mike before next Labour Management meeting.

Follow Up: Deferred to next Labour Management meeting.

- *Mike Simpson was at the meeting and CUPE was able to discuss their concerns so that NB EMS could have a better understanding of the issues. CUPE’s concerns are:*
 - *“No list” does not rotate on the refusal. This process was determined before go live. Mike stated that is not a big issue to have the “No list” rotating, though there is a cost, waiting to hear from the vendor on the costs. Mike is having difficulties getting the cost back from the vendor. CUPE stated that Article 23.04 must be followed even with the “No list” so that it is equitable. If vendor can’t do it, it must be done manually. A suggestion may be to update the “No list” every quarter to keep it updated. NB EMS will have to get a quote or do it manually. CUPE asked if we are doing any random audits on how the “No list” is being used. Mike confirmed that he is doing this and that remediation is being done if the users are using the “No list” incorrectly. It causes a lot of work when people are not following the process. There is an adjudication schedule on this issue this Fall.*



- Shirley to follow up on the role of the CUPE representative with the OMs & RMs. CUPE Executive will discuss the Shop Steward's role during the Investigation meetings.
 - *CUPE has provided business cards informing the members of their rights regarding attending meetings when Management calls a meeting.*
 - *NB EMS mentioned for Turnaround Interviews (TI) meetings, the intention is not to have union representation or the TI process will not work properly. CUPE says there is no affect on the TI process. NB EMS Managers are aware that members have the right to ask the intent of the meeting.*

- John to speak with Steve in regards to the approach of the FTPs and Safety Coaches.
 - *John has had a discussion with Steve regarding the approach of the FTPs and Safety Coaches in the fact it should be respectful and they should be working as a mentor not a disciplinarian. NB EMS will deal with the issues as the disciplinary approach is not acceptable.*
 - *CUPE is concerned with the bad blood that could exist in their own stations. CUPE suggested that we should bring an FTP in from another area to do the remedial training. John asked that if there is issues with FTPs, they should bring this up with Steve directly.*

- Shirley will investigate the possibility of having the OMs in MCMC working with the dispatchers to get them doing ride alongs so they have a better understanding of what the paramedics face.
 - *Shirley stated that anyone who wants to go may go but there are some who do not want to go. We will not push the Dispatchers to go if they don't want to go.*
 - *Dale brought it up that the dispatchers don't understand what it is like to make someone spend a lot of hours in the truck.*
Follow Up: Shirley to see if Dispatchers, especially the new ones, could spend some time in the ambulance at Fleet to have a better understanding of how the ambulance is configured.



- Shirley to provide final word on whether Riverview is a station or a post, will advise CUPE within the next 10 days.
 - *Shirley stated that keeping it as post helps with the limited parking at the Moncton Station. Shirley would prefer not to move it to the station at the moment as we are doing an SSP review of the Moncton Admin Area. If we turn it to a station from a post, administrative issues will come about, regarding the current vacation that has been done. Shirley is willing to have an offsite meeting about whether it should be a station or post. Shirley said we could have an agreement to leave it as a post but rotate the staff through. It is advantageous to have the crews report to Riverview.*
 - *CUPE stated Operations (either the East OM or MCMC) has is an issue with two ambulances crossing the bridge with no patients in it. This has come up at the deployment meeting and will be followed up. Employees don't care one way or another. As a station, post the jobs. As a post, rotate through if it is busy in Moncton so that the workload is shared.*
 - *Shirley spoke with the RM and OM, she said they have not received any request to flip anyone. No crews have asked the question.*
 - *According to CUPE one of the issues that has been occurring is that when Moncton is busy and they want to go to Riverview for a break, Riverview crew is not happy to go back to Moncton. Please note since the actual Labour Management meeting, CUPE has said that the Riverview crew does not mind the switch.*
 - *As a post they have to move to Moncton for their meals. Riverview crews don't mind having their lunch in Riverview.*
- Decision: Agree to maintain Riverview as a post until the SSP review is completed during 2011 then a future discussion will be held.*
- Follow Up: Shirley to look into allowing the Moncton medics to have some relief by going to Riverview.*

- Shirley to discuss with RMs the process that the shop stewards need to follow for the request for short term leaves.
 - *This has been completed in April 2011.*



- HR will work with CUPE to do up an instruction sheet on the explanation of harassment.
 - *Postponed until after training at the Quarterly Conference June 2011.*
- Ralph to send Beth CUPE Harassment Posters (approx. 70 bilingual) and ANB will put the "ANB Sticker" on it and post at each station.
 - *Posters are on their way. There are 50 posters coming.*
- Ralph to book Louise Firlotte for Shirley's Quarterly Conference in Moncton (June 2011).
 - *Shirley has this included, just needs to provide the exact time to Ralph. Ralph believes it would be beneficial to have the four executive members to attend.*
Follow Up: Shirley to look at this.
- John and Shirley to investigate with CUPE, Mike Simpson and Payroll if there are any issues to assigning Casuals by Administrative Area.
 - *See comments under ANB Topics below.*
- Shirley to follow up with JP Savoie on the issues that may exist with Geo verifying and possible solutions.
 - *Shirley has completed this and IT looked at the Geo verification and there are no issues from an IT perspective. CUPE stated that if it is in the same area it won't give the right address. The Dispatcher has to do the checking manually. CUPE would like to see a safety feature added to Geo verification to ensure that they are being asked "Is this the right address" – it is a security feature. CUPE understand there is a manual step. It is too easy to pick the addresses without a second verification and this can happen without a dispatcher noticing it. The system is very sensitive.*
Follow Up: Shirley to follow up with JP.
- Shirley to look at the concerns brought forward regarding transporting two patients between facilities in one ambulance.



- *There is a possibility that the paramedic may be requesting to transport two patients to the same address based on the fact that they are both stable and one is ambulatory and no communicable diseases exists, however, it is up to the paramedic whether they would want to do this transfer or not.*
- *CUPE stated that they have been doing this for awhile, however, they have concerns in regards to confidentiality, patient safety and medics safety.*

- Shirley to follow up on VOK concerns.
 - *Pass mark on VOKs Batch 8 is 100%. There was a hiccup with SharePoint in the batches previous where it was not reading 100% even though this is what the employees had achieved. The RMs and OMs have been advised to contact Felix if they run into this situation with any of their staff. If an employee is struggling with the content of the exam, the RMs and OMs are to help the employee.*

- Electronic Pay Stubs – update from CUPE.
 - *CUPE stated we can do a pilot on the electronic pay stubs to determine what the glitches could be. Pilot project will consist of the North region since most of the complaints are coming out of the North because they are not getting the pay stubs on time.*

5. Agenda

CUPE 4848 Topics

a. Vacation 2011

- CUPE said members asked for their first choice for vacation and if they are not granted their first choice, the OMs do not come back and ask them for their second choice based on seniority. As Ralph stated, you cannot do it that way. He stated you need to pick exactly what you want off, so include second and third options. Employees need to check the vacation schedule that is up.
- NB EMS is going to sit down with employees and start to schedule employees off if they have not picked any vacation time. We will meet with the employees first but if they don't pick, NB EMS will have to book them off.



- Discussed what the ratio is to allow employees off which is one unit = ½, two or more units = 3/8 as the minimum.
- CUPE said they have heard that there is a blackout date for July for the U2 concert. Shirley stated there is no blackout date for vacation for ANB employees for the U2 concert but there is a blackout date for NB EMS employees.

Follow Up: Shirley to follow up on the ratio of vacation time off for MCMC.

b. Trading Shifts

- CUPE stated that employees have been asked by the OMs to follow a larger process (ie. using OT banks, etc...) before they are allowed to trade shifts as per the Article 22.10. OMs are getting directions from the RMs that the employee is being asked to use banks instead of switching shifts. CUPE stated that they do not agree with this policy.
- In the West, there is a case that two individuals want to switch shifts (day for night, night for day). If it was for a short period of time, not really an issue, however, but if there could be a possibility that it will become permanent and we cannot manage.
- Judy has an issue that if she traded with an employee then wanted to retrade a shift, she is not allowed to do this and doesn't understand why.

Follow Up: Shirley to investigate with the RMs the proper process in particular with the West to the two above situations. HR to draft a new switching shift policy. Judy to send a copy of the Switching Shift form to Beth and Shirley.

c. 24hr Stations and Start Time By Seniority

- CUPE would like the shifts to be offered by seniority when we move to the 24hr stations. Medics are not happy with the later start times for the 24hr stations. A lot would like to start earlier in the am. CUPE is wondering if we would be willing to relook at the start times.

Follow Up: Shirley to follow up on the new schedule for the 24hr stations. The start times issue has been put on the list to look at from the deployment meeting.



- d. LOA for CUPE members on the PANB executive— PANB concerns
- CUPE said it is very difficult for paramedics to get an LOA to attend PANB meetings. Norma Hicks, President of PANB has brought this up to CUPE. Norma has never brought this up to NB EMS before. Denis said they would bring it up. NB EMS would be willing to look at it if PANB was willing to reimburse the wages including the benefit package of 15.2%. The Collective Agreement would not allow the accumulation of seniority hours. We appreciate that CUPE brought this up but this is a PANB and NB EMS issue.

ANB Topics

- a. Rotating “NO” List
- See Above #4 Follow Ups from the April Meeting Minutes for info.
Follow Up: Same as above for future follow ups.
- b. Casuals by Admin Area - concerns
- NB EMS would like to assign the casuals by Admin Area when posting the casual positions. CUPE does not have a concern with NB EMS assigning the casuals by Admin Area. Must follow Article 6.02b Scheduling Rules. CUPE needs to have an offsite meeting on this topic.
Follow Up: Deferred to June Labour Management Meeting.
- c. Impact of Matching Payroll & Scheduling
- NB EMS is looking around August 18, 2011 (end of cycle) to get Payroll and Scheduling lined up. There will be some balancing of leveling that will need to be done as per Payroll. There is no point in identifying the individuals affected until about four weeks before we make the change, however, approx. 68 could be affected. Mike Simpson will put a list together as we get closer – in some cases employee will owe ANB hours and other cases ANB will owe the employee hours. We will need to work with these employees individually. We are not talking about a lot of hours. Employees will not see a change in their schedule. Jobs still can be posted and awarded but no movement to new positions from **July 20, 2011 to August 18, 2011.**



Follow Up: John and Danielle will come up with a few options on how to deal with the financial implications for the employees. Similar to what NB EMS has done in past cases. HR will coordinate a memo going out to RMs and OMs to advise them regarding no movement between the above dates. The list of members will be provided to the Local.

d. Increase in Backing Up Incidents

- John stated there have been several incidents in the last few weeks that people are backing up without spotters and are taking out the mirrors on the ambulances. Someone is going to get hurt. The disciplinary process is going to start. The medics have been warned continually to use spotters and are not doing so. Some bays have the lines painted on the floor to assist.

Follow Up: John to bring up the issue with the line down the floors in the bays with Paul Cormier for those bays that do not have it.

e. New Topics

- a. Designations list – John did you get it. I'll follow up with Sharon.
- b. Casuals – Probationary period. Once a casual is done their 650 hours. There is another probationary period. Ralph is to discuss with Margot what the rules are around the casuals' probationary period as CUPE does not agree with the two probationary periods. CUPE does not agree with the two probationary periods.
- c. Shift Premiums for Casuals – whatever we were doing prior to MOU then it continues.

f. Miscellaneous

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g. Next Meeting

- a. Next meeting is scheduled for Tuesday, June 14, 2011.

h. Adjournment

- a. Meeting was adjourned at 1:25pm.



Respectfully submitted and approved by:

A handwritten signature in black ink, appearing to read "Denis Beaulieu". The signature is written over a horizontal line.

Denis Beaulieu, CUPE

A handwritten signature in black ink, appearing to read "John Dallaire". The signature is written over a horizontal line.

John Dallaire, NB EMS



Appendix A – CUPE’s requested changes to the Draft Policy “Education Session Scheduling”

- 3.0 (a) Paramedics will sign-up and be scheduled for the in-services in their station or their administrative area as per Article 29.08 (c).
- (b) If all attempts to schedule as per Article 29.08 (c) have been exhausted by the Employer, an Employee may be scheduled to attend a training session on their day off and will be compensated at one and half times their regular rate of pay.
- 5.0 (a) In cases where the Paramedic request to attend an in-service in a different administrative area, the request is to be made to the Paramedic’s Operations Manager as well as the Operations Manager responsible for the administrative area where the Paramedic wishes to attend training.
- (b) Insert Point 6.0 from the Draft Policy.
- (c) In cases where extenuating circumstances have been caused by the Employer and the Employee has to attend a different in-service training within their administrative area, the Employee shall be compensated at one and half times their regular rate if not scheduled as per Article 29.08 (c) and also be compensated as per the Provincial Travel Policy.
- 6.0 Was 7.0