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| **Human Resources Union-Management Consultation Committee (HRUMCC)** |
| **Record of Discussions and Decisions**  **Meeting of June 21, 2016** |

**Management Representatives:**

**Peter Larose,** ADM, Human Resources Services Branch

**Mario Tanguay,** A/ DG, Strategy, Planning, Architecture and Management

For **Lorne Sundby,** A/Chief Information Officer, Information, Innovation and Technology Branch

**Benson Gorber**, Director, Facilities and Asset Management

For **Claude Tremblay,** DG, Regional Financial Services, Chief Financial Officer Branch

**Steven Risseeuw**, DG, In-Person Operations and Strategies, Citizen Service Branch

**Lissa Dornan,** Director, Branch Management Services

For **Jacques Paquette,** Sr. Assistant Deputy Minister, Strategic & Service Policy Branch

**David Swol**, DG, Centres of Expertise, Human Resources Services Branch

**Guy Cyr,** Director,Workplace Management, Human Resources Services Branch

**Jennifer Hamilton,** Director, Centre of Expertise - Labour Relations, Human Resources Services Branch

**UNION REPRESENTATIVES:**

**Theresa MacInnis,** Deputy Trustee, CEIU – PSAC

**Sebastian Rodrigues,** Deputy Trustee, CEIU – PSAC

**Luc Pomerleau,** National Resources Officer, CEIU – PSAC

**Linda Koo,** Labour Relations Officer, UNE - PSAC

**Rose Touhey**, Assistant Regional Vice President, Outside Canada, UNE – PSAC

**Jim McDonald**, Labour Relations Advisor, UNE – PSAC

**Stan Buday,** President, National Consultation Team for ESDC, PIPSC

**Dean Corda**, Employment Relations Officer, National Consultation Team for ESDC, PIPSC

**Yves Durand,** Alternate Contact

For **Raoul Andersen**, Vice-President, ACFO

**Yvonne Snaddon-Bilbija**, Vice President of the ESDC Consultation Team, PIPSC

**Stephanie Rochon**, Labour Relation Advisor, ACFO

**HRUMCC SECRETARIAT:**

**Serge Viens**, Manager, Centre of Expertise – Corporate Labour Relations

**Annick Rollin**, Advisor, Centre of Expertise – Corporate Labour Relations

**Penda Fatou Dicko,** Projects Coordinator, Centre of Expertise – Corporate Labour Relations

**GUESTS:**

**Vicki Cunliffe,** Director, Centre of Expertise - Workforce Strategies, Human Resources Services Branch

**Donna Shackleton,** Director, Planning & Performance Measurement

**Penny Levesque,** DG, Program and services Oversight, Internal Integrity & Security & DSO, Integrity Services Branch, Service Canada

**Pauline Roy,** Director – Corporate Security and Internal investigations, Citizen Service Branch, Service Canada

**Evelyne Power,** Executive Director - Special Projects,In-Person Operations & strategies, Citizen Service Branch, Service Canada

**REGRETS:**

**Louis Beauséjour,** Assistant Deputy Minister, Integrity Services Branch, Service Canada

**Jacques Paquette,** Sr. Assistant Deputy Minister, Strategic & Service Policy Branch

**Lorne Sundby,** A/ Chief information officer, Information, Innovation and Technology Branch

**Claude Tremblay,** Director General, Regional Financial Services, Chief Financial Officer Branch

**Marie-Claude Pelletier,** Director General, Service Canada College, Human Resources Services Branch

**Annick Langlois**, Director General, Operations, Human Resources Services Branch

**Raoul Andersen**, Vice-President**,** ACFO

**Fabienne Jean-François**, Deputy Trustee, CEIU – PSAC

**Mathieu Delorme**, Lawyer, AJC

**Jake Baizana**, Labour Relations Officer, CAPE

**Doug Marshall**, National President, UNE – PSAC

**Richard Ballance**, Regional Vice-President, UNE – PSAC

**Christine Poirier,** Employment Relations Officer, PIPSC

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| **ITEM** | **SUBJECT** | **ACTION / DECISION** |
| **1.** | **Opening Remarks and Approval** |  |
|  | Peter Larose and Theresa MacInnis welcomed members to the meeting.  **Agenda** (Peter Larose):  The agenda of the meeting was approved by the members.  Theresa MacInnis requested that responses to action items that emerge from a committee meeting be shared with members prior to the following meeting.  **Minutes of Previous Meeting** (Peter Larose):  The minutes of the meeting of December 17, 2015 were approved by members. |  |
| **2.** | **Updates** |  |
|  | **Post Transformation of Pay Administration (TPA)** (David Swol)  On April 25, 2016, Employment and Social Development Canada (ESDC) has transferred all of its pay services to the Public Services and Procurement Canada (PSPC) Pay Centre in Miramichi and has implemented the new pay system Phoenix.  Since the introduction of Phoenix, ESDC has encountered challenges for issuing payments to employees for situations involving leave without pay, new hires, overtime hours, etc. In order to address them promptly, the Department has established an escalation process and has direct access with PSPC Liaison Officers. Emergency salary advances and priority payments have been offered to employees that are eligible to receive them. The federal government has also announced that an interim pay centre will be established in Gatineau this month.  Theresa MacInnis asked whether other departments were contacted to seek employees to work in the interim pay centre. David Swol responded that a call out letter was sent to Heads of Human Resources. He also added that the names and contact information of interested employees can be forwarded to him or Jennifer Hamilton (Director, Centre of Expertise - Labour Relations, ESDC).    **Aboriginal Leadership Development Initiative** (Vicki Cunliffe)  An update on the Aboriginal Leadership Development Initiative (ALDI) was provided to Committee members. See the document in Annex A.  Vicki Cunliffe mentioned that four (4) Aboriginal employees from ESDC will be participating in ALDI. This will help bridging the representation gap of Aboriginal employees at the EX level at ESDC.  Ms. Cunliffe also added that the three year Employment Equity Action Plan has been completed. A new Employment Equity Action Plan for a period of three years is currently being developed. The unions will be consulted once it is ready.  Sebastien Rodrigues asked whether appointments of Aboriginal employees can be done outside the ALDI Program. Ms. Cunliffe responded that no appointments will be done because the Program is not a staffing process.  **New Direction on Staffing** (Vicki Cunliffe)  An update on the New ESDC Staffing Direction was provided to Committee members. See the document in Annex B.  Sebastien Rodrigues asked whether union representatives will receive training. Vicki Cunliffe responded that training may be offered to union representatives via Webex sessions.  **Integrated Framework on Mental Health** (David Swol)  An update on the Integrated Framework on Mental Health in the Workplace was provided to Committee members. See the document in Annex C.  Theresa MacInnis raised her concern about the need for more employees to reduce stress in the workplace. Also, there should be more education, tools around the alternate work arrangements (AWA) to address Mental Health. |  |

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| **3.** | **Business Changes** |  |
|  | **In-Person Quality Monitoring Program Status** (Donna Shackleton)  The national In-Person Quality Monitoring (QM) Program is being implemented in Service Canada to ensure high quality, timely and accurate Services for Canadians.  Phase 1 of the implementation was completed in fiscal year 2015-2016. It consisted mainly on the collection and analysis of data captured in the QM tool by all regions. The Program is currently in Phase 2 and it will be completed during fiscal year 2016-2017. The second phase consists of developing program specific assessment criteria to link the QM Program with multiple service offerings in Service Canada. Phase 3 will be implemented in fiscal year 2017-2018. It will focus on the quality of the service delivery network with the intent of ensuring the best possible service delivery for Canadians. |  |
|  | **Physical Security Inspections Directive** (Penny Levesque)  An overview on the Physical Security Inspections Directive was presented to Committee members. See the document in Annex D.  Yves Durand asked whether employees are required to lock documents classified as secret when they leave their workstations for short periods, such as going to the washroom. Penny Levesque responded that it depends on the security zone of the location of the workstation of the employee. In some security zones, all protected and secret documents should be stored when the employee is not at his/her workstation.  Linda Koo asked if employees will be informed on the Directive and if they will receive some training. Ms. Levesque indicated that newsletters will be sent to employees and they will receive mandatory training.  Ms. Koo also enquired about who is addressed a report on an infraction. Ms. Levesque responded that reports on infractions are addressed to her.  **Passport Integration** (Steven Risseeuw and Evelyne Power)  An update on the Passport Service Network was provided to Committee members. See the document in Annex E.  Dean Corda asked whether CS employees of the Passport Program will be integrated within ESDC. Steven Risseeuw responded that these employees will not be integrated. He added that during the merge between Passport Canada and ESDC, CS employees from Passport Canada were transferred to Immigration, Refugees and Citizenship Canada and Shared Services.  Jim MacDonald enquired about the reasons of the different versions of the deck that was sent to Committee members prior to the meeting. Mr. Risseeuw responded that some content in the initial deck was removed because of an up-coming meeting that will be scheduled this summer with the unions. The content that was removed will be discussed with the unions during that meeting.  Mr. MacDonald expressed concern about the level of knowledge required by universal agents as a result of the integration of the Passport Program with Service Canada Centers. Mr. Risseeuw replied that it is beneficial to have employees working on passport-related activities to address operational needs during peak periods. As for employees, it can be beneficial for them to learn other programs that will enable them to progress in their careers.  Theresa MacInnis ask whether it is a voluntary process for members to choose to work in different areas of work. Mr. Risseeuw indicated that it is a voluntary process for employees.  Mr. Risseeuw offered to meet separately with Mr. MacDonald to answer other questions that he may have on the Passport Program. |  |
| **4.** | **Suspension of Rollover Provision for Term Employees at ESDC** (Vicki Cunliffe) |  |
|  | The suspension of the rollover provision for term employees at ESDC started in July 2011. The suspension will continue until June 2017.  There are approximately 4,000 term employees at ESDC at the present time. Staffing mechanisms are in place to stabilize term employees on an indeterminate basis (i.e., advertised and non-advertised appointments).  Luc Pomerleau enquired about the ratio of term employees versus indeterminate employees. Vicki Cunliffe responded that ESDC has a ratio of approximately 80% of indeterminate employees and 20% of term employees.  Theresa MacInnis expressed her disappointment about the extension of the suspension of the rollover provision. She mentioned that some members are close to roll-out towards indeterminate status. She thought that the Department was moving forward. |  |
| **5.** | **Round Table and Closing Remarks** |  |
|  | Dean Corda asked that his title be corrected in the minutes.  Jim MacDonald expressed his satisfaction about the material for the meeting that was submitted in a new format (i.e., e-binder) to members. He only suggested that English and French documentation be included in two different e-binders to enable members to view either the French or English documents.  Theresa MacInnis asked to receive an update on career laddering, on the In-Person Quality Monitoring Program and on ESA. | The Secretariat will modify the minutes accordingly.  The Secretariat will create three e-binders for the next meetings: one with only French documents, one with only English documents and one with both French and English documents. |