**Minutes**

**National Labour Management Consultation Committee (NLMCC)**

**Meeting held on April 7, 2014**

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| In Attendance | |
| **CO-CHAIRS** | |
| Karen Jackson (Associate DM ESDC & COO SC) | Don Rogers - CHAIR (CEIU) |
| **MANAGEMENT REPRESENTATIVES** | **UNION REPRESENTATIVES** |
| Kin Choi (Labour Program) | Steve McCuaig (CEIU - PSAC) |
| Cheryl Fisher for Carolina Giliberti (SC) | Raoul Andersen (ACFO) |
| Louis Beauséjour (ISB) | Doug Marshall (UNE – PSAC) |
| Joanne Lamothe (POB) | Linda Koo (UNE – PSAC) |
| Peter Larose (ADM-HRSB) | Richard Ballance (UNE - PSAC) |
| Peter Simeoni (CSB) | Jim McDonald (UNE – PSAC) |
| David McGovern (SPRB) | Stan Buday (PIPSC) |
| Paul Thompson (PPSB) | Chloé Charbonneau-Jobin (PIPSC) |
| Ouassim Meguellati for Jacques Paquette (IISD) | Dean Corda (PIPSC) |
| Lucie Kempffer for Charles Nixon (CIO) | Mathieu Delorme (AJC) |
| Allen Sutherland (Learning) | Lionel Saurette (CAPE) |
| Alain P. Séguin (CFO-CFOB) |  |
| Frank Vermaeten (SEB) |  |
| Annick Langlois (HRSB) |  |
| Sandra Webber (HRSB) |  |
| Jennifer Hamilton (HRSB) |  |
| **PRESENTER** | |
| Bill Wilkerson, Co-Founder and CEO of the Global Business and Economic Roundtable on Addiction and Mental Health | |
| Judith Risebrough, Sr. DG, Enabling Services Renewal Program | |
| Cheryl Fisher, Sr. DG, Service Policy, Partnership and Performance | |
| **UMCC SECRETARIAT** | |
| Genevieve Jolicoeur | |
| Sabrina Evans | |

| **ITEM** | **SUBJECT** | **ACTION / DECISION** |
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| **1.** | **opening remarks, approvals and follow-ups** (*Karen Jackson)* |  |
|  | Karen Jackson (Co-Chair) and Don Rogers (Co-Chair) welcomed members to the meeting.  In her opening remarks, Karen Jackson provided an update on recent changes in the Department’s Senior Management ranks including: Gina Wilson (new Associate Deputy Minister, ESDC), Anne Milne (A/Assistant Deputy Minister in the Western Canada and Territories Region) and Sara Filbee (Assistant Deputy Minister in the Atlantic Region)  In his opening remarks, Don Rogers welcomed committee members and encouraged full participation given the interesting and timely topics on the agenda.  **Approval of the Agenda**    The agenda was approved.  **Minutes of Previous Meeting**  The minutes of the October 29, 2013 meeting were approved without change.  **Follow-Ups**  There were no outstanding follow-ups. |  |
| **2.** | **Mental Health** *(Bill Wilkerson)* |  |
|  | Sandra Webber thanked the co-chairs for allocating time on the agenda for the information session on Mental Health by Bill Wilkerson. She welcomed and introduced Mr. Wilkerson.  Mr. Wilkerson provided a presentation on Mental Health in the workplace. The focus of the presentation was to explore three questions about mental health in the workplace as employers, employees and family members what do we know? What can we do? Where do we turn? He reinforced that fundamentally good management practices are tied closely to supporting employees dealing with mental health challenges.  Mr. Wilkerson proceeded to provide information / facts regarding mental health.  He offered suggestions to better manage Mental Health in the workplace including:   * Have non-judgmental discussions with people who are affected by mental illness; * Have a Champion of mental health in the workplace; * Be well-prepared for the return to work of an employee who has been on sick leave. * Training for managers on mental health in the workplace; * Good management practices (eg: active listening, feedback, etc)   Don Rogers thanked Mr. Wilkerson for the thoughtful presentation. He observed the added stress that has been in the workplace due to group downsizing, etc and the importance of his topic.  Lionel Saurette noted two important aspects of the presentation: the significant number of people who suffer from depression and the importance of managing these appropriately within the workplace.  David McGovern noted that mental illness can impact teams in the workplace. He inquired if Mr. Wilkerson had any advice to support teams. Mr. Wilkerson: listen, ask non-judgemental questions and not draw conclusions on the capacity of an employee. He suggested having a discussion with the individual on what and how much to tell the team.  Allen Sutherland inquired if Mr. Wilkerson had thoughts on how to deal with the employee coming back to work when the employee is a team manager. Mr. Wilkerson responded that in his view, there is no difference if the employee is the manager. He stated that rumours happen when there is an absence of information, therefore, he suggested that the team should be informed that the manager will be absent to take care of an illness. He added the importance of communicating with the employee during the absence from work planning the return to work with a proper welcome and re-integration.  Karen Jackson thanked Mr. Wilkerson for an enlightening exchange. She noted that the Department is paying greater attention to the issue of mental health in the workplace. |  |
| **3.** | **Blue Print 2020** *(James Gilbert)* |  |
|  | James Gilbert presented an overview of the Blueprint 2020’s final report which highlights what has been heard from employees and identifies what has, is, and must change as we head toward 2020.  James Gilbert provided an update of the employees’ vision of what ESDC could look like by 2020 specifically on the following pressure points:   * **Service to Canadians**: Service focused on citizens and for which the Web would be the preferred interface for full range of products and services. * **Research and policy development**: Employees envisioned an organization that embraces open and networked processes that leverage both internal and external expertise using online internal infrastructure to engage and collaborate with stakeholders. * **Smart use of technology**: 95% of employees’ suggestions were about technology since it would enable them to be more efficient. Employees would like to benefit from modular workstations with docking ports for mobile devices and would like an organization that expands video conferencing to include desktop webcam video chat. * **Workplace culture**: Employees’ focus is on training and skills development and they envision an organization that promotes delayering processes and more horizontal collaboration.   James Gilbert explained that ESDC has already made a commitment to employees as we are starting to use more public media in our interactions. In order to support our future engagement, the following activities will continue to be launched: *Ginger Group* will continue within ESDC: the Champion will continue to act as a spokesperson and drive these ideas forward beyond this exercise and senior leadership will monitor and encourage progress. ESDC will become a more engaged organization and it will be demonstrated throughout our actions.  Steve McCuaig sought further clarity on certain terms used by James Gilbert, for example, what are *Policy Ignite*, *DMPCI* and *Ginger Group*. James Gilbert explained that *Policy Ignite* is a group of public servants who get together and discuss what can be done differently to improve the work we do. He further clarified that *DMPCI* is a committee where employees have the opportunity to give their ideas. The objective of the *Ginger Group* is to have employees test specific structured ideas as a group with the goal of future implementation in the workplace.  Don Rogers commented on the Workplace culture as it must encourage collaboration among employees. He inquired regarding the engagement of employees in the regions in Blueprint 2020. James Gilbert noted that special efforts were made to reach regional employees and they participated actively in contributing to Blueprint 2020. |  |
| **4.** | **ENABLING SERVICES RENEWAL PROGRAM** *(Judith Risebrough)* |  |
|  | Judith Risebrough provided an update on the status of the Enabling Services Renewal Program (ESRP) since the last presentation in December 2012.  ESRP is a multi-year transformation that will modernize the internal service delivery of ESDC enabling services branches. The ESRP is implementing an integrated, client centered click-call-consult service delivery model. To support this transformation, the Department plans to implement two new Enterprise Resource Planning (ERP) systems: PeopleSoft (PS) and System, Applications and Products (SAP). Those ERP systems will replace the Department’s current Corporate Management System (CMS).  Judith Risebrough noted that on April 1, 2014, *myEMS* (SAP) was implemented to improve financial and material business processes through simplification, standardization and automation and it was designed to provide a “single source” of information related to finance and material. Interoperability is in place to allow the exchange of date between SAP and CMS (HR) today and PeopleSoft in the future  Judith Risebrough noted the ESRP activities for 2014/2015 and explained that ESDC enabling services branches will continue to support employees through strong change management, communications and training.  There were no comments or questions. |  |
| **5.** | **FEDERAL BUDGET** *(David McGo*vern) |  |
|  | David McGovern provided an overview of the 2014 Federal Budget and identified the key highlights and key initiatives for the Portfolio.  The Government priority is to eliminate the deficit and return to a balanced Budget in 2015. Therefore, the 2014 Federal Budget builds on similar themes from previous budgets (keep taxes low; promote jobs and economic growth; and support families and communities). Budget 2014 announced ESDC initiatives representing over $100M per year, over the next two fiscal years.  The key initiatives for the Portfolio are the following:   * Implementing the Canada Job Grant and enhanced Job Matching Service to help connect Canadians with available jobs; * Investing in programs to help older workers and persons with disabilities; * Focusing investment in youth employment; and * Ongoing Reform of the Temporary Foreign Worker Program.   The Budget 2014 also contains non-ESDC items of interest such as: renewal of Computers for Schools Program; fostering Social Innovation Through Research; and enhancing Industry-Relevant Research Training.  Finally, the Budget 2014 announced several government-wide initiatives aimed at modernizing operations and finding efficiencies.  Lionel Saurette was pleased that ESDC is leading programs to help older workers and persons with disabilities. He indicated that it will be important for ESDC to similarly invest in its own employees.  Doug Marshall questioned the effect that the operating freeze will have on ESDC employees. Karen Jackson responded that at this stage, it is not anticipated that the operating freeze would lead to Workforce Adjustment situations and reductions can be managed through attrition and non-salary budget reductions.  Don Rogers expressed cautioned that reductions, even through attrition do impact remaining employees and can affect services to Canadians. |  |
| **6.** | **PRIORITIES FOR SERVICE CANADA FOR NEXT FISCAL YEAR** *(Cheryl Fisher*) |  |
|  | Cheryl Fisher provided an overview of the Priorities for Service Canada for next fiscal year. In 2014-2015, Service Canada will continue to modernize the delivery of statutory programs and move towards improved e-service delivery. In addition, Service Canada will continue to implement changes to programs on behalf of the Government of Canada.  A place mat was presented which highlighted the 22 Service Canada Priorities and Key Activities which are all linked to the Service Canada Vision 2020. Cheryl Fisher spoke about the three areas of priority: Business Transformation and Modernization of Core Business, Improving Policies and Programs and Building a High-Performing Organization. She also noted a few highlights such as: Renew Government of Canada Web Presence, Transition and Modernization of Passport Services and Modernize Grants and Contributions.  Jim McDonald and Doug Marshall shared that they have seen some inconsistencies between the regions regarding the delivery of Passport programs and services. Peter Simeoni advised that they are monitoring delivery and have not observed changes since the program reports regularly.  Karen Jackson invited Doug Marshall and Jim McDonald to bring forward any specific inconsistencies to the Department’s attention. |  |
| **7.** | **ROUND TABLE, CLOSING REMARKS AND NEXT MEETING** |  |
|  | Steve McCuaig thanked co-chairs for having invited Mr. Wilkerson to speak on Mental Health. He noted that it was very informative and worthwhile.  Peter Larose informed members that Gina Wilson has agreed to be the Mental Health champion in our department. A working group will be created and the bargaining agents will be invited to actively participate.  Don Rogers echoed that it was an informative meeting. Mental Health is an area of great interest for the unions and they are looking at very seriously and that it is imperative for the workplace. He said that when we have well-balanced individuals in the workplace, production is increased.  Doug Marshall informed members that the triennial union convention is coming this summer and expressed concern that leave for some union representatives to participate is being denied. He encouraged management to grant the leave, subject to operational requirements, recognizing the importance of the event.  Lionel Saurette sought management’s commitment to work diligently in hopes they will receive the assistance required from management representatives if they try to resolve a Return To Work issue informally.  Karen Jackson thanked members for their participation and mentioned that it is important for all of us to keep our lines of communication open.  Meeting was adjourned at 15:45. |  |