**Minutes**

**Human Resource Union Management Consultation Committee (HRUMCC)**

**Meeting held on December 4, 2012**

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| In Attendance |
| **CO-CHAIRS** |
| Peter Larose (HRSB) - Chair | Steve McCuaig (CEIU) |
| **MANAGEMENT REPRESENTATIVES** | **UNION REPRESENTATIVES** |
| Sandra Webber (HRSB) | Luc Pomerleau (CEIU) |
| Brenda Marcoux (HRSB) | Sebastien Rodrigues (CEIU) |
| Charles Nixon (IITB) | Jacques Perrin (CEIU) |
| Mary O’Neil for Carolina Giliberti (SC) | Mark Kohli (PIPSC) |
| Tony Matson for Alain P. Séguin (CFOB) | Stan Buday (PIPSC) |
| Kin Choi (LABOUR) | Raoul Andersen (ACFO) |
| Ann-Marie Julien for J. Hilton (HRSB) | Richard Ballance (UNE) |
| Karen McCarthy for Marilyn Dingwall (HRSB) | Gail Myles (UNE) |
| Steve Nadeau for Karen Mayville (HRSB)  |  |
| **REGRETS** |
| Sylvain Patenaude (HRSB) | Grant Boland (ACFO) |
| Karen Mayville (HRSB) | Jake Baizana (CAPE) |
| Jacqueline Hilton (HRSB) |  |
| Marilyn Dingwall (HRSB) |  |
| Alain P. Séguin (CFOB) |  |
| Carolina Giliberti (SMB – SC) |  |
| **PRESENTERS AND INVITEES** |
| Pauline Roy (HRSB) |  |
| Lynn Roseberry (SC) |  |
| **NATIONAL UNION-MANAGEMENT SECRETARIAT** |
| Julie Bélisle |
| Sabrina Evans |

| **ITEM** | **SUBJECT** | **ACTION / DECISION**  |
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| **1.** | **OPENING REMARKS, AGENDA & MINUTES**  (Peter Larose) |  |
|  | Peter Larose welcomed everyone to the meeting.Mr. Larose proceeded with the review of the agenda and invited members to propose additional items to be discussed.**Additional items:**1. New Business Model (Click-Call-Consult) - Luc Pomerleau
2. Internal Communicator Tool - Jacques Perrin
3. Internal Investigations - Jacques Perrin

The minutes of the September 11, 2012 meeting were approved with the following minor change:Mark Kohli clarified that in the September minutes it should be explained that sick leave is requested for medical appointments in some cases, not all. He added that employees are not sure whether they should submit appointment leave or sick leave.Brenda Marcoux pointed out that “*Paperless*“ provides an option in the scroll-down menu “Authorized Absence for Medical Appointment (code #635)” which employees may benefit for a total of 3.75 hours. Additional time-off required as follow-ups must be coded under “Sick leave”. A guide was developed and will be shared with committee members via the Secretariat. | **Revised and completed****Brenda Marcoux to share the guide with members via the Secretariat.****Completed** |
| **2.** | **FOLLOW-UP ACTIONS FROM PREVIOUS MEETINGS** (Peter Larose) |  |
|  | 1. **Union Desk Drops (Brenda Marcoux)**

Various promotional and communication vehicles are made available to unions on the employer premises that unions can use to communicate with members such as bulletin boards and distribution of flyers in public areas. Given that all messages for distribution to a large number of members must be preapproved by ADMs, it would be difficult to validate the content of messages if unions resorted to desk drops in the workplace. Ms. Marcoux invited union representatives to communicate directly with her and she will take the necessary steps to facilitate this process.Mark Kohli inquired if there are any guidelines prohibiting desk drops. Brenda Marcoux confirmed that there are no specific guidelines on that subject, with the exception of guidance provided by TBS during strike periods. |  |

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| **3.** | **HUMAN RESOURCES BUSINESS DIRECTIONS AND RESULTS REPORTING** |  |
|  | 1. **Update on the « People Management » Strategy (Peter Larose)**

The People Management Strategy relies on 3 pillars to advance the Departmental goal and vision in the next 3 to 5 years:* Create a healthy and enabling workplace that would inspire employees to excel by understanding priorities, risks and desired outcomes;
* Focus on a productive and skilled workforce to ensure that the right employees are in the right jobs through the Performance Management Plan, the Performance Learning Agreement and the Talent Management exercise; ensure that performance is properly managed where learning needs and requirements are identified quickly and effectively.
* Modernize and innovate internal services and make them efficient and meaningful to our clients.

The objective of the Department’s 3 to 5 year journey is to build trust, respect and engagement and a sense of belonging; to provide timely and accessible services and decrease the absence rate.Examples of strategic issues to be addressed are:* **Empower Employees**: The Public Service Employee Survey (PSES) results were middling which is disconcerting as it suggests that employees do not necessarily know what the Department does, which may lead to employees feeling less empowered;
* **Performance management**: Work needs to be done in Performance and Learning Agreements (PLA) as the process may not be where it should be.

Steve McCuaig asked how the deliverables are being tracked and whether there was a more detailed mapping available. M. McCuaig proposed to have this subject as standing item on the HRUMCC Meeting agenda. Mr. Larose agreed to provide updates at future meetings.  1. **Diversity, Employment Equity (EE) and Official Languages (OL) Update (Pauline Roy)**

The Office of the Chief Human Resources Officer (OCHRO) reviewed its Official Language Policy Instruments in order to reflect primary deputy head responsibility for people management within their organizations. A key change is the right of employees working in bilingual regions to be supervised in the official language of their choice (regardless of the linguistic designation of their position) if their supervisor occupies a bilingual position in a bilingual region. The language requirements of a position must continue to reflect tasks to be performed as per the job description as well as the official language obligations relating to service to the public and to employees. There has been an increase in the number of complaints received:* November 2012 = 10 active “Section 91” complaints
* December 2011 = 4 active “Section 91” complaints

The Centre of Expertise is providing information sessions to the Human Resources (HR) advisors to assist them in providing complex advice to clients when they process requests in staffing and classification. In June 2012, online Official Languages courses were launched. To date, 380 participants have completed the course for managers and 1,758 have completed the course for employees.In May 2011, the online courses related to Diversity were launched. To date, 151 participants have completed the course for managers and 1,143 have completed the course for employees. The PSES results relevant to EE and OL are stable since 2008 and are comparable to the Public Service results in general. The Canadian Human Rights Commission (CHRC) requires a minimum 80% self-identification response rate (to ensure EE statistical analysis accuracy); the Department has surpassed it by reaching 90%. A new Diversity and Employment Equity Action Plan will be developed next fiscal year and unions will be consulted. Stan Buday requested data on second language training expenditures for this fiscal year. Ms. Webber committed to providing that information to members via the Secretariat. | **Sandra Webber to provide data on EE/OL expenditures to members via the Secretariat.****Completed** |
| **4.** | **HUMAN RESOURCES PROGRAMS, POLICIES, GUIDELINES AND TOOLS**  |  |
|  | 1. **Telework (Sandra Webber)**

Ms. Webber informed members that the new Directive will come into effect shortly. The Labour Relations and Duty to Accommodate sections will be supporting management in reviewing each telework request to ensure that the proper steps are being followed. Sebastien Rodrigues inquired if the assessment of files were performed by qualified medical specialist. Ms. Webber noted that employees occupying these functions are not medical experts however they request documentation from qualified medical experts where required. Steve McCuaig asked whether training was implemented for managers. Ms. Webber confirmed that on-line training on duty to accommodate was available via the Service Canada College. Gail Myles asked if the Telework Directive pertains to new requests only or whether existing arrangements will be reassessed. It was confirmed that existing telework situations will also be reviewed as per the new directive.1. **Duty to Accommodate Guidelines (DTA) (Sandra Webber)**

The DTA guidelines will be presented at the Corporate Management Committee (CMC) in Spring 2013. Once approved, the revised guide will be shared with members via the Secretariat.1. **Seniority vs Annual Leave (Brenda Marcoux)**

As you know, the concept of seniority was introduced in the PA collective agreement during the last round of negotiation with regards to annual leave. Seniority may be used as a criterion when there are more leave requests than can be approved. In other words, seniority can be used as a tiebreaker.It appears that management is receiving requests from union representatives to obtain lists of employees containing their seniority dates. This was also raised at the last NLMCC. As per the Program Administration (PA) collective agreement, when there are multiple leave requests during peak vacation times (i.e: June 1 – Sept. 30 and Dec. 1 – Mar. 31), seniority shall be used as a tiebreaker. In such situation, when managers do need to approve annual leave based on seniority, it is recommended to refer to the date provided in the Corporate Management System (CMS). Although these situations are rare, the seniority lists used by management, can be shared with unions. Steve McCuaig inquired if Labour Relations received grievances on this issue. Ms. Marcoux confirmed that there are none.  | **Follow-up once approved by CMC in Spring 2013.****Forward Agenda****Follow-up to provide the guide on annual leave to members via the Secretariat.****Completed** |
| **5.** | **EMERGENT HR ISSUES** *(All)* |  |
|  | 1. **Union Training integrated to PLA (Steve McCuaig)**

This is a reoccurring item where unions have been requesting that management recognize that employees who are union representatives are entitled to take union training and that it be integrated in the employee’s Performance and Learning Agreement (PLA). Richard Ballance shared that in 2005, he co-chaired with Cheryl Fisher, a committee that was in place to determine the benefits of union training and a report was developed. In summary, the report demonstrated that union training was beneficial and contributed in improving union-management relationships. He recommended that some of the work done be resurrected. Gail Myles asked whether union representatives can request to attend training. Peter Larose confirmed that employees may request to attend union training. Managers and employees need to address this subject during PLA discussion as this is qualified as a legitimate form of training and managers may determine the employee’s training focus may be on another competency to improve or develop. The Department will not advocate a type of training over another.1. **Pre-Retirement (Lynn Roseberry)**

The Service Canada College is using a blended learning approach to deliver the pre-retirement course which consists of WebEx and in class sessions. This approach provides flexible participation and it enables employees to participate at their own pace. This course was piloted in English and in French and has received positive feedback from the 100 employees who participated in this 1st Phase. This blended learning approach will become the standard for the pre-retirement course at Service Canada.Employees have access to this e-training. It can also serve as a refresher during the course of an employee’s career as costs incurred are minimal. All training must first be discussed and approved by respective managers and integrated to employee’s Performance and Learning Agreement (PLA).A more formal presentation will be offered at the next meeting in 2013.  | **Follow-up with** **R. Ballance and Cheryl Fisher to obtain a copy.****Forward Agenda****Forward Agenda****Completed** |
| **6.** | **ROUNDTABLE** |  |
|  | **Additional items:**1. **New Business Model – Click-Call-Consult (Luc Pomerleau)**

Luc Pomerleau requested an update on the new business model which was presented by Mr. Webber.Ms. Webber provided an overview of the 5 service layers noting that the model was largely implemented with a few minor realignments underway.1. **Information on the Communicator Tool (Jacques Perrin)**

It was brought to unions’ attention that some managers may be using the internal communicator as a monitoring tool for their employees. Stan Buday pointed out that this tool is optional and managers have been advised that it should not be used as a monitoring system. Peter Larose will communicate this concern to his senior colleagues. 1. **Internal Investigations (Jacques Perrin)**

Jacques Perrin stated that it takes too long for the investigators to render their decisions and the impact on employees subject to these investigations needs to be expedited. Mr. Perrin would like to have this addressed by Louis Beauséjour.Meeting was adjourned at 3:35 p.m. | **Peter Larose to inform senior colleagues.****Completed****Sandra Webber to follow-up with ISB and provide update at next meeting.**  |