

Labour Management Meeting

CUPE LOCAL 4848 & NBEMS

January 17 2008

Meeting began at approximately 10h00 am

Present at the meeting:

From CUPE:

Gordon Black
Paul Kowalski
Ralph McBride
René Benoit
Gerard McKen
Denis Beaulieu

From NBEMS:

Beth Borrow Simkins
John Dallaire
Robin O'Hara
Yvon Bourque
Jean-Marc Dugas
Preston Holmes
Dale Bartlett
Rock Marois

Mr. John Dallaire started the meeting with an introduction explaining relationship and collective agreement. That we have to work together to make everything work in a good atmosphere of work. And that we were starting something new and that we had to leave bad stories from the past in the past.

Mr. Rock Marois proceeded with a brief introduction on himself and his expectation on the future of the new NBEMS. We have to develop a mutual respect between employee and employer.

Mr. Gordon Black then proceeded to explain the structure of CUPE and presented the executive and then presented Mr. Ralph McBride, the coordinator.

Mr. Ralph McBride following the introduction of Mr. Black presented the first issue.

I. TRUCK DEPLOYMENT

- A. Mr. Dallaire explains that they have a contract with the province and are required to meet that commitment.
- B. Denis then explained that one of the problems of truck deployment is that truck from larger centres are all being used for long distance transfers and that MCMC has to bring trucks from smaller areas to cover the larger centres and it leaves the small area without cover and then it is difficult for the personnel from other regions to find their way in larger centres where they are not familiar with.
- C. Mr. Black then explained a problem with transfers and emergency calls, that some trucks are being used to do transfers while others are on standby for other regions.
- D. Mr. Bartlett responded and said it should not occur due to truck deployment design and if it does occur that a paramedic should notify MCMC and not to argue with them, just remind them.
- E. Mr. McBride asked on how a paramedic should know if it is an error or not.
- F. NBEMS explained to us to just remind MCMC if something does not look normal and that MCMC has the protocol for the delivery and that sometimes human error can occur.
- G. Mr. Marois then explained that they have a contract to meet and they are working to reach the target for 2010.
- H. Dale then made a comment that they will try to find a way to inform paramedics if their region is in ECO mode and when it is not.
- I. Mr. Dallaire confirms that they will need to implement another refresher on the model structure and the way that it is to perform.
- J. Mr. McKen then explained that it is hard for a paramedic to see the same picture as MCMC see as they are in front of their computer and we are sitting in an ambulance.
- K. Mr. Black then suggests to send a memo or email to paramedics for ECO system and how the system works.

- L. We then proceeded to roadside truck deployment, we explained to them that some trucks have been sitting on the side of the road for more than 8 hrs during a shift and it was not acceptable.
- M. We then came to a mutual agreement that deployment will not be more than 4 hours. After those 4 hours MCMC will have to have another crew replace us or we will be sent for a break before they could send us on another trip, call or standby.
- N. Mr. Bartlett then advised that he will create an operational directive dealing with roadside stand-by.

II. **24 HOURS TRUCKS**

- A. Mr. McBride explained that some areas don't have a rest period, that they can spend as much as 20 hours on the road. They end up with very low down time.
- B. Mr. Black then gave some examples and elaborated on Mr. McBride's issue.
- C. Mr. Bartlett explained that 12 to 14 regions are staffed with 24 hours units and those are regions hard to staff and with low call volume.
- D. Mr. Black explained that they are being used as excess and it is not safe.
- E. We then were informed that some 24 hrs trucks will be transferred to 12 hrs in the future.
- F. Mr. Beaulieu then asked for a list of all the 24 hours units in the province.
- G. Mr. McBride then asked if it would be possible to shut off or lower the sound of radios during the rest periods.
- H. Mr. Bourque then explained that radios are back up source for pagers and that pagers are back up source for radios.
- I. Talks have been exchanged to find a solution for a 3rd back up plan.

III. MEALS

- A. Mr. McBride explained some problems have occurred due to lunch break and that we would like explanation on how we can have our break.
- B. We have been informed that we have to call in every time we want to have our break.
- C. Mr. Dallaire then asked if 2 trucks, from the same region, asked for a break in the same period, and the second truck gets denied, if they will be charged for a lunch. NBEMS feel the answer is no because those 2 trucks are starting at different times and that operational requirements would not permit this. There is a 3-hour window for breaks and crews should be able to fit in the breaks.
- D. We have been informed that if we are interrupted during our lunch break and we don't get back in our 3 hours time frame, we will be able to charge for a meal. We have stated that once I book out and get interrupted then I will receive a meal allowance.
- E. If we ask for our 45 min. break and MCMC ask us to do a transfer prior to our break, we agree to the transfer, we will get our meal after the transfer. If after that transfer we are called for another transfer, a break is not given to us, we can request a meal allowance.
- F. Management informed us that paramedics could call at anytime, for a 45 min break, while being at the office.
- G. Another issue being brought up by Mr. Beaulieu that Paramedics are being taxed on meals.
- H. Mr. McBride then brought up an issue with time cards. Time cards are not necessary since we login in the morning for our shift and it is the same thing as punch cards. According to the collective agreement time card should not be used.
- I. Mr. Bartlett and Mr. Holmes then explained to us that there are lots of codes on a time card to put in and that the technology is not there to relay the CAD to our time card. This is done for payroll purposes and it is beneficial for the Medics to get the pay accurate.

- J. Mr. McKen then asked if he is sick on the drop day, if he will be penalized for his time card not being in. The answer is no and human resource will detect the problem.
- K. Mr. McKen then asked the actual way to log-in at shift start and do the truck checks. We have been explained that we have to log-in and then do the top part of the truck check, then advise MCMC that our truck is ready to go, and then finish the rest of the truck check.

IV. UNIFORMS

- A. Mr. McBride explained that we have a problem with the laundering of uniforms, quantities and the purchasing and reimbursement of boots. NBEMS has provided us with two (2) options, first would be to use their vendor who has 2 styles of boots or second purchase your own and put in for a reimbursement.
- B. Due to bacteria and the staff is not equipped for bacteria cleaning, some solution has been looked at but neither party can come to a solution. We will come back with some more solution and some more talk. A Provincial Grievance has been filed for laundering of uniforms.
- C. We then explained other issues with hemming of uniforms, Mr. McBride then explained that the supplier should provide some service for our uniforms.
- D. Mr. Dallaire then asked how it was done in the past in private and regional sites. We explained to him that most sites paid or reimbursed us for maintenance of uniforms. He then explained that their suppliers do not provide such service and once done it can't be returned to the vendor if a mistake was made. We are asking for more information as to the past practice of the RHA's.

V. FORCED OVERTIME

- A. Mr. McBride explained that some areas have been forced to do OT, being sent on transfers.
- B. Mr. Bourque explained that this is mainly from his region and there is still adjustments to be done but there was a great improvement in the last 2 weeks.

- C. Mr. Dallaire then asked if we could come back on that subject in a future meeting due to the recent improvement done in the last 2 weeks.
- D. Mr. Beaulieu then explained that there was some OP manager who forced their employees to stay on the transfers and that is not acceptable. We need more handoffs.
- E. We then asked how the method of distributing overtime was working, and they explained they're using a call book for pre-planned OT shifts and they are using the call-in list to fill these postings and it does meet the contract agreement. We will monitor this. We have asked for further discussion on the delivery of OT, service station vs administrative area.
- F. We then have been informed that there were 70 students who have been granted a bursary from the government for retention. The agreement is that they have to stay in the province for 2 years after their graduation to work in various regions. We will make sure that their hours are capped at 150hrs and then OT will be offered to Full-Time. We also made sure that the hours will not be given before a part time employee is offered all his hours of work.

VI. VACATIONS

- A. Mr. McBride explained the issue that some OP managers have been saying that vacation will not be granted and that no-one has vacation and every employee coming from private sector will not get vacation until 2009.
- B. Mr. Dallaire explained that it was not true and that vacation will be granted in 2008 on a pro-rated formula.

VII. HEALTH AND SAFETY

- A. Mr. McBride asked to get a health and safety committee in place.
- B. Mr. Dallaire responded they are in the process of hiring a H&S Rep. And once they have done that they are set to go.
- C. We then came to an agreement that there will be a minimum of monthly meeting.
- D. The issue regarding 1 vs. 2 portable radios per truck was brought up.

- E. Mr. Bartlett did inform us that it is just a matter of time to have them placed in trucks, the radios are being programmed and will be placed in service as soon as they are ready.
- F. Mr. McBride brought a suggestion on bringing a cell phone in trucks that cover some regions where the radio communication is very poor and that 3 watts cell phones would be a great help.
- G. Mr. McKen did ask if problem occurs on our way to a call to be informed by radio and not to use personal cell phone.
- H. Mr. Bartlett did advise that there was already a procedure in place that MCMC would not ask to contact them with a personal cell phone and that he will remind MCMC at his next meeting.
- I. Tire problem brought up by Mr. Beaulieu and Mr. Benoit that some trucks had problems with bad tires and that issue was brought up from Edmundston and Lameque. Mr. Bourque took notes and will look in the problem.
- J. An issue was brought up by Mr. McKen regarding a car battery being transported in front seat of an ambulance and it was not acceptable. Mr. Bourque will investigate further in this incident.

VIII. POSITION POSTING

- A. We told NBEMS that temporary positions open for more than 6 months to be posted provincially.
- B. No lateral transfer will be allowed. We would look at specific incidences, if needed.
- C. Shift will be allowed to be changed from one truck to the other (permanent transfer to other truck in same base) if there is an operational issue. Union is still not in agreement with this practice.
- D. Supervisor position will be posted, currently have 28 supervisors in place and will have some more in the following regions:
 - Sussex district - 1 in St. Martins
 - Minto district - 1 in Mill Cove and 1 in Minto
 - Woodstock district – 1 in Woodstock and 1 in Hartland
 - Perth Andover district – 1 in Perth Andover and 1 in Tobique

- Fredericton Junc. – 1 in Fredericton Junc.
 - Miramichi district – 4 in Miramichi
 - Bouctouche district – 1 in Bouctouche and 1 in Rexton
 - Sackville district – 1 (additional) in Shediac
 - Moncton district – 4 in Moncton
 - Hillsborough district – 1 in Petitcodiac
 - Bathurst district- 1 in Bathurst
 - Edmundston district – 2 in Edmundston
 - Shippagan district – 1 in Shippagan and 1 in Caraquet
 - Grand-Falls district – 1 in Grand-Falls and 1 in St-Quentin
 - Campbellton district – 1 in Dalhousie
- E. We informed them that those positions would probably be hard to fill due to the reason that the wages are very low at 0.31\$ more per hour.
- F. Management requested to post supervisor positions only in the base first and then later provincially when the jobs open up again. The reason is that there is no opening at this present time in most of the bases and they would have to bump or move personnel and it is not something they would like to do to the staff at this moment.

The meeting adjourned approx. at 16h00 pm.

Prior to our leaving, Mr. Dallaire asked us two things:

- If there is an issue, that we talk to them first before going to the deputy minister.
- And that if there was some paramedics interviewed that the company was not informed of the issue, to talk to them before going to the press.

Submitted by René Benoit

Labour/Management Meeting

January 17,2008

Local 4848 items for discussion:

1. Uniforms and Boots
2. Holidays – Christmas schedules and when is the holiday recognized.
3. Banked time
4. Casual employees hours
5. Time cards
6. Exchanging Shifts
7. Health and safety Committee
8. Radios
9. Vacations
- 10.Meals
- 11.Hours of work
- 12.24 Hour trucks-meal times, stat.time, rest periods
- 13.Truck Deployment
- 14.Overtime-station vs admin. Area
- 15.Sick Time-call numbers, time for private sector
- 16.Seniority
- 17.Scheduling
- 18.Posting of Jobs-Lateral Transfers, Supervisor Position, Temporary
- 19.Holidays-Grand Manan
- 20.Extra shifts- Overtime not straight time
- 21.Cleaning of Bases-job description
- 22.Drivers