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| **Labour Program Union-Management Consultation Committee (LPUMCC)** |
| **Minutes of the May 21, 2015 meeting** |

***Management Representatives***

**Lori Sterling,** DM, Labour Program

**Kin Choi,** ADM, Compliance, Operations & Program Development

**Brenda Baxter**, DG, Workplace Directorate

**Annik Wilson,** DG, Regional Operations & Compliance Directorate

**Carole Norton**, DG**,** Strategic Integration, Planning & Renewal Directorate

**Anthony Giles,** A/ADM, Dispute Resolution and International Affairs

**Elaine Mignault,** Manager, Workplace Management

**Jennifer Hamilton,** Director, Centre of Expertise - Labour Relations

**Serge Viens,** Leader, Human Resources National Projects

***UNION REPRESENTATIVES***

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

**Lionel Saurette**, Labour Relations Officer, CAPE

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

**Regina Mandamin**, Labour Relaitons Officer, CAPE

***REGRETS***

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

**Maggie Trudel-Maggiore**, DG Federal Programs

***SECRETARIAT***

**Sabrina Evans**, National Labour Relations Projects Coordinator

**Julie Willis,** Senior Advisor, Corporate Projects

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| **ITEM** | **SUBJECT** |
| **1.** | **OPENING REMARKS AND APPROVALS** |
|  | Kin Choi and Doug Marshall welcomed everyone to the meeting.  Mr. Choi welcomed Deputy Minister Lori Sterling to say a few words. Ms. Sterling welcomed members to the meeting. She noted that her hope is that management and unions can work together as best as possible to address current issues.  Mr. Marshall said that he looks forward to these meetings as well as the discussions that are had at these meetings. He welcomed the important addition of DM Sterling.  **Approval of Minutes of November 20, 2014**  The minutes of the November 20, 2014 meeting minutes were approved without any changes. |
| **2.** | **LABOUR PROGRAM PRIORITIES 2015-2016** |
|  | The Clerk of the Privy Council’s report to the Prime Minister outlined 3 priorities threaded in the Public Service for 2015-2016:   * Reinvigorating the recruitment efforts * Building a healthy, respectful and supportive work environment * Reinforcing the policy community as a profession   Based on the Labour Program report on plans and priorities (RPP), priorities for Labour Program for 2015-2016 are:   * Focus on proactive interventions to increase compliance, particularly in high-risk federally regulated workplaces * Assist in the development of good labour management relationships and promote labour stability * Continue to review, implement and renew the Labour Program’s policies and programs * Advance Canada‘s international trade and human rights agenda through the negotiation of bilateral and multilateral agreements.   Building and sustain a High-performance Organization by:   * Fostering a healthy workplace through strengthened employee engagement * Implementing Blueprint 2020 activities and develop an action plan to respond to 2014 Public Service Employee Survey results * Implementing talent management and performance improvement strategies   Questions:  Doug Marshall said that the document was well put together. He also welcomed the idea of building a high performing organization with cooperative workplace relations. As far as the strategic outcome goes, he suggests that it also be for outside Labour Program. Ms. Sterling added that the Department needs to promote good regulations.  Lionel Saurette asked whether a report can be generated for EC employees in the area of Talent management. Carole Norton confirmed that the results will be gathered and shared. |
| **3.** | **PUBLIC SERVICE EMPLOYEE SURVEY RESULTS** |
|  | **Item 3: PSES**  Carole Norton explained that the Public Service Employee Survey results showed an 18% increase in participation this year compared to 2011 (82% vs 64%). Labour Program employees are devoted to their work, they are proud of their work and like their jobs. She added that there had been a spike in employee engagement since the arrival of Lori Sterling.  Carole Norton noted that at the Fall Town Hall, employees outlined the following workplace priorities:   * Recruitment and retention * Talent management * Knowledge transfer * Learning and development * Health and wellness (including mental health awareness & health and Safety) * Employee morale   Carole Norton noted that in 2015-16, the Labour Program committed to providing employees with access to “Mental Health First Aid” with the goal to train 50% of its employees.  She added that awareness sessions on harassment are being planned for employees and managers, and that the accomplishments of employees will be celebrated at the Labour Program’s through an annual Awards of Excellence.  On-going dialogue with employees will help increase engagement and encourage innovation, smart risk taking and business improvement.   * The Labour Program continues to foster the competencies and innovation of our employees through a number of diverse activities such as: * Communicating organizational priorities, expectations, meaningfulness of work, progress towards change, and a clear and motivating vision; * Leveraging the new mandate of the Canada School of Public Service and the College@ESDC; * Dragons’ Event; and * Town Hall events   On-going dialogue with employees will help increase engagement and encourage innovation, smart risk taking and business improvement. The Labour Program continues to foster the competencies and innovation of our employees through a number of diverse activities  Questions:  Linda Koo stated the results of the PSES are quite alarming. She expressed concern that unions were not consulted about the results. She added that in the past, when results were received, unions and employers work together to address employee concerns.  Ms. Sterling agreed that the results were disappointing adding that the purpose of the presentation was to show that the results are taken seriously. She explained that she is looking forward to working with unions to improve employee feedback. She added that commitments were made to employees to come back to them on their concerns. She also noted that Labour Program has a long list of priorities for which she is interested in hearing union’s opinions on, adding that there is a need for a mid-point check-in to see how things are going.  Regina Mandamin finds it worrisome that the Labour Program scored low in the areas of harassment and discrimination. She asked for clarification on what the progress is on the item of unhealthy workplaces. She also added that employees are looking for practical answers related to what one should do when they witness harassment; how does this manifest in the workplace.  Carole Norton explained that there will be training session for employees done in tandem with ESDC for employees and managers to explain what to do if such a situation arises.  Lionel Saurette asked whether managers will return to employees to seek whether their requests have been met. He also questioned whether managers bring employee concerns to higher management after the employee’s performance appraisal. Ms. Sterling explained that Labour Program is trying to be transparent. If it is not in the plan, the manager will need to explain why it is not there. She noted that the café entre nous is also a good forum for employee concerns, reiterating that what the employee discusses is private. She also stated that other techniques suggested by unions are welcome. |
| **4.** | **dta – review of guidance and discussion on practical application within labour program** |
|  | Penny Lavigne noted that the DTA objectives are to provide support to managers and employees by detailing the Duty to Accommodate process steps and ensuring all parties understand that DTA is a shared responsibility between a manager and an employee, with the support of employee’s representative, as necessary. The guidelines also support an inclusive workplace by eliminating systemic barriers that prevent the full participation of employees and candidates. They ensure a consistent, standardized and transparent approach in providing workplace accommodations as well as to provide for horizontal and coordinated approach to work with many different players within the department to create an accessible/inclusive environment to meet individual needs    Ms. Lavigne explained that the DTA guidelines provide the foundational elements to support managers and employees respond to DTA requests. The Guidelines, which were developed in 2010 set out a 5 Step Process which guide current process and decision making. Since its implementation in 2011, the Guidelines have seen some updates given the evolving nature of DTA. The guidelines also reflect the evolving jurisprudence and changes in ESDC’s business, such as: accommodation for disabilities and family status ( most recently: Inclusion of an annex on Family Status that outlines the process for submitting and evaluating Family Status situations, criteria for accommodation under Family Status and the roles and responsibilities of Managers and Employees.  Ms. Lavigne explained that the next update to the Guidelines will include a section on Telework accommodation to avoid lengthy delays, tools and processes will be adapted when telework is required under a DTA.    Ms. Lavigne noted that there are ongoing challenges, such as Collecting the “right level” of information (Understanding and interpreting medical notes/fitness to work evaluation)Managers need certain information to respond to Family status, changes in work practices or policy changes that create a DTA situation, finding solutions for certain types of accommodation requests (invisible disabilities) and Implementing solutions in a timely manner (purchasing required equipment in a timely manner)  Questions:  Doug Marshall asked if the information is centrally tracked. He added that this is very technical issue that deals with human rights issues.  Lionel Saurette noted that it is important to have a uniform approach. He noted that on page 4, where it shows the 5 steps to follow when coordinated a DTA case, not all 5 steps need to be followed. He said that would avoid delays, adding that 8 cases have been resolved. When there is a conflict when an employee returns to work, it is largely due to management not having put the right measures in place.  Ms. Lavigne noted that there is a system in place to assist managers with any issues they may have (HRSC system). None of the cases brought today are CAPE. The department is currently looking at having information inputted into a peoplesoft module – when the module can get up and running. |
| **5.** | **round table** |
|  | The next meeting is scheduled for the fall. In the interim, bilateral meetings will be scheduled to address any and all outstanding issues.  Meeting was adjourned at 2:30 |