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|  **Labour Program Union-Management Consultation Committee (LPUMCC)** |
| **Minutes****Meeting of June 28, 2017** |

**Management Representatives:**

**Anthony Giles** for Lori Sterling,Assistant Deputy Minister, Policy, Dispute Resolution and International Affairs, Labour Program

**Lyne Bourget,** Director General, Strategic Integration and Governance Directorate, Labour Program

**Annik Wilson,** Director General, Regional Operations and Compliance Directorate, Labour Program

**Brenda Baxter,** Director General, Workplace Directorate, Labour Program

**UNION REPRESENTATIVES:**

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

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

**Luc Provost,** President, Local 10259, UNE – PSAC

**Michael O'Donnell,** President, Local 70263, UNE – PSAC

**Michel Daoust,** Labour Relations Officer, CAPE

**Amy Awad,** Secretary-treasurer, CAPE local 514

**Andrew Gibson,** Steward, CAPE local 514

**LPUMCC SECRETARIAT:**

**Jennifer Hamilton**, Director, Corporate Labour Relations

**Serge Viens**, Manager Policy/Programs, Corporate Labour Relations

**Kristel Larouche**, Advisor, Corporate Labour Relations

**Line Leblanc,** Administrative Assistant, Corporate Labour Relations

**José Vasquez**, Advisor, Corporate Labour Relations

**GUESTS:**

**Renée Roussel,** Director, Workplace Equity Division, ESDC, Labour Program

**Barbara Moran,** Director General - Director General, Labour Program

**Lyne Pépin**, Manager Policy Programs, People Strategies, ESDC

**Vicki Cunliffe,** Executive Director, Executive Services and National Business -ESDC

**Kathleen Tremblay**, A/Manager, Labour Relations Operations, ESDC

**REGRETS:**

**Gary Robertson,** Assistant Deputy Minister, Compliance, Operations and Program Development, Labour Program

**Lori Sterling**, Deputy Minister, Labour Program

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| **ITEM** | **SUBJECT** | **ACTION / DECISION** |
| **1.** | **Opening Remarks and Approvals** |  |
|  | **Opening Remarks**The co-chairs, Anthony Gilesand Doug Marshall, welcomed members to the meeting. Anthony Giles provided a quick summary of what happened since the last meeting: The ADM of Compliance Operations and Program Development, DG of Regional Operations and Compliance, and Directors from the Workplace Directorate visited all of the regions to review the accomplishments of the past year and to introduce the new compliance and enforcement strategy to staff. Ms. Giles also briefly talked about branded shirts for Labour Affair Officers (LAO’S).**Agenda Approval**The Agenda of the meeting was approved by the members. **Minutes of Previous Meeting Approval:**The minutes of the meeting of October 31, 2016 and February, 21, 2017 were approved by members.**Business Arising - February, 21, 2017**Luc Provost suggested 2 minor modifications to the February 2017 minutes that will be made by the Secretariat. * **Section 2**: Amy Awad asked what room will be made available for showering.
* **Section 5:** Linda Koo asked for an update on USB sticks**.** Annik Wilson confirmed that all Labour Affairs Officers who wanted USB keys received them, as per the instructions detailed in the “Exemption des clés USB pour les AAT /USB Key Exemption for LAOs” memo.
* **USB keys:** Doug Marshall asked if the memo was sent out.

*Note: For time management matter, item 2.5 was presented before item 2.4* | Change DGPI vs IPG and the following should be changed: “les syndicats seront copiés” *Done - November 23, 2017***Section 2-**Anthony Giles will follow-up with an e-mail and everyone will be in CC **Section 5 & USB Keys -** *Annik Wilson forwarded the information on June 28, 2017* |
| **2.** | **Business Items** |  |
| **2.1** | **OHS Management Action Plan Update (Brenda Baxter and Annik Wilson)**Brenda Baxter and Annik Wilson presented the OSH Audit Management Response Work Plan Dashboard. They stated that all five (5) audit recommendations are presented in the Dashboard.  As of today, all the key activities associated with the recommendations have been completed with the exception of activities 3.2 and 4.2.  The timing to complete these activities is September 2017 and is tied to external drivers, so not in the direct control of the Labour Program.Annik Wilson mentioned that employee feedback was sought from all regions. Brenda stated that a lot of consultation is happening. The objective is to capture all the information. The objective is for the Labour Program to be proactive in their approach and to become very responsive.Luc Provost requested that LAO’s be informed of any development related to pecuniary administrative sanctions.Linda Koo (UNE) requested that this subject be a standing item at future meetings and Brenda Baxter accepted.Michael O’Donnell asked if the Program should consider what he referred to as ‘Business Intelligence’ from the Labour Affairs Officers (LAO’s), i.e, information that could be gathered when LAO’s carry out investigations of federally regulated workplaces. Annik Wilson indicated that any incident reported in the news is reported in an Occupational Health and Safety Compliance and Operations (OHSCops) e-mail to management in the Compliance, Operations and Program Development (COPD). If appropriate, incidents are then investigated by officers in the respective region. Updates on these incidents are also communicated through an OHSCops email so that management is kept apprised with real time information. Consequently, all the information gathered by LAOs is constantly updating the program. | Compliance and Enforcement Regime to be placed as a standing item for next meeting *(done)* |
| **2.2** | **Bilingualism of Publications and Internal Documents Update (Brenda Baxter and Annik Wilson)**Brenda Baxter explained the process used when translation is required. They have two main sets of documents: Operations Program Directives (OPDs) for the field and Interpretations, Policies and Guidelines (IPGs) for stakeholders. OPDs are developed in collaboration with the field, normally in one of the official languages and once finalized, it is translated. The translated OPD is reviewed prior to it being published on our Intranet. Even after the document is posted, opportunities to review the information and provide comments remains. The Labour Program uses the Translation Bureau’s services, but often they do not have the capacity, so other suppliers must be used. IPGs are public documents that are developed in consultation with the field and our stakeholders. Like OPDs, the document is reviewed prior to publication on our website. The public is invited to provide comments on the IPGs and departments are required to respond to these comments within a specified time period. To date the Labour Program has received only one public comment and it did not relate to the quality of the translation.Annik Wilson explained that documents that come from Regional Operations and Compliance at NHQ to regional operations are translated by the Translation Bureau and validated through the Quebec region management before being sent out. No complaints have been received since this process has been in place.Luc Provost mentioned that he has not received any question in the last couple of months regarding French translation.Anthony Giles reiterated that the Labour Program will continue to watch the quality of the translation, as this is an important subject.  |  |
| **2.3** | **Integrated Labour System (ILS) Update (Brenda Baxter)**Brenda Baxter provided a brief overview of the Labour Program ILS. She specified that it is a five year project which will improve the business processes and ultimately, provide better client service for internal and external stakeholders. ILS is implemented in an iterative way through a series of releases. Each release will build upon the previous release to introduce additional functionality; essentially it will be a program by program approach. This approach will ensure that the pending changes associated with each release will be specific to a program, thus having a minimal impact on employees and how to deliver client service.The ILS will consolidate the functionality of the Labour Program’s current multiple systems into one system providing a single view of all of our interactions with our clients.In the PowerPoint presentation, slide 3 outlines the component of the five (5) release phase approach. The first one will start on October 2017. The impact will mostly be on the accessibility on my Service Canada account- Online Business account. The object is the go paperless in order to provide more support to the Employer.Slide 5 of the presentation outlines details on how employees will be supported through the project. Approximately one hundred and fifty (150) persons will be impacted in release 1. A project status update could be provided to the committee at the next LPUMCC meeting.Luc Provost asked if employees could have access to this presentation?Brenda Baxter confirmed that the document will be placed on SharePoint and the link can be shared with employees.Michael O'Donnell asked if there was an external communication strategy. Brenda Baxter indicated that they were looking at communication products and that these would be developed on a program by program basis**.**Linda Koo asked if employees could have a copy of the information that will be shared with stakeholders. Brenda Baxter confirmed that all employees affected will be informed and trained prior to each release and that communication packages will be made available to all employees. | To be placed as a standing item for the next meeting *(done)* |
| **2.5** | **Labour Program Mental Health Action Plan (Renée Roussel /Barbara Moran)**In 2014, ESDC began developing its Mental Health Framework in recognition of this important topic and support from the Department. The Labour Program Deputy Minister has co-led this initiative and supports the need for the Mental Health Framework.In 2016, the Labour Program began developing its action plan in support of the Mental Health Framework and identified co-champions in order to promote the Mental Health Framework and needs for the program.The presentation outlined the objectives set for 2017-2018 in support of the Mental Health Framework and leadership of the Labour Program on this important topic.Amy Awad, asked what kind of tracking is performed in the Directorates? Barbara Moran explained that they mainly use employee surveys. They want to make progress and encourage discussion. She confirmed that conversations are happening between employees and managers. The tracking tools used are the same as used by ESDC.Andrew Gibson stated that the in person course was an added value. He also asked about future planned events?Barbara Moran stated that the opportunities are with ICMS, Town Hall, and Focus Groups. |  |
| **2.4** | **Branding Update (Annik Wilson)**Annik Wilson presented the new golf shirt for the LAOs. She explained that because the Federal Identification Program (labels and logos) falls within the responsibility of Treasury Board, it proved challenging to get the Labour Program name on the shirt as well as the 150th anniversary. Officers have one (1) shirt but the objective is for LAOs to have two (2) each. The idea behind the golf shirts is to promote the program but more importantly, to identify our officers in the field more easily with a professional image.Amy Awad, asked if the shirts were made in a country where labour standards are respected?Annik Wilson mentioned that ESDC – Communications Branch procured the order on behalf of the Labour Program and that it can be confirmed that the shirts were fabricated offshore and embroidered in Canada.Michael O'Donnell mentioned that a sizing chart would be great and eventually a more breathable materiel would be a good idea. The warrant card should also be improved for the credibility and public perception. |  |
| **3** | **Human Resources Initiatives** |  |
| **3.1** | **Phoenix Pay System Update (Jennifer Hamilton)**Jennifer Hamilton stated that 70 % of employees are now receiving their pay. The department has paid over $6 million in Emergency Salary Advances (ESAs) and Priority Payments (PP), the escalation process has been improved, and the department is working directly with the Pay Centre to help address backlogs.Specifically for the Labour Program, as of June 23, 2017, these are cases considered as a high priority such as no pay or potential of overpayments:* 54 cases sent to the Pay Centre
* 16 confirmed as resolved

**Claims against the crown.*** A Total of 117 claims were received: 65 claims were paid and 30 cases are pending payment; 15 claims were rejected, 22 adjustments and 7 withdrawals.
* Of the claims, 26 claims were over $500 and sent to TBS.

**Students*** The Pay Centre has advised that they are aiming to complete all the outstanding student pay issues by June 30, 2017 which will mean payments in early July 2017.

 Linda Koo mentioned that more training should be available to managers. Jennifer Hamilton indicated that significant communication was done to guide and help managers and employees.Doug Marshall asked if ESAs were applied only to salary problems or if they could be used for acting and overtime problems as well? Jennifer Hamilton stated that the criteria have loosened based on hardship and that more flexibility exists now. Andrew Gibson requested that more information from the administrative support perspective be provided at the next meeting. | To include Andrew’s question under Business arising for next meeting *(will be addressed during Phoenix update)* |
| **3.2** | **Update on Collective agreement (Jennifer Hamilton)**Jennifer Hamilton specified that the EC collective agreement was signed on May 24th, 2017 and that the EB, PA, TC SV collective agreements were signed on June 14th,2017.Jennifer confirmed that most of the collective agreements are ratified. The implementation of retroactive pay is being implemented by PSPC and they are looking at payments being made within 150 days. |  |
| **3.3** | **Rating on Performance Management Assessment (PMA) and Policy on Completing PMA’s Updates (Vicki Cunliffe / Lyne Pépin)**In response to UNE ’s first question : « *An employee who is rated R- should not have the following statement - other steps will be taken, such as postponing your next salary increase, demotion or termination of employment*» Lyne Pépin mentioned that the statement Linda is referring to is system-generated in every action plan (regardless of performance rating) within the Public Service Performance Management (PSPM) application. The consequences outlined are the same as those outlined in the TBS Directive on Performance Management. An action plan should be seen as a platform for dialogue between a manager/supervisor and their employee on ways of improvement, identifying various supports and reasonable solutions to achieve the work objectives or competencies where needed.Linda Koo asked if bargaining agent concerns regarding the statement within the application can be brought to TBS attention. Lyne Pepin answered that this type of question is regularly raised and that TBS representatives are aware of this concern.In order to better respond, Vicki Cunliffe requested clarifications about the 2nd question UNE brought on the agenda under the PMA aspect.  For this 2nd question, Linda Koo mentioned that she was informed that some members had been given a rating by their direct supervisor and that the rating was eventually changed by higher management without notice to the member. Annik Wilson explained that as per the departmental process, a calibration exercise and review panel process for the Labour Program – i.e., a calibration discussion amongst managers, is held to help develop a shared understanding of the rating scale and the performance assessment approach in a specific business context. This exercise helps to reduce potential bias and achieve consistency in regards to how ratings are assigned.  Review panels do not discuss or review specific individuals ratings, but rather look at ensuring consistent levels of expectation for performance levels – i.e. what equates to a ‘succeeded’ for all of us, what are the variables and expectations to consider, etc. Linda Koo asked if there was reference to the calibration exercise in the TBS policy.  Vicki Cunliffe and Lyne Pépin confirmed that review panels are a requirement under the TBS Directive, and that TBS also promotes calibration as a best practice to all departments to ensure sound human resources management practices. | Lyne Pépin to follow-up with TBS *Done on July 28, 2017* |
| **4.** | **Round Table and closing Remarks (All)**Luc Provost suggested to have an extra 30 minutes next meeting and would like to have the Policy/Directive on the Usage of Electronic Network for the Union.Amy Awad reiterated that they would like to get a timetable for workplace 2.0 implementation. Also, she stressed the need for employee access to shower facilities at 15 Victoria. She would like to have a formal management commitment regarding accessibility to those facilities. | The usage of e-network by union representatives will be discussed at the HRUMCC scheduled on Jan 22, 2018. Will be discussed at next meeting |