

MINUTES OF MEETING

CUPE 4848 and NB EMS
 Labour Management Meeting
 10:00am – 3:45pm
 October 5, 2010

Present:

- | | |
|-----------------------|------------------------------|
| Denis Beaulieu, CUPE | Yvon Bourque, NB EMS |
| Ralph McBride, CUPE | John Dallaire, NB EMS |
| Guy Ward, CUPE | JP Savoie, NB EMS |
| Mike Harris, CUPE | Jacques Charest, NB EMS |
| Mathieu Chayer, CUPE | Robin O'Hara, NB EMS |
| Chris Kennedy, CUPE | Michelle Breen, NB EMS |
| Dale Landry, CUPE | Beth Simkins-Burrows, NB EMS |
| Bill Flewelling, CUPE | |
| Trent Piercy, CUPE | |
| Judy Astle, CUPE | |

Absent:

Recording Secretary: Beth Simkins-Burrows, NB EMS

	ACTIONS
<p>1. REVIEW OF MINUTES AND AGENDA Minutes from last meeting have been reviewed and approved.</p> <p><u>AGENDA</u></p> <ul style="list-style-type: none"> a. Storing of L/M Minutes b. Re-confirm the purpose of the meeting – Strategic Provincial c. Communications d. Education/Training Sessions – Dress requirement e. Safety Coaches f. Saint John Trial g. PCR daily submission h. New employees and their probation booklets i. Shifting of Partners j. Electronic Pay Statements 	

- k. Policies
- l. Time off between shifts – plus 16 hours for 8 hr shifts
- m. Assignment during meal break
- n. Emergency coverage past shift when resources are depleted
- o. Awarded positions on the ANB Website
- p. Meal Breaks (MCMC and Field)
- q. Short leave absences
- r. Update on 24 hour stations
- s. Accommodations
- t. Forced Over Time
- u. Bilingualism on Trucks
- v. Broken tough books, LCD screens
- w. Professional Leadership Project - ANB involvement
- x. Suspended Driver Licenses
- y. Employee Survey
- z. SchedPro

The following items were added to the agenda:

- a. Nothing to add to the agenda.

2. FOLLOW UPS TO LAST MEETING

a. Prior Learning Assessment

- Susan to follow up to see how this interacts with eSkills.
Susan to forward the slideshow to CUPE to review further.

b. Implementation of Casuals

- Beth to follow up with Payroll to ensure they are accumulating seniority hours.

Yes, Payroll is accumulating the seniority hours for the Casuals.

c. Storing of Labour Management Minutes

- John to follow up with Laura to do a fact sheet on how to see your pay stubs.
- John to follow up with Communications to come up with a plan on how to get all employees access to the ANB Intranet site.
- John to follow up with IT on why they can't help ANB employees' access to ANB Intranet site using their home PC.

update the letter of offer to include that the ANB employee doing a temp assignment is not allowed to do any discipline and all discipline issues need to be forward to their Regional Manager to deal with.

Wording will be included in future letters of offers.

j. Meal Breaks/MOU

- Beth to send to CUPE and RMs for approval then once approved Beth to send to OMs for consistency.
- JP will look to see if we can send two trucks to lunch at the same time.

Done.

k. Follow up on incident reports

- RMs to remind OMs that they are to follow up on incident reports with the employee.

Done.

l. JOHSC

- Denis to speak with Marcus to determine the process on how to pick an alternate.

3. AGENDA

John announced that Craig Pierre will be replacing Yvon as Regional Manager, East. Yvon has been promoted to a new role under the Director, Operations. His title and job duties are yet to be determined. Transition will occur mid-November.

a. Storing of L/M Minutes

Beth provided an update on the distribution of the minutes. All stations have received a binder; the minutes will be distributed regularly once approved. They will also be update on the ANB Intranet site. ANB & CUPE have agreed to discuss this in the future of putting the minutes only online vs. hard copies. John stated all but six individuals could not get online. Judy mentioned that a couple of stations were still having issues getting intranet at certain stations. John stated employees need to log their issues with IT.

b. Re-confirm the purpose of the meeting – Strategic Provincial

John reconfirmed that the intent of these Labour Management meeting are strategic in nature. With us going mature and new govt we will need to have more strategic type of arrangement with the Executive. The makeup of this committee will be changing effective for the next meeting. RMs will only be here when required. Shirley and Steve will be here on a go forward basis. CUPE has a concern with this new structure as there is already a

John to discuss with Shirley on how she plans on ensuring that communication is not impacted.

communication problem. CUPE needs a commitment that communications improve. CUPE agrees that RMs and CUPE VP needs to be dealing with some issues between themselves instead of bringing it to Provincial Labour Management. CUPE states be careful with Article 16.01 in regards to size to ensure that nothing comes back to causes concern in the future.

c. Communications

We are lacking under Article 17.02 ensuring that both parties are available. CUPE stated they will need to be more specific in the comment section of the grievance form to provide ANB with more information. Discussion was held if RMs could be take part in pre-grievance discussion if the situation warranted.

d. Education/Training Sessions – Dress requirement

CUPE wondered why staff have to wear uniforms during training. John stated it has to do with the fact we want a professional nature and this has not been happening. John asked why not, CUPE states that it is usually their day off and we are blaming the whole staff with a few that we are having issues with. CUPE concerned that if they are in uniform they will be pulled from training to go to work. CUPE would like us to look at an approach of being able to wear business casual attire but to define what the casual attire is. Yvon reminded that medics are paid to attend the training session so it is really not their day off. John stated that this is not a decision he can make.

Training on day off is training that is a requirement. The problem that we have that we have discussed at Labour Management is that people sign up for the training and do not show up. John stated there is a huge cost to doing this and a big issue. With schedules it is hard to get everyone to do training during their regular schedule shifts. This is why we decided to put it in as part of SchedPro to help alleviate the issues of no shows. If you get scheduled on a work day you go to training, if you get scheduled on a day off you go to training. It is the same process as before sign up on signup sheet and then put it in SchedPro to help with scheduling and payroll. ANB stated we still have the agreement that you can sign up on your days off, this has not changed. It could happen that the training schedule depending on how the sessions are scheduled could only be on the employee's days of work. CUPE stated that you cannot discipline someone if they don't show up for training if it is on their day off because according to the CA training is supposed to be done during your regular working hours. CUPE asked if employees are expected to go back to work after training.

John will have a discussion with Shirley and Steve to see if we can make a change to the dress code for the training session.

John will speak with RMs and Shirley on this process.

ANB stated yes they are but most will take banked time to take the night off, however, they can work if they want.

CUPE stated the issue with dress has caused the other issues.

Judy asked if you did not live near the station but lived elsewhere can they sign up where they live. We used to allow this but then found out people signed up where they lived but did not show up. This is still OK, but they need to notify their Ops Manager and John stated again they need to show up when they sign up.

e. Safety Coaches

John stated that we previously had Driver Safety Coaches. The role is now changing to Safety Coaches, including driving, safety, patient safety issues, anything related to safety. CUPE stated these positions should be part of CUPE classification, therefore they have sent in a pre-grievance. ANB stated these are contract employees, they are not employees of NBEMS – they are self-employed individuals. CUPE stated we have accommodations issues this would be a perfect example to provide this to those individuals. John stated that this will not be resolved today at Labour Management. This is considered the pre-grievance.

f. Saint John Trial

Michelle provided an updated on the trial. Numbers are up but not where we want them at. We have an independent company (Dark Horse) to take a look at the SSP, maps, etc... Majority of the spots they picked were identical to where Tom Raithby (NBEMS) had picked. The trial ended on Sunday. However, ANB decided to let the trial go for another week. The trucks are not designated for transfers for the next week but are now 911 and coverage calls. The performance went up to about 92% with exemptions. ANB wants to achieve 90% without exemptions. Waiting to see what Dark Horse comes back with as to how many trucks are required for Saint John.

g. PCR daily submission

Process for the last three years has never been an issue. However, recently it was discovered that PCRs in some location have not been sent in and when it was questioned medics said that it was not their job function. John stated that we need to curb the issue and it is part of the daily function of the job; therefore, it must be done. John suggested it does not do anyone any good to make threats, we have a progressive discipline process that was agreed to we need to follow it rather than make threats.

h. New employees and their probation booklets

ANB stated this is the best way for new employees to get feedback on how they are doing. All ANB is doing is asking the fellow medics to provide some constructive feedback to help us focus on future training. Ops Managers cannot be with new employees on every shift to see how they are doing. When we want to extend probationary period, we need to advise the Executive of the local. We should advise the Executive that at the 400 hour mark that there could be an issue which would cause the probationary period to be extended. ANB has stated that the partner is not to write the evaluation and that it is the responsibility of the new employee.

i. Shifting of Partners

ANB stated that we shift partners because some do not want to work together and the other reason we shift partners is because of our contractual requirement to have one bilingual medic on each truck. We have the language line in MCMC as a fall back if necessary to assist with providing service in the language of the patient's choice. RMs have been instructed to look at the language structure on their trucks. We will pay for a language course if needed but will not pay for their time to go. We do not want to go to the point where we have to stipulate the language on the job posting.

j. Electronic Pay Statements

We are getting comments from medics who would like electronic pay statements. We have launched this to the ANB staff. Sign up is going well. Number of benefits to having this. We would like CUPE to help us to encourage this process. CUPE asked if we could go with electronic timecards. ANB said we would like this as well. We cannot make it mandatory at this time. However if we go with electronic timesheets, we would have to look at making electronic pay statements mandatory. CUPE will try to promote this.

k. Policies

All medics except five to six have read the policies. The question that came up was that I don't agree with the policy. The question is actually do I understand it. Signing it is more to acknowledge that you have read them. CUPE has filed a grievance to say that an employee is not allowed to sign an agreement with the employer. ANB is only asking if you understand the policy. CUPE

understanding of the policy agreement statement is that by clicking on the acceptance button means that the medic only acknowledges and has understood the policy. CUPE has asked for a copy of the SOPs when they are available.

l. Time off between shifts – plus 16 hours for 8 hr shifts

CUPE has asked for 8 hour off, ANB is only going to require 12 hours off between shifts. CUPE wants it changed so that SchedPro will call people off who only have 8 hours off between shifts so they can have an opportunity for extra shifts. Some medics are not getting any opportunity for staggered shifts because we have the 12 hour off between shifts rule. CUPE would even be open to discussing 10 hours off between shifts instead of 8 hours. It does not go against anything in the collective agreement. Our issue is that you work 7 – 7 but because of a call you work till 8, you start again at 7 the next morning we are paying you also for the extra time and again overtime the following am for the amount of time plus a meal voucher. According to CUPE there is no forced OT in the RHAs unless it is mutually agreed to. ANB is willing to look at the hours but we need to look at the overtime issue. John doesn't think the paying of OT the next morning is happening at the RHA. We are diminishing the amount of the forced OT. We can maybe go to 10 hours but not 8 hours. ANB does see a mutual benefit of going to 10 hours. Through discussion about the 10 hours off between extra shift rotations, the parties have found that the shift overrun is not supported by the language in the Collective Agreement and therefore both parties have agreed to discontinue this process as of October 17, 2010. With the savings on the shift overrun it should reduce the amount of trucks that are parked as there will be bigger pool of candidates to pull from.

JP to contact Mike to see how long it would take to change SchedPro to 10 hours. HR to send a memo out to all Ops and RMs to explain the new process.

m. Assignment during meal break

CUPE is stating that they are getting complaints about having to go on road side posts while on meal breaks. This is not for 911, just for road side postings. Reminder to send incident reports to the OMs with a cc: to RMs. RMs will ensure that the OMs are to follow up with staff when meal vouchers have been denied so the staff do not have to wonder when they get their pay stubs.

CUPE to provided examples to John to research.

n. Emergency coverage past shift when resources are depleted

Trucks are moving closer to urban areas to provide coverage and they cannot get back to their areas before end of shift.

RMs to bring this up at their next meeting. John will speak with Shirley as well.

o. Awarded positions on the ANB Website

CUPE said no it would have to be posted on the bulletin board.
CUPE will remind staff not to take things off the bulletin board.

p. Meal Breaks (MCMC and Field)

Discussed above.

q. Short Leave Absences

OMs have said they will not approve anything until next year. These are just leaves of a few days. ANB will try to work with CUPE to ensure that OMs are dealing with this currently. In a 24 hour shift, some members don't need the whole 24 hours off; they would like us to split the shift. John suggested we leave this until we decide what we are doing with the 24 hour stations.

r. Update on 24 hour stations

Data being uploaded and a strategy will be presented at the next Labour Management meeting. CUPE stated that there will need to be a three month transition phase (three – eight week cycle).

s. Accommodatio ns

John reminded CUPE that we only have three positions in which to accommodated individuals. We will accommodate on a short term assignment, probably doing office work, but this is not a long term assignment. CUPE says we need to do something in particular for those who are pregnant. HR needs to advise Executive when someone is going on the accommodation list, including those who need to be on the short term accommodation process.

t. Forced Over Time

Discussed above.

u. Bilingualism on Trucks

Discussed above.

v. Broken tough books, LCD screens

John showed CUPE a broken top of a tough book where a medic has put there foot through the cover and the screen. When signing out the truck, you are responsible to return the truck and its equipment back in the same shape you received it. Make sure you are checking out your truck carefully.

w. Professional Leadership Project - ANB involvement

All OMs within NBEMS are going to leadership training over the next six months. John has asked if there is possibility we could solicit from the medics some positive issues of how OMs are dealing with things so it will help to design the program. CUPE would suggest that NBEMS comes up with a list of items and have the medics tick off if their OMs meet these qualities of a good leader.

x. *Suspended Driver Licenses*

Recently, we have two paramedics with suspended drivers licences – one indirectly and one directly. We have been asked to let them stay on the truck. There are a number of issues with doing this as well as some human rights issues. John indicated what would happen if the partner got injured while on the call and could not drive, we would then have two medics who could not drive. John mentioned one case in particular where the individual did not disclose it to us. As difficult as it may be, they need to disclose, if they don't they are putting everyone in a liability situation. John reinforced, that your license is a requirement of the job, medics need to protect their license as we cannot employ medics without a valid class 4.

y. *Employee Survey*

John has the results of the survey. We are cleaning it a bit because there were specific comments about specific individuals and this was not the intention. CUPE will be given a copy. Alan will be using this as he goes on his road show this Fall. Denis would like to be invited along on the road show.

John will follow up with Alan on whether Denis can attend the sessions.

z. *SchedPro*

Members very upset that there is no rotation for the no list. There is no order to the no list, so if they know someone who always will say yes that is who they will call. Need to bring it in line with Article 23. No list is outside the admin area.

John will have a separate discussion with the RMs and Mike to look at the implications.

CUPE has identified that perhaps there should only be one list for paramedics and Paramedic Coordinators.

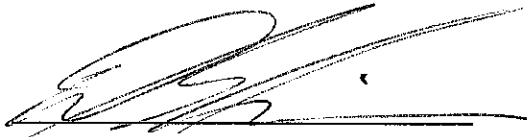
4. NEXT MEETING

The next meeting will tentatively take place on December 16, 2010.

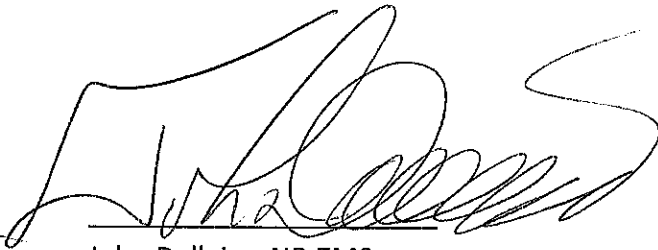
5. ADJOURNMENT

Meeting was adjourned at 3:45pm.

Respectfully submitted and approved by:



Denis Beaulieu, CUPE



John Dallaire, NB EMS