



**CUPE 4848 and NB EMS  
Friday, September 19, 2014  
10:00am – 3:00pm**

**In Attendance**

|               |                      |                |
|---------------|----------------------|----------------|
| <b>CUPE</b>   | Guy Ward             | Mike Harris    |
|               | Bill Flewelling      | Trent Piercy   |
|               | Chris Kennedy        | Greg McConaghy |
|               | Brian Harris         | Denis Cogswell |
|               | Bernard Soucy        | Judy Astle     |
|               | Ralph McBride        |                |
| <b>NB EMS</b> | Beth Simkins-Burrows | Michelle Breen |
|               | Jacques Charest      | JP Savoie      |
|               | Paul Boudreau        | Craig Pierre   |
|               | Robin O'Hara         |                |
|               | Michel Gravel        |                |

**Absent**

|                            |                  |  |
|----------------------------|------------------|--|
| <b>CUPE</b>                |                  |  |
| <b>NB EMS</b>              | Caroline Lumsden |  |
|                            | Paul Ward        |  |
| <b>Invited Guest</b>       |                  |  |
| <b>Recording Secretary</b> | Angela Jones     |  |

**1. Meeting Called to Order**

Beth Simkins-Burrows called the meeting to order at 10:00 am

**2. Approval of Minutes from May's Meeting**

- Minutes approved by Trent Piercy, CUPE and Beth Simkins-Burrows, NB EMS

**3. Approval of Agenda**

**1. Follow Ups from May's Meeting**

**I. FT Floaters Agreement – NB EMS**

Full time floater agreement is complete, ready for CUPE to sign off, should be ready Monday, September 22, 2014.

**II. Chute Time Study – NB EMS**



Janelle is working on the study, almost sorted now, wondering if the CAD clock was off by a couple of minutes.

### **III. Uniform Committee Update – NB EMS**

Beth talked to Paul Ward, he still prefers the point system, will be assigned to Finance and Procurement.

NB EMS to work on process, CUPE is fine with NB EMS managing current allotments with points.

Union is dropping any input on other changes to committee ie: changing color of uniform, it will leave issue with employer to bring to employees.

### **IV. Storm Pants for Remote Rescue Kits – NB EMS**

Storm pants would also be moved to the point system

### **V. Right to Refuse Issue Update – CUPE**

Nothing further to add was brought to the Health and Safety Committee.

### **VI. Short Notice Leave Process – NB EMS**

This process has been completed.

### **VII. Creation of another call out list in Telestaff – NB EMS**

CUPE asked if another call out list could be created for the staff that are on their stat days off. Right now they don't come up on the list to be called, many of them are more than willing to come in if needed, CUPE feels this is not a fair process. Trent would like a fair way to call the staff back on stats, seems the same people are always getting the calls. Equitable offers need to be made in this situation.

NB EMS does not want to create another call out list in telestaff, seems to be working fine, we will keep the same process, staff members on stats can be called after all other lists have been exhausted.

**Follow up: Beth to have a discussion with Mike Simpson and get back to CUPE.**

### **VIII. 1-800 Number for on call OM and/or Coordinator for all regions – NB EMS**

Tabled for next meeting more to discuss

Would need this number for all regions, right now it is just the South and North that have the numbers set up, need to be consistent in all regions.

Michelle to lead on this and report back

Right now we are using a calendar with on call coordinators and phone numbers.



#### **IX. Option to view schedule in Telestaff – NB EMS**

Right now medics can only see just the day, it cannot not be built into telestaff for them to see further ahead. No solution on this item for now. CUPE thinks it would be beneficial to view a weekly roster in the admin area, could NB EMS check with Software Company.

**Follow Up: Michelle to ask Mike Simpson to contact Software Company to see if we can upgrade to this when due**

#### **X. 24 hour limit for entering meals in Telestaff – NB EMS**

Operations discussed this issue and would like it to remain the same.

CUPE mentioned some staff have technical issues, why is there a cut off?, The reason is we are trying to keep payroll accurate every day to cut workload at end of payroll period

CUPE suggested they have it in the day before payroll is due, if they don't then would have to wait until next pay, ideally they should submit ASAP, some employees have issues with telestaff connection. Old process of using paper OT or Meal claims had to be done before payroll, or it would not be processed until the next pay. Telestaff should have same capability as nothing noted in Collective agreement on 24 hours to enter a claim.

NB EMS suggested that the connectivity issues should be reported and corrected

**Follow Up: Beth to talk to Mike and Danielle again to find a solution, will get back to CUPE.**

#### **XI. Creation of LM to discuss MCMC issues – NB EMS**

NB EMS: there is no benefit to creating another mini meeting

Will leave this with the Employee Engagement Committee

We need to identify the top issues with the field medics

#### **XII. Pediatric Assessment Equipment/Bag Changes – NB EMS**

Paed sat monitors to be included in the next RFP

There is no option for disposable units

#### **XIII. Disaster Contingency Plans – NB EMS**

There is an emergency preparedness checklist in place and NB EMS does regular debriefings. Generators cannot be installed at all stations because they are not wired properly

CUPE says with storm Arthur there was some miscommunication regarding gas stations that were and were not open. CUPE would like a copy of the NB EMS



checklist. CUPE feels communication was not coming down the line fast enough, and there were multiple issues from fuel to facilities. NB EMS mentioned that CUPE does not seem to hear all of the good things that were done for the staff; you are only just hearing the negatives. CUPE asked if we could have generators available in smaller stations in the outlying areas or provide them for future disasters.

**XIV. Bridge Closures – NB EMS**

The work on the bridge is now complete, open as usual

**XV. JAQs – NB EMS**

Information has been sent to CUPE from Beth

There will be a meeting in October, when finished send information to Beth

**XVI. Fredericton & Moncton Roadside Posts – NB EMS**

Moncton: extra unit doing a 60 day trial, waiting for data to finish up

Fredericton: have looked at a couple of areas, waiting to hear back from the exhibition center

Leave this item on the agenda for next meeting

Robin mentioned that Arthurette RS had recommended a proposal for this area, and has heard nothing back as of yet.

NB EMS also mentioned that if staff is not spending a whole lot of time at these posts it is not feasible to pay rent

Waweig post: Waiting to hear about a space to rent there, a proposal has been sent.

**Follow Up: Beth will talk to Paul Ward to see where it's at.**

**CUPE Topics**

**4. Official Languages Issues**

CUPE raised concern that there is a huge morale issue regarding this policy change, and there is a Policy grievance filed by the Local. The new bilingual policy interferes with the trading of shifts, vacation requests, job postings, and equitable offers with call outs, bilingual qualifications will trump seniority.

NB EMS notes Language testing to be done first; for now current process is still being followed on Job postings (If there is no bilingual applicants that meet the language level, we will offer that position for an 8 week temporary assignment then repost on the next round of postings. If on the 3<sup>rd</sup> time around there are no bilingual applicants that meet the language level, we will offer that position



permanently. ) NB EMS notes there are no changes to staffing process or shift trades based on language. It could be early spring before testing is complete to implement staffing phase and job posting changes.

CUPE does not think NB EMS can demand everyone be tested.

HR encourages that staff should be tested for many reasons.

New Bilingual plan will go in place next March or April 2015.

CUPE feels the language level should be lowered from 2+ to next lower level.

Trent noted that the Official language Commissioner does not sign off on any plan, or is an arbitrator on the issues, she ensures the act is followed and makes recommendations to Gov't to make sure we provide the service. CUPE believes the plan could be changed with Union input to improve bilingual service.

CUPE would like more agreement and input on these issues.

NB EMS noted that the only change as of September 1<sup>st</sup> is the language level; it is now 2+ across the board

CUPE is concerned about the proposed staffing changes and that it will violate the collective agreement. The Local feels that paying for time spent on language training is a great first step; Ideally CUPE would like to see staff replaced at work to dedicate the time to training as it is very difficult for shift workers and an online course, and they should be paid while on days off.

NB EMS notes U de M makes allowances for shift workers so shouldn't be problems with current course.

CUPE asks that in the future NB EMS look at transfer units and deployment changes that would help with the bilingual transfers and leave a compliment of bilingual units in regions for 911 calls.

NB EMS indicated that this is being looked at but it won't happen any time soon  
CUPE feels that a lot of issues could be resolved by deployment changes

## **5. Shift Trades**

**Talked about trades NB EMS topics**

## **6. SSP Changes & Start Times**

CUPE is concerned about directions being given to crews to get to posts. They are being told by MCMC which route. Is there a reason for this?

The reason for this is some crews were taking the long way around and not the quickest route, MCMC is just guiding.

Medics feel they are being micro managed by these changes.

NB EMS says MCMC needs to make sure trucks are where they are supposed to be



CUPE concerned that with the new SSP for Hampton and Sussex the areas are left uncovered or not covered well.

NB EMS does not agree, they are covered, MCMC has to also look at compliance.

## 7. CCTC Qualifications

It is very difficult to staff the trauma desk, presently we are back filling and covering with the OM's and casual OM's, a lot of times they are not medics, can we expand out to MCMC Dispatchers? Requirements for trauma desk is they have to be a PCP, this is dictated by the Department of Health.

If we change the qualifications there is a process that must be followed.

**Follow Up: Beth to discuss with management and report back**

## 8. Part Time Overtime Pay

4 week issues – 150.00 hours is calculated at the end of the 4 week block to determine overtime, medics do not like it done this way.

## NB EMS Topics

## 9. Shift Switch Policy

NB EMS would like to change to the 4 week block instead of the 2 pay periods, CUPE says NO can't be done. CUPE feels it's our problem with our technology and telestaff.

NB EMS feels this creates problems with the part time staff; they could be getting shifts that should go to someone else. CUPE says show us the facts where it's costing money. The process needs to be simplified to reduce the middle man of the OM approving the trade – past Labor Management meetings have agreed of 12 hour for 12 hour / 8 for 8 shift / 24 for 24 hours and within 2 pay periods. Ideally CUPE wants to see Telestaff process created that when two employees mutually agree to trade a shift – then the mutual trades are entered and the shift is traded in the system without the need for an OM approval.

**Follow Up: Beth will talk to Mike Simpson to see if rules can be changed in telestaff regarding trades.**



## 10. Ebola

Michelle Breen gave an update, When they met with the government it was realized that very few people had kits. We now have kits in place and more stock has been ordered. Kits are complete and have been sent out to the regions to be put in the trucks, the roll out date is Sept 25/14

There are triggers that MCMC will ask the caller, these questions will be asked to all callers.

Kits for patients who are highly suspicious of being infected are also available

There is a video on line for medics and a power point.

If a patient has to be admitted with suspicion of Ebola only hospital taking these patients is the Saint John Regional

The cleaning of trucks is the same procedure as normal

There will be 7 ER's taking these patients and assessing them before sending them on to Saint John or Dumont hospital, these hospitals are the 7 regionals and Miramichi.

CUPE asks if we are moving an acutely ill Ebola patient, will NB EMS call in a dedicated and prepared crew for the transfer. NB EMS stated that it depends on the situation. More discussion will be held on the subject.

NB EMS is looking at a procedure for reversed isolation

## 11. Employee Engagement Committee

The next meeting will be October 8<sup>th</sup>

HR to Review results of swat analysis

We hope the committee has ideas

This will be a good opportunity to make changes

Committee members are paid to go to these committee meetings

We will leave this as a topic of Labour Management to keep updated

## 12. New Item: CAD Upgrade

This will help to manage resources better Will be ready possibly in November 2014 System will be more consistent for dispatch and make their jobs a little easier

## 13. DOH Inspections and Personal Items



CUPE is concerned about the personal items being taken out of some of the stations, asks why this is such an issue. Department of Health has done station inspections and has infringed us for personal items lying around and messy. CUPE asks can we approach DOH to see if personal items can be kept at the stations. CUPE feels being way to picky

NB EMS – Staff are keeping the stations very messy and unclean, and do not put items away, if they did it would not be an issue.

**Follow up: Beth to have discussion with management**

#### 14. Sign-up Sheets

CUPE would like the awarded sign ups to be posted in the stations again

#### 15. Next Meeting TBD

Respectfully submitted and approved by:

Trent Piercy, CUPE 1252, Local 4848

Beth Simkins-Burrows, NB EMS