

**Human Resources Union-Management Consultation Committee (HRUMCC)
RECORD OF DISCUSSIONS AND DECISIONS (RoDD)**

Date:	November 5, 2019	Venue:	Haythorne Room, Portage II, Gatineau QC
Co-Chairs:	Crystal Warner Cliff Groen in replacement of Darlene De Gravina	Time:	10:00 to 12:00
Secretariat: Union-Management Consultation Committee (UMCC) Secretariat			

ESDC Participants	Union Participants
<p>Cliff Groen, on behalf of Darlène de Gravina, Assistant Deputy Minister, Human Resources Services Branch</p> <p>Gary Robertson, Assistant Deputy Minister, Compliance, Operations and Program Development, Labour Program</p> <p>Evelyne Power on behalf of Peter Simeoni, Assistant Deputy Minister, Citizen Service Branch, Service Canada</p> <p>Luc Tremblay on behalf of Elise Boisjoly, Assistant Deputy Minister, Integrity Services Branch Service Canada</p> <p>Gerard Baetens on behalf of Peter Littlefield, Chief Information Officer, Innovation, Information and Technology Branch</p> <p>Benson Gorber on behalf of Mark Perlman, Chief Financial Officer, Chief Financial Officer Branch</p> <p>Kathia Ouellette-Ferguson on behalf of Benoit Long, Senior Assistant Deputy Minister, Transformation and Integrated Service Management Branch</p>	<p>Crystal Warner, National Executive Vice-President, Canada Employment and Immigration Union, Public Service Alliance of Canada</p> <p>Jacques Perrin, National Vice-President, National Capital Region, Canada Employment and Immigration Union, Public Service Alliance of Canada</p> <p>Sebastian Rodrigues, National Vice-President Human Rights, Canada Employment and Immigration Union, Public Service Alliance of Canada</p> <p>Eddy Bourque, National President, Canada Employment and Immigration Union, Public Service Alliance of Canada</p> <p>Dean Corda, Vice-President, National Consultation Team for ESDC, Professional Institute of the Public Service of Canada</p> <p>Rose Touhey, Assistant Regional Vice President, Outside Canada, Union of National Employees, Public Service Alliance of Canada</p> <p>Andrew Gibson, President Local 514, Canadian Association of Professional Employees</p> <p>Luc Pomerleau, National Resources Officer, Canada Employment and Immigration Union, Public Service Alliance of Canada</p>

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	Jim McDonald , Labour Relations Officer, Union of National Employees, Public Service Alliance of Canada
HRSB participants	Guests
<p>Danièle Besner, Director General, Workplace Management Directorate, Human Resources Services Branch</p> <p>Vicki Cunliffe, Director General, Workforce Management Directorate, Human Resources Services Branch</p> <p>Sacha Bonacci on behalf of Guy Cyr, Director, Labour Relations, Workplace Management Directorate, Human Resources Services Branch</p> <p>Penny Lavigne, Director, Health, Safety and Disability Management, Workplace Management Directorate, Human Resources Services Branch</p>	<p>Jennifer Hamilton, Executive Director, Compensation Directorate, Human Resources Services Branch</p> <p>Véronique Tremblay, Director, Harassment Centre of Expertise, Workplace Management Directorate, Human Resources Services Branch</p> <p>Dominic Gonthier, Director, Strategic Learning Services, College@ESDC, Human Resources Services Branch</p> <p>Todd Burke, Director, Corporate Workforce Strategies, Workforce Management Directorate, Human Resources Services Branch</p> <p>Kimberly Tondino, Acting Manager, Client Services, Corporate Workforce Strategies, Workforce Management Directorate, Human Resources Services Branch</p> <p>Crista Carriere, Interim Director, Corporate Compensation, Human Resources Services Branch</p>
UMCC Secretariat	
<p>Kathleen Tremblay, Manager, Labour Relations, Workplace Management Directorate, Human Resources Services Branch</p> <p>Jennifer Leblanc, Project Coordinator, National Union-Management Consultation Committees, Workplace Management Directorate, Human Resources Services Branch</p>	
Agenda Item	Discussion and Action Items
1. Opening Remarks and Approvals	

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1.1 Opening remarks	<p>Discussion Cliff Groen welcomed participants, shared the usual housekeeping items and encouraged the use of members' official language of choice.</p> <p>Crystal Warner noted the article in the recent <i>La Presse</i> detailing a suicide that the investigating coroner related to the Phoenix Pay System. She expressed the sorrow felt by the PSAC on this news. Also, Ms. Warner mentioned that the unions will begin their conventions and elections over the next year.</p> <p>Action No action identified.</p>
1.2 Approval of Record of Discussions and Decisions of the June 10, 2019, meeting	<p>Discussion The Record of Discussions and Decisions from the meeting of June 10, 2019, was approved as submitted.</p> <p>Action No action identified.</p>
1.3 Status of Outstanding Action Items of the June 10, 2019, meeting	<p>Discussion Ten action items were identified and nine were completed and one is soon to be completed. Jim McDonald thanked Kathleen Tremblay and her staff for splitting the binders into English and French.</p> <p>Action The last outstanding item: <i>Time allowed for employees to read the Code and Conduct from June 10, 2019, is to be completed.</i></p>
2. Updates	

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<p>2.1 Update on the Diversity and Employment Equity (EE) Action Plan (Standing Item)</p>	<p>Discussion</p> <p>Todd Burke and Kimberley Tondino presented the latest statistical information and efforts on the fore-mentioned Program. Mr. Burke mentioned that the numbers provided were based on the 2011 census information data and that they have just received data from the 2016 census. Information provided at the next HRUMCC will be based on that year’s data.</p> <p><u>Women</u>: On that subject, Ms. Tondino reported that there was a slight increase from the last quarter in the EC group (-93). More targeted recruitment is intended in the Fall and Spring 2020.</p> <p><u>Visible Minorities (VM)</u>: The key area to be addressed remains in the NU group (-48), which shows a slight increase from last quarter. ESDC launched targeted recruitment processes to address these requirements and there was a notable reduction in numbers. Ms. Tondino stated that the recently established ESDC Visible Minorities Network (VMN) will help better address recruitment strategies to increase VM recruitment, retention and advancement in all occupational groups to address the 11.1% that are eligible to retire from this group by 2023. In terms of targeted recruitment, the implementation of a new network is anticipated by 2020.</p> <p><u>Indigenous Peoples</u>: Mr. Burke indicated they were approved in June to take on the recruitment for ESDC nationally. In order to do so, they reached out to the 104 Indigenous Skills and Employment Training (ISET) organizations as well as the six national indigenous organizations and numerous Friendship Centres across the country. In visiting three ISET organizations and two Friendship Centres in Halifax, Mr. Burke reported that trust was built by the fact of not presenting them with material but rather by having open conversations with them. Their feedback was sought on job descriptions and posters in the public service, as posters tend to be a bit convoluted and tough for people from the outside to read. Numerous hirings have already occurred from two of the ISET organizations in Halifax. The team will also spread the Program to Ontario, Québec and Western and Territories regions.</p>

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	<p>Concerning the bilingual non-imperative EX process recently run for ESDC and the public service. Mr. Burke reported that they are anticipating having a pool of qualified candidates established in mid-December or early January at the latest.</p> <p><u>Persons with Disabilities:</u> Recruitment in the FI group continues to be a struggle and the Department intends to hold targeted recruitment in February-March, or earlier.</p> <p><u>Diversity and Employment Equity Action Plan:</u> For the new Plan, Ms. Tondino informed members that they want to make it evergreen and have more frequent updates and discussions with established networks, including the new Visible Minorities Network, and key partners, to ensure continuity of tasks to be accomplished. Monthly calls/meetings will be held with them, and in collaboration with other federal departments.</p> <p><u>Trans Guide:</u> As part of the work in developing a Trans Guide for the LBGTQ+, Ms. Tondino mentioned that five members of the Pride Network were permitted to dedicate 3.75 hours per week on the project until the end of December. The Guide will be ready in the new year.</p> <p><u>LBGTQ+:</u> The team is working in concert with the LBGTQ+ community in the self-identification campaign that was launched last Fall. Ms. Tondino is hopeful that they will be doing it again next. The start date for that project is January 2020. Ms. Tondino reported that the Department is seen as a leader in the Government on this field.</p> <p><u>Unconscious Bias:</u> This was reported as a major issue by all four diversity networks. Mr. Burke informed members that 2 to 4 representatives from each group will look at staffing policy material and posters to identify unconscious bias over the next 6-12 months. On the same subject, Mr. Burke stated that outreach with National Indigenous Organizations and the six-month micro assignment of a member from the National Women’s Association of Canada had worked very well and that good recommendations were made for the policies and procedures.</p>

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	<p>Crystal Warner thanked the presenters for the good work being performed. She mentioned that Census being conducted every five years creates challenges. She mentioned that the national Human Rights Committee at CEIU recently put together a document suggesting ways to embark in community outreach. At her suggestion, Mr. Burke agreed that she send him an informational copy.</p> <p>Ms. Warner further conveyed appreciation for management giving time to employees wishing to participate and that this will allow for meaningful work to be done. Ms. Warner is looking forward to an update on the work related to postings and unconscious bias issues.</p> <p>Jacques Perrin asked for an update on gender-neutral washrooms and on the work being done with the Pride Network. Ms. Tondino stated that this is unfortunately one of the files rendered more difficult by the owners of the buildings we occupy, and workarounds need to be developed. Ms. Tondino stated that the first step will be changing the washrooms currently reserved for differently abled personnel and transforming them into gender-neutral washrooms. Issues are being addressed with other gendered washrooms and an update will be provided at the end of the reporting cycle on the Departmental Action Plan.</p> <p>Benson Gorber said that they have had a bit more success in working with TBS in that regard. He informed participants that the Federal Government has issued signage directives on the subject and his team is working with the Pride Network to inform them on the way forward. At last count, there were around 100 inclusive washrooms throughout the Department, mainly in Western and Territories Region. Progress is being achieved in Ontario where single-stalled washrooms can be converted into an inclusive barrier-free washroom. Interior designs standards in the Department are being updated for inclusivity when new washrooms are built as part of a tenant's base. At Mr. Perrin's suggestion, Mr. Gorber agreed that a communiqué would be issued to inform employees.</p> <p><u>Action items :</u></p>

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	<ol style="list-style-type: none"> 1. Sebastian Rodrigues' questions were provided to Mr. Burke and responses will be provided secretarially by the next meeting. 2. Crystal Warner will forward CEIU's National Human Rights Committee document to Todd Burke. 3. Benson Gorber will prepare a communiqué to inform employees to the washroom initiatives.
2.2 HR-to-Pay (Phoenix) Update (Standing Item)	<p>Discussion</p> <p>Jennifer Hamilton commented on the <i>La Presse</i> article detailing the suicide of a public servant in 2017 related to the Phoenix System. This person was not an employee of ESDC. Ms. Hamilton mentioned that the return from leave is a compensation transaction that ESDC repatriated a year ago and it is acknowledged that there are vulnerable employees who need additional advisory services when they are either returning from leave or going on leave, getting ready for retirement or in case of resignation. Ms. Hamilton highlighted that they have worked very hard at ensuring that employees receive the support they need, with assistance from managers and the Disability Management team in cases of gradual return to work or absences from the workplace. Ms. Hamilton asked that when employee representatives become aware of struggling employees, that they reach out to the employees' manager or herself to ensure that they are getting the services needed.</p> <p>Ms. Hamilton provided an update on the Departmental Phoenix situation. There are currently 50 000 tickets in backlog, as reported by PSPC. These numbers, while enormous are, however, trending in the right direction. The number of employees impacted by Phoenix is down to 62% compared to 75% last year. This means that the Pay Centre is now beginning to keep up with the intake and that the backlog is decreasing, thanks to the efforts of the Pay Centre and ESDC Compensation Advisors.</p> <p>Ms. Hamilton mentioned there is a need to communicate more with employees to help them understand the state of pay issues in the organization and the document ESDC Pay Snapshot tabled at this meeting will be shared with employees. Ms. Hamilton indicated that questions were received about employees spending time dealing with their pay issues. A lot of employees feel that they need to manage their pay issues on their own. In an effort to change that impression, Ms. Hamilton encourages employees to start by putting in a ticket through the Departmental Portal and they will be supported by</p>

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	<p>the Compensation Services Directorate to triage. Many issues can be supported and prevented rather easily but in complex cases, the support of a seasoned Compensation Advisor is required. Ms. Hamilton’s team is working on building the capacity of the organization and are often successful in supporting employees with their pay issues. Approximately 1 000 inquiries are received monthly and a good portion of those are being addressed quickly. Efforts are being devoted to mitigating the impact for employees in obtaining priority payments while waiting for the Pay Centre to process their pay situation.</p> <p>In closing, Ms. Hamilton reported on an outstanding action item about the introduction of a new training module aimed at helping employees understanding their pay stubs. The question was asked whether employees could have time during working hours to view this module. Ms. Hamilton informed that this is not mandatory training and that the module is to be taken at the managers’ discretion. Ms. Hamilton further stated that Service Canada senior management expect at this time that staff will do this on their own time.</p> <p>At Rose Touhey’s request, Ms. Hamilton confirmed that the minimum amount of salary owing in order to qualify for priority payment is \$3,500. That said, there is a lot of discretion that goes into that number and Ms. Hamilton encourages employees having a case requiring special attention to highlight this with either herself or the CFOB personnel who issue priority payments. Ms. Touhey, supported by Luc Pomerleau, stated that she disagreed with the \$3,500 threshold and suggests that each case be treated separately. Ms. Touhey stated that while flexibility exists, some managers might not agree to approving a priority payment for a lesser amount and stated that \$200 will sometimes mean the difference between eating and not eating for some employees. Regarding the threshold, Ms. Hamilton will follow up with CFOB colleagues offline and will be prepared to talk about this at the upcoming NLMCC. In response to Crystal Warner, Ms. Hamilton will provide contact information on the authority responsible for determining the \$3,500 threshold.</p>

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	<p>Cliff Groen mentioned that discretion can be used and that CFOB has demonstrated this repeatedly. In the meantime, employees and their representatives are invited to escalate any issues to Ms. Hamilton’s Directorate.</p> <p>Andrew Gibson found the trends encouraging. He mentioned that pay issues can bring a lot of stress and mental health issues for some people and stated that having direct access to the ESDC Pay Team, other than putting in a ticket, would prove useful to some employees. Further, Mr. Gibson asked how many more staff are expected in future staffing projections. Mr. Hamilton agreed that a more direct contact is part of the ever-evolving team model but the use of tickets through the Portal is necessary at this point, even if it is a challenge. In terms of numbers in the Directorate, the current team hovers around 175-200 daily. At this time, goals regarding capacity have been reached and competencies of employees are being heightened through training and development.</p> <p>In response to Eddy Bourque’s questions, Ms. Hamilton mentioned that the backlog is a combination of old and new cases that have aged over 30 days. Right now, within the Pay Centre Service Standards and the principle of “New Never Gets Old,” they are doing very well while not at 100% yet. Ms. Hamilton stated that they have seen improvements in timeliness. Overall, it is around 44% for the transactions that were being reported, which may sound low, but it represents a good number when one considers that a lot of actions cannot be done in advance, ex.: employee goes away on sick leave, and an actor is put in place, creating a domino effect so a number of transactions cannot be timely. The organization’s goal is to reach the 50% timely mark and this will allow the organization to improve its timeliness and balance out operational imperatives requiring them to be nimble and act in time. Ms. Hamilton will bring data on that topic the next meeting.</p> <p>Regarding the response time for priority payments, Ms. Hamilton indicated that turnaround can be as low as 24 hours and that general service standard is in or around 48 hours. Encouraging Employees to review their pay stubs on the Monday of a pay week has brought favourably good results. The system indicates that employees are making use of this option.</p>

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	<p>Crystal Warner asked if the Department is adequately staffed to take on that volume and wait time. She mentioned getting frequent reports throughout the country of people not getting the time to call and wait for the Pay Centre. They are trying to make a call but denied the time. This has created harsh feelings among members. Ms. Warner believes that this message needs to be impressed upon managers so that time be given to employees to solve the problems they did not create.</p> <p>Ms. Hamilton reiterated her encouragement to put in a ticket and let the Pay Centre bear the burden for the employee. While she understands that the union representatives might hear differently, Ms. Hamilton’s experience is that there is a lot of support from management for the System and time allowed to do that follow-up. If there are particular cases, she will welcome the opportunity to follow-up on them more directly.</p> <p>Sebastian Rodrigues brought up the question of call centre employees who are sometimes unable to explain overpayment amounts. Ms. Hamilton agreed that they are trying to find solutions to some of the System’s mysteries. In terms of retroactive pay and adjustment to the new collective agreements, there are a lot of lines that come out on pay stubs and it is difficult to understand. Ms. Hamilton says that this is another area where taking the demystifying pay stubs module will help employees through this. Mr. Rodrigues and Ms. Hamilton will discuss a particular overpayment case offline.</p> <p>Jacques Perrin asked if there is a long-term plan to regularize the Directorate’s positions and if consideration is being given to the upcoming tax season. Ms. Hamilton responded that Compensation Advisors at ESDC are in majority indeterminate employees which was a commitment made early by the Department. Regarding the tax season, a robust communications package will soon come out from the Centre regarding the T4s as in previous years.</p> <p>On the timeliness on the new hires’ pay, Eddy Bourque noted that that is the right time to get them before they commence in the system. Ms. Hamilton responded that this is one of their main</p>

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	<p>preoccupations and they are paying close attention to that and analytics will be provided for the upcoming meeting.</p> <p>Action: Jennifer Hamilton and Sebastian Rodrigues will discuss an overpayment case offline. Jennifer will bring data related to backlog and new hirings at the next meeting.</p>
<p>2.3 Harassement (Standing Item)</p>	<p>Discussion Véronique Tremblay reported on the harassment campaign that is aimed at raising awareness on the subject while allowing personnel to know whom to talk to during difficult situations. At first, employee traffic was low, but after adding the Deputy Minister’s message to the splash page on Department computers, traffic to the campaign page greatly increased. In the past year, over 11 000 employees have visited the website and listened to the podcasts created by the Harassment Centre of Expertise (HCE) and the Values and Ethics team. The Harassment Program now has its own webpage on the Departmental intranet. The most recent communication product is the creation and promotion of posters with pictograms to help identify forms of harassment. All posters were published on the splash page of Department computers during the anti-bullying week in mid-November.</p> <p>Although the Restoration Program is fairly recent, implemented in September 2018, the interest for service is booming. The Program is presently working on 20 active restoration files.</p> <p>Jim McDonald asked about prevention as it appears that much of the awareness campaign is based on after-the-fact. Ms. Tremblay responded that the Directorate and experts in different fields are looking for a way to gather and share enough information to determine which data, including the PSES, to help identify places where a proactive awareness action plan may be implemented. Also being examined is the turnover rate in various areas. Ms. Tremblay stated that this is preliminary work but agreed that it is exactly where the Program wants to orient itself. Crystal Warner asked what the PSES survey does in cases of harassment and if it is possible to break down the information to find out in which offices the numbers are</p>

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	<p>higher. These offices could then be targeted for intervention. Ms. Warner recommended that consideration be given to Instagram as an information distribution medium.</p> <p>Danièle Besner responded that the Deputy Minister is very interested in knowing what is going on in the branches across the Department. Through surveys, such as the PSES, the Department will eventually be able to determine if there are issues in some workplaces requiring assistance to function better.</p> <p>Cliff Groen mentioned that management receives organizational breakdowns from the PSES results at the branch, directorate and regional levels. Management has an obligation to look at the overall results and identify if there are problem areas and there are conversations conducted to see if actions plans are necessary as part of the PSES.</p> <p>Eddy Bourque asked whether there are team meetings, where information is conveyed verbally as employees sometimes don't have time to read emails. Ms. Tremblay agreed and stated that more verbal communications and tools will be shared with managers on the intranet for the subjects to be brought up at town halls, team meetings and others.</p> <p>Luc Pomerleau asked whether the increasing complaints are founded. Ms. Tremblay responded that the founded complaints follow the trend as we have more complaints, more complaints are founded. This is a potential result of the awareness campaign where employees were informed on the definitions and forms of harassment. In 60% of cases, the complaints meet the definitions which is an increase over the 20% in the past. Also, employees going through harassment situations know where to seek help. Mr. Groen mentioned that this has been known for a long time as the PSES showed there were issues related to harassment over several years. The increase in harassment complaints is in line with what the PSES was reporting over the past years and reflective of the Department's efforts in communicating with employees.</p> <p>Sebastian Rodrigues asked if the Department has measures in place to deal with external clients harassing employees (EI clients, call centres, in-person). Evelyne Power responded that a Dealing with Abusive</p>

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	<p>Client's approach was developed collaboratively with UNE and CEIU in the past year and sent out to regions for implementation. It is recognized that there are a whole range of behaviours going from milder cases where someone is just angry vs someone who is making very hostile, racist, hateful comments towards an employee. Mr. Groen stated that this paper applies across the board. At Ms. Power's suggestion, Mr. Groen asked that the measures be attached to the RoDD. Ms. Tremblay stated that the Program has a few one-pagers on what constitutes harassment, but nothing targeted for front line workers or anyone working with clients.</p> <p>Crystal Warner is concerned that the unions and Department may be over-saturating employees with surveys and wonders if there is an opportunity down the road to encourage people to come forward with other tools other than surveys. Danièle Besner will discuss offline with Ms. Warner.</p> <p>Jacques Perrin stated that Labour Relations traditionally reached out to union representatives to find a middle ground when there are grievances, but he is surprised he never got a call from the Harassment CoE on any case reported. Ms. Tremblay stated that in the beginning, two years ago, the Program looked at complaints, administrative processes and that there may not have been a lot of interaction with union representatives as the employees have the option to determine what support they need. Ms. Tremblay informed that as they are now engaged in restoration, it is important to have all partners working together. Ms. Besner mentioned that whenever a complaint is received, the employee is told that they can reach out to their union as part of the process.</p> <p>As a general comment, Jim McDonald mentioned that harassment is often initiated between management/supervisory person and an employee. Mr. McDonald believes that it would be beneficial to convey a message to managers that there will be zero tolerance on harassment and start enforcing this. Also, Mr. McDonald feels that employees are not aware of what has happened after the conclusion of a harassment process because of confidentiality issues. He further states that using sample cases, and their outcome, without identifying individuals would be an ideal way to communicate this message. Lastly,</p>

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	<p>Mr. McDonald stated he is aware that PSPC is looking at developing new criteria for investigators to be issued soon, and believes that the lack of investigators means that the same ones being hired may not be as thorough as they could be and use cut and paste answers in their reports. In some cases, Ms. Besner believes repetitiveness could happen for harassment cases involving many complainants. Ms. Besner said this would need to be reviewed and that she would be interested in seeing any reports showing this. Mr. McDonald indicated that certain sections of reports are very similar in wording and repeated throughout and will share the information if he happens to observe this again.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. The protocol for dealing with abusive clients to be attached to the RoDD. 2. Crystal Warner and Danièle Besner to discuss other means that surveys to reach out to employees.
3.2 Telework Directive	<p>Discussion:</p> <p>Sacha Bonacci provided a briefing on the consultations having taken place with stakeholders and forums held in the past year as part of the cyclical review of ESDC's Telework Directive. Following discussions with TBS, the Directive was given a general angle with a supporting guide providing operational information, in line with the TBS Policy. The draft was presented to participants for discussion as part of the final round of consultations before seeking senior management approval.</p> <p>Ms. Bonacci informed participants of the proposal to lower the approval delegation level, as well as to include students and casual employees into the Telework Directive. Ms. Bonacci mentioned that ad hoc telework will be available for EXs, and that the Threat and Risk Assessments (TRA) has been replaced by the security attestation form in an effort to reduce the burden from a security angle. The team has tried to streamline and facilitate the process and automation through PeopleSoft will hopefully be available by April 2020 or in the spring. Ms. Bonacci took the opportunity to recognize her team's efforts, namely Sabrina Suljic and Nadine Labelle in this endeavour.</p>

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	<p>Crystal Warner apologized for a misunderstanding about a meeting that could not be attended by CEIU members and asked for an opportunity to have a better consultation with HRSB on this document. Ms. Bonacci responded that they will look into this and Ms. Warner mentioned that members from other unions might want to be invited as well. Ms. Bonacci invited participants to send their comments in writing to help HRSB identify the key points.</p> <p>Jacques Perrin was concerned with delegating down the authority to approve. His personal experience as a manager is that the ADM reviews all the telework agreements and this allows for a better-informed decision to approve or not. Also, Mr. Perrin finds the approach of allowing students and casual employees to telework unusual as this level of staff should be on the premises to learn from colleagues.</p> <p>Ms. Warner appreciated that Mr. Perrin’s comments stem from an NCR perspective which has a very different structure from the regions. On behalf of the regions, Ms. Warner stated that the current approval system has caused a lot of frustration and delays because of the lack of ability to make those decisions at the lower levels. It is CEIU’s position that they look forward to the decentralization of authority.</p> <p>Eddy Bourque mentioned that under the ‘General Requirements’ section it is referring to, “be assessed against the business risk assessment framework (BRAf).” Mr. Bourque mentioned that this was to be reviewed and asked for status. Ms. Bonacci responded that the owner is Service Canada. As such, the BRAf is not being reviewed as part of this Telework Directive review. Ms. Bonacci is aware that some pilots are underway that will inform the next steps on the BRAf. On that subject, Cliff Groen mentioned that he is one of the co-Champions on a telework pilot within Service Canada specifically related to employees who have access to personal client information. He further informed that, a number of years ago, the BRAf had been implemented as personal information had been compromised in various instances. Using this framework, it was found that most employees would not be able to telework as they worked with client information. Mr. Groen has been leading work in reviewing that framework because management recognizes the significant value in telework and that there are significant</p>

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	<p>challenges related to turnover and attrition. Mr. Groen received approval from the senior management table to go ahead with several pilots this late fall both in the Atlantic and Western and Territories regions. Mr. Groen further emphasized the need to be able to manage the risks, and that there are smart ways to mitigate them while still having an environment where telework components could be permitted. The proper forum to update on that telework pilot will be through Service Union-Management Consultation Committee (SUMCC).</p> <p>Action: Ms. Bonacci will schedule another meeting for consultation with unions.</p>
4.1 Round Table	<p>Discussion</p> <p>Crystal Warner thanked all for the meeting and commented that CEIU continue to meet with the employer on administrative investigations and share their concerns with those and the ad hoc working group on security in the front end. Ms. Warner appreciated those forums and venues to bring forward concerns and looks forward to continuing these meetings.</p> <p>Jacques Perrin thanked HRSB and CFOB for resolution of the bed bugs issues.</p> <p>Mr. Gibson stated that he and his local would appreciate knowing more about the sustainable development strategy of the Department, its targets and strategy, and whether there is a Green Committee team with a program about recycling, composting, reduction of printed pages and ink. It was agreed that Mr. Gibson connect with other union counterparts, and possibly schedule a meeting with HRSB, and that the item will be brought at the next meeting.</p> <p>Cliff Groen and Crystal Warner thanked participants for their attendance and participation.</p>
4.2 Closing remarks	<p>Action:</p>

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	Sustainable Development Strategy to be placed on next meeting's agenda.