

COLLECTIVE AGREEMENT

between

**UNITED WAY BRITISH COLUMBIA
(the Employer)**

and

**CUPE LOCAL 1936
(the Union)**

Effective from April 1, 2022 to March 31, 2025

TABLE OF CONTENTS

ARTICLE 1 - PREAMBLE	1
1.1 Purpose of Agreement	1
1.2 Future Legislation	1
1.3 Conflict with Regulations	1
1.4 Use of Terms	1
1.5 No Discrimination.....	1
ARTICLE 2 - DEFINITIONS	1
2.1 Employees	1
2.2 Other Definitions.....	3
ARTICLE 3 - UNION RECOGNITION AND RIGHTS	3
3.1 Bargaining Unit Defined	3
3.2 Bargaining Agent Recognition	3
3.3 Correspondence.....	3
3.4 No Other Agreement.....	4
3.5 No Discrimination for Union Activity.....	4
3.6 Recognition and Rights of Stewards.....	4
3.7 Union Meetings.....	4
3.8 Union Communications.....	4
3.9 Union Insignia.....	5
3.10 Time Off for Union Business.....	5
3.11 Right to Refuse to Cross Picket Lines	6
3.12 Labour Relations Code	6
3.13 Emergency Services.....	6
ARTICLE 4 - UNION SECURITY	6
ARTICLE 5 - CHECK-OFF OF UNION DUES	6
ARTICLE 6 - EMPLOYER AND UNION WILL ACQUAINT NEW EMPLOYEES	7
ARTICLE 7 - EMPLOYER'S RIGHTS	7
ARTICLE 8 - EMPLOYER/UNION RELATIONS	7
8.1 Representation.....	7
8.2 Union Representatives.....	7
8.3 Labour Management Committee.....	8
8.4 Technical Information	8
ARTICLE 9 - GRIEVANCES	9
9.1 Grievance Procedure.....	9
9.2 Step 1	9
9.3 Time Limits to Present Initial Grievance.....	9
9.4 Step 2	9

9.5	Time Limit to Reply to Step 2	9
9.6	Step 3	10
9.7	Time Limit to Reply to Step 3	10
9.8	Time Limit to Submit to Arbitration	10
9.9	Failure to Act.....	10
9.10	Amending of Time Limits.....	10
9.11	Dismissal or Suspension Grievance	11
9.12	Deviation from Grievance Procedure.....	11
9.13	Policy Grievance	11
9.14	Technical Objections to Grievances	11
9.15	Management Grievance.....	12
ARTICLE 10 - ARBITRATION.....		12
10.1	Notification	12
10.2	Appointment of the Arbitrator.....	12
10.3	Board Procedure	12
10.4	Decision of Arbitrator.....	12
10.5	Disagreement on Decision	12
10.6	Expenses of Arbitrator	12
10.7	Amending Time Limits.....	12
10.8	Witnesses.....	12
ARTICLE 11 - DISMISSAL, SUSPENSION AND DISCIPLINE		13
11.1	Procedure.....	13
11.2	Dismissal and Suspension	13
11.3	Burden of Proof.....	13
11.4	Right to Grieve Other Disciplinary Action	13
11.5	Personnel File.....	13
11.6	Right to Have Union Representative Present.....	13
11.7	Abandonment of Position	14
11.8	Probation.....	14
11.9	Employee Investigations	14
ARTICLE 12 - SENIORITY.....		15
12.1	Seniority Defined.....	15
12.2	Seniority List.....	15
12.3	Loss of Seniority	15
12.4	Re-Employment.....	16
12.5	Bridging of Service.....	16
12.6	Same Seniority	16

ARTICLE 13 - LAYOFF AND RECALL.....	16
13.1 Definition of a Layoff.....	16
13.2 Pre-Layoff Discussions and Canvass.....	16
13.3 Layoff.....	17
13.4 Bumping.....	17
13.5 Recall.....	18
13.6 Advance Notice.....	18
13.7 Grievance on Layoffs and Recalls.....	18
13.8 Worksite Closure.....	19
ARTICLE 14 - HOURS OF WORK.....	19
14.1 Definitions.....	19
14.2 Hours of Work.....	19
14.3 Rest Periods.....	20
14.4 Meal Periods.....	21
14.5 Flextime.....	21
14.6 Staff Meetings.....	21
14.7 Standby Provisions.....	21
14.8 Conversion of Hours.....	21
ARTICLE 15 - SHIFTS.....	21
15.1 Exchange of Shifts.....	21
15.2 Shortfall of Shifts.....	22
15.3 Short Changeover Premium.....	22
15.4 Split Shifts.....	22
15.5 Work Schedules.....	22
ARTICLE 16 - OVERTIME.....	22
16.1 Definitions.....	22
16.2 Overtime Entitlement.....	23
16.3 Recording of Overtime.....	23
16.4 Sharing of Overtime.....	23
16.5 Overtime Compensation.....	23
16.6 No Layoff to Compensate for Overtime.....	23
16.7 Right to Refuse Overtime.....	23
16.8 Callback Provisions.....	23
16.9 Rest Interval.....	24
16.10 Overtime for Part-Time Employees.....	24
16.11 Authorization and Application of Overtime.....	24
ARTICLE 17 - HOLIDAYS.....	24
17.1 Paid Holidays.....	24

17.2	Holiday Falling on Saturday or Sunday.....	24
17.3	Holiday Falling on a Day of Rest	25
17.4	Working on a Designated Lieu Day	25
17.5	Holiday Falling on a Workday.....	25
17.6	Holiday Coinciding with a Day of Vacation.....	25
17.7	Christmas Day or New Year’s Day Off	25
17.8	Paid Holiday Pay	25
17.10	Paid Holidays for Part-Time Employees	26
17.11	Christmas/New Years Office Closure	26
ARTICLE 18 - ANNUAL VACATIONS.....		26
18.1	Annual Vacation Entitlement	26
18.2	Vacation Preference.....	27
18.3	Vacation Pay.....	27
18.4	Vacation Carryover.....	27
18.5	Vacation Schedules	27
18.6	Vacation Schedule Changes	28
18.7	Vacation Pay Upon Dismissal	28
18.8	Vacation Credits Upon Death.....	28
18.9	Approved Leave of Absence With Pay During Vacation.....	28
18.10	Vacation Interruption.....	28
18.11	Banked Vacation	28
18.12	Prime Time Vacation Period.....	29
18.13	Vacation Payout	29
ARTICLE 19 - SICK LEAVE.....		29
19.1	Sick Leave Credits.....	29
19.2	Employee to Inform Employer	30
19.3	Medical/Dental Appointments.....	30
19.4	Workers' Compensation Benefit	30
ARTICLE 20 - SPECIAL AND OTHER LEAVES.....		30
20.1	Bereavement Leave	30
20.2	Special Leave.....	30
20.3	Full-Time Union or Public Duties	31
20.4	Leave for Court Appearances.....	31
20.5	Elections	32
20.6	General Leave.....	32
20.7	Benefits While on Unpaid Leave of Absence	32
20.8	Compassionate Care Leave	32

ARTICLE 21 - MATERNITY AND PARENTAL LEAVE.....	33
21.1 Maternity Leave	33
21.2 Parental Leave.....	33
21.3 Leave without Pay.....	34
21.4 Aggregate Leave	34
21.5 Return from Leave.....	34
21.6 Benefit Plan	34
21.7 Seniority Rights on Return to Work	34
21.8 Sick Leave Credits.....	34
21.9 Extended Child Care Leave.....	35
ARTICLE 22 - SAFETY AND HEALTH	35
22.1 Conditions	35
22.2 Working Environment	35
22.3 Joint Safety and Health Committee	35
22.4 Unsafe Work.....	36
22.5 Workplace Violence/Aggressive Conduct	36
22.6 Injury Pay Provision.....	37
22.7 Transportation of Accident Victims.....	37
22.8 Check-in for Employees Working Alone or in Isolation	37
22.9 Communicable Diseases and Parasitic Infestations	37
22.10 Protective Clothing and Supplies	38
ARTICLE 23 - TECHNOLOGICAL CHANGE	38
23.1 Definition.....	38
23.2 Advance Notice	38
23.3 Discussions	38
23.4 Employment Protection	38
23.5 Training	38
23.6 New Employees.....	38
ARTICLE 24 - PROMOTION AND STAFF CHANGES.....	39
24.1 Job Postings.....	39
24.2 Information in Postings	39
24.3 Appointment Policy.....	39
24.4 Transfers	39
24.5 Trial Period	40
24.6 Local Union Observer	40
24.7 Notification	40
24.8 Right to Grieve	40
24.9 Vacation Letters	40

24.10	Temporary Vacancies	41
24.11	Interviews.....	41
24.12	Deemed Qualified	41
24.13	Evaluation Reports	41
ARTICLE 25 - CAREER DEVELOPMENT		41
25.1	Purpose	41
25.2	Staff Development Leave	42
ARTICLE 26 - PAYMENT OF WAGES AND ALLOWANCES		42
26.1	Equal Pay	42
26.2	Paydays	42
26.3	Rates of Pay.....	42
26.4	Substitution Pay	42
26.5	Rate of Pay on Reclassification or Promotion	43
26.6	Pay on Temporary Assignment	43
26.7	Reclassification of Position.....	43
26.8	Maintenance Agreement	43
26.9	Transportation Allowance	43
26.10	Meal Allowance.....	43
26.11	Travel Advance	43
26.12	Salary Rate Upon Employment.....	43
26.13	Criminal Record Check	44
ARTICLE 27 - HEALTH AND WELFARE BENEFITS.....		44
27.1	Eligibility	44
27.2	Termination.....	44
27.3	Definition of Spouse and Other Dependents	44
27.4	BC Medical Services Plan.....	45
27.5	Dental Plan	45
27.6	Extended Health Plan.....	45
27.7	Group Life and Accidental Death and Dismemberment	45
27.8	Long-Term Disability.....	46
27.9	Payment of Premiums.....	46
ARTICLE 28 - GENERAL CONDITIONS		46
28.1	Damage to Personal Property	46
28.2	Personal Property.....	46
28.3	Supply and Maintenance of Equipment.....	46
28.4	Indemnity.....	46
28.5	Copies of Agreement.....	47
28.6	Contracting Out.....	47

28.7	Personal Duties	47
28.8	Staff Confidentiality.....	47
28.9	Required Certificates.....	47
28.10	Volunteers.....	47
ARTICLE 29 - HARASSMENT		47
29.1	Personal and Psychological Harassment	47
29.2	Sexual Harassment	48
29.3	Harassment Complaints	48
29.4	Complaints Procedure.....	49
ARTICLE 30 - CASUAL EMPLOYEES.....		50
30.1	Employment Status	50
30.2	Seniority	50
30.3	Casual Call-In Procedures.....	50
30.4	Leaves of Absence.....	50
30.5	Paid Holidays and Vacation for Casual Employees.....	51
30.6	Application of Agreement to Casual Employees	51
30.7	Statutory Holidays.....	51
30.8	Regular to Casual Status.....	51
30.9	Use of Technology.....	51
30.10	Absences	51
ARTICLE 31 - MUNICIPAL PENSION PLAN.....		52
ARTICLE 32 - TERM OF AGREEMENT.....		52
32.1	Duration	52
32.2	Notice to Bargain.....	52
32.3	Commencement of Bargaining.....	52
32.4	Changes in Agreement	53
32.5	Effective Date of Agreement.....	53
32.6	Agreement to Continue in Force.....	53
SIGNED ON BEHALF OF SIGNED ON BEHALF OF.....		53
APPENDIX A.....		54
WAGE GRID.....		54
APPENDIX A1		56
Details of Wage Increases.....		56
APPENDIX B		58
List of Arbitrators.....		58
MEMORANDUM OF AGREEMENT #1		59
Re: Professional Responsibility, Job Sharing and Work Location		59
MEMORANDUM OF AGREEMENT #2		60
Re: Long-Term Disability Plan		60

MEMORANDUM OF AGREEMENT #3	61
Re: Health and Welfare Benefits Entitlement Threshold	61
MEMORANDUM OF AGREEMENT #4.....	62
Re: Advance Payment of Group Life Benefits.....	62
MEMORANDUM OF AGREEMENT #5.....	63
Re: Bargaining Unit Work	63
MEMORANDUM OF AGREEMENT #6	64
Re: Joint Job Evaluation.....	64
MEMORANDUM OF AGREEMENT #7	65
Re: Clause 27.6 Exemption	65
LETTER OF UNDERSTANDING #1	66
Re: Dismissals and Mediation	66
LETTER OF UNDERSTANDING #2	67
Re: Metro Vancouver Living Wage	67
LETTER OF UNDERSTANDING #3	68
RE: Shift Premiums	68
INFORMATION APPENDIX A	69
GROUP LIFE.....	69
DENTAL.....	75
INFORMATION APPENDIX B.....	82
Unsafe Work.....	82
3.12 Procedure for Refusal	82
3.13 No Discriminatory Action	82
INFORMATION APPENDIX C.....	83
Maintenance Agreement and Classification Manual	83
CLASSIFICATION MANUAL.....	88
INFORMATION APPENDIX G	91
Shared Fact Sheet	91
INFORMATION APPENDIX H	98
Information Required for Article 13.4 - Bumping.....	98
Flowcharts Illustrating Article 13 Layoff and Recall.....	99
KEYWORD INDEX	102

ARTICLE 1 - PREAMBLE

1.1 Purpose of Agreement

The purpose of this agreement is to provide orderly collective bargaining between the Employer and the Union. Both the Employer and the Union agree that it is in the best interest of both parties to cooperate fully, individually and collectively with one another and thereby agree to abide by the terms set out in this agreement.

The parties to this agreement share a desire to improve the quality of the services provided by the Employer. Accordingly, they are determined to establish, within the framework provided by the law, an effective working relationship at all levels in which members of the bargaining unit are employed.

1.2 Future Legislation

In the event that any future legislation renders null and void or materially alters any provision of this agreement, the remaining provisions will remain in effect for the term of the agreement, and the parties hereto will negotiate a mutually agreeable provision to be substituted for the provision so rendered null and void or materially altered. If agreement is not reached the matter will be sent to arbitration as provided in Article 10 (Arbitration).

1.3 Conflict with Regulations

In the event that there is a conflict between the contents of the agreement and any regulation made by the Employer, or on behalf of the Employer, this agreement will take precedence over the said regulation.

1.4 Use of Terms

(a) Gender Neutral Terms

Throughout this agreement, gender neutral terms will be used.

(b) Singular or Plural

Wherever the singular is used the same will be construed as meaning the plural if the facts or context so require.

1.5 No Discrimination

The parties hereto subscribe to the principles of the *Human Rights Code* of British Columbia.

The Employer and the Union agree that there will be no discrimination with respect to an employee's employment by reason of Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, gender identity or expression, or criminal or summary conviction that is unrelated to the employment of that person.

ARTICLE 2 - DEFINITIONS

2.1 Employees

(a) A regular full-time employee is an employee who is appointed to a full-time position and is regularly scheduled to work full-time shifts as identified in Clause 14.2(a) (Hours of Work). These employees are entitled to all benefits outlined in this collective agreement.

(b) A regular part-time employee is an employee who is appointed to a part-time position with a part-time schedule and works less than the number of hours constituting full-time employment as

outlined in Article 14 (Hours of Work). A regular part-time employee is entitled to all benefits of this agreement on a prorated basis inclusive of additional hours of work except as provided for in Article 27 (Health and Welfare Benefits).

(c) Casual employees are employed on an "on call" basis pursuant to the provisions of Article 30 (Casual Employees)

(d) Temporary Employees

(1) "Temporary Employee" shall mean a person who is employed to:

- i) Work on a special project of no longer than three (3) months. Appointments of terms greater than three (3) months to a maximum of one (1) year must be posted as per Art 24.1;
- ii) Replace regular staff on an approved leave as defined by the Collective Agreement;
- iii) Augment regular full-time or regular part-time staff for a term of employment of less than three (3) months. Appointments of terms between three (3) months and one (1) year must be posted as per Art 24.1;

(2) All temporary positions will have a start and finish date of which the Union will be advised of in writing.

(3) A temporary employee who completes a period of employment of three (3) consecutive months or more, and is subsequently called back to a second (2nd) term of employment in the same position within twelve (12) months, will have recall rights, to the same position only. At the completion of the second (2nd) term of employment, the employee will be recalled to the same position, by seniority, if in the future the same position becomes available and there is no Regular full-time employee or Regular part-time employee on layoff who is qualified to do the job.

(4) Temporary employees shall accrue seniority once they complete a total period of employment of three (3) months or more and have successfully completed a probationary period, calculated retroactively to their original date of hire for the purposes of recall rights and job postings.

(5) If the position filled by a Temporary employee is subsequently posted and the temporary employee is the successful candidate, their probationary period shall be reduced by the length of their tenure in the temporary position.

(6) Placement on salary grid – Newly-hired Temporary employees will be hired at Step 1.

(7) Temporary employees are intended to work for a specific term of employment.

(8) Employees who have not completed a period of employment of three (3) months will receive thirteen percent (13%) in lieu of vacation and all benefits. Once a Temporary employee completes a period of employment of three (3) total months or more, they shall be entitled to all benefits outlined in the Collective Agreement.

Regular Full-time employees who are appointed to a Temporary position shall retain all benefits provided by the Collective Agreement during the duration of the Temporary assignment.

(9) The Employer agrees that no temporary employee will replace regular employees and that no employee will be laid off as a result of hiring Temporary employees.

2.2 Other Definitions

- (a) "Ability" includes the ability to interact effectively with clients.
- (b) "Classification" defined for the purposes of the collective agreement as those classifications listed in Appendix A (Wage Grid). Each regular employee will be assigned to a classification.
- (c) "Common-Law Spouse" and "Common-Law Partner" means two people who have co-habited as spousal partners for a period of not less than one year.
- (d) "Day" is a calendar day, unless otherwise noted.
- (f) "Electronic Communications" means electronic transmission of information that has been encoded digitally which could include, but is not limited to, email.
- (g) "Gender Expression" means how a person presents their gender. This can include behaviour and appearance, including dress, hair, make-up, body language and voice. This can also include name and pronoun, such as he, she, or they. How a person presents their gender may not necessarily reflect their gender identity.
- (h) "Gender Identity" means a person's concept of self that may be different than their birth-assigned gender and related physical characteristics, societal attitudes and expectations.
- (i) "Geographic Area" means a group of communities where it is practical for multiple locations to meet together.
- (j) "Indigenous" - has the same meaning as the term "Aboriginal" as defined in the Constitution of Canada, which "includes the Indian, Inuit and Métis peoples of Canada".
- (k) "Premiums" when expressed in relation to a wage rate refers to the straight-time wage rate, and (for greater clarity) wage-related premiums do not "pyramid" on other forms of wage-related premiums.
- (l) "Union" means the Union that represents the employees in the certification.

ARTICLE 3 - UNION RECOGNITION AND RIGHTS

3.1 Bargaining Unit Defined

The bargaining unit will comprise all employees included in the certification issued by the Labour Relations Board except those excluded by mutual agreement of the parties or by the *Labour Relations Code*.

3.2 Bargaining Agent Recognition

The Employer recognizes CUPE Local 1936 as the exclusive bargaining agent for all employees covered by the certification.

3.3 Correspondence

The Employer agrees that all correspondence between the Employer and the Union related to matters covered in this agreement, will be sent to the President of the Union or designate. The Employer agrees that a copy of any correspondence between the Employer or Employer's official and any employees in the bargaining unit covered by this agreement, pertaining to the interpretation or application of any clause in this agreement, will be forwarded to the President of the Union or designate.

3.4 No Other Agreement

No employees covered by this agreement will be required or permitted to make a written or verbal agreement with the Employer or its representatives, which may conflict with the terms of this agreement.

3.5 No Discrimination for Union Activity

The Employer and the Union agree that there will be no discrimination, interference, restriction, or coercion exercised or practiced with respect to any employees for reason of membership or activity in the Union.

3.6 Recognition and Rights of Stewards

(a) The Employer recognizes the Union's right to select stewards to represent employees. The Employer and the Union will agree on the number of stewards, taking into account both operational and geographic considerations. The Union agrees to provide the Employer with a list of the employees designated as stewards.

(b) Where an employee requests steward representation, and the Union has determined an appropriate steward is unavailable, a union staff person, or local union officer designated by the Union will represent the employee.

(c) A steward, or their alternate, must obtain the permission of their immediate supervisor before leaving work for the time reasonably required to perform their duties as a steward. Leave for this purpose will be without loss of pay. Such permission will not be unreasonably withheld. On resuming their normal duties, the steward will notify their supervisor.

(d) Where the steward's duties will unreasonably interfere with the proper operation of the Employer, such duties will be performed outside of normal working hours.

(e) The duties of stewards will include:

- (1) investigation of complaints of an urgent nature;
- (2) investigation of grievances and assisting any employee whom the steward represents in presenting a grievance in accordance with the grievance procedure;
- (3) supervision of ballot boxes and other related functions during ratification votes;
- (4) carrying out duties within the realm of safety responsibilities, these being recognized as complaints of an urgent nature which require immediate attention; and
- (5) attending meetings called by the Employer.

3.7 Union Meetings

The Employer recognizes the Union's interest in keeping its members informed and aware of its activities through regular union meetings. The Employer will approve the use of the agency facilities to hold union meetings. Union meetings, including general and/or committee(s) meetings, held on employer premises will not interfere with the operation of the Employer.

3.8 Union Communications

(a) The Employer will provide a bulletin board for the exclusive use of the Union. The sites will be determined by mutual agreement. The use of the bulletin boards is restricted to the affairs of the Union.

(b) The parties may, at the local level, agree upon another method of notifying employees of union business.

(c) Employees who normally use the Employer's computers for work related business can occasionally access the union's websites and an electronic copy of the collective agreement during breaks if it does not unreasonably interfere with the Employer's business.

3.9 Union Insignia

A union member will have the right to wear or display the recognized insignia of the Union. The Union agrees to furnish to the Employer union shop cards, for the Employer's places of operation, to be displayed at a mutually agreed place on the premises. Such card will remain the property of the Union and will be surrendered upon demand.

Additionally, The Employer will allow the Union to post, on entries to Employer-controlled worksites, a decal declaring that the workers are Members of CUPE and/or CUPE 1936, as well as the appropriate logo.

3.10 Time Off for Union Business

Leave of absence without loss of seniority will be granted:

(a) Without Pay

- (1) to an elected or appointed representative of the Union to attend conventions of the Union and bodies to which the Union is affiliated;
- (2) to elected or appointed representatives of the Union to attend to union business which requires them to leave their premises of employment;
- (3) to employees who are representatives of the Union on a bargaining committee, to attend meetings of the Bargaining Committee;
- (4) to employees called by the Union to appear as witnesses before an arbitration board or any other Labour Relations body;
- (5) to stewards to maintain all bulletin boards;
- (6) to employees designated by the Union to sit as observers on interview panels;
- (7) to the grievor to attend an arbitration board or any other Labour Relations body;
- (8) Any employee required to attend a hearing who is scheduled to work night shift prior to the hearing will be granted that shift off without pay at the employee's request. Any employee required to attend a hearing for over three (3) hours who is scheduled to work the evening shift the day of the hearing will be granted that shift off without pay at the employee's request.

(b) Without Loss of Pay

- (1) to stewards, or their alternates, to perform their duties as per Clause 3.6 (Recognition and Rights of Stewards);
- (2) to employees appointed by the Union as union representatives to attend Joint Labour/Management Committee meetings during their working hours.

(c) With Straight-Time Pay

To members of the Joint Safety and Health Committee to attend meetings of the Joint Safety and Health Committee.

(d) The Union and the employee will make every effort to provide as much advance notice as possible, for leave requirements to facilitate scheduling of both clients and employees. To facilitate the administration of (a) above, when leave without pay is granted, the leave will be given without loss of pay and the Union will reimburse the Employer for the appropriate salary costs, including travel time incurred. Leaves under this article will include sufficient travel time, where necessary.

(e) *Collective Bargaining*

Time spent by employees who are members of the Bargaining Committee will be without loss of pay for time spent for preparation as well as in direct negotiations with the Employer.

3.11 Right to Refuse to Cross Picket Lines

(a) All employees covered by this agreement will have the right to refuse to cross a picket line arising out of a dispute as defined in the appropriate legislation. Any employees failing to report for duty will be considered to be absent without pay.

(b) Failure to cross a picket line encountered in carrying out the Employer's business will not be considered a violation of this agreement nor will it be grounds for disciplinary action.

3.12 Labour Relations Code

The parties hereto subscribe to the principles of the *Labour Relations Code* of British Columbia.

3.13 Emergency Services

The parties recognize that in the event of a strike or lockout, situations may arise of an emergency nature. To this end, the Employer and the Union will agree to provide services of an emergency nature.

ARTICLE 4 - UNION SECURITY

(a) All employees in the bargaining unit who, on the date of certification, were members of the Union or thereafter became members of the Union will, as a condition of continued employment, maintain such membership.

(b) All employees hired on or after the date of certification will, as a condition of continued employment, become members of the Union, and maintain such membership.

(c) Nothing in this agreement will be construed as requiring a person who was an employee prior to the date of certification, to become a member of the Union.

ARTICLE 5 - CHECK-OFF OF UNION DUES

The Employer will, as a condition of employment, deduct from the gross salary of each employee in the bargaining unit, whether or not the employee is a member of the Union, the amount of the regular dues payable to the Union by a member of the Union.

The Employer will deduct from the gross salary of an employee who is a member of the Union any assessments levied in accordance with the Union Constitution and/or Bylaws and owing by the employee to the Union.

Deductions will be made in each payroll period of each month and membership dues or payments in lieu thereof will be considered as owing in the month for which they are so deducted. All deductions will be remitted to the Union not later than twenty eight (28) days after the date of deduction and the Employer will also provide a list of names of those employees from whose salaries such deductions have been made, together with the amounts deducted from each employee. The Employer will use the CUPE National Direct Remittance process, as updated from time-to-time, to complete remittance, and the Union will be responsible for ensuring that the Employer is provided with current information on this process.

Before the Employer is obliged to deduct any amount under this article, the Union must advise the Employer in writing of the amount of its regular monthly dues or assessments. The amount so advised will continue to be the amount to be deducted until changed by further written notice to the Employer by the Union. Upon receipt of such notice, such changed amount will be the amount deducted.

From the date of the signing of this agreement and for its duration, no employee organization other than the Union will be permitted to have membership dues or other monies deducted by the Employer from the pay of the employees in the bargaining unit.

The Employer will supply each employee, without charge, a T4 receipt for income tax purposes in the amount of the deductions paid to the Union by the employee in the previous year. Such receipts will be provided to the employee prior to March 1st of the succeeding year.

An employee will, as a condition of continued employment, complete an authorization form providing for the deduction from an employee's gross monthly wages or gross salary the amount of the regular monthly dues payable to the Union by a member of the Union.

ARTICLE 6 - EMPLOYER AND UNION WILL ACQUAINT NEW EMPLOYEES

The Employer agrees to acquaint new employees with the fact that a collective agreement is in effect and with the conditions of employment set out in the articles dealing with Union Security and Dues Check-off. The Employer agrees to provide the name, worksite phone number, and location of the new employee's steward in the letter of hiring. Whenever the steward is employed in the same work area as the new employee, the employee's immediate supervisor will introduce them to their steward.

The Employer will notify the steward of new employees and of their primary work location within ten (10) days of the start date of the new employee. The Employer agrees that a union steward will be given an opportunity to interview each new employee within regular working hours, without loss of pay, for thirty (30) minutes sometime during the first thirty (30) days of employment for the purpose of acquainting the new employee with the benefits and duties of union membership and the employee's responsibilities and obligations to the Employer and the Union.

ARTICLE 7 - EMPLOYER'S RIGHTS

The Union acknowledges that the management and direction of employees in the bargaining unit is retained by the Employer, except as this agreement otherwise specifies.

ARTICLE 8 - EMPLOYER/UNION RELATIONS

8.1 Representation

No employee or group of employees will undertake to represent the Union at meetings with the Employer without the proper authorization of the Union. To implement this, the Union will supply the Employer with the names of its officers and similarly, the Employer will supply the Union with a list of its supervisory or other personnel with whom the Union may be required to transact business.

8.2 Union Representatives

The Employer agrees that access to its premises will be granted to representatives of the Union when dealing or negotiating with the Employer, as well as for the purpose of investigating and assisting in the settlement of a grievance or other union-related business. Representatives of the Union will notify the designated Employer's official in advance of their intention and their purpose for entering and will not interfere with the operation of the department or section concerned. Where available, the Employer will make available to union representatives or stewards, temporary use of an office or similar facility to facilitate the orderly and confidential investigation of grievances.

8.3 Labour Management Committee

(a) There will be established a Labour/Management Committee composed of two union representatives and two employer representatives. The parties may mutually agree to increase the size of the Committee up to a maximum of four union representatives and four employer representatives. This Committee may call upon additional persons for technical information or advice. The Committee may establish subcommittees or "ad-hoc" committees as it deems necessary and will set guidelines and operating procedures for such committees.

Where warranted, and where an Employer has locations in more than one geographic area, a separate Labour/Management Committee may be established for each of those geographic areas (see definition below)¹.

(b) The Committee will meet at least once every sixty (60) days or at the call of either party at a mutually agreeable time and place. Employees who attend meetings of the Committee as representatives of the Union shall be compensated with straight-time pay. Compensation at straight-time pay for work outside the Committee members' regular working hours is limited to a combined total of twenty-four (24) hours per year.

(c) An employer representative and a union representative will alternate in presiding over meetings. Minutes of each meeting of the Committee will be prepared by the Employer and approved by an employer and union designate who were in attendance at the meeting. Once approved, the minutes will be distributed to the Union and the Employer within three (3) working days.

(d) The Committee will not have jurisdiction over wages or any other matter of collective bargaining, including the administration of this agreement. The Committee will not supersede the activities of any other Committee of the Union or of the Employer and will not have the power to bind either the Union or its members or the Employer to any decisions or conclusions reached in their discussions.

(e) The Committee will have the power to make recommendations to the Union and the Employer on the following general matters:

- (1) reviewing matters, other than grievances, relating to the maintenance of good relations between the parties;
- (2) correcting conditions causing grievances and misunderstanding.

8.4 Technical Information

(a) The Employer agrees to provide to the Union such information as is available relating to employees in the bargaining unit, as may be required by the Union for collective bargaining purposes.

(b) In January of each year the Employer will provide to the Union a list of all employees in the bargaining unit, their job titles, addresses, personal email addresses (if available) and their phone numbers.

¹ *Geographic Area: A group of communities where it is practical for multiple locations to meet together.*

ARTICLE 9 - GRIEVANCES

9.1 Grievance Procedure

The Employer and the Union agree that disputes arising from:

- (a) the interpretation, application or alleged violation of the agreement, including all memoranda, letters and addenda attached to the collective agreement including the question of arbitrability; or
- (b) the dismissal, suspension or discipline of any employee in the bargaining unit;

will be resolved in accordance with the following procedures.

9.2 Step 1

In the first step of the grievance procedure, every effort will be made to settle the dispute with the designated local supervisor. The aggrieved employee will have the right to have a steward present at such a discussion. If the dispute is not resolved orally, the aggrieved employee may submit a written grievance, through the union steward, to Step 2 of the grievance procedure. When the aggrieved employee is a steward, they will not, where possible, act as a steward in respect of their own grievance, but will submit the grievance through another steward or union staff representative or Local officer.

9.3 Time Limits to Present Initial Grievance

An employee who wishes to present a grievance at Step 2 of the grievance procedure, in the manner prescribed in Clause 9.4 (Step 2), must do so not later than thirty (30) days after the date:

- (a) on which they were notified orally or in writing of the action or circumstances giving rise to the grievance; or
- (b) on which they first became aware of the action or circumstances giving rise to the grievance.

9.4 Step 2

(a) Subject to the time limits in Clause 9.3 (Time Limits to Present Initial Grievance), the employee may present a grievance at this level by:

- (1) recording the grievance on the appropriate grievance form, setting out the nature of the grievance and the circumstances from which it arose;
- (2) stating the article or articles of the agreement violated or alleged to have been violated, and the remedy or correction required; and
- (3) transmitting this grievance to the designated local supervisor through the union steward.

(b) The local supervisor will:

- (1) forward the grievance to the representative of the Employer authorized to deal with grievances at Step 2; and
- (2) provide the employee with a receipt stating the date on which the grievance was received.

9.5 Time Limit to Reply to Step 2

(a) Within ten (10) days of receiving the grievance at Step 2, the representative of the Employer, the employee and the steward will meet to examine the facts, the nature of the grievance and attempt to resolve the dispute. The steward and the representative of the Employer will fill out a "*shared fact*

sheet" [see Information Appendix G (Shared Fact Sheet)] listing an agreed statement of facts. The "*shared fact sheet*" is on a "*without prejudice*" basis and will not be referred to by either party in any third party proceedings.

(b) The Employer's designate at Step 2 will reply in writing to the Union within fourteen (14) days of receiving the grievance at Step 2.

9.6 Step 3

The President of the Union, or their designate, may present a grievance at Step 3:

(a) within fourteen (14) days after the reply has been conveyed to them by the representative designated by the Employer to handle grievances at Step 2; or

(b) within fourteen (14) days after the Employer's reply was due.

(c) At this step of the grievance procedure, each party shall provide to the other copies of their supporting documents (see also Section 12 of the Shared Fact Sheet).

9.7 Time Limit to Reply to Step 3

The representative designated by the Employer to handle grievances at Step 3 will reply in writing to the grievance within thirty (30) days of receipt of the grievance at Step 3. The Parties agree that this will not be the same person who heard the grievance at Step 2, but will have the authority to hear the grievance and decide the outcome and/or reach a settlement, if applicable.

9.8 Time Limit to Submit to Arbitration

(a) Failing satisfactory settlement at Step 3, and pursuant to Article 10 (Arbitration), the President, or their designate, may inform the Employer of their intention to submit the dispute to arbitration within:

- (1) Thirty (30) days after the Employer's reply at Step 3 has been received; or
- (2) Thirty (30) days after the Employer's reply was due.

(b) Once the Employer has been informed of the intention to submit the dispute to arbitration, the parties will exchange particulars and documents that have not already been provided. Where either party believes a document is confidential or private in nature, that party may withhold the document, or produce it subject to mutually-agreed conditions. A good-faith failure to identify and produce a relevant document at this stage does not prejudice a party's subsequent conduct of its case. Nothing in this article precludes a party from obtaining a disclosure order from an appointed arbitrator.

9.9 Failure to Act

If the President of the Union, or designate, does not present a grievance to the next higher level within the prescribed time limits, or six (6) months passes from the time the Union President, or designate informed the Employer of their intention to submit a dispute to arbitration, the Employer may enquire, in writing, by priority courier or electronically, as to the status of the grievance by referencing this provision. If, within thirty (30) days of receipt of such letter, the Union has not advanced the grievance to the next step or submitted the grievance to arbitration, the grievance will be deemed to be abandoned unless the parties mutually agree otherwise. However, the Union will not be deemed to have prejudiced its position on any future grievance.

9.10 Amending of Time Limits

The time limits fixed in this grievance procedure may be altered by mutual consent of the parties, but the same must be in writing. Where a grievance or a reply is presented by mail it will be deemed to be presented on the day on which it is postmarked and it will be deemed to be received on the day it was delivered to the appropriate office of the Employer or the Union. Grievances and replies at Step 3 of the

grievance procedure and notification to arbitrate will be by priority courier, facsimile or electronic communication, as appropriate.

9.11 Dismissal or Suspension Grievance

(a) In the case of a dispute arising from an employee's dismissal, the grievance may be filed directly at arbitration within thirty (30) days of the date on which the dismissal occurred, or within thirty (30) days of the employee receiving notice of dismissal.

(b) In the case of a dispute arising from an employee's suspension, the grievance may commence at Step 2 or 3 of the grievance procedure within thirty (30) days of the date on which the suspension occurred, or within thirty (30) days of the employee receiving notice of suspension.

9.12 Deviation from Grievance Procedure

(a) The Employer agrees that, after a grievance has been initiated by the Union, the Employer's representative will not enter into discussion or negotiation with respect to the grievance, either directly or indirectly, with the aggrieved employee without the consent of the Union.

(b) In the event that after having initiated a grievance through the grievance procedure, an employee endeavours to pursue the same grievance through any other channel, then the Union agrees that, pursuant to this article, the grievance will be considered to have been abandoned.

(c) Notwithstanding (b) above, an employee who has filed a complaint with the Human Rights Tribunal, unrelated to harassment, will not have their grievance deemed abandoned through the filing of the complaint.

9.13 Policy Grievance

(a) Employer-Specific Grievances

Where either party disputes the general application, interpretation or alleged violation of an article of this agreement, the dispute will be discussed initially with the Employer or the Union, as the case may be, within thirty (30) days of the occurrence.

Where no satisfactory agreement is reached, either party may submit the dispute to arbitration, as set out in Article 10 (Arbitration).

(b) Policy Grievance

Where a difference arises between the parties involving an interpretation of the collective agreement or the general application or administration of the collective agreement, the dispute will be discussed within thirty (30) days.

Failing resolution, either party may submit the difference to arbitration pursuant to Article 10 within a further thirty (30) days of the grievance.

9.14 Technical Objections to Grievances

It is the intent of both parties of this agreement that no grievance will be defeated merely because of a technical error, other than time limitations in processing the grievance through the grievance procedure. To this end, an arbitration board will have the power to allow all necessary amendments to the grievance and the power to waive formal procedural irregularities in the processing of a grievance, in order to determine the real matter in dispute and to render a decision according to equitable principles and the justice of the case.

9.15 Management Grievance

The Employer may initiate a grievance at Step 3 of the grievance procedure by the Employer or designate presenting the grievance to the President of the Union or designate. Time limits and process are identical to a union grievance.

ARTICLE 10 - ARBITRATION

10.1 Notification

Where a difference arises between the parties relating to the interpretation, application, or administration of this agreement, including any questions as to whether a matter is arbitrable or where an allegation is made that a term or condition of this agreement has been violated, either of the parties may, after exhausting the grievance procedure in Article 9 (Grievances), notify the other party within thirty (30) days of the receipt of the reply at the third step, that the grievance is to be submitted to arbitration. Such notice will be by priority courier, facsimile or electronic communication, as appropriate.

10.2 Appointment of the Arbitrator

Where a party has requested that a grievance be submitted to arbitration, an arbitrator will be selected from the agreed upon list outlined in Appendix B (List of Arbitrators). Where the parties mutually agree, an arbitrator who is not listed in Appendix B (List of Arbitrators) may be appointed.

10.3 Board Procedure

The Arbitrator may determine their own procedure in accordance with the *Labour Relations Code* and will give full opportunity to all parties to present evidence and make representations. They will hear and determine the difference or allegation and will make every effort to render a decision within thirty (30) days of their first meeting.

10.4 Decision of Arbitrator

The decision of the Arbitrator will be final, binding and enforceable on the parties. The Arbitrator will have the power to dispose of a dismissal, discharge or discipline grievance by any arrangement which they deem just and equitable. However, the Arbitrator will not have the power to change this agreement or to alter, modify or amend any of its provisions.

10.5 Disagreement on Decision

Should either party disagree as to the meaning of the Arbitrator's decision, either party may apply to the Arbitrator to clarify the decision. The Arbitrator will make every effort to provide written clarification within seven (7) days of receipt of the application.

10.6 Expenses of Arbitrator

Each party will pay one-half of the fees and expenses of the Arbitrator.

10.7 Amending Time Limits

The time limits fixed in the arbitration procedure may be altered by mutual consent of the parties but the same must be in writing.

10.8 Witnesses

At any stage of the grievance or arbitration procedure, the parties may have the assistance of the employee(s) concerned as witnesses and any other witnesses. All reasonable arrangements will be made to permit the concerned parties or the Arbitrator(s) to have access to the Employer's premises to view any working conditions which may be relevant to the settlement of the grievance.

ARTICLE 11 - DISMISSAL, SUSPENSION AND DISCIPLINE

11.1 Procedure

In the event that the Employer initiates disciplinary action against an employee, that may result in their suspension or discharge, the procedure outlined herein will be followed.

11.2 Dismissal and Suspension

(a) The Employer may dismiss or suspend for just cause any employee who has completed their probationary period. Notice of dismissal or suspension will be in writing and will set forth the reasons for dismissal or suspension and an employee will have the right to have a steward present, providing that this does not result in an undue delay of the appropriate action being taken. A copy of the written notice of suspension or dismissal will be forwarded to the President of the Union or the designated staff representative within five (5) working days.

(b) A suspension of indefinite duration will be considered a dismissal under 11.2(a) above as soon as it exceeds twenty (20) days and any grievance already filed will be considered henceforth as a dismissal grievance.

11.3 Burden of Proof

In all cases of discipline, the burden of proof of just cause will rest with the Employer.

11.4 Right to Grieve Other Disciplinary Action

(a) Disciplinary action grievable by the employee will include written censures, letters of reprimand and adverse reports or employee appraisals.

(b) An employee will be given a copy of any document, report, incident, or notation placed on the employee's file which might be the basis of disciplinary action.

(c) Should an employee dispute any such entry in their file, they will be entitled to recourse through the grievance procedure and the eventual resolution thereof will become part of their personnel record.

(d) Any such document, other than official evaluation reports but, will be removed from the employee's file after the expiration of eighteen (18) months from the date it was issued provided there has not been a further infraction.

(e) The Employer agrees not to introduce as evidence in any hearing any document from the file of an employee, the existence of which the employee was not aware at the time of filing.

11.5 Personnel File

(a) An employee, or the President of the Union or their designate, with written authority of the employee, will be entitled to review an employee's personnel file, exclusive of employee references. The file will be reviewed at the employee's worksite or, where it is not possible, the file will be made available for review at a mutually agreed location. A designated management representative may be in attendance at this review. The Employer will provide copies of file entries as requested. The Employer may require up to five (5) working days' notice prior to giving access to such information.

(b) Personnel files will be kept confidential and access will be given only to those supervisory personnel that require the information in the course of their duties.

11.6 Right to Have Union Representative Present

(a) An employee will have the right to have a steward present at any interview with supervisory personnel, which the employee believes might be the basis of disciplinary action. Where a supervisor intends to interview an employee for disciplinary purposes, the supervisor will notify the employee in

advance of the purpose of the interview in order that the employee may contact a steward, providing that this does not result in an undue delay of the interview. This clause will not apply to those interviews that are of an operational nature and do not involve disciplinary action.

(b) A steward will have the right to consult with a staff representative of the Union and to have a local union representative present at any interview with supervisory personnel which might be the basis of disciplinary action against the steward, providing that this does not result in an undue delay of the interview.

(c) An employee has the right to select the steward they wish to represent them providing that this does not result in an undue delay.

11.7 Abandonment of Position

An employee who fails to report for duty for three (3) consecutive working days without informing the Employer of the reason for their absence will be presumed to have abandoned their position. An employee will be afforded the opportunity within ten (10) days to rebut such presumption and demonstrate that there were reasonable grounds for not informing the Employer.

11.8 Probation

(a) The Employer may reject a probationary employee for just cause. The Employer will provide the reasons for the rejection in writing. A rejection during probation will not be considered a dismissal for the purpose of Clause 11.2 (Dismissal and Suspension) of this agreement. The test of just cause for rejection will be a test of suitability of the probationary employee for continued employment in the position to which they have been appointed, provided that the factors involved in suitability could reasonably be expected to affect work performance.

(b) The probationary period for employees will be three (3) months worked or the equivalent number of hours worked as based on the normal hours of work of a full-time employee, whichever occurs last. Notwithstanding the foregoing, the probationary period will not exceed six (6) calendar months.

(c) The Employer, with the agreement of the Union, may extend the probationary period for a further period not to exceed three (3) months. Following discussion with the Union, the Union will not unreasonably deny the extension.

(d) Where an employee feels they have been aggrieved by the decision of the Employer to reject the employee during the probationary period, they may grieve the decision pursuant to the grievance procedure outlined in Article 9 (Grievances) of this agreement commencing at Step 3.

(e) Where an employee feels they have been aggrieved by the decision of the Employer to reject the employee during the probationary period, they may grieve the decision pursuant to the grievance procedure outlined in Article 9 (Grievances) of this agreement commencing at Step 3.

11.9 Employee Investigations

(a) The parties agree that in certain situations it may be in the best interest of both clients and employees that employees be reassigned or removed from all job sites during an investigation of conduct. In cases where an employee cannot be reassigned, then the employee will be considered to be on leave of absence without loss of pay until the Employer has determined there is a *prima facie* case for imposing discipline.

(b) The Employer will make every effort to complete its investigation within fourteen (14) days. The Employer will provide the Union with a copy of the investigation report. This summary sheet is on a "*without prejudice*" basis and will be treated with the strictest of confidentiality.

- (c) The Employer will notify the union designate when an investigation of conduct has been initiated. Any employee who is interviewed in the course of an investigation will have the right to union representation at such an interview.

ARTICLE 12 - SENIORITY

12.1 Seniority Defined

Seniority includes employment with the Employer prior to certification and will be as follows:

- (1) Regular full-time employees will have a seniority date, which includes all seniority as a regular part-time employee and as a casual employee and will include all absences for which seniority continues to accumulate.
- (2) Regular part-time employees will accrue seniority based on all hours paid.
- (3) Casual employees will accrue seniority on an hourly basis for all hours paid.
- (4) For the purpose of part-time and casual seniority, seniority will be credited as all hours paid for and will include all absences for which seniority continues to accumulate.
- (5) Upon achieving regular full-time employee status, a part-time or a casual employee will have their hourly seniority converted to a seniority date. The resulting date will be deemed to be the employee's seniority date.
- (6) Regular full-time employees who are returned to either part-time or casual status will have their seniority converted to hours.

12.2 Seniority List

The Employer will prepare and provide to the Union once every six (6) months, in January and July an up-to-date seniority list containing the following information for all employees:

- (a) employee's name;
- (b) employee's seniority;
- (c) employee's current classification;
- (d) employee's rate of pay;
- (e) employee's status (per Article 2.1 Employees);
- (f) employee's continuous service date.

This seniority list, except rate of pay, will be posted by the Employer at all worksites for thirty (30) days. Any objection to the accuracy of the seniority or continuous service date information contained therein must be submitted in writing to the Employer during the said posting period. Thereafter, the posted list will be deemed to be valid and correct for all purposes for the duration of that posting period.

The Employer will provide the Union and a union designated employee with a copy of the seniority list upon request.

12.3 Loss of Seniority

An employee will lose their seniority only in the event that:

- (a) they are discharged for just cause;
- (b) subject to Clause 12.5 (Bridging of Service), they voluntarily terminate their employment or abandons their position, as per Clause 11.7 (Abandonment of Position);
- (c) they are on layoff for more than one year;

(d) upon being notified by the Employer in accordance with Article 13.5(a) that they are recalled from layoff, they fail to contact the Employer with their acceptance of recall within seven (7) days of receipt of the recall notice. After contacting the Employer, employees will have up to fourteen (14) days to return to work;

(e) they are permanently promoted to an excluded position and does not return to the bargaining unit within six (6) months.

12.4 Re-Employment

An employee who resigns their position and within ninety (90) days is re-employed, will be granted a leave of absence without pay covering those days absent and will retain all previous rights in relation to seniority and benefits subject to any benefit plan eligibility requirements.

12.5 Bridging of Service

If a regular employee resigns after the signing of this agreement as a result of a decision to care for a dependent child or dependent children, spousal illness or disability, or an aging parent and is re-employed with their former employer, upon application they will be credited with length of service accumulated at time of resignation for the purpose of benefits based on service seniority. The following conditions will apply:

(a) the employee must have been a regular employee with at least two (2) years of service seniority at time of resignation;

(b) the employee is able to demonstrate the reason for the resignation;

(c) the break in service will be for no longer than six (6) years;

(d) the previous length of service will not be reinstated until successful completion of the probation period on re-employment.

12.6 Same Seniority

When two or more employees have the same seniority and when mutual agreement cannot be reached, then seniority will be determined by chance.

ARTICLE 13 - LAYOFF AND RECALL

13.1 Definition of a Layoff

"Layoff" is:

(a) a cessation of employment or elimination of a job resulting from a reduction of the amount of work required to be done by the Employer, or reorganization, or a program termination, or closure or other material change in organization; or

(b) a reduction in hours of work greater than four hours per week from the employees' posted position, or that results in the elimination of health and welfare benefits, or that results in a change in the employees' status.

13.2 Pre-Layoff Discussions and Canvass

(a) Before a layoff occurs, the Employer may consult with the Union to discuss lessening disruption to clients and staff, as well as whether a pre-layoff canvass of employees is necessary or advisable and may be waived. If the pre-layoff canvass is not waived, then prior to the layoff of regular employees under Clause 13.3 (Layoff), the Employer will canvass employees in order to invite responses on one or more of the following options:

- (1) placement on the casual call-in and recall lists with no loss of seniority; or
- (2) early retirement; or

- (3) other voluntary options, as agreed to by the Union and the Employer.

The Employer will copy the Union on the pre-layoff canvass to enhance awareness and support in relation to pending layoffs.

Where more than one employee expresses interest in one of the above options, they will be offered to qualified employees on the basis of seniority.

(b) Responses from employees to the Pre-Layoff Canvass will only be received by the Employer for consideration if submitted within seven (7) days of issuance of a written notice to the employee or group of employees.

(c) Once an employee's option is confirmed in writing by the employee and the Employer, it is final and binding upon the employee and the Employer, and the Union will be copied on it.

13.3 Layoff

Both parties recognize that job security will increase in proportion to length of service. In the event of a layoff, employees will be laid off by classification, in reverse order of seniority.

Layoff notice will be provided in electronic format as appropriate and identify the date that the layoff will commence, and also that the affected employee may choose one of the following by a specified deadline date:

1. to be placed on the casual call-in and recall lists with no loss of seniority;
2. to be laid off and be placed on recall status with no loss of seniority;
3. to bump a junior employee from a current list of junior positions available to bump under Clause 13.4 (Bumping); or
4. to apply for an available vacancy, with reference to the list of vacancies. If the employee applies but is not the successful applicant, this does not prejudice their right to options (1) to (3) above.

13.4 Bumping

(a) The laid off employee and the first two employees affected by bumping may choose:

- (1) to be placed on the casual call-in and recall lists with no loss of seniority; or
- (2) to bump any employee with less seniority if they are qualified to satisfactorily perform the work. An employee can bump up, but not into a supervisory position.

(b) Subsequent employees affected by bumping who are qualified to satisfactorily perform the work may choose:

- (1) (i) to bump the least senior employee in either their classification or a similar classification whose weekly hours are up to four (4) hours more or less than the employee's or
- (ii) the least senior employee in a dissimilar classification whose weekly hours are up to four (4) hours more or less than the employee's and that employee is junior to the employee who would have been bumped if the option in (i) above had been selected.
- (2) if no options exist under (1)(i) above then the employee may choose to use the process in (1) above to bump within the next four (4) hour time band. If no options are available in this time band in the employee's own or similar classification the employee may choose the next four (4) hour time band, this process will continue until the employee bumps or there are no more time bands available to the employee.

Similar classification means - in the same job family and in the same grid level or one grid level above or below the displaced employee's grid level.

- (c) Within five (five) days of receiving from the Employer both the notice of layoff and all information required by the employee to make an informed decision regarding their bump options, they will provide written notice to the Provincial Director of their bump choice.

13.5 Recall

- (a) Employees will be recalled to available work in order of their seniority provided they are qualified and are able to perform the duties. The Employer will attempt to contact the recalled employee by phone at their last known number and will send a notice of recall by priority courier or by appropriate electronic communication as agreed to by the employee and Employer at the time of layoff. Employees must accept recall within seven (7) days of receipt of the notice. Employees will have fourteen (14) days after accepting recall to return to work.
- (b) The recall period will be one year. At the end of the recall period, an employee has the right to become a casual employee and be placed on call-in lists with their seniority.
- (c) New employees will not be hired into a regular position until those laid off in that classification have been given an opportunity of recall.
- (d) Job posting under Article 24 (Promotion and Staff Changes) will occur prior to recall of any employee. When there are employees on the recall list, job postings will include a copy of this article.
- (e) Employees on the recall list have the right to apply for job postings as an internal applicant.
- (f) When an employee on the recall list is a qualified applicant to a position, then the Employer will not consider applications to the vacancy from any less senior employees.
- (g) When an employee on the recall list is the successful applicant to a position, they will not be expected to start in the new position until fourteen (14) days from the notice of assignment unless an earlier date is determined by mutual agreement between the employee and the Employer.
- (h) Should the employee not continue in the assignment beyond their trial period, and where the employee is still within their one year recall period, they will be returned to the recall list for the remainder of their one year recall period.

13.6 Advance Notice

The Employer will provide written notice and/or pay in lieu of notice to a regular employee who is to be laid off prior to the effective date of layoff according to one of the following provisions:

- (a) one week's notice and/or pay in lieu of notice after three (3) consecutive months of employment; or
- (b) two (2) weeks' notice and/or pay in lieu of notice after twelve (12) consecutive months of employment; or
- (c) three (3) weeks' notice and/or pay in lieu of notice after two (2) consecutive years of employment, plus one additional week for each year of employment, to a maximum of eight (8) weeks' notice and/or pay in lieu of notice.

13.7 Grievance on Layoffs and Recalls

Grievances concerning layoffs and recalls may be initiated at Step 2 or 3 of the grievance procedure.

13.8 Worksite Closure

(a) Where the Employer closes a worksite or discontinues a program, the Employer will consult with the Union. Following consultations, where the Employer offers positions to all or part of the staff affected, the following will apply:

(1) Employees who accept a position and are placed in a lower classification will not have their salary reduced for a period of three (3) months.

(2) If the downward classification lasts longer than three (3) months, no employee will suffer more than 10% reduction in their basic pay.

(b) An employee who is classified downward as per (2) above will be offered, in order of seniority, the first vacancy in their former classification with the equivalent number of hours, or less, that they were working prior to their layoff, prior to the application of the recall provision.

Note: See Information Appendix H (Flowcharts Illustrating Article 13 [Layoff and Recall])

ARTICLE 14 - HOURS OF WORK

14.1 Definitions

For the purpose of this article, "day" means a twenty-four (24)-hour period commencing at 00:01 hours, and "week" means a period of seven (7) consecutive days beginning at 00:01 hours Sunday and ending at 24:00 hours the following Saturday.

14.2 Hours of Work

(a) Full-time Hours

The hours of work for each full-time employee, exclusive of a meal period shall be seven (7) hours per day. The workweek for each full-time employee shall be thirty-five (35) hours per week.

The foregoing provision may be varied by mutual agreement between the Employer and the Union.

(b) (1) If an employee, reporting for work at the call of the Employer, is informed upon arrival at work that they are not required to work, the employee will be paid for a minimum of two (2) hours' pay at their regular rate.

(2) An employee reporting for work at the call of the Employer, will be paid a minimum of four (4) hours' pay at their regular rate if they commence work.

(3) Except as provided in (4) and (5) below, the Employer will not schedule shifts of less than four (4) hours in duration.

(4) Regularly scheduled shifts which are less than four (4) hours in duration will continue for the term of this collective agreement. Any new arrangements involving regularly scheduled shifts which are less than four (4) hours in duration will be subject to local agreement.

(c) No employee will be scheduled for more than five (5) consecutive days without receiving two (2) consecutive days off unless otherwise agreed by the Union and the Employer.

(d) Notwithstanding (c), employees may request, in writing, to be scheduled up to six days in a week so as to pick up additional hours up to the maximum hours listed in Clause 14.2(a) (Hours of Work). Employees must have a twenty-four (24)-hour break after six (6) consecutive days of work.

(e) To ensure efficient and effective service delivery within a climate of fairness, current arrangements regarding the assignment of additional hours will continue until such time as local issue negotiations on this matter are complete. If no agreed upon arrangements exist the following will apply:

(1) Additional hours up to the allowable straight-time maximum will be offered to employees by seniority in the following sequential order:

- (i) full-time employees
- (ii) part-time employees

For clarity, overtime hours when available, shall be offered as per Article 16 - Overtime.

(2) Regular employees will be offered additional hours within their classification and worksite before being offered to qualified regular employees in other classifications.

(3) Additional hours will be compensated as per Appendix A (Wage Grid). Additional hours will be used to calculate all benefits of this collective agreement except as provided in Article 27 (Health and Welfare Benefits).

(4) Regular employees requesting additional hours must give the Employer written notice of their desire to work additional hours and their availability.

(f) *Extended Hours Shifts*

Extended workdays and/or extended workweeks are shifts in excess of the regular hours of work as outlined in Clause 14.2(a) (Hours of Work) that average the regular hours of work as outlined in Clause 14.2(a) (Hours of Work) over an agreed upon averaging period. In no case will extended workdays be greater than sixteen (16) hours in length.

All provisions of the collective agreement continue to apply to an employee working extended workday and/or extended workweek schedules except as varied below:

(1) Implementation of extended workday and/or extended workweek schedules requires the agreement of the Employer and the Union.

(2) Extended workday and/or extended workweek schedules may be cancelled by the Employer upon thirty (30) days written notice. The Employer will consult with the Union prior to such cancellation.

(3) Daily overtime for employees working extended workday and/or extended workweek schedules commences after the completion of the scheduled shift.

(4) Any paid leaves in the collective agreement will be paid using the principles of equivalent hours up to the maximum entitlement.

It is understood by the parties that the guiding principles of extended workday and/or extended workweek schedules are to ensure that the employees working these shifts receive no greater nor lesser benefits than what they would have received working "regular" work hours/week.

14.3 Rest Periods

(a) Rest periods will be taken without loss of pay to the employees.

(b) All employees will have two 15 minute rest periods in each work period in excess of six (6) hours, one rest period to be granted before and one after the meal period.

(c) Employees working a shift of three and one-half hours, but not more than six (6) hours, will receive one rest period during such a shift.

(d) Due to the needs of the clients, employees may be required to remain within the general area during rest periods so that they are readily available for safety or emergency situations if needed.

14.4 Meal Periods

- (a) Meal periods will be scheduled as closely as possible to the middle of the workday. The length of the meal period will be not less than thirty (30) minutes and not more than (sixty) 60 minutes.
- (b) An employee will be entitled to take their meal period away from the worksite. Where the Employer determines that this cannot be done, the meal period will be considered as time worked at straight-time including the accrual of all benefits of the collective agreement. Where employees are required to remain at work during meal periods and a meal is provided to the clients, the meal will also be provided to the employees.

14.5 Flextime

- (a) For the purpose of this agreement, flextime means the hours worked by an employee, or group of employees, who are given authority by the Employer to:
 - (1) choose their starting and finishing times; and
 - (2) choose their length of workday within a stated maximum number of hours, subject to meeting the required annual hours of work in accordance with this agreement, through a specified averaging period.
- (b) The full-time employee on flextime who has a day of absence, whether with or without pay, will be deemed to be absent for the agreed upon hours, providing at least the agreed upon hours are required to complete the averaging period. If less than the agreed upon hours are required to complete the averaging period, such number of hours will be deemed to be the hours of absence.
- (c) The averaging period for employees on flextime will be two pay periods.
- (d) The workday for those employees on flextime will not exceed ten (10) hours.

14.6 Staff Meetings

Employees who are required to attend staff meetings will be paid their appropriate rate of pay. When the meeting is voluntary, the employee has no obligation to attend.

14.7 Standby Provisions

- (a) Employees required to be on standby will be paid one dollar per hour, or portion thereof.
- (b) The minimum standby requirement will be four consecutive hours.
- (c) Should the Employer require an employee to have a pager, beeper, or a cellular phone available during their standby period, then all related expenses for such device will be the responsibility of the Employer.

14.8 Conversion of Hours

Where an employee's regular scheduled workday is greater than those outlined in Clause 14.2(a) (Hours of Work), special and paid leaves including holidays, annual vacation, sick leave, and compassionate leave will be converted to hours on the basis of the normal full-time daily hours of work outlined in Clause 14.2(a) (Hours of Work), and deducted based on the number of hours taken as leave in accordance with the employee's work schedule.

ARTICLE 15 - SHIFTS

15.1 Exchange of Shifts

Employees may exchange shifts with the approval of the Employer, provided that whenever possible, sufficient advance notice in writing is given and provided that there is no increase in cost to the Employer.

15.2 Shortfall of Shifts

There will be no payback for shortfall of annual working hours in the shift systems.

15.3 Short Changeover Premium

- (a) Except by mutual agreement, an employee will receive eight consecutive hours off duty when changing shifts. If shifts are scheduled so that there are not eight hours between the finish of an employee's shift and the start of their next shift, a premium calculated at overtime rates will be paid for hours worked on the succeeding shift within the eight hour period.
- (b) Where an employee exercises seniority rights to work shifts, one of which falls within the eight hour period from the finish of the previous shift, the employee will not be entitled to claim the premium rate referred to in (a) above.

15.4 Split Shifts

- (a) Subject to (b) below, it is understood that there will be no regularly scheduled "*split shifts*".
- (b) All existing split shift arrangements will be retained as per the previous collective agreement until the expiration of the service contract associated with the arrangement.

The Employer will give the Union sufficient notice of any new/renewed split shifts arrangement in order to ensure adequate time to discuss the arrangements.

15.5 Work Schedules

- (a) Work schedules must be posted fourteen (14) calendar days in advance of the beginning of the work schedule.
- (b) Changes to the posted work schedule may only be made for bona fide operational requirements.
- (c) With the exception of (d) below, if the change to the employee's schedule is initiated by the Employer with less than forty-eight (48) hours' notice, the employee will be paid a premium of \$0.85 per hour for work performed on the first shift of the revised schedule.
- (d) The penalty in (c) above does not apply if the change is initiated by the Employer with less than forty-eight (48) hours' notice because of an unanticipated absence of a scheduled employee, and no casual employee is available.
- (e) If child care or other serious personal circumstances do not permit such a change, employees may choose to transfer to casual status. An employee who transfers from regular to casual status will have their regular sick bank frozen and inaccessible until such time as the employee posts back to regular status or posts to a vacancy under Clause 24.11 (Temporary Vacancies).

ARTICLE 16 - OVERTIME

16.1 Definitions

- (a) "*Overtime*" means work authorized by the Employer and performed by an employee in excess of:
 - (1) the scheduled daily hours of a full-time employee;
 - (2) the maximum daily hours for those employees on flextime; or
 - (3) the agreed averaging period.
- (b) "*Straight-time rate*" means the hourly rate of remuneration.
- (c) "*Time and one-half*" means one and one-half times the straight-time rate.

- (d) "Double-time" means twice the straight-time rate.
- (e) "Double-time and one-half" means two and one-half times the straight-time rate.

16.2 Overtime Entitlement

Overtime entitlement will be calculated in twenty (20) minute increments; however, employees will not be entitled to any compensation for periods of overtime of less than ten (10) minutes per day.

16.3 Recording of Overtime

Employees will record starting and finishing times for overtime worked on a form determined by the Employer.

16.4 Sharing of Overtime

Overtime work will be allocated equitably within a programme.

16.5 Overtime Compensation

Employees requested to work in excess of the normal daily full shift hours as outlined in Clause 14.2 (Hours of Work), or who are requested to work on their scheduled day of rest, will be paid:

- (a) time and one-half for the first two (2) hours of overtime on a regularly scheduled workday; and
- (b) double-time for hours worked in excess of the two (2) hours referred to in (a) above;
- (c) double-time for all hours worked on a scheduled day of rest.

The compensation of overtime in (a) and (b) is to be on a daily basis and not cumulative.

An employee may choose to receive equivalent compensatory time off in lieu of overtime. Time off will be scheduled at a mutually agreeable time.

16.6 No Layoff to Compensate for Overtime

Employees will not be required to layoff during regular hours to equalize any overtime worked.

16.7 Right to Refuse Overtime

- (a) All employees will have the right to refuse to work overtime, except when required to do so in emergency situations, without being subject to disciplinary action for so refusing.
- (b) When an employee is required to work overtime, the Employer will pay for any dependent care expenses incurred by the employee. Such expenses to be the dependent care expenses normally paid by the employee.

16.8 Callback Provisions

- (a) Employees called back to work at an Employer's worksite, to work overtime will be compensated for a minimum of two (2) hours at applicable overtime rates.

These employees will receive a transportation allowance based on the cost of taking a taxi from their home to the Employer's place of business and return or, if the employee normally drives their automobile to work, the vehicle allowance from the employee's home to the Employer's place of business and return. The minimum allowance will be two dollars.

- (b) Employees who are required to work without being called back to attend at the Employer's worksite (e.g. fielding telephone calls) will be compensated at one and one-half times the normal rate of pay for thirty (30) minutes or portion thereof for every call-back or for the actual duration of the work if it exceeds thirty (30) minutes.

16.9 Rest Interval

An employee required to work overtime beyond their regularly scheduled shift will be entitled to eight clear hours between the end of the overtime worked and the start of their next regular shift. If eight clear hours are not provided, overtime rates will apply to all hours worked on the regular shift which fall within the eight (8) hour period.

16.10 Overtime for Part-Time Employees

(a) A part-time employee working less than the normal hours per day of a full-time employee, and who is required to work longer than their regular working day, will be paid at the rate of straight-time for the hours so worked, up to and including the normal hours in the working day of a full-time employee.

(b) A part-time employee working less than the normal days per week of a full-time employee, and who is required to work other than their regularly scheduled workdays, will be paid at the rate of straight-time for the days so worked up to and including the normal workdays in the workweek of a full-time employee.

(c) Overtime rates will apply to hours worked in excess of (a) or (b) above.

16.11 Authorization and Application of Overtime

An employee who is required to work overtime will be entitled to overtime compensation when the overtime worked is authorized in advance by the Employer. It is understood that, in emergency situations, prior authorization may not be possible.

Employees working in more than one program are obligated to inform the Employer or designate and receive approval if they are asked to work hours that would result in overtime.

The Employer and the Union recognize that the nature of the work carried out by persons in some classifications is such that it may not be possible for the employee to obtain prior authorization for the necessary overtime work. In such cases, the employee will, when possible, make every effort to obtain authorization. If this is not possible, they will use their discretion in working the overtime and the Employer will be considered to have authorized the time in advance.

ARTICLE 17 - HOLIDAYS

17.1 Paid Holidays

The Employer recognizes the following as paid holidays:

New Year's Day	British Columbia Day
Family Day	Labour Day
Good Friday	National Day of Truth and Reconciliation
Easter Monday	Thanksgiving Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day
	Boxing Day

Any other holiday proclaimed by the federal or provincial governments will also be a paid holiday.

17.2 Holiday Falling on Saturday or Sunday

For an employee whose normal workweek is from Monday to Friday and when any of the above-noted holidays falls on a Saturday and is not proclaimed as being observed on another day, the following Monday will be deemed to be the holiday. When a holiday falls on a Sunday and it is not proclaimed as being

observed on another day, the following Monday (or Tuesday, where the preceding section already applies), will be deemed to be the holiday for the purpose of this agreement.

17.3 Holiday Falling on a Day of Rest

When a paid holiday falls on a regular employee's day of rest, the Employer will make every reasonable effort to give the employee a lieu day off with pay on the first regularly scheduled workday following the day of rest so affected. Where this is not possible, the lieu day will be scheduled by mutual agreement and taken within six (6) months of the day in which it was earned. An employee may, by mutual agreement, take lieu days off together with their vacation in accordance with Clause 18.5 (Vacation Schedules).

17.4 Working on a Designated Lieu Day

If a regular employee is called to work on a day designated as the lieu day, the employee will be compensated at time and one-half for all hours worked and the lieu day will be rescheduled in accordance with Clause 17.3 (Holiday Falling on a Day of Rest).

17.5 Holiday Falling on a Workday

An employee who is required to work on a designated holiday will be compensated at one point five times their regular hourly rate of pay for the hours worked. Regular employees will also receive a day off in lieu. Regular part-time employees receive a day off in lieu as per Clause 17.11 (Paid Holidays for Part-Time Employees). The lieu day will be scheduled by mutual agreement or in accordance with Clause 18.5 (Vacation Schedules) or where the Employer and the employee mutually agree, be paid out. The lieu day will be scheduled by mutual agreement and taken within six (6) months of the day in which it was earned or where the Employer and the employee mutually agree, be paid out. An employee may, by mutual agreement, take lieu days off together with their vacation in accordance with Clause 18.5 (Vacation Schedules).

17.6 Holiday Coinciding with a Day of Vacation

Where a regular employee is on vacation leave and a day of paid holiday falls within that period, the paid holiday will not count as a day of vacation.

17.7 Christmas Day or New Year's Day Off

The Employer agrees to make every reasonable effort to ensure that employees required to work shifts will have at least Christmas Day or the following New Year's Day off.

17.8 Paid Holiday Pay

Payment for holidays will be made at an employee's basic pay, except if an employee has been working in a higher paid position than their regular position for a majority of the sixty (60) working days preceding their holiday, in which case they will receive the higher pay.

17.9 Cultural Holidays

In recognition of the organization's commitment to diversity amongst employees, the Employer agrees that:

- a) Employees who want to celebrate different cultural holidays than already outlined in this Agreement can request to work another holiday in exchange.
- b) In recognition of the Employer's commitment to its Statement of Reconciliation and in recognition of the traditional land of Indigenous peoples on which the Employer conducts its operations, this Clause will apply to any employees who want to celebrate National Indigenous Peoples Day.

- c) When an employee takes an approved alternate cultural holiday, compensation for working the chosen statutory holiday shall be at straight time.
- d) Requests must be made in writing no later than March 31st of each year to the Department Head, stating which statutory holidays will be worked and which cultural days will be taken off in lieu.
- e) Requests shall not be unreasonably denied.

17.10 Paid Holidays for Part-Time Employees

- a) Regular part-time employees will accumulate a paid holiday bank based on 5.0% of their regular straight-time hours (effective April 1, 2023) in each pay period including all additional hours worked.
- (b) When a paid holiday occurs, and where the employee's paid holiday bank contains sufficient hours, the employee will be able to draw from their paid holiday bank the hours required to cover the paid holiday or paid holiday lieu day. If the employee's paid holiday bank does not contain an amount sufficient to cover the holiday, the employee may opt to draw from their vacation or overtime banks to top-up pay for the holiday or take a day off without pay or with partial pay.
- (c) Participation in the "paid holiday bank" was determined by a vote of all employees on an agency by agency basis. Where the unionized employees chose not to participate in the "paid holiday bank" the part-time employees will receive 5.0% per cent of straight-time pay instead of a day off with pay.
- (d) For new certifications, the unionized employees will elect whether or not the agency will participate in the "paid holiday bank" by voting on the option. Once the election is made it is irreversible.

17.11 Christmas/New Years Office Closure

Employees who are scheduled to work during the Christmas/New Years Office closure, December 27-31 inclusive, shall receive a premium payment of fifty dollars (\$50) for every shift worked during this time. This premium payment shall be in addition to any shift premiums that the employee may be entitled to.

ARTICLE 18 - ANNUAL VACATIONS

18.1 Annual Vacation Entitlement

The Employer's current practice with respect to earning vacation and the vacation year will be maintained.

- (a) New employees who have been continuously employed at least six (6) months prior to the commencement of the vacation year will receive vacation time based on total completed calendar months employed to the commencement date.

New employees who have not been employed six (6) months prior to the commencement of the vacation year will receive a partial vacation after six (6) months service based on the total completed calendar months employed to the commencement date.

- (b) Employees with one or more years of continuous service will have earned the following vacation with pay:

1 year's continuous service	15 workdays	6.0%
2 years' continuous service	15 workdays	6.0%
3 years' continuous service	16 workdays	6.4%
4 years' continuous service	17 workdays	6.8%
5 years' continuous service	18 workdays	7.2%
6 years' continuous service	19 workdays	7.6%
7 years' continuous service	22 workdays	8.8%
8 years' continuous service	23 workdays	9.2%

9 years' continuous service	24 workdays	9.6%
10 years' continuous service	25 workdays	10.0%
11 years' continuous service	26 workdays	10.4%
12 years' continuous service	27 workdays	10.8%
13 years' continuous service	28 workdays	11.2%
14 years' continuous service	29 workdays	11.6%
15 years' continuous service	30 workdays	12.0%
16 years' continuous service	31 workdays	12.4%
17 years' continuous service	32 workdays	12.8%
18 years' continuous service	33 workdays	13.2%
19 years' continuous service	34 workdays	13.6%
20 years' continuous service	35 workdays	14.0%

(c) Annual vacation entitlement will be adjusted for any unpaid leaves of absence in excess of twenty (20) days per year in accordance with Clause 20.7 (Benefits While on Unpaid Leaves of Absence).

18.2 Vacation Preference

(a) Preferences in the selection and allocation of vacation time will be determined on the basis of seniority within each programme.

(b) An employee will be entitled to receive their vacation in an unbroken period. Employees wishing to split their vacation will exercise seniority rights in the employee's first choice of a vacation period. Seniority will prevail in the second vacation period, but only after all other "first choice" vacation periods have been posted. Seniority will also prevail in further choices in the same manner.

Regular vacations will have priority over vacation time carried over under the provisions of Clause 18.4 (Vacation Carryover).

18.3 Vacation Pay

Upon twenty-one (21) days' written notice, a regular employee will be entitled to receive, prior to commencement of avacation, a payroll advance equivalent to the amount of their regular paycheque issued during the vacation period.

At the request of an employee, an Employer who grants vacation pay based on what is earned at the time of taking vacation, may exercise its discretion and advance up to two (2) weeks of unearned vacation to employees to enable the employee to take a paid vacation earlier in the year. Should employment be terminated for any reason prior to the vacation advance being earned, the Employer will offset the unearned vacation advance against amounts owing to the employee.

18.4 Vacation Carryover

(a) A regular employee may carry over up to ten (10) days' vacation leave per year. Vacation carryover will not exceed ten (10) days at any time. An employee will not receive pay in lieu of vacation time, except upon retirement or termination, or as requested by the employee in Clause 18.13 (Vacation Payout).

(b) A single vacation period, which overlaps the end of a vacation year, will be considered as vacation for the vacation year in which it commenced. The portion of vacation taken subsequent to but adjoining the end of the vacation year will not be considered as vacation carryover, nor as a seniority choice for the subsequent vacation year.

18.5 Vacation Schedules

(a) Employees will submit their vacation requests to the supervisor on or before:

- (1) November 1st for the period January 1st through April 30th, and

(2) March 1st for the period May 1st through December 31st .

The Employer will approve the vacation schedules within two (2) weeks of the closing dates for vacation requests. Employees will have a further two (2) weeks to raise any concerns with the Employer about any vacation that may not have been scheduled by seniority.

(b) Vacation requests submitted after the above closing dates will be considered on a first come, first served basis, provided such requests do not interfere with vacations approved in (a) above. The Employer will provide a written response within two (2) weeks of the request and will make every effort to approve the request provided it does not unreasonably interfere with the operation of the Employer.

(c) All vacation time not scheduled, paid out, or designated for carryover by five (5) months prior to the end of the vacation year will be scheduled by the Employer following consultation with the employee.

18.6 Vacation Schedule Changes

Vacation schedules, once approved by the Employer, will not be changed, other than in cases of emergency, except by mutual agreement between the employee and the Employer.

18.7 Vacation Pay Upon Dismissal

Employees dismissed for cause will be paid their unused earned vacation allowance pursuant to Clause 18.1 (Annual Vacation Entitlement).

18.8 Vacation Credits Upon Death

Where an employee has designated a beneficiary, earned but unused vacation entitlement will be made payable, upon an employee's death, to the employee's beneficiary, or where there is no beneficiary, to the employee's estate.

18.9 Approved Leave of Absence With Pay During Vacation

When an employee is qualified for compassionate leave, sick leave, or any other approved leave with pay during their vacation period, there will be no deduction from the vacation credits for such leave. In the case of sick leave, this section will only apply when the period of illness or injury is in excess of two (2) days and a note from a qualified medical practitioner may be required. The period of vacation so displaced will be taken at a mutually agreed time. An employee intending to claim displaced vacation leave must advise the Employer and provide necessary documentation within seven (7) days of returning to work.

18.10 Vacation Interruption

(a) Employees who have commenced their annual vacation will not be called back to work, except in cases of extreme emergency.

(b) When, during any vacation period, an employee is recalled to duty, they will be reimbursed for all reasonable expenses incurred by themselves, in proceeding to their place of duty and in returning to the place from which they were recalled upon resumption of vacation, upon submission of receipts to the Employer.

(c) Time necessary for travel in returning to their place of duty and returning again to the place from which they were recalled will not be counted against their remaining vacation time.

18.11 Banked Vacation

Once every five (5) years an employee may bank one full year's vacation to be taken in conjunction with the next year's vacation. For the purposes of this clause, all vacation in the second year must be taken concurrently.

18.12 Prime Time Vacation Period

Subject to the provisions of this article, it is the intent of the parties that no employee will be restricted in the time of year they choose to take their vacation. The Employer will make every effort to allow employees to take their vacation during the period of April 15th to October 15th inclusive, which will be defined as the prime time vacation period.

18.13 Vacation Payout

Where an employee requests in writing to have a specific number of vacation days paid out, and the Employer agrees to the request, the Employer will issue pay in lieu of vacation. Pay in lieu of vacation, if agreed, will be granted only after a minimum of fifteen (15) days' vacation time has already been taken in the year.

ARTICLE 19 - SICK LEAVE

19.1 Sick Leave Credits

(a) Premium Reduction

The following sick leave provision may be varied by mutual agreement between the Association of Unions and the Employer in the event further Employment Insurance premium reductions for eligible sick leave plans are attainable under the Employment Insurance Act.

(b) Sick Leave Credits

All employees, whether regular or casual status, after ninety (90) consecutive days of employment shall be entitled to paid sick leave, in accordance with the Illness or Injury Leave provisions of the *Employment Standards Act*. The *Act* currently prescribes by Regulation up to five (5) days in each calendar year.

Additional sick leave may follow for regular status employees provided that the regular status employee has met all the eligibility and entitlement requirements under this Article. The sick leave benefits in this Article will be adjusted to be inclusive of any period of leave taken in the paragraph above (ie. Sick credits earned will be reduced by any period of leave taken in each calendar year).

Regular employees who have completed their probationary period will accrue sick leave credits at the rate of one day per month to a maximum of one hundred and fifty-six (156) days. Upon completion of their probationary period, an employee will be credited with sick leave back to the employee's starting date, although the employee would be entitled to paid sick leave in accordance with paragraph 1 above after ninety (90) consecutive days of employment. Upon request, an employee will be advised in writing of the balance of their sick leave credits.

(c) Effective April 1, 2024, each sick leave day will be compensated at 100% of the employee's regular rate of pay.

(d) All sick leave credits are cancelled when an employee's employment is terminated.

Note: Employees hired prior to April 1, 2004 will have their existing sick banks, as of April 1, 2004, converted at a ratio of one day = one point two five days credited to their sick leave credits. In the event that this adjustment results in an employee's sick leave bank exceeding one hundred and fifty-six (156) days, no further sick leave accumulation will apply until such time as the sick leave bank falls below one hundred and fifty-six (156), in which case the employee's maximum accumulation will not again exceed one hundred and fifty-six (156) days.

Note: As of April 1, 2024, all sick bank credits accrued in employees' sick banks will be converted to maintain actual values of the credits (sick credits accrued multiplied by 80%).

19.2 Employee to Inform Employer

- (a) The employee will inform the Employer as soon as possible of their inability to report to work because of illness or injury. The employee will make every reasonable effort to inform the Employer of their return to duty in advance of that date.
- (b) The Employer may request proof of illness. The Employer's request will not be unreasonable or discriminatory. The Employer will not request a diagnosis of the employee's condition.

19.3 Medical/Dental Appointments

- (a) Where medical and/or dental appointments cannot be scheduled outside the employee's working hours, sick leave with pay will be granted in accordance with Clause 19.1(c) (Sick Leave Credits).
- (b) Where an employee's qualified medical practitioner refers the employee to a Specialist, then any necessary travel time, to a maximum of one working day, for the employee to visit such Specialist, will be granted in accordance with Clause 19.1(c) (Sick Leave Credits).

19.4 Workers' Compensation Benefit

- (a) Employees will receive directly from WorkSafeBC any wage loss benefits to which they may be entitled.
- (b) While an employee is in receipt of wage loss benefits, paid holidays will not accrue.
- (c) An employee will be entitled to use accrued sick leave credits while waiting for WorkSafeBC benefits to be approved. An employee will reimburse the Employer for any sick leave paid to them at such time as WorkSafeBC benefits are received. Upon reimbursement, the Employer will adjust the employee's sick leave bank in accordance with the reimbursement.

ARTICLE 20 - SPECIAL AND OTHER LEAVES

20.1 Bereavement Leave

- (a) Bereavement leave of absence of three (3) days with pay will be granted to a regular employee for the purpose of grieving or attending a funeral, burial, or other ritual, upon application to the Employer, in the event of a death of a member of the employee's immediate family. This will include parent stepparent foster parent, spouse, common-law spouse, child, stepchild, foster child, sibling, step-sibling, parent-in-law, grandparent, grandchild, legal guardian, ward and any person who lives with an employee as a member of the employee's family. Up to an additional two (2) days without loss of pay may be taken associated with travel.

The above leave will apply to an employee's miscarriage or an employee's partner's miscarriage.

- (b) When established ethno-cultural or religious practices provide for ceremonial occasions other than the bereavement period outlined above, the balance of the bereavement leave as provided above, if any, may be taken at the time of the ceremonial occasion.
- (c) Such compassionate leave will be granted to employees who are on other paid leaves of absence, including sick leave and annual vacations. When bereavement leave of absence with pay is granted, any concurrent paid leave credits will be restored.

20.2 Special Leave

Where leave from work is required, a regular employee who has completed probation will be entitled to special leave without pay to a maximum of ten (10) days per year for the following:

- (a) Marriage of the employee five (5) days;
- (b) Birth or adoption of the employee's child two (2) days;
- (c) Serious household or domestic emergency including illness in the employee's immediate family..... up to two (2) days;
- (d) Attend wedding of employee's child one (1) day;
- (e) Moving household furniture and effects one (1) day;
- (f) Attend their formal hearing to become a Canadian citizen..... one (1) day;
- (g) Court appearance for hearing of employee's child..... one (1) day;
- (h) An employee is entitled to up to five days of unpaid leave during each employment year to meet responsibilities related to:
 - (1) the care, health or education of a child in the employee's care, or
 - (2) the care or health of any other member of the employee's immediate family;
- (i) In the event of the death of the employee's friend or other relative or to attend as a pallbearer or mourner, the employee will be entitled to leave for up to one day for the purpose of attending the funeral or other ceremonial occasion.
- (j) To attend/celebrate Indigenous spiritual/ceremonial events..... two (2) days

Employees may utilize their vacation and paid banks, excluding sick leave, for the purposes of (c) and (i) above.

20.3 Full-Time Union or Public Duties

The Employer will grant, on written request, leave of absence without pay:

- (a) for employees to seek election in a municipal, provincial, federal, First Nation or other Indigenous election, for a maximum period of ninety (90) days;
- (b) for employees selected for a paid position with the Union or any body to which the Union is affiliated for a period of up to one year and will be renewed upon request of the Union;
- (c) for employees elected to a public office for a maximum period of five (5) years;
- (d) for an employee elected to a full-time position of the Union or any body to which the Union is affiliated, the leave will be for the period of the term and will be renewed upon request of the Union;
- (e) for an employee appointed or elected to a full-time position with a First Nation or other Indigenous organization, the leave will be for the period of the term and will be renewed upon request of the Union.

20.4 Leave for Court Appearances

- (a) The Employer will grant leave without loss of pay to employees, other than employees on leave without pay, who serve as jurors or witnesses in a court action, provided such court action is not occasioned by the employee's private affairs. The Employer will pay all related travel costs not paid for by the Courts.
- (b) In cases where an employee's private affairs have occasioned a court appearance, such leave to attend at court will be without pay.

- (c) An employee in receipt of their regular earnings while serving at court will remit to the Employer all monies paid to them by the Court, except travelling and meal allowances not reimbursed by the Employer.
- (d) In the event an accused employee is jailed pending a court appearance, such leave of absence will be without pay.
- (e) For all the above leaves, the employee will advise their supervisor as soon as they are aware that such leave is required.

20.5 Elections

Any employee eligible to vote in a federal, provincial, municipal, First Nation or other Indigenous election or a referendum will have four consecutive clear hours during the hours in which the polls are open in which to cast their ballot.

20.6 General Leave

- (a) Notwithstanding any provision for leave in this agreement, the Employer may grant leave of absence without pay to an employee requesting such leave. All requests, approvals and denials for leave will be in writing. Approval will not be withheld unjustly.
- (b) The request must be in writing and must be submitted a minimum of four (4) weeks in advance of the date of commencement, except in extraordinary circumstances.
- (c) Upon return from leave of absence, the employee will be placed in their former or equivalent position.
- (d) It is an expectation that employees utilize their vacation time before requesting General Leave. Any outstanding vacation in excess of three (3) weeks shall be utilized prior to requesting such leave.
- (e) Employees on leave of absence for less than twenty (20) of their work shifts shall have all group insurance and sickness benefits plans continued. Employees on leave of absence exceeding twenty (20) of their work shifts may arrange for the continuation of benefits. Such benefit costs will be paid by the employee beginning with the second month of leave.

20.7 Benefits While on Unpaid Leave of Absence

The Employer will continue to pay its share of the applicable health and welfare benefits for a maximum of twenty (20) of the employee's work shifts in any calendar year. For any leave of absence or accumulation of leaves of absence in excess of twenty (20) of the employee's work shifts in any calendar year, benefit coverage may be continued by the employee, provided the employee pays, in advance, the monthly cost of all the benefit premiums to the Employer in accordance with the procedures outlined by the Employer. Any employee granted an unpaid leave of absence totaling up to twenty (20) working days in any year will continue to accumulate seniority and all benefits. If an unpaid leave of absence or an accumulation of unpaid leaves of absence exceeds twenty (20) working days in any year, the employee will not accumulate benefits from the twenty-first (21st) day of the unpaid leave, but will accumulate seniority and receive credit for previously earned benefits upon expiration of the unpaid leave.

Payment of benefit premiums will be prorated for partial months.

20.8 Compassionate Care Leave

- (a) An employee will be approved for an unpaid leave of absence for up to twenty-seven (27) weeks to provide care or support to a family member who is gravely ill and who has a significant risk of death within twenty-six (26) weeks, as prescribed by the *Employment Standards Act*.

- (b) Employees' service while on the above approved leave of absence for compassionate care will be deemed continuous with associated benefits provided, as prescribed by the *Employment Standards Act*.

20.9 Trans-affirming Care

An employee who requires a leave of absence in order to access physical or psychological trans-affirming care (including medical or non-medical procedures(s)) shall be granted a leave with pay for bargaining up to fifteen (15) days per calendar year. Such leave shall be taken, where applicable, prior to accessing sick leave.

20.10 Union Education Leave

The Employer shall pay the wages for up to four (4) unit members per year to attend the Union Counselling course, subject to operational requirements. Expenses other than salaries and benefits shall be paid by the Union. Applications for other courses shall be dealt with throughout the year at Labour Management meetings

ARTICLE 21 - MATERNITY AND PARENTAL LEAVE

Employees are eligible for unpaid leave of absence from employment subject to the conditions in this article. Every employee who intends to take a leave of absence under this article will give at least four (4) weeks' notice in writing to the Employer unless there is a valid reason why such notice cannot be given and will inform the Employer in writing of the length of leave intended to be taken.

Each employee who wishes to change the effective date of approved leave will give four(4) weeks' notice of such change unless there is a valid reason why such notice cannot be given.

21.1 Maternity Leave

- (a) The employee will be granted leave for a period of seventeen (17) consecutive weeks.
- (b) The period of maternity leave will commence not earlier than thirteen (13) weeks before the expected date of delivery and end no earlier than six (6) weeks following the actual date of birth unless the employee requests a shorter period.
- (c) A request for shorter period under Clause 21.1(b) must be given in writing to the Employer at least one week before the date that the employee indicates they intend to return to work, and the employee must furnish the Employer with a certificate of a qualified medical practitioner stating that the employee is able to resume work.
- (d) The Employer will, upon the request of the employee, modify the commencement of maternity leave for any period approved in writing by a qualified medical practitioner.
- (e) An employee may be required to commence a maternity leave where the duties of the employee cannot reasonably be performed because of the pregnancy and to continue the leave of absence until the employee provides a certificate from a qualified medical practitioner stating that they are able to perform their duties. However, where practical, the Employer will provide the employee with an opportunity to continue employment with appropriate alternative duties, before requiring an employee to take a leave of absence.
- (f) Maternity leave may be extended for up to an additional six (6) months for health reasons where a qualified medical practitioner's certificate is presented.

21.2 Parental Leave

- (a) Upon application, an employee will be granted leave of absence for up to sixty-two (62) weeks following the birth or adoption of the employee's child. The employee will have to furnish a medical certificate or other evidence stating the date of birth of the child or, where applicable, proof of adoption.

- (b) Upon application, employees will be granted parental leave as follows:
- (1) in the case of the birth mother, commencing immediately following the end of the maternity leave under Article 21 (Maternity and Parental Leave), the employee is also eligible for a further leave of absence of sixty-one (61) weeks,
 - (2) in the case of the birth father or the common-law partner of the birth mother, including a same-sex partner, commencing within the seventy-eight (78) week period following the birth of the child,
 - (3) in the case of an adopting parent, commencing within the seventy-eight (78) week period following the date the adopted child comes into the actual care and custody of the parent or within the two week period preceding the date the adopted child comes into the actual care and custody of the parent.
- (c) If the child lives with a physical, psychological, or emotional condition, the employee is entitled to an additional period of parental leave of up to five (5) weeks. The employee's qualified medical practitioner or the agency that placed the child must certify that such an additional period of parental leave is required.

21.3 Leave without Pay

All leave taken under Article 21 (Maternity and Parental Leave) is leave without pay.

21.4 Aggregate Leave

The aggregate amount of leave of absence from employment that may be taken by an employee under Clause 21.1 (Maternity Leave) and Clause 21.2 (Parental Leave) in respect of the birth or adoption of any one child will not exceed seventy-eight (78) weeks, except as provided under Clause 21.1(f) (Maternity Leave) and/or Clause 21.2(c) (Parental Leave).

21.5 Return from Leave

- (a) On return from leave, an employee will be placed in their former position.
- (b) Vacation entitlement, not vacation pay, will continue to accrue while an employee is on leave pursuant to Clause 21.1 (Maternity Leave) or Clause 21.2 (Parental Leave).

21.6 Benefit Plan

If an employee maintains coverage for benefit plans while on maternity or parental leave, the Employer agrees to pay the Employer's share of these premiums.

21.7 Seniority Rights on Return to Work

- (a) An employee who returns to work after the expiration of the maternity and/or parental leave will retain the seniority they had accrued immediately prior to commencing the leave and will be credited with seniority for the period covered by the approved leave.
- (b) The employee will notify the Employer within one month prior to the expiration of the leave of their intent to return to their position unless notice is provided pursuant to Clause 12.5 (Bridging of Service) and/or Clause 21.9 (Extended Child Care Leave).
- (c) The employee will be deemed to have resigned on the date upon which their leave commenced if notice is not given or they do not return to work.

21.8 Sick Leave Credits

- (a) Prior to the commencement of maternity leave, illness arising due to pregnancy may be covered by normal sick leave.
- (b) Sick leave may be used by any pregnant employee, authorized by the receipt of a qualified medical practitioner's statement to the Employer, where there is a confirmed case of German measles or any

other disease or condition in the place of employment which could be harmful to pregnancy as determined by the qualified medical practitioner's statement or report. They may use this leave until all danger from such disease or condition no longer exists.

21.9 Extended Child Care Leave

Upon written notification, no later than four (4) weeks prior to the expiration of the aggregate leave taken pursuant to Clauses 21.1 (Maternity Leave) and 21.2 (Parental Leave), an employee will be granted a further unpaid leave of absence not to exceed one year.

An employee wishing continued coverage under any applicable benefit plans will pay the total premium costs while on extended child care leave.

An employee on extended child care leave will provide the Employer with at least one month's written notice of return from such leave.

Upon return from extended child care leave, an employee will be placed in their former position.

ARTICLE 22 - SAFETY AND HEALTH

22.1 Conditions

The Union and the Employer agree that regulations made pursuant to the *Workers Compensation Act* or any other statute of the Province of British Columbia pertaining to the working environment, will be fully complied with. First aid kits will be supplied in accordance with this section.

22.2 Working Environment

The parties agree that a safe and clean working environment is essential in order to carry out work assignments in a satisfactory manner. The Employer commits to investigate the use of environmentally friendly products.

22.3 Joint Safety and Health Committee

(a) The Employer and the Union agree that policies and guidelines relating to safety and health will be recommended by the Committee. The Committee will meet at least once per month or, to deal with urgent situations, at the call of either party to make recommendations on hazardous, dangerous or unsafe conditions including workload and ergonomic requirements with the aim of preventing and reducing risk of occupational injury and illness including related training.

Where warranted, and where the Employer has multiple locations and a separate Joint Safety and Health Committee is established for those locations (see definition below), one (1) Union-appointed member and one (1) Employer-appointed member shall attend these separate Joint Safety and Health Committees and shall report back to the main Safety and Health Committee.

(b) The Committee will be notified of each accident or injury and will investigate and report to the Union and Employer on the nature and cause of the accident or injury.

(c) Committee membership will be as follows:

(1) the Committee will be comprised of a minimum of two members appointed by the Union and two members appointed by the Employer. In no case will the Employer's members outnumber those of the Union.

(2) a Chairperson and Secretary will be elected from and by the members of the Committee. Where the Chairperson is an employer member, the secretary will be an employee member, and vice versa.

(d) Worker Representatives who attend meetings of the Committee will be without loss of pay for the time spent on this Committee. Time spent to prepare for meetings and fulfill other duties and functions of the committee, as outlined in section(s) 36 - 46 (Joint Committees and Worker Representatives) and 70 (Investigation Process) of the *Workers Compensation Act*, will be compensated as prescribed by section 40 of the *Act*. Where the meeting or required duties are conducted outside the committee members' regular working hours, committee members will receive straight-time pay.

(e) All minutes of the Committee will be recorded in a mutually agreed format and copies will be forwarded to the union representatives of the Committee, and to the CUPE Local 1936 office. These minutes will be posted on safety and health boards at all worksites, and electronic boards if available, or as otherwise agreed to by the Committee.

(f) A worker appointed by the Union as a workplace Safety and Health representative will be granted leave without pay to attend a union sponsored Workplace Health and Safety Training course.

(g) Each union committee member is entitled to an annual educational leave as prescribed by section 41 of the *Workers Compensation Act*, without loss of pay or benefits for the purposes of attending occupational health and safety training courses conducted by or with the approval of WorkSafeBC.

(h) Each new joint Occupational Safety and Health committee member and Worker Safety and Health representative will receive training as outlined in section 3.27 of the Worker Compensation Occupational Health and Safety Regulation, without loss of pay or benefits.

(i) Information Appendix B – Unsafe Work will be posted on safety and health boards in all worksites, and electronic boards if available, or otherwise agreed to by the Committee.

22.4 Unsafe Work

(a) An employee may exercise their right to refuse to do unsafe work pursuant to Section 3.12 of the Occupational Health and Safety Regulations outlined in Information Appendix B.

(b) An employee must not be subject to discriminatory or disciplinary action pursuant to Section 3.13(1) of the Occupational Health and Safety Regulations outlined in Information Appendix B.

22.5 Workplace Violence/Aggressive Conduct

a) Employees who, in the course of their duties, may be exposed to violence or aggressive conduct will receive training at the Employer's expense in recognizing and handling such episodes.

b) The Employer will provide, and review with the employee as appropriate, pertinent information, including information as soon as it is updated, relative to the potential for experiencing violence, physical aggression, and/or verbal abuse within any particular workplace by any persons present at the workplace. The employee will be informed of specific instruction on the approach to be taken when providing care for the client.

c) Immediate defusing, debriefing, culturally appropriate supports and, where deemed appropriate by a qualified medical practitioner, post traumatic counselling for individuals who have been exposed to violence directly or indirectly, including physical, sexual, or verbal assault, will be made available to employees by culturally appropriate individuals or qualified outside practitioners where such services are available at no cost to the Employer. Where an employee requires time off to attend defusing or debriefing, it will be without loss of pay.

d) At the request of an employee who has been exposed to violence, including physical aggression, sexual or verbal abuse, the parties will meet as soon as possible to determine remedies up to and including transfer. The parties will make every reasonable effort to find a remedy. Once the remedy is agreed it will be implemented within fifteen (15) days.

- e) Where repeated incidents of violence occur, including physical aggression, sexual or verbal abuse, the Joint Safety and Health Committee, after review of the circumstances, may request a review by WorkSafeBC.
- f) Where an employee has experienced a critical incident related to their work responsibilities, the Employer will assist the employee to obtain WorkSafeBC counselling and such other support as may be reasonably available.
- g) An employee in need of assistance may contact the WorkSafeBC Critical Incident Response Program phone number. The Employer will post the current contact information at all worksites.

22.6 Injury Pay Provision

An employee who is injured on the job during working hours and is required to leave for treatment or is sent home for such injury will receive payment for the remainder of their shift.

22.7 Transportation of Accident Victims

Transportation to and from the nearest qualified medical practitioner or hospital for employees requiring medical care as a result of an on-the-job accident will be at the expense of the Employer.

22.8 Check-in for Employees Working Alone or in Isolation

Check-in procedures will be implemented to ensure the safety of all employees who work alone.

The Employer will assess the degree of risk in any workplace where an employee is required to work alone. The Employer must develop and implement a written procedure for checking the well-being of a worker assigned to work alone or in isolation under conditions which present a risk of disabling injury, if the worker is not able to secure assistance in the event of injury or other misfortune.

The assessment will be reviewed by the Joint Safety and Health Committee, or the designated worker representative where there is no Committee. The designated worker representative or Safety and Health Committee may make recommendations to the Employer regarding such procedures.

22.9 Communicable Diseases and Parasitic Infestations

- (a) The parties to this agreement share a desire to prevent acquisition and transmission where employees may come into contact with a person and/or possessions of a person with a communicable disease or parasitic infestations.
- (b) Where the Employer is aware of a client with a communicable disease or parasitic infestation, including bed bugs, the Employer will immediately inform the workers about the inherent risk of the communicable disease or parasitic infestation, including bed bugs.
- (c) Where a vaccination is, or may become available as a preventative measure, such vaccination will be made available to all employees who may be at risk of contracting the disease, at no cost to the employee.
- (d) Where an employee has contracted scabies, lice, bed bugs, or any other parasitic infestation as a result of direct exposure in the workplace, they will be entitled to leave without loss of pay for any scheduled shifts during the twenty-four (24) hour period immediately following the detection to deal with personal matters arising from the exposure and will be provided with an appropriate treatment.
- (e) The Employer will, in consultation with the Joint Safety and Health Committee, develop and implement a program and procedure to work to prevent acquisition and transmission where employees may come into contact with a person and/or the possessions of a person with a communicable disease. The Employer will ensure all employees are provided up to date information regarding known risk(s) and/or potential transmission of a communicable disease.

- (f) The Employer may provide, as needed, information sessions/in-services to educate employees regarding communicable diseases as part of the program. Time spent by employees at these sessions will be without loss of pay.

22.10 Protective Clothing and Supplies

The Employer will supply protective clothing supplies as required by WorkSafeBC. The Employer will maintain and replace such supplies and tools as required.

ARTICLE 23 - TECHNOLOGICAL CHANGE

23.1 Definition

"*Technological change*" means:

- (a) the introduction by the Employer into its work, undertaking, or business, of equipment or material of a different nature or kind than that previously used by the Employer in that work, undertaking, or business; or
- (b) a change in the manner, method or procedure in which the Employer carries on its work, undertaking, or business that is directly related to the introduction of that equipment or material that significantly decreases the number of regular employees;
- (c) equipment or materials that have been provided or required by a contract in Vocational Services that has been secured by the Employer will not be considered as the introduction of technological change for the purposes of this article.

Technological change will not include normal layoffs caused by budget limitations, decreases in the amount of work done or other temporary seasonal or sessional interruptions of work.

23.2 Advance Notice

Sixty (60) days before the introduction of any technological change, the Employer will notify the Union of the proposed change.

23.3 Discussions

Within fourteen (14) days of the date of the notice under Clause 23.2 (Advance Notice) of this article, the Union and the Employer will commence discussions for the purpose of reaching agreement as to the effects of the technological change and in what way, if any, this agreement should be amended.

23.4 Employment Protection

A regular employee who is displaced from their job because of technological change will be considered to be laid off according to Article 13 (Layoff and Recall).

23.5 Training

Where technological change may require additional knowledge and skill on the part of regular employees, such employees will be given the opportunity to study, practice and train to acquire the knowledge and skill necessary to retain their employment, provided the regular employee can qualify for the new position within a training period determined by the Employer. The Employer agrees to pay the cost of such training.

23.6 New Employees

No additional employees required because of technological change will be hired by the Employer until the employees affected are notified of the proposed technological change and allowed a training period to acquire the necessary knowledge or skill for retaining their employment.

ARTICLE 24 - PROMOTION AND STAFF CHANGES

24.1 Job Postings

- (a) When a vacancy occurs or a new position is created inside the bargaining unit, the Employer will notify the Union in writing and post notice of the position in the Employer's offices, and on all bulletin boards and/or by electronic communications as appropriate, using whichever method(s) an Employer may deploy that is (are) most effective and efficient for allowing bargaining unit employees access to job postings. The vacancy will be posted within seven (7) days of the vacancy or of the new position being established, for a minimum of ten (10) calendar days, so that all members will know about the vacancy or new position. If no internal applicants apply for the vacancy within the first five (5) calendar days of the internal posting, the Employer may circulate the posting externally.
- (b) Qualified internal candidates will be considered and interviewed prior to external candidates.
- (c) Prior to posting a regular part-time position consisting of hours that are less than required for benefits as per Article 27 (Health and Welfare Benefits), the additional hours will be offered by seniority to regular employees who have the qualifications and work within the programme in which the hours are available. Where the assignment does not conflict with an employee's regular schedule, the hours will form part of their ongoing regularly scheduled hours.

24.2 Information in Postings

Such notice will contain the following information: nature of position, experience, qualifications, wage or salary rate or range, location, shift schedule, hours per week, the closing date, location where applications are to be sent, and whether the employee is required to use their automobile in the performance of their duties. Qualifications may not be established in an arbitrary or discriminatory manner. All job postings will state, "*This position is open to applicants of all/any gender identity or expression*", except where bona fide occupational requirements prevent it. The burden of proof of bona fide exceptions rests with the Employer. All postings will also state "*This position requires union membership*".

24.3 Appointment Policy

- (a) In filling vacancies, the determining factors will be seniority, ability, performance, and relevant qualifications. These four factors will be given equal weight. Where these factors are relatively equal, seniority will be the determining factor.
- (b) In filling supervisory vacancies, the determining factors will be ability, performance, and relevant qualifications. These three factors will be given equal weight. Where these factors are relatively equal, seniority will be the determining factor.
- (c) Where the ability, qualifications and performance of the internal applicants is clearly insufficient for a posted position, the Employer may appoint an external applicant with the required ability and qualifications whose references indicate a suitable level of performance.
- (d) In this article, "*performance*" means a reasonable assessment of an applicant's fulfilment of their relevant job related duties only, including evaluation reports. It does not include those employee records older than eighteen (18) months that must be removed from an employee's file in accordance with Clause 11.4(d) (Right to Grieve Other Disciplinary Action).

24.4 Transfers

- (a) It is understood by the parties that the employees may request a transfer on a temporary basis, in cases where it is unsafe for the unborn child of a pregnant employee.
- (b) In certain other cases, relocation may be in the best interest of the employee and/or the Employer. In such cases, and where bona fide reasons exist, transfers may take place. Other than where

Clause 11.9 (Employee Investigations) applies, the Employer will provide written reasons for permanent transfers, a minimum of fifteen (15) days prior to transfer.

24.5 Trial Period

When a vacancy is filled by an existing employee, the employee will be confirmed in the new job after a period of three (3) calendar months. In the event the applicant proves unsatisfactory in the position during the trial period, the Employer may extend the period for a further three (3) months. If the employee is unable to perform the duties of the new job, they will be returned to their former position and wage or salary rate without loss of seniority.

If the employee wishes to return to their former position, they will be returned to their former position and wage or salary rate without loss of seniority, up to a maximum of two (2) times in a twelve (12) month period. Extenuating circumstances will be discussed between the Employer and the Union.

Any other employee promoted or transferred because of rearrangement of positions will be returned to their former position and wage or salary rate without loss of seniority. The trial period for part-time employees will be equal to three (3) months of full-time, but in any event will not exceed six (6) calendar months.

The trial period will be extended by an amount equal to any absences of the employee that occur during their trial period and that are greater than two (2) weeks in duration. Employee absences may result in the trial period extending beyond the six (6) calendar months referred to above. An extension does not affect the employee's entitlement to health and welfare benefits as per Clause 27.1 (Eligibility).

The Union will be notified of any extensions to an employee's trial period.

24.6 Local Union Observer

The President of the Union or their designate may, upon an applicant's request, sit as an observer on a selection committee for posted positions within the bargaining unit. The observer will be a disinterested party.

24.7 Notification

- (a) Within seven (7) days of the date of the appointment to a vacant position within the bargaining unit, the name of the successful applicant will be sent to each applicant from within the bargaining unit.
- (b) The Employer agrees, at the request of unsuccessful applicants, to discuss the reasons why they were unsuccessful and areas where they can improve their opportunities for advancement.
- (c) Upon written request, unsuccessful applicants from within the bargaining unit will be given, in writing, the reasons they were unsuccessful.

24.8 Right to Grieve

Where an employee feels that they have been aggrieved by a decision of the Employer under this Article except for Clause 24.3, the employee may grieve the decision at Step 3 of the grievance procedure in Article 9 (Grievances) of this agreement within seven (7) days of being notified of the Employer's decision.

In

advance of the Step 3 meeting, and for the purpose of investigating and assisting in the settlement of the grievance, the parties will exchange further particulars and documents for these purposes.

24.9 Vacation Letters

Employees who will be absent from duty on vacation for more than seven (7) calendar days will be entitled to file a letter of preference with their supervisor indicating positions they would accept should a vacancy occur while they are absent. Such letter(s) of preference will only be valid for the duration of the vacation.

24.10 Temporary Vacancies

- (a) Vacancies of a temporary nature, which exceed or are expected to exceed three (3) months will be posted as per Clause 24.1 (Job Postings).
- (b) Casual employees may elect to maintain their 10.6% in lieu of vacation and statutory holidays for the duration of the temporary vacancy they are filling. Successful applicants who fill a temporary vacancy may apply for Article 27 (Health and Welfare Benefits) for which they are eligible, after three (3) months in the temporary vacancy. Upon completion of the temporary work assignment, the employee's entitlement to the Health and Welfare Benefit plan will cease.
- (c) Where an employee is off on long-term disability benefits, a temporary posting may continue to a date of eighteen (18) months from that employee's last day worked. If the eighteen (18) months as noted above is reached and the employee is still off on long-term disability benefits, the position will be posted as a regular position.
- (d) Accepting a temporary vacancy does not change the status of an employee.

24.11 Interviews

An applicant for a posted position with the Employer who is not on a leave of absence without pay and who has been called for an interview will suffer no loss of basic earnings to attend. Should an employee require a leave of absence from duties for the interview, their supervisor will be notified as soon as the requirement to appear for an interview is made known.

24.12 Deemed Qualified

If qualifications for a position are changed, current employees are deemed to possess the necessary qualifications for the position or other like positions, provided they possess an equivalent combination of education, training and experience.

24.13 Evaluation Reports

Where a formal evaluation of an employee's performance is carried out, the employee will be given up to seven (7) calendar days after the interview to read, review, and sign the evaluation. Whenever practical, evaluation interviews will take place during the employee's regular working hours. Where the evaluation interview is held outside the employee's working hours, the employee will be paid at the appropriate rate of pay. Provision will be made on the evaluation form for an employee to sign it. The form will provide for the employee's signature in two places, one indicating that the employee has read and accepts the evaluation, and the other indicating that the employee disagrees with the evaluation. The employee will sign in only one of the places provided. No employee may initiate a grievance regarding the contents of an evaluation report unless the signature indicates disagreement with the evaluation. An employee will receive a copy of this evaluation report at the time of signing. An employee evaluation will not be changed after an employee has signed it, without the knowledge of the employee, and any such changes will be subject to the grievance procedure of this agreement.

ARTICLE 25 - CAREER DEVELOPMENT

25.1 Purpose

Both parties recognize that improved client care will result if employees acquire knowledge and skills related to the services provided by the Employer. The provisions of this article are intended to assist employees in maintaining and improving skills.

25.2 Staff Development Leave

(a) An employee will be granted leave without loss of pay, at their basic rate of pay, to take courses (including related examinations) or attend conferences, conventions, seminars, workshops, symposiums or similar out-of-service programs, at the request of the Employer. The amount of pay received by an employee will not exceed the full-time daily hours of work as outlined in Clause 14.2 (Hours of Work).

When such leave is granted, the Employer will bear the full cost, including tuition fees, entrance or registration fees, laboratory fees, and course-related books. The Employer will also reimburse the employee for approved travelling, subsistence, and other legitimate, applicable expenses.

(b) An employee may be granted leave without pay, with pay, or leave with partial pay, to take work related courses in which the employee wishes to enroll to acquire the skills necessary to enhance opportunities.

(c) Approval of requests will be given reasonable consideration and leaves pursuant to this article will be administered in a reasonable manner.

(d) Should the employee noted above terminate their employment for any reason during the six month period following completion of the above-noted leave, the employee will reimburse the Employer for all expenses incurred by the Employer (i.e. tuition fees, entrance or registration fees, laboratory fees, and course-required books) on a proportionate basis.

ARTICLE 26 - PAYMENT OF WAGES AND ALLOWANCES

26.1 Equal Pay

The Employer will not discriminate between employees by employing a person of one sex or gender for any work at a rate of pay that is less than the rate of pay at which a person of the other sex or gender is employed for similar or substantially similar work.

26.2 Paydays

(a) The Employer will pay wages owing on a biweekly schedule every other Friday.

(b) A comprehensive statement detailing all payments, allowances and deductions will be provided each pay period. The Employer will advise employees in writing on a monthly basis of their vacation, sick leave, lieu time and overtime banks. The Employer will make available to employees their banks and year-to-date totals each pay period.

(c) The distribution of paycheques will be done in such a manner that the details of the paycheque will be confidential.

26.3 Rates of Pay

Employees will be paid in accordance with the rates of pay negotiated by the parties of this agreement. The applicable rates of pay are recorded as Appendix A (Wage Grid) of this agreement.

26.4 Substitution Pay

Where an employee is directed by the Employer to perform the principal duties in a higher paying position within the bargaining unit, they will receive the rate of the new salary range which is the closest step at least eight per cent above their current rate, but not more than the top of the new salary range.

26.5 Rate of Pay on Reclassification or Promotion

When an employee is promoted or reclassified to a higher paying position in the salary schedule, they will receive the rate of the new salary range which is the closest step at least eight (8) per cent above their current rate, but not more than the top of the new salary range.

26.6 Pay on Temporary Assignment

An employee temporarily assigned by the Employer to a position with a rate of pay lower than their regular rate of pay will maintain their regular rate of pay.

26.7 Reclassification of Position

An employee will not have their salary reduced by reason of a change in the classification of their position that is caused other than by the employee.

26.8 Maintenance Agreement

The parties will abide by the terms of the Maintenance Agreement including the capacity to dispute the classification in accordance with the Maintenance Agreement (Information Appendix C).

26.9 Transportation Allowance

(a) An employee who uses their own motor vehicle to conduct business, on behalf of and at the request of the Employer, will a transportation allowance paid at the current Canada Revenue Agency (CRA) Automobile allowance rate established on a yearly basis.

Prior to submitting a claim, employees must accrue their mileage expenses until their claim is a minimum of \$10.

(b) If the employee uses public transportation, the Employer will reimburse the employee the cost of public transportation for all travel on the Employer's business.

(c) The parties agree that they have a duty to accommodate employees who are unable to retain a Class IV licence for medical reasons. The duty to accommodate will also apply where an employee does not presently require a Class IV licence and their position is changed to require a Class IV, but the employee is unable to obtain a Class IV due to medical reasons.

26.10 Meal Allowance

Employees on the Employer's business away from their worksite or out of their region and with the approval of the Employer will be entitled to reimbursement for meal expenses incurred to the maximum set out below. This article will not apply to employees who, on a day-to-day basis, do not work in a fixed location.

Breakfast	\$10.56
Lunch	\$12.94
Dinner	\$22.44

26.11 Travel Advance

Regular employees, who are required to proceed on travel status, will be provided with an adequate travel advance. The amount of the advance will be determined by such factors as time away from headquarters and the frequency of reimbursement.

26.12 Salary Rate Upon Employment

The hiring rate of pay for a new employee will not be higher than the rate of pay for an existing employee in the same classification with similar work experience, training and education.

26.13 Criminal Record Check

The Employer will pay for the cost of any criminal records checks required as a condition of continued employment.

ARTICLE 27 - HEALTH AND WELFARE BENEFITS

Health and Welfare benefits will be provided by the Healthcare Benefit Trust (HBT) or another competitive carrier who is able to supply equivalent coverage.

27.1 Eligibility

Coverage for a regular employee under these Plans will commence on the first day of the month following the month in which the employee successfully completes their probation period.

Coverage for an employee in a trial period, who did not have benefit coverage prior to being awarded a temporary or permanent position, will commence on the first day of the month following the month in which the employee completes work in their trial period not to exceed three (3) months.

Coverage under the provisions of these plans will apply to regular full-time and regular part-time employees who are scheduled to work twenty (20) regular hours or more per week.

Note: See Memorandum of Agreement #3 (Re: Health and Welfare Benefits Entitlement Threshold)

27.2 Termination

Coverage under these Plans will terminate at the end of the month in which the employee's employment terminates with the following exceptions:

- (a) Group Life coverage will continue without premium payment for a period of thirty-one (31) days following the date the employee's employment terminates [see Clause 27.7(b) (Group Life and Accidental Death and Dismemberment)].
- (b) Accidental Death and Dismemberment coverage will terminate on the date the employee's employment terminates.
- (c) Long-term disability coverage will terminate on the date the employee's employment terminates.

27.3 Definition of Spouse and Other Dependents

"*Common-law spouse*" means two people who have cohabited as spousal partners for a period of not less than one year.

"*Couple*" for the purposes of benefits coverage, will be as defined by the individual plan carriers.

"*Dependent child*" for the purposes of benefits coverage, means an unmarried child until the end of the month in which the child attains the age of nineteen (19) years of age if the child is mainly dependent on and living with the employee or their spouse. Coverage may be extended to age twenty-five (25) years where the dependent child is a full-time student. An unmarried child with physical or developmental disabilities will be covered to any age if they are mainly dependent on and living with the employee or their spouse.

"*Family*" means the employee's spouse as defined above and below and their dependent(s) as defined above.

"*Spouse*" means wife, husband or common-law spouse.

27.4 BC Medical Services Plan

Medical Services Plan (MSP) premiums were previously 100% paid by the employer until eliminated by the provincial government as of January 1, 2020. In the event that such a plan, or something reasonably similar, is put in to effect once again, the Employer will pay 100% of the monthly premium for eligible regular employees, their spouse, and dependent children.

27.5 Dental Plan

- (a) The Employer will pay 100% of the monthly premiums for the dental plan that will cover the employee, their spouse and dependent children, provided they are not enrolled in another comparable plan.
- (b) Plan A coverage to include provision for cleaning of the teeth (prophylaxis and scaling) every nine (9) months except dependent children (up to age 19) will be eligible for this provision every six (6) months.
- (c) Eligible regular employees will be provided with a dental plan covering 100% of the costs of the basic plan (Plan A), 60% of the costs of the extended plan (Plan B) and 60% of the costs of the orthodontic plan (Plan C). An employee is eligible for orthodontic services under Plan C after twelve (12) months participation in the plan. Orthodontic services are subject to a lifetime maximum payment of \$2,750 per patient with no run-offs for claims after termination of employment.

27.6 Extended Health Plan

- (a) The Employer will pay 100% of the monthly premiums for the extended health care plan that will cover the employee, her spouse and dependent children, provided they are not enrolled in another plan.
- (b) Eligible regular employees will be provided with an extended health plan covering 80% of eligible expenses, \$45 deductible per person or family.
- (c) There will be coverage for eyeglasses and hearing aids. The allowance for vision care will be \$225 every twenty-four (24) months and the allowance for hearing aids will be \$1,500 per adult every 48 months; and \$1,500 per child every twenty-four (24) months. The allowance for eye exams will be a maximum of \$100 per person per twenty-four (24) months and the allowance for prescribed eyeglasses or equivalent corrective laser surgery will be to a maximum of 80% of \$350 per person per twenty-four (24) months.

27.7 Group Life and Accidental Death and Dismemberment

- (a) The Employer will pay 100% of the premiums for the group life and accidental death and dismemberment insurance plans.
- (b) The plan will provide basic life insurance in the amount of \$50,000 and standard twenty-four (24) hour accidental death and dismemberment insurance until age 65. At the age of sixty-five (65) the amount of coverage will decrease to \$25,000 until the age of seventy (70), at which time the group insurance coverage will cease. Employees may purchase additional insurance provided this option is available by the carrier. The Employer will deduct the appropriate amount from the employee's pay for this option.
- (c) On termination of employment (excluding retirement) coverage for group life will continue without premium payment for a period of thirty-one (31) days during which time the conversion privilege may be exercised; that is, the individual covered may convert all or part of their group life insurance into any whole life, endowment or term life policy normally issued by the insurer and the insurer's standard rates at the time, without medical evidence.

- (d) Employees will be entitled to advance payment of Group Life Benefits in accordance with Memorandum of Agreement #7 (Re: Advance Payment of Group Life Benefits).

27.8 Long-Term Disability

The Employer will provide a long-term disability plan.

Note: See Memorandum of Agreement #2 (Re: Long-Term Disability Plan).

27.9 Payment of Premiums

The sole responsibility of the Employer is to arrange for a carrier to provide the health and welfare benefits required by the collective agreement and the payment of its share of premiums. Benefit entitlement will be determined solely by the plan administrator and/or insurance provider.

ARTICLE 28 - GENERAL CONDITIONS

28.1 Damage to Personal Property

- (a) Where an employee produces reasonable proof that personal possessions are damaged by a person in the care or custody of the Employer, the Employer will pay, to a maximum of \$150, repair costs, replacement costs, or personal deductible insurance provided such personal possessions are of a type suitable and authorized for use while on duty.
- (b) The Employer will pay, for the repair or the replacement cost of prescription eyewear, hearing aids and other prescribed accessibility aids under this article to a maximum of \$400. Replacement and repair costs for eyewear, hearing aids and other prescribed accessibility aids will only be considered after the employee has made an unsuccessful claim under WorkSafeBC for replacement or repair of the prescription eyewear, hearing aids and other prescribed accessibility aids.
- (c) Appropriate receipts will be required to receive reimbursement from the Employer.
- (d) In the event the damage is to the employee's automobile, the insurance deductible will be paid to a maximum of \$500.

28.2 Personal Property

On request, and with reasonable notice, the Employer will provide a secure space for employees to store personal possessions, wallets, and/or purses when the employees are at the employees' headquarters/worksites.

28.3 Supply and Maintenance of Equipment

It is the responsibility of the Employer to furnish and maintain all equipment, machinery and supplies required by employees in the performance of their duties. Employees will not suffer any loss in salary in the event that they cannot carry out their normal duties by reason of the Employer failing to properly maintain equipment, machinery or supplies or by reason of power failures or other circumstances not attributable to the employees.

28.4 Indemnity

- (a) *Civil Actions* - Except where there has been gross negligence on the part of an employee, the Employer will:
 - (1) exempt and save harmless employees from any liability action arising from the proper performance of their duties for the Employer; and
 - (2) assume all costs, legal fees, and other expenses arising from any such action.

(b) *Criminal Actions* - Where an employee is charged with an offence resulting directly from the proper performance of their duties and is subsequently acquitted, the employee will be reimbursed for reasonable legal fees.

(c) The Employer will have the sole and exclusive right to settle any claim, action or judgement or bring or defend any litigation in respect of them.

28.5 Copies of Agreement

The Union and the Employer desire every employee to be familiar with the provisions of this agreement, and their rights and obligations under it. For this reason, the Union and the Employer, will make the agreement available electronically to all employees.

28.6 Contracting Out

The Employer will not contract out bargaining unit work that will result in the layoff of employees.

28.7 Personal Duties

The Employer and the Union agree that an employee will not be required to perform work not related to the business of the Employer. To this end, it is agreed that an employee will not be required to perform duties of a personal nature for supervisory personnel. Job Descriptions

The Employer agrees to supply each employee with a copy of their current job description. The Union and the Bargaining Unit Chair will be provided copies of all job descriptions in the bargaining unit.

28.8 Staff Confidentiality

Any confidential personal information about staff of the Employer, which is directly learned by the Employer in the normal course of business, will be treated as strictly confidential and the Employer will take all reasonable precautions to safeguard it.

28.9 Required Certificates

Where the Employer requires an employee to be qualified to perform first aid duties, or required to hold certificates or licences, the cost of renewing the required certificate(s) will be borne by the Employer. Time spent at the course for certificates will be considered time worked and will be compensated at the appropriate rate of pay.

This does not include the renewal of a Class 5 Driver's License.

28.10 Volunteers

It is agreed that volunteers have a role to fill in the Employer's operation and are an important link to the community being served. The use of volunteers will not result in the layoff of bargaining unit employees.

ARTICLE 29 - HARASSMENT

Preamble

The Employer and the Union agree that every person working in the social services sector has the right to work in an environment free from harassment. The parties will work jointly to support and implement education and prevention efforts to address harassment.

29.1 Personal and Psychological Harassment

(a) Personal and psychological harassment, which may include lateral violence, of a repeated, persistent, or singular incident, is conduct that an individual would reasonably conclude:

- (1) creates a risk to a worker's psychological or physical well-being; causes a worker substantial distress or results in an employee's humiliation or intimidation; or
 - (2) is discriminatory behaviour that causes substantial distress and is based on a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation or gender identity; or
 - (3) is seriously inappropriate and serves no legitimate work-related purpose.
- (b) Good faith actions of a manager or supervisor relating to the management and direction of employees - such as assigning work, providing feedback to employees on work performance, and taking reasonable disciplinary action - do not constitute harassment.

29.2 Sexual Harassment

- (a) Sexual harassment, whether a repeated, persistent, or singular incident, includes sexually oriented verbal or physical behaviour which an individual would reasonably find to be unwanted or unwelcome, giving consideration to all surrounding circumstances and which may detrimentally affect the work environment. Such behaviour could include, but is not limited to:
- (1) touching, patting or other physical contact;
 - (2) leering, staring or the making of sexual gestures;
 - (3) demands for sexual favours;
 - (4) verbal abuse or threats;
 - (5) unwanted sexual invitations;
 - (6) physical assault of a sexual nature;
 - (7) distribution or display of sexual or offensive pictures or material;
 - (8) unwanted questions or comments of a sexual nature;
 - (9) practical jokes of a sexual nature.
- (b) Sexual harassment will often, but need not, be accompanied by an expressed or implied threat of reprisal or promise of reward.
- (c) Persons may be Two-Spirit, cisgender, transgender, non-binary, agender, and/or gendernonconforming. Sexual harassment refers to behaviour initiated by any person and directed toward any other person.

29.3 Harassment Complaints

- (a) An employee with an allegation of harassment is called the complainant and the person who they are making a complaint against is called the respondent.
- (b) A harassment complaint is not a grievance. The complainant must follow this complaint process. However, any action taken by the Employer as a result of the complaint process may be grieved.
- (c) All complaints will be kept confidential by the complainant, the respondent, the Employer, the Union and witnesses.
- (d) The complainant and the respondent (if they are a member of the Union) have the right to union representation.
- (e) A complainant may try to informally resolve their complaint with the assistance of a supervisor, manager, steward, union staff representative or mediator. If the complainant is satisfied with the outcome reached at this point, the complaint is resolved.
- (f) Until a harassment complaint is resolved, the Employer may take interim measures, including separating the complainant and respondent.

- (g) A complainant has the right to file a complaint under the *Human Rights Code* of British Columbia.

29.4 Complaints Procedure

- (a) A formal complaint must be submitted in writing within six (6) months of the last alleged occurrence.
- (b) A complaint must be submitted through the Union and/or directly to the UWBC Provincial Director, People & Culture (or the equivalent or designate). When the Provincial Director has received a complaint, they will notify the respondent and the union staff representative of the substance of the complaint in writing within fifteen (15) days.
- (c) The complaint must contain the specific instance(s) and date(s) that the alleged harassment occurred, the names of any witnesses, an explanation of how the action constitutes a violation of Article 29 (Harassment), and the remedy sought.
- (d) The Provincial Director or their designate will investigate the complaint and will complete their report in writing within thirty (30) days.
- (e) The Employer will take action to resolve the complaint within ten (10) days of receiving the investigator's report.
- (f) The Employer will advise the respondent, the complainant and the Union in writing of the substance of the investigator's report and the resolution of the complaint.
- (g) If the resolution involves separating employees, reasonable efforts will be made to relocate or reschedule the respondent. The complainant may agree in writing to be transferred or rescheduled.
- (h) If the resolution involves separating an employee and a respondent who is not an employee, reasonable efforts will be made to remedy the situation.
- (i) If the respondent is the Provincial Director (or equivalent), or where there are possible systemic issues or multiple complaints, the following process will be used:
- (1) The complainant will contact the Union.
 - (2) As soon as possible but within thirty (30) days the Union will notify the Provincial Director (or equivalent) and the Chief Executive Officer. Clause 29.4 (a) and (c) apply to the notice.
 - (3) The Employer and the Union will appoint a mediator/arbitrator to resolve the complaint. (The person appointed is referred to below as "*the Appointee*".)
 - (4) After consultation with the parties involved, the Appointee will establish the process to resolve the complaint. The process may include – at the Appointee's discretion – any of the following (or any combination of them): fact-finding, mediation, making recommendations or a full report, or conducting an expedited arbitration. In exercising their discretion with respect to the process, the Appointee will consider the parties' desire that the process be fair and expeditious, that it minimizes disruption in the workplace, that it respects individual privacy to the degree possible in the circumstances, and that it keeps costs to a reasonable level. The Appointee will submit any report or recommendations to the Employer and the Union. The report and recommendations will remain confidential, except for distribution to the Chief Executive Officer, the complainant and the respondent. The Appointee may stipulate conditions she/he deems appropriate with respect to distribution. Any outcomes of the process are without prejudice or precedent for other proceedings.
 - (5) The Appointee's fees and expenses will be shared by the Employer and the Union.
- (j) The Employer may take appropriate action, including discipline, against a complainant if the investigation determines that the complaint is frivolous, vindictive or vexatious.

ARTICLE 30 - CASUAL EMPLOYEES

30.1 Employment Status

Casual employees are employed on an "on call" basis to cover absences of a regular employee or augment staff during peak periods where regular employees, as per Clause 14.2(e) (Hours of Work) have not requested topped up hours. These periods will not exceed three (3) months without the agreement of the Union. Casual employees will be considered in-service applicants when applying for vacancies.

30.2 Seniority

- (a) The Employer will include casual employees on the seniority list as detailed in Clause 12.2 (Seniority List).
- (b) Casual employees will accumulate seniority retroactive to their start date after having worked thirty (30) days. Seniority will accumulate on an hourly basis for all hours paid, and upon written notification by the Union, the hours paid for union business.
- (c) Upon return to work from Maternity or Parental Leave, receiving WorkSafeBC or ICBC or any other insurance provider for an injury or illness incurred during employment with the Employer, casual employees will be placed in the same relative position on the seniority list. The employee will be credited with seniority hours based on the difference in hours between the next lower position on the seniority list at the time the employee went off work. A casual will continue to accrue seniority for leaves as per Clause 3.10 (Time Off for Union Business).
- (d) When a casual employee is hired into a regular position, the total hours worked will be converted and credited as seniority in accordance with Clause 12.1 (Seniority Defined) and as continuous service for the purposes of Clause 18.1 (Annual Vacation Entitlement).

30.3 Casual Call-In Procedures

Qualified casual employees will be called in order of seniority

30.4 Leaves of Absence

- (a) The Employer will grant, on written request, leave of absence without pay and seniority:
 - (1) for casual employees to seek election in a federal, provincial, municipal, First Nation or other Indigenous election for a maximum period of ninety (90) days; and
 - (2) for casual employees elected to a public office for a maximum period of five (5) years.
- (b) A casual employee eligible to vote in a federal, provincial, municipal or First Nation or other Indigenous election or a referendum will have four consecutive clear hours during the hours in which polls are open in which to cast their ballot.
- (c) In the case of compassionate leave, casual employees are entitled to leave as per Clause 20.1 (Compassionate Leave) without pay.
- (d) Attendance at court arising from employment will be with pay and travel expenses if required.
- (e) Notwithstanding any provision for leave in this agreement, the Employer may grant a leave of absence without pay to an employee requesting leave for an emergency or other unusual circumstances. All requests and approvals for leave will be in writing. Upon request, the Employer will give reasons for withholding approval.

- (f) An employee who resigns their position and within sixty (60) days is re-employed, will be granted a leave of absence without pay covering those days absent and will retain all previous rights in relation to seniority.

30.5 Paid Holidays and Vacation for Casual Employees

Casual employees will receive 10.6% of their straight-time pay in lieu of scheduled vacations and paid holidays. (effective April 1, 2023)

30.6 Application of Agreement to Casual Employees

The provisions of Article 13 (Layoff and Recall), Clause 14.5 (Flextime), Clause 14.7 (Standby Provisions), Article 17 (Holidays), Article 18 (Annual Vacations), Article 19 (Sick Leave), Article 20 (Special and Other Leaves), Article 23 (Technological Change), Article 27 (Health and Welfare Benefits) and Article 31 (Municipal Pension Plan) except as set out in the Plan Rules, do not apply to casual employees.

30.7 Statutory Holidays

A casual employee who works on a designated holiday will be compensated at time and one-half for the hours worked.

30.8 Regular to Casual Status

Regular employees may apply to transfer to casual status. Upon transfer such employees will be entitled only to such benefits as are available to casual employees. Such employees will maintain all accumulated seniority to the date of transfer.

An employee who transfers from regular to casual status will have their regular sick bank frozen and inaccessible until such time as the employee posts back to regular status or posts to a vacancy under Clause 24.11 (Temporary Vacancies).

30.9 Use of Technology

- a) The Employer may offer work assignments to all eligible employees on the call-in lists by use of technology, such as text messaging and electronic scheduling programs that allow for automation and/or for all employees on call-in lists to be contacted at the same time.
- b) The employer will discuss their intention to introduce technology for call-in procedures with the Union.
- c) To support the transition to using a new process or to introduce technology, the employer will clearly outline the process with employees prior to implementation.
- d) To the extent necessary, the parties will meet to negotiate amendments to achieve consistency in terms with newly introduced technologies.

30.10 Absences

Employees who accept work assignments offered must work those assignments except where they have a valid reason for absence (for example and not limited to: Illness, injury, emergency or other reasonable circumstance) and will notify the Employer of such absence as soon as possible prior to the start of their shift.

ARTICLE 31 - MUNICIPAL PENSION PLAN

- (a) The Employer will provide the Municipal Pension Plan (MPP) to all eligible employees.
- (b) All regular full-time employees will be enrolled in the MPP upon completion of the earlier of their probationary period or three (3) months and will continue in the plan as a condition of employment. Full-time hours of work are defined in the local issues agreement.

Regular part-time employees and casual employees hired after April 1, 2010, who meet the eligibility requirements of the MPP have the right to enrol or not enrol in the MPP. Those who initially decline participation have the right to join the MPP at any later date.

The MPP rules currently provide that a person who has completed two (2) years of continuous employment with earnings from an employer of not less than 35% of the year's maximum pensionable earnings in each of two consecutive calendar years will be enrolled in the Plan. This rule will not apply when an eligible employee gives a written waiver to the Employer.

- (c) The Employer will ensure that all new employees are informed of the options available to them under the MPP rules.
- (d) Eligibility and terms and conditions for the pension will be those contained in the Municipal Pension Plan and associated documents.
- (e) If there is a conflict between the terms of this agreement and the MPP rules, the MPP must prevail.

Note: MPP contact information:

- Web: <http://www.pensionsbc.ca>
- Email: mpp@pensionsbc.ca
- Victoria Phone: 1-250-953-3000
- BC Phone: 1-800-668-6335

ARTICLE 32 - TERM OF AGREEMENT

32.1 Duration

This agreement will be binding and remain in effect until midnight, March 31, 2025.

32.2 Notice to Bargain

- (a) This agreement may be opened for collective bargaining by either party giving written notice to the other party on or after December 1, 2024
- (b) Where no notice is given by either party prior to December 31, 2024 both parties will be deemed to have been given notice under this article on December 31, 2024.
- (c) All notices on behalf of the Union will be given by CUPE Local 1936 and similar notices on behalf of the Employer will be given by United Way British Columbia.

32.3 Commencement of Bargaining

Where a party to this agreement has given notice under Clause 32.2 (Notice to Bargain), the parties will, within fourteen (14) days after the notice was given, commence collective bargaining.

32.4 Changes in Agreement

Any change deemed necessary in this agreement may be made by mutual agreement at any time during the life of this agreement.

32.5 Effective Date of Agreement

The provisions of the agreement will come into full force and effect on the date of ratification, unless specified otherwise.

32.6 Agreement to Continue in Force

Both parties will adhere fully to the terms of this agreement until a strike or lockout occurs.

**SIGNED ON BEHALF OF
CUPE 1936:**

**SIGNED ON BEHALF OF
UNITED WAY BRITISH COLUMBIA:**

APPENDIX A

WAGE GRID

April 1, 2022:

Grid Level	Step 1 (0- 2000 hours)	Step 2 (2001- 4000 hours)	Step 3 (4001- 6000 hours)	Step 4 (6001 hours onwards)
1	\$ 18.63	\$ 19.22	\$ 20.28	\$ 21.35
2	\$ 19.17	\$ 19.80	\$ 20.90	\$ 21.99
3	\$ 19.52	\$ 20.18	\$ 21.32	\$ 22.39
4	\$ 19.88	\$ 20.58	\$ 21.71	\$ 22.85
5	\$ 20.63	\$ 21.34	\$ 22.48	\$ 23.66
6	\$ 21.35	\$ 22.09	\$ 23.28	\$ 24.50
7	\$ 21.99	\$ 22.72	\$ 23.99	\$ 25.26
8	\$ 22.47	\$ 23.27	\$ 24.52	\$ 25.80
9	\$ 23.01	\$ 23.80	\$ 25.08	\$ 26.38
10	\$ 23.47	\$ 24.27	\$ 25.56	\$ 26.93
11	\$ 25.05	\$ 25.91	\$ 27.32	\$ 28.75
12	\$ 26.53	\$ 27.45	\$ 28.94	\$ 30.45
13	\$ 27.96	\$ 28.89	\$ 30.50	\$ 32.09
14	\$ 30.72	\$ 31.74	\$ 33.51	\$ 35.26
15	\$ 33.65	\$ 34.80	\$ 36.74	\$ 38.61
16	\$ 36.47	\$ 37.72	\$ 39.84	\$ 41.86
17	\$ 40.05	\$ 41.41	\$ 43.69	\$ 45.97
18	\$ 42.90	\$ 44.33	\$ 46.80	\$ 49.26
19	\$ 45.70	\$ 47.27	\$ 49.89	\$ 52.51
20	\$ 50.00	\$ 51.71	\$ 54.53	\$ 57.40

April 1, 2022 PARAPROFESSIONAL WAGE GRID:

Grid Level	Step 1 (0- 2000 hours)	Step 2 (2001- 4000 hours)	Step 3 (4001- 6000 hours)	Step 4 (6001 hours onwards)
13-P-LPN	\$ 29.89	\$ 31.36	\$ 32.85	\$ 34.31
14-P-LPN	\$ 30.84	\$ 32.47	\$ 34.11	\$ 35.74
13-P	\$ 33.82	\$ 37.11	\$ 40.40	\$ 43.69
14-P-IDP	\$ 35.18	\$ 37.77	\$ 40.34	\$ 42.92
14-P-SCD	\$ 35.18	\$ 37.77	\$ 40.34	\$ 42.92
14-P	\$ 35.18	\$ 38.27	\$ 41.37	\$ 44.46
15-P	\$ 37.77	\$ 40.86	\$ 43.94	\$ 47.03
16-P-RD	\$ 37.66	\$ 40.49	\$ 43.32	\$ 46.15
16-P	\$ 39.14	\$ 42.06	\$ 44.98	\$ 47.91
16-P-OT	\$ 40.07	\$ 42.72	\$ 45.38	\$ 48.04
16-P-PT	\$ 40.07	\$ 42.72	\$ 45.38	\$ 48.04
16-P-RN	\$ 41.92	\$ 44.40	\$ 46.89	\$ 49.38
17-P-OT	\$ 41.59	\$ 44.29	\$ 46.99	\$ 49.69
17-P-PT	\$ 41.59	\$ 44.29	\$ 46.99	\$ 49.69
17-P-RN	\$ 44.74	\$ 48.09	\$ 51.44	\$ 54.79
17-P-SLP	\$ 41.40	\$ 43.58	\$ 45.75	\$ 47.92
18-P-SLP	\$ 42.96	\$ 45.21	\$ 47.45	\$ 49.70
17-P	\$ 41.40	\$ 45.16	\$ 48.90	\$ 52.66
18-P	\$ 43.77	\$ 47.90	\$ 52.03	\$ 56.16
19-P	\$ 46.48	\$ 50.87	\$ 55.25	\$ 59.64
20-P	\$ 50.59	\$ 55.36	\$ 60.13	\$ 64.90

April 1, 2023:

Grid Level	Step 1 (0- 2000 hours)	Step 2 (2001- 4000 hours)	Step 3 (4001- 6000 hours)	Step 4 (6001 hours onwards)
1 \$	19.89 \$	20.52 \$	21.65 \$	22.79
2 \$	20.46 \$	21.14 \$	22.31 \$	23.47
3 \$	20.84 \$	21.54 \$	22.76 \$	23.90
4 \$	21.22 \$	21.97 \$	23.18 \$	24.39
5 \$	22.02 \$	22.78 \$	24.00 \$	25.26
6 \$	22.79 \$	23.58 \$	24.85 \$	26.15
7 \$	23.47 \$	24.25 \$	25.61 \$	26.97
8 \$	23.99 \$	24.84 \$	26.18 \$	27.54
9 \$	24.56 \$	25.41 \$	26.77 \$	28.16
10 \$	25.05 \$	25.91 \$	27.29 \$	28.75
11 \$	26.74 \$	27.66 \$	29.16 \$	30.69
12 \$	28.32 \$	29.30 \$	30.89 \$	32.51
13 \$	29.85 \$	30.84 \$	32.56 \$	34.26
14 \$	32.79 \$	33.88 \$	35.77 \$	37.64
15 \$	35.92 \$	37.15 \$	39.22 \$	41.22
16 \$	38.93 \$	40.27 \$	42.53 \$	44.69
17 \$	42.75 \$	44.21 \$	46.64 \$	49.07
18 \$	45.80 \$	47.32 \$	49.96 \$	52.59
19 \$	48.78 \$	50.46 \$	53.26 \$	56.05
20 \$	53.38 \$	55.20 \$	58.21 \$	61.27

April 1, 2023 PARAPROFESSIONAL WAGE GRID:

Grid Level	Step 1 (0- 2000 hours)	Step 2 (2001- 4000 hours)	Step 3 (4001- 6000 hours)	Step 4 (6001 hours onwards)
13-P-LPN	\$ 31.91	\$ 33.48	\$ 35.07	\$ 36.63
14-P-LPN	\$ 32.92	\$ 34.66	\$ 36.41	\$ 38.15
13-P	\$ 36.10	\$ 39.61	\$ 43.13	\$ 46.64
14-P-IDP	\$ 37.55	\$ 40.32	\$ 43.06	\$ 45.82
14-P-SCD	\$ 37.55	\$ 40.32	\$ 43.06	\$ 45.82
14-P	\$ 37.55	\$ 40.85	\$ 44.16	\$ 47.46
15-P	\$ 40.32	\$ 43.62	\$ 46.91	\$ 50.20
16-P-RD	\$ 40.20	\$ 43.22	\$ 46.24	\$ 49.27
16-P	\$ 41.78	\$ 44.90	\$ 48.02	\$ 51.14
16-P-OT	\$ 42.77	\$ 45.60	\$ 48.44	\$ 51.28
16-P-PT	\$ 42.77	\$ 45.60	\$ 48.44	\$ 51.28
16-P-RN	\$ 44.75	\$ 47.40	\$ 50.06	\$ 52.71
17-P-OT	\$ 44.40	\$ 47.28	\$ 50.16	\$ 53.05
17-P-PT	\$ 44.40	\$ 47.28	\$ 50.16	\$ 53.05
17-P-RN	\$ 47.76	\$ 51.34	\$ 54.91	\$ 58.49
17-P-SLP	\$ 44.19	\$ 46.52	\$ 48.84	\$ 51.15
18-P-SLP	\$ 45.86	\$ 48.26	\$ 50.65	\$ 53.05
17-P	\$ 44.19	\$ 48.21	\$ 52.20	\$ 56.21
18-P	\$ 46.72	\$ 51.13	\$ 55.54	\$ 59.95
19-P	\$ 49.62	\$ 54.30	\$ 58.98	\$ 63.67
20-P	\$ 54.00	\$ 59.10	\$ 64.19	\$ 69.28

***Further adjustments to the 2023 Wage Grid will be made once the Health Sector Wage Comparability increases are finalized by CSSEA and CSSBA, which can include retroactive increases to April 1, 2023. The parties agree to honour and implement such adjustments to the Wage Grid of this Collective Agreement**

APPENDIX A1

Details of Wage Increases

The timing and percentages of the increases will be as follows, effective at the start of the first pay period after the respective dates:

The following general wage increase will be granted to all employees *:

- Effective the first full pay period following April 1, 2022:
 - Low Wage Redress of \$22,366,929 (see below; this allocation to be applied first),
 - \$0.25/hour increase to all wage grids (to be applied second),
 - 3.24% increase to all wage grids.
- Effective the first full pay period following April 1, 2023 – 5.5% increase, plus up to another 1.25% if the COLA clause ** as set out below is triggered,
- Effective the first full pay period following April 1, 2024 – 2.0% increase, plus up to another 1.0% if the COLA clause ** as set out below is triggered.

*An employee paid above the wage grid will be granted the same wage increases at that time when the wage grid meets or exceeds the employee's current wage rate for the classification. Until that time, their wage rates continue to be maintained at current levels, subject to receiving 50% of the above general wage increases for the term of this collective agreement, in accordance with this Appendix. No other wage adjustments will be granted.

**** Cost of Living Adjustments (COLA):**

“General Wage Increase” or “GWI” means the overall general wage increase expressed as a percentage.

“Cost of Living Adjustment” or “COLA” means a percentage-based general wage increase adjustment provided in accordance with this Memorandum of Agreement. COLA is an upward adjustment applied to and folded into all wage rates.

The “annualized average of BC CPI over twelve months” (AABC CPI) means the Latest 12-month Average Index % Change reported by BC Stats in March for British Columbia for the twelve months starting at the beginning of March in the preceding year and concluding at the end of the following February.

The “Latest 12-month Average Index”, as defined by BC Stats, is a 12-month moving average of the BC consumer price indexes of the most recent 12 months. This figure is calculated by averaging index levels over the applicable 12 months.

The Latest 12-month Average Index % Change is reported publicly by BC Stats in the monthly BC Stats Consumer Price Index Highlights report. The BC Stats Consumer Price Index Highlights report released in mid-March will contain the applicable figure for the 12-months concluding at the end of February. The percentage change reported by BC Stats that will form the basis for determining any COLA increase is calculated to one decimal point. For reference purposes only, the annualized average of BC CPI over twelve months from March 1, 2021 to February 28, 2022 was 3.4%.

COLA

The COLA will be applied as applicable to the GWI effective on the first pay period after April 1, 2023 and April 1, 2024. The COLA will be calculated by determining the difference between the AABC CPI and the annual general wage increase to the maximum COLA prescribed that year in Wage Schedule – Grids.

April 2023

If the 2023 AABC CPI exceeds the April 2023 GWI of 5.5%, then, on the first pay period after April 1, 2023 the April 2023 GWI will be adjusted upwards to reflect a COLA equal to the difference between the April 2023 GWI and the 2023 AABC CPI up to a maximum of 1.25%.

April 2024

If the 2024 AABC CPI exceeds the April 2024 GWI of 2.0%, then, on the first pay period after April 1, 2024 the April 2024 GWI will be adjusted upwards to reflect a COLA equal to the difference between the April 2024 GWI and the 2024 AABC CPI up to a maximum of 1.00%

APPENDIX B

List of Arbitrators

Pursuant to Clause 10.2 (Appointment of Arbitrator), the following individuals will hear arbitration cases.

Emily Burke
Elaine Doyle
Brian Foley
Rod Germaine

Joan Gordon
John Hall
Ron Keras
Judi Korbin

Wayne Moore
Bob Pekeles
Vince Ready
Chris Sullivan

MEMORANDUM OF AGREEMENT #1

Re: Professional Responsibility, Job Sharing and Work Location

Where the previous collective agreement contained an express provision which addresses professional responsibility, job sharing and/or work location, it will continue.

MEMORANDUM OF AGREEMENT #2

Re: Long-Term Disability Plan

The coverage provided by the Long-Term Disability Plan will be in accordance with the recommendations pertaining to long-term disability issued by Donald R. Munroe, Q.C. between CSSEA and CSSBA dated May 28, 1999, and revised June 9, 1999, at page 15.

The plan will include the following:

1. The plan will cover eligible regular employees who have completed their probationary period and will provide such employees with salary continuation until the age of 65 in the event of a qualifying disability.
2. *Qualification Period* - LTD benefits are payable after the employee has been totally disabled and unable to perform the duties of their own occupation for a period greater than six months.
3. *Definition of Disability*:
 - (a) To qualify for long-term disability benefits for the first 12 months (excluding the qualification period), the employee must be unable, because of accident or sickness, to perform the duties of the employee's own occupation.
 - (b) To continue to qualify for long-term disability benefits beyond the 12 months period referenced in (a) above, the employee must be unable to perform the duties of any gainful occupation.
4. *Coverage Amount* - 70% of the first \$4,492.00 of the pre-disability monthly earnings and 50% of the pre-disability monthly earnings above \$4,492.00 or 66-2/3% of the pre-disability monthly earnings, whichever is more.
5. The plan includes an "*early intervention*" program.
6. Enrolment and participation of employees in the early intervention program is mandatory. (see also Information Appendix A)
7. The Employer will pay 100% of the premium.

The parties acknowledge that the coverage amounts set out in 4. above are subject to change pending agreed adjustments calculated by CSSBA and CSSEA. The parties further agree to honour and implement the changes as these changes are published.

MEMORANDUM OF AGREEMENT #3

Re: Health and Welfare Benefits Entitlement Threshold

The parties agree that the health and welfare benefits entitlement threshold will be as follows:

- (a) Notwithstanding Clause 27.1 (Eligibility), employees hired prior to April 1, 2004 will retain their eligibility for health and welfare benefits provided they are in a posted position of 15 or more regularly scheduled hours per week. For these employees, the eligibility for health and welfare benefits will be fifteen (15) or more regularly scheduled hours per week.
- (b) Future certifications, variances, and existing certifications will be governed by Clause 27.1 (Eligibility).

MEMORANDUM OF AGREEMENT #4

Re: Advance Payment of Group Life Benefits

The guidelines regarding payment of group life benefits for terminally ill employees pursuant to Clause 27.7 (Group Life and Accidental Death and Dismemberment) are as follows:

1. Death must be "*expected*" within 12 months. The employee's attending physician will be required to provide sufficient medical information, including the employee's diagnosis and prognosis, to allow the group life insurance carrier to assess the life expectancy.
2. Requests for advance payments must be in writing.
3. Authorization from the Employer must be submitted with the employee's request.
4. The amount of the payment will be 50% of the life insurance coverage, subject to a maximum of \$25,000.
5. A signed release will be obtained from the insured employee prior to payment being made. A release is not required from designated revocable beneficiaries, as they have no legal rights to life insurance proceeds until after the insured's death. Situations involving irrevocable beneficiaries or divorce judgements will require special releases.
6. The advance payment will be deducted from the final payout in accordance with the terms, conditions and limitations of the Life Insurance Policy.

MEMORANDUM OF AGREEMENT #5

Re: Bargaining Unit Work

Excluded staff will not work on any jobs which are included in the bargaining unit, except for the purposes of instruction, temporary experimentation not to exceed 90 days without mutual agreement, or in emergencies when regular employees are not available, and provided that the work performed does not reduce the hours of work or pay of any regular employee in the bargaining unit.

MEMORANDUM OF AGREEMENT #6

Re: Joint Job Evaluation

A. Job Evaluation

A classification system for the Community Social Services Sector has been established pursuant to the following excerpt from the "*RECOMMENDATIONS FOR SETTLEMENT BY THE MEDIATOR DONALD R. MUNROE, QC (JUNE 9, 1999)*":

"The purpose of this section is to set out a process and framework to achieve:

- 1. Wage parity with Facility Workers;*
- 2. Standardization of wages in the Social Services Sector; and*
- 3. Elimination of gender-based wage discrimination.*

Recognizing that wage inequities currently exist within the Social Services Sector and that parties are committed to implementing equity changes as quickly as possible to eliminate the inequities, the parties agree to the following:

- (a) The job evaluation plan will be developed as per the Memorandum of Agreement (Addendum - Job Evaluation Plan)"*

The parties agree that the classification system established as above will be used, and that the Joint Job Evaluation Committee will be in effect for all employees covered by this collective agreement.

The parties subscribe to the principle of equal pay for work of equal value.

MEMORANDUM OF AGREEMENT #7

Re: Clause 27.6 Exemption

An employee who is in receipt of the health and welfare benefits provided under the Federal Indian Act will not be subject to the restrictions in Clause 27.6(a) (Extended Health Plan).

LETTER OF UNDERSTANDING #1

Re: Dismissals and Mediation

Whereas the parties wish to resolve as effectively as possible disputes arising out of dismissals;

And whereas the parties wish to codify their current practice in relation to the early resolution of these disputes;

The parties therefore agree as follows:

In the case of a dispute arising from an employee's dismissal, the grievance may be referred directly to mediation within thirty (30) days of the date on which the dismissal occurred, or within thirty (30) days of the employee receiving notice of dismissal. The parties are to appoint a mediator within thirty (30) days of the written referral. If either the Employer or Union believe that mediation will not be effective in resolving the grievance, it may instead be filed directly at arbitration in accordance with Clause 9.11 (a) - Dismissal or Suspension Grievance.

This agreement will remain in effect until the expiration of the collective agreement.

LETTER OF UNDERSTANDING #2

Re: Metro Vancouver Living Wage

United Way British Columbia is recognized by the Living Wage for Families B.C. organization for its commitment as a living wage employer. As such, United Way British Columbia, shall ensure wages do not fall under the living wage rate of Metro Vancouver as published from time to time by the Living Wage for Families B.C. organization.

Any adjustment to wages up to the published living wage rate of Metro Vancouver shall be made on the subsequent pay period to the new published living wage rate.

LETTER OF UNDERSTANDING #3
between
United Way British Columbia (the “Employer”)
and
CUPE Local 1936 (the “Union”)

RE: Shift Premiums

Whereas the parties acknowledge and wish to address ongoing recruitment and retention challenges, effective upon ratification, the parties agree to introduce Evening, Overnight and Weekend Shift Premiums. The parties agree to revisit the terms and conditions of this LOU after six (6) months of signing to evaluate the success of this pilot project.

Shift Premiums

Shift Premiums set under this Memorandum shall not be considered part of the employee’s basic hourly rate of pay.

a) Overnight Shift Premium

An Overnight Shift Premium of five dollars (\$5) will be paid to employees for each hour worked between 11:01 p.m. and 7:00 a.m.

b) Evening Shift Premium

An Evening Shift Premium of three dollars (\$3) will be paid to employees for each hour worked between 3:01 p.m. and 11:00 p.m.

c) Weekend Shift Premium

A Weekend Shift Premium of three dollars (\$3) will be paid to employees for each hour worked between 12:01 a.m. on Saturdays until 12:00 a.m. on Mondays.

Weekend Shift Premiums will be paid in addition to any other shift premiums (evening or overnight) that an employee is entitled to.

In addition to the introduction of shift premiums to improve recruitment, the Employer agrees to ensure healthy staffing levels to improve retention and mitigate employee burnout.

INFORMATION APPENDIX A

The following has been appended to the collective agreement for information purposes only Group Benefits Plan Equivalency Provisions.

Plan provisions not specifically addressed in this document will be based on the provisions of the insurance provider. A group policy must not contain any clause that restricts an employee who satisfies the eligibility requirements of the collective agreement from accessing the Plan or the provisions specified in this document.

GROUP LIFE

Premiums

- 100% employer-paid
- premium costs are a taxable income to the employee

Eligibility

- regular full-time and regular part-time employees scheduled to work 20 regular hours or more per week except as provided in MOA #3 (Re: Health and Welfare Benefits Entitlement Threshold)
- enrolment is a mandatory condition of employment

Effective Date

- first day of the month following the month in which the employee successfully completes their probation or trial period not to exceed three months

Amount of Benefit

- \$50,000 in the event of death due to any cause for an employee who is less than 65 years of age
- \$25,000 in the event of death due to any cause for an employee who is 65 to 69 years of age
- benefit is paid regardless of cause of death based on employee's eligibility at date of death

Continuation of Coverage

- the Employer will continue to pay the Group Life contributions while the employee is receiving sick pay, is on maternity or parental leave, or during the first 20 work shifts in any calendar year of unpaid leave
- coverage can continue while an employee is on an unpaid leave, if the employee pays 100% of the contributions
- while an employee receives LTD benefits from the Plan, the employee's Group Life coverage will continue at no cost to the employee or the Employer as long as the employee remains an employee

Termination of Coverage

Coverage ceases on the date the employee:

- terminates employment
- retires
- commences an unpaid leave beyond 20 work shifts in any calendar year and employee elects not to pay contributions or elects to pay contributions and then stops paying them until their return to work
- transfers to an ineligible status
- is laid off

- turns 70 years of age

Conversion

- upon termination of employment (excluding retirement), coverage continues at no charge to the employee or Employer for 31 days during which time the employee may convert all or part of their group life insurance, without providing medical evidence, into any whole life, endowment or term life policy normally issued by the insurer at the insurer's standard rates at that time

Advance Payment Program

- in the event of terminal illness, with medical information confirming life expectancy of less than one year, an advance payment of up to 50% of the Group Life benefit, subject to a maximum of \$25,000, is available to the employee

ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)

Premiums

- 100% employer-paid

Eligibility

- regular full-time and regular part-time employees scheduled to work 20 regular hours or more per week except as provided in MOA #3 (Re: Health and Welfare Benefits Entitlement Threshold)
- enrolment is a mandatory condition of employment

Effective Date

- first day of the month following the month in which the employee successfully completes their probation or trial period not to exceed three months

Amount of Benefit

- \$50,000 (principal sum) in the event of death due to any accidental cause (in addition to the Group Life benefit) for an employee who is less than 65 years of age
- \$25,000 (principal sum) in the event of death due to any accidental cause (in addition to the Group Life benefit) for an employee who is 65 to 69 years of age
- 100% of principal sum in the event of loss of both hands, or both feet, or sight of both eyes, or one hand and one foot, or one hand and the sight of one eye, or one foot and the sight of one eye, or hearing in both ears and speech
- 75% of principal sum in the event of loss of one arm or one leg
- 50% of principal sum in the event of loss of one hand, or one foot, or sight of one eye, or hearing in both ears, or speech
- 25% of principal sum in the event of loss of thumb and index finger of one hand, or all four fingers of one hand
- 12.5% of principal sum in the event of loss of all toes of one foot

Exclusions

- suicide or attempted suicide, while sane or insane
- intentionally self-inflicted injury
- war, insurrection or hostilities of any kind, whether a participant or not in such actions
- participation in any riot or civil commotion
- bodily or mental infirmity or illness or disease of any kind, or medical or surgical treatment thereof

- travel or flight in any aircraft except solely as a passenger in a powered civil aircraft having a valid and current airworthiness certificate, and operated by a duly licensed or certified pilot while such aircraft is being used for the sole purpose of transportation only - descent from any aircraft in flight will be deemed to be part of such flight
- committing or attempting to commit a criminal offence or provoking an assault
- in the course of operating a motor vehicle while under the influence of any intoxicant; or, if blood alcohol concentration is in excess of 100 milligrams of alcohol per 100 millilitres of blood

Continuation of Coverage

- the Employer will continue to pay the AD&D contributions while the employee is receiving sick pay, is on maternity or parental leave, or during the first 20 work shifts in any calendar year of unpaid leave
- coverage can continue while an employee is on an unpaid leave, if the employee pays 100% of the contributions
- while an employee receives LTD benefits from the Plan, the employee's AD&D coverage will continue at no cost to the employee or the Employer as long as the employee remains an employee

Termination of Coverage

Coverage ceases on the date the employee:

- terminates employment
- retires
- commences an unpaid leave beyond 20 work shifts in any calendar year and employee elects not to pay contributions or elects to pay contributions and then stops paying them until their return to work
- transfers to an ineligible status
- is laid off
- turns 70 years of age

Claims

- loss must occur within 365 days of the date of the accident
- claims must be submitted within 365 days of the date of loss

LONG-TERM DISABILITY (LTD)

Premiums

- 100% employer-paid

Eligibility

- regular full-time and regular part-time employees scheduled to work 20 regular hours or more per week except as provided in MOA #3 (Re: Health and Welfare Benefits Entitlement Threshold)
- enrolment is a mandatory condition of employment
- no restrictions re pre-existing medical conditions
- Upon return to work following recovery, an employee who was on claim for less than 12 months will continue in their former job, an employee who was on claim for more than 12 months will return to an equivalent position exercising their seniority rights if necessary, pursuant to Clause 13.4 (Bumping) of the collective agreement.

- Employees on long-term disability will be considered employees for the purpose of the pension plan.

Effective Date

- first day of the month following the month in which the employee successfully completes their probation or trial period not to exceed three months

Early Intervention Program (EIP)

The parties will follow policies and procedures set by the Community Social Services Early Intervention Program (CSSEIP)

- the Program is jointly supported by both the Employers and Unions
- the Employer refers an employee who has been ill or injured to the EIP provider
- the EIP provider determines the eligibility of the employee to participate in the program
- once eligible, participation of the employee in the EIP is mandatory
- the Union will support the employee to participate in the Program in accordance with the CSSEIP policies and procedures
- It is understood that access to benefits may be at risk for employees who do not participate (reference the CSSEIP policies and procedures)
- the EIP provider designs a return-to-work plan tailored to the employee's individual circumstances in consultation with the employee, Employer and Union i.e. integrating the employee back into the workplace with graduated or modified duties, job accommodation by the Employer within the provisions of the collective agreement
- the EIP provider monitors the progress of the employee and makes adjustments to the plan as needed to ensure a successful return to work

Amount of Benefit

- 70% of the first \$4,492.00 of basic pre-disability monthly earnings plus 50% of basic pre-disability monthly earnings in excess of \$3,76 or 66 2/3% of basic pre-disability monthly earnings, whichever is greater
- the \$4,492.00 level is to be adjusted annually for new claims based on the increase in the weighted average wage rate in effect following review by the underwriter
- the \$4,492.00 level is to be adjusted every four years based on the increase in the weighted average wage rate in effect following review by the underwriter

Qualification Period

- benefits are payable after the employee has been totally disabled and unable to perform the duties of their own occupation for a period greater than six months
- employees who will be eligible for benefits under the Long-Term Disability Plan will not have their employment terminated; following expiration of their sick leave credits they will be placed on unpaid leave of absence until receipt of long-term disability benefits.
- employees who still have unused sick leave credits after the qualification period when the long-term disability benefit becomes payable will have the option of:
 - exhausting all sick leave credits before receiving the long-term disability benefit;
 - using sick leave credits to top off the long-term disability benefit;
 - banking the unused sick leave credits for future use.

Definition of Total Disability

- to qualify for benefits for the first 12 months (excluding the six month qualification period), the employee must be unable, due to accident or sickness, to perform the duties of their "*own occupation*"
- to continue to qualify for benefits beyond the "*own occupation*" period of disability, the employee must be unable to perform the duties of any gainful occupation ("*any occupation*") for which the employee has the education, training or experience and which pays at least 70% of the current rate of pay for the employee's job at the date of their disability

Successive Disabilities

- if the employee returns to work during the qualification period but stops working within 31 calendar days because of the same disability, the qualification period is extended by the number of days worked
- if the employee returns to work after LTD benefits are approved, but stops working within six months because of the same disability, or within 31 days because of a new disability, the prior LTD claim is re-opened and the employee is not required to serve another qualification period

Exclusions

- any period of disability that is not supported by the regular and personal care of a physician
- war, insurrection, rebellion, or service in the armed forces of any country
- voluntary participation in a riot or civil commotion, except while performing regular occupational duties
- intentionally self-inflicted injuries or illness

Other Disability Income

- LTD benefits will not be reduced by income from private or individual disability plans
- LTD benefits will be reduced by 100% of any other disability income including but not limited to
 - any amounts payable under any *Workers Compensation Act* or law or any other legislation of similar purpose
 - any amount from any group insurance, wage continuation, or pension plan of the Employer that provides disability income
 - any amount of disability income provided by any compulsory *Act* or law
 - any periodic primary benefit payment from the Canada or Quebec Pension Plans or other similar social security plan of any country to which the disabled employee is entitled or would be entitled had the application for such a benefit been approved
 - any amount of disability income provided by a group or association disability plan to which the disabled employee might belong or subscribe
- LTD benefits are reduced by the amount of other disability income to which the disabled employee is entitled upon first becoming eligible for the other income; future increases in the other income such as Consumer Price Indexing or similar indexing arrangements will not further reduce the disabled employee's LTD benefits until the disabled employee's LTD benefit is recalculated to reflect the weighted average wage rate in effect following review by the underwriter every four years
-

Continuation of Coverage

- the Employer will continue to pay the LTD contributions while the employee is receiving sick pay, is on maternity or parental leave, or during the first 20 work shifts in any calendar year of unpaid leave
- coverage can continue while an employee is on an unpaid leave for up to 12 months (twenty-four (24) months if on an educational leave), if the employee pays 100% of the contributions
- while an employee receives LTD benefits from the Plan, the employee's LTD, Group Life and AD&D coverage will continue at no cost to the employee or the Employer as long as the employee remains an employee
- while an employee receives LTD benefits from the Plan, the employee can elect to continue Medical, Dental and Extended Health benefits as long as the employee remains an employee and pays 50% of the contributions to the Employer monthly in advance. Employees to be permitted to enrol in some or all of the above plans. Such an election must be made at the time the employee's LTD claim is accepted or at any time while in receipt of LTD benefits as long as proof of continuous alternate coverage can be provided by the employee
- Employees are not to be terminated for non-culpable absenteeism while in receipt of long-term disability benefits.

Termination of Coverage

Coverage ceases on the date the employee:

- terminates employment
- retires
- commences an unpaid leave beyond 20 work shifts in any calendar year and employee elects not to pay contributions or elects to pay contributions and then stops paying them until their return to work
- transfers to an ineligible status
- is laid off
- payment of premiums cease at 64 years and six months

Rehabilitation Plan

- while in receipt of benefits, employees are required to participate in a rehabilitation activity or program that is medically approved to prepare them to return to their job or other gainful work
- employees returning to work through an Approved Rehabilitation Plan are eligible to receive all monthly rehabilitation earnings plus a monthly LTD benefit as defined under "*Amount of Benefit*" in this section, provided the total of such income does not exceed 100% of the current rate of pay for the regular occupation at the date of disability
- upon successful completion of the Approved Rehabilitation Plan, the LTD benefit period may be extended for a period of six months for the purpose of job search

Rehabilitation Review Committee

- employees who do not agree with the recommended rehabilitation plan or feel they are medically unable to participate must demonstrate reasonable grounds for their lack of participation or appeal the dispute to the Rehabilitation Review Committee
- the Rehabilitation Review Committee is composed of three qualified individuals who, by education, training and experience are recognized specialists in the rehabilitation of disabled employees

- Committee members are composed of one employer nominee, one union nominee and a neutral chair appointed by the nominees
- if the employee does not accept the Committee's decision, LTD benefits are suspended until the employee is willing to participate

Duration of Benefits

- benefits stop on the date the employee recovers, reaches age 65, dies, elects early retirement, refuses to participate in an Approved Rehabilitation Plan approved by a Rehabilitation Review Committee, whichever occurs first
- if the employee's employment terminates while receiving LTD benefits, only the payment of the LTD benefit will continue; all other health and welfare coverage will end

Claims Review Committee

- the Employer/provider will assume administrative responsibility for setting up the Claims Review Committee
- an employee may request the carrier to coordinate a Claims Review Committee if their LTD claim is denied or terminated by the carrier
- the Committee is comprised of three medical doctors: one designated by the employee; one by the Employer; and one (Chairperson) who has no relationship to the employee and agreed upon by the first two doctors
- the Committee is responsible for reviewing the medical and vocational information with respect to the employee
- the Committee may interview and/or examine the claimant and may establish medical procedures and tests to determine if the employee is disabled as defined in the collective agreement
- the majority decision of the Committee is final and binding
- the final report is signed by all members of the Committee and forwarded in writing to the carrier who is then responsible for forwarding a copy to the employee, Employer and the Union
- expenses of the Chairperson are shared equally between the employee (or Union) and the carrier; expenses of the two nominees are the responsibility of each appointing party; expenses for medical procedures requested by the Committee, and travel expenses of the employee are the responsibility of the employee (or Union)

DENTAL

Premiums

- 100% employer-paid

Eligibility

- regular full-time and regular part-time employees scheduled to work 20 regular hours or more per week except as provided by MOA #3 (Re: Health and Welfare Benefits Entitlement Threshold)
- enrolment is a mandatory condition of employment

Dual Coverage Restriction

- employees and/or dependants are ineligible for coverage if enrolled in another dental plan that is equal or better to this dental plan

Dependants

- husband, wife, common-law spouse (spousal partners who have co-habited for a period of not less than one year)
- unmarried children until the end of the month in which they turn the age of 19 years, if they are mainly dependent on and living with the employee or the employee's spouse
- unmarried children until the end of the month in which they turn the age of 25 years, if they are in full-time attendance at a recognized school, college or university, if mainly dependent on the employee or the employee's spouse
- unmarried physically or mentally handicapped children to any age, if mainly dependent on and living with the employee or the employee's spouse

Effective Date

- first day of the month following the month in which the employee successfully completes their probation or trial period not to exceed three months
- orthodontic coverage for the employee and dependants takes effect 12 months after enrolment of the employee in the dental benefit

Basic Services

100% reimbursement for:

- **diagnostic services:**
 - one standard exam every nine months for adults or twice in any calendar year for children under 19 years of age
 - one complete exam in any three year period, provided no other exam has been paid by the Plan in the preceding nine months for adults or preceding six months for children under 19 years of age
 - x-rays, up to the maximum established by the carrier for the calendar year
 - full mouth x-rays once in any three year period
- **endodontic services** - root canals
- **major restorative services** - inlays, onlays and gold foils when no other material can be used satisfactorily
- **periodontic services** - procedures for the treatment of gums and bones surrounding and supporting the teeth excluding tissue grafts
- **preventive services:**
 - cleaning and polishing of teeth every nine months for adults or twice in any calendar year for children under 19 years of age
 - fluoride application every nine months for adults or twice in any calendar year for children under 19 years of age
 - space maintainers intended to maintain space and regain lost space, but not to obtain more space
 - sealants (pit and fissure) limited to once per tooth within a two year period
- **repairs to bridges and dentures (prosthetics)** - procedures for the repair of bridges, as well as the repair or relining of dentures by either a dentist or a licensed dental mechanic; relines are not covered more often than once in any two year period; costs for temporary dentures are ineligible for payment

- **restorative services** - procedures for filling teeth including stainless steel crowns; additional costs for white fillings in back teeth are ineligible for payment
- **surgical services** - procedures to extract teeth as well as other surgical procedures performed by a dentist

Major Reconstruction

60% reimbursement once in any five year period for:

- **crowns** - rebuilding natural teeth where other basic material cannot be used satisfactorily; certain materials will not be authorized for use on back teeth
- **dentures (removable prosthetics)** - artificial replacement of missing teeth with dentures - full upper and lower dentures or partial dentures of basic, standard design and materials; full dentures may be obtained from either a dentist or licensed dental mechanic; partial dentures may only be obtained from a dentist
- **crowns and bridges (fixed prosthetics)** - artificial replacement of missing teeth with a crown or bridge

Orthodontic Services

- 60% of braces up to a lifetime maximum of \$2,750 per person with no run-offs for claims after termination of employment
- costs of lost or stolen braces are not eligible for payment
- pre-approval by the carrier is a requirement

Exclusions

- cosmetic dentistry, temporary dentistry, oral hygiene instruction, tissue grafts, drugs and medicines
- treatment covered by WorkSafeBC, BC Medical Services Plan or other publicly supported plans
- services required as a result of an accident for which a third party is responsible
- charges for completing forms
- implants
- fees in excess of the carrier Dental Fee Schedule No. 2 or fees for services which are not set out in the Dental Fee Schedule
- expenses resulting from war or an act of war; participation in a riot or civil insurrection; commission of an unlawful act
- expenses resulting from intentionally self-inflicted injuries, while sane or insane
- charges for unkept appointments
- charges necessitated as a result of a change of dentist, except in special circumstances
- room charges and some anaesthetics
- expenses incurred prior to eligibility date or following termination of coverage
- charges for services related to the functioning or structure of the jaw, jaw muscle, or temporomandibular joint
- expenses for a dental accident that are paid or payable by the employee's extended health plan

Continuation of Coverage

- the Employer will continue to pay the Dental contributions while the employee is receiving sick pay, is on maternity or parental leave, or during the first 20 work shifts in any calendar year of unpaid leave
- coverage can continue while an employee is on an unpaid leave, if the employee pays 100% of the contributions
- while an employee receives LTD benefits from the Plan, the employee can elect to continue Medical, Dental and Extended Health benefits as long as the employee remains an employee and pays 50% of the contributions to the Employer monthly in advance; such an election must be made at the time the employee's LTD claim is accepted or at any time while in receipt of LTD benefits as long as proof of continuous alternate coverage can be provided by the employee

Termination of Coverage

Coverage ceases at the end of the calendar month in which the employee:

- terminates employment
- retires
- commences an unpaid leave beyond 20 work shifts in any calendar year and employee elects not to pay contributions or elects to pay contributions and then stops paying them until their return to work
- transfers to an ineligible status
- is laid off

EXTENDED HEALTH PLAN

Premiums

- 100% employer-paid

Eligibility

- regular full-time and regular part-time employees scheduled to work 20 regular hours or more per week except as provided in MOA #3 (Re: Health and Welfare Benefits Entitlement Threshold)
- enrolment is a mandatory condition of employment

Dual Coverage Restriction

- employees and/or dependants are ineligible for coverage if enrolled in another extended health plan

Dependants

- husband, wife, common-law spouse (spousal partners who have co-habited for a period of not less than one year)
- unmarried children until the end of the month in which they turn the age of 19 years, if they are mainly dependent on and living with the employee or the employee's spouse
- unmarried children until the end of the month in which they turn the age of 25 years, if they are in full-time attendance at a recognized school, college or university, if mainly dependent on the employee or the employee's spouse
- unmarried physically or mentally handicapped children to any age, if mainly dependent on and living with the employee or the employee's spouse

Effective Date

- first day of the month following the month in which the employee successfully completes their probation or trial period not to exceed three months

Benefit Provisions

- deductible of \$45 per person or family per calendar year
- Direct Pay card must be provided for prescription medications
- prescription drug charges are tied to Pharmacare
- eligible expenses are reimbursed at 80% of eligible expenses for the first \$1,000 in a calendar year; 100% of eligible expenses over \$1,000 in a calendar year; 100% of eligible out-of-province/out-of-country emergency expenses
- lifetime maximums per person are unlimited

Eligible Expenses

- **acupuncturist** - fees of an approved acupuncturist up to 80% of \$500/person/calendar year
- **ambulance** - in an emergency from the place where the sickness/injury occurs to the closest acute care hospital with adequate facilities to provide the required treatment (including transportation by railroad, boat, airplane, or air-ambulance in an acute emergency); includes round trip fare for one attending person (doctor, nurse, first aid attendant) where necessary
- **chiropractor** - fees of a registered chiropractor up to 80% of \$500/person/calendar year excluding the cost of x-rays taken by the chiropractor.
- **dentist** - fees for repairs, including replacement, of natural teeth which have been injured accidentally; treatment must occur within one year of the date of the accident; orthodontic services, amounts paid by a dental benefit or charges exceeding the carrier dental fee schedule are not covered
- **diabetic supplies and equipment** - needles, syringes and testing supplies; blood glucose monitors (lifetime maximum of 80% of \$250); insulin infusion pumps when basic methods are not feasible (physician's letter required); carrier pre-approval required for expenses in excess of 80% of \$5,000
- **employment medicals** - charges of a physician for medical examinations required by statute or regulation of government for employment purposes, if charges not paid by the Employer
- **hearing aids** - cost of purchasing hearing aids (including devices and accessories) when prescribed by a certified ear, nose and throat specialist; \$1,500 per adult every 48 months; \$1,500 per child every 12 months includes repairs; excludes payment for maintenance, batteries, re-charging devices or other accessories
- **hospital room charges** - charges for occupying a private or semi-private room in an acute care hospital; excludes rental of television, telephone, etc.
- **massage therapist** - fees of a registered massage therapist up to 80% of \$700/person/calendar year.
- **medical equipment rental** - rental costs unless purchase is more economical of durable medical equipment including hospital beds; wheelchairs or scooters are eligible expenses if certified by a physician that appliances are the sole means of mobility; electric wheelchairs covered only when certified by a physician that the patient cannot operate a manual chair; TENS and TEMS when prescribed by a physician; carrier pre-approval required for expenses in excess of 80% of \$5,000
- **naturopathic physician** - fees of a registered naturopathic physician up to 80% of \$500/person/ calendar year excluding the cost of testing and/or x-rays taken by the physician.

- **orthopaedic shoes** - shoes intended to modify or correct a disability or custom-made orthotics up to 80% of \$500/adult/year and 80% of \$300/child/year; must be prescribed by a physician or podiatrist
- **out-of-province/out-of-country emergencies** - when ordered by an attending physician: ambulance services; hospital room charges; charges for services and supplies when confined as a patient or treated in a hospital, to a maximum of 90 days; services of a physician, laboratory and x-ray services; prescription drugs to alleviate an acute medical condition; other emergency services and/or supplies that the carrier would cover in British Columbia
- **paramedical items and prosthetic devices** - oxygen, blood, blood plasma, artificial limbs or eyes, crutches, splints, casts, trusses, braces and ostomy or ileostomy supplies
- **physiotherapist** - fees of a registered physiotherapist up to 80% of \$700/person/calendar year.
- **podiatrist** - fees of a registered podiatrist up to 80% of \$500/person/calendar year excluding the costs of x-rays taken by the podiatrist.
- **prescription drugs** - cost of prescription drugs purchased from a licensed pharmacy, excluding contraceptive devices, erectile dysfunction drugs, preventative vaccines, vitamin injections, food supplements, non-prescription drugs, drugs which have not been authorized for payment by the Director of the Pharmacare program.
- **psychologist** - fees of a registered psychologist, registered clinical counsellor or registered social worker up to a combined annual maximum of 80% of \$1000/person/calendar year, effective April 1, 2023.
- **registered nurse** - fees of a registered nurse (not related to the employee) for special duty nursing in acute cases outside of the hospital and when recommended by a physician
- **speech therapist** - fees of a registered speech therapist, when referred by a physician, up to 80% of \$500/person/calendar year
- **surgical stockings and brassieres** - two pairs of stockings/person/calendar year; one brassiere/person/calendar year when required as a result of medical treatment for injury or illness
- **vision care** - cost of prescribed eyeglasses and/or frames and/or prescribed contact lenses to a maximum of 80% of \$225/person every twenty-four (24) months
- **vision care** - cost of eye exams to a maximum of \$100/person every twenty-four (24) months
- **vision care** - effective April 1, 2017, cost of prescribed eyeglasses or equivalent corrective laser surgery to a maximum of 80% of \$350/person every twenty-four (24) months
- **wigs and hairpieces** - when required as a result of medical treatment or injury to a lifetime maximum of 80% of \$500/person
- **worldwide emergency medical assistance** - emergency medical referral services for travellers
- The Extended Health Plan will include access to an Employee and Family Assistance Plan (EFAP) which includes counselling and referral services.

Exclusions

- charges for benefits, care or services payable by or under the BC Medical Services Plan, Pharmacare, Hospital Programs, or any public or tax supported agency
- charges for benefits, care or services payable by or under any other authority such as ICBC, travel insurance plans, etc.
- charges for a physician except as described under Eligible Expenses for out-of-province/out-of-country emergencies
- charges for dental services except as described under Eligible Expenses for a dentist

- expenses contributed to, or caused by, occupational disabilities which are covered by WorkSafeBC
- charges for services and supplies of an elective (cosmetic) nature
- expenses resulting from war or an act of war, participation in a riot or civil insurrection, or commission of an unlawful act
- expenses resulting from an injury or illness which was intentionally self-inflicted, while sane or insane
- any portion of a specialist's fee not allowable under the BC Medical Services Plan due to non-referral, or any amount of fees charged by any practitioner in excess of the recognized fees for such service
- charges for batteries and re-charging devices
- expenses relating to the repatriation of a deceased employee and/or dependant
- expenses incurred by a pregnant person while travelling outside of Canada within 21 days of the expected delivery date
- expenses related to eye examinations

Continuation of Coverage

- the Employer will continue to pay the Extended Health contributions while the employee is receiving sick pay, is on maternity or parental leave, or during the first 20 work shifts in any calendar year of unpaid leave
- coverage can continue while an employee is on an unpaid leave, if the employee pays 100% of the contributions
- while an employee receives LTD benefits from the Plan, the employee can elect to continue Medical, Dental and Extended Health benefits as long as the employee remains an employee and pays 50% of the contributions to the Employer monthly in advance; such an election must be made at the time the employee's LTD claim is accepted or at any time while in receipt of LTD benefits as long as proof of continuous alternate coverage can be provided by the employee

Termination of Coverage

Coverage ceases at the end of the calendar month in which the employee:

- terminates employment
- retires
- commences an unpaid leave beyond 20 work shifts in any calendar year and employee elects not to pay contributions or elects to pay contributions and then stops paying them until their return to work
- transfers to an ineligible status
- is laid off

INFORMATION APPENDIX B

Unsafe Work

The Following Has Been Appended to the Collective Agreement for Information Purposes Only Sections 3.12 and 3.13 of the Occupational Health and Safety Regulation, *Workers Compensation Act*

3.12 Procedure for Refusal

- (1) A person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.
- (2) A worker who refuses to carry out a work process or operate a tool, appliance or equipment pursuant to Subsection (1) must immediately report the circumstances of the unsafe condition to his or her supervisor or Employer.
- (3) A supervisor or Employer receiving a report made under Subsection (2) must immediately investigate the matter and
 - (i) ensure that any unsafe condition is remedied without delay, or
 - (ii) if in their opinion the report is not valid, must so inform the person who made the report.
- (4) If the procedure under Subsection (3) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, the supervisor or Employer must investigate the matter in the presence of the worker who made the report and in the presence of
 - (i) a worker member of the joint committee,
 - (ii) a worker who is selected by a trade union representing the worker, or
 - (iii) if there is no joint committee or the worker is not represented by a trade union, any other reasonably available worker selected by the worker.
- (5) If the investigation under Subsection (4) does not resolve the matter and the worker continues to refuse to carry out the work process or operate the tool, appliance or equipment, both the supervisor, or the Employer, and the worker must immediately notify an officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

3.13 No Discriminatory Action

- (1) A worker must not be subject to discriminatory action as defined in Section 150 of Part 3 of the *Workers Compensation Act* because the worker has acted in compliance with Section 3.12 or with an order made by an officer.
- (2) Temporary assignment to alternative work at no loss in pay to the worker until the matter in Section 3.12 is resolved is deemed not to constitute discriminatory action.

Note: The prohibition against discriminatory action is established in the Workers Compensation Act Part 3, Division 6, Sections 150 through 153. These sections of the Act are reproduced in the Introduction to the print version of Book 1 of the Occupational Health and Safety Regulation, on pages xviii-xix.

INFORMATION APPENDIX C

Maintenance Agreement and Classification Manual

MAINTENANCE AGREEMENT

Preamble

Whereas the parties agree to Section 5 of the Munroe Recommendations ("Munroe") and the Memorandum of Agreement on Job Evaluation Plan, the parties agree to the following Maintenance Agreement, including the Classification Manual ("this agreement").

1. Introduction

1.1 The purpose of this Maintenance Agreement is to provide a standard procedure for the description and classification of jobs and the evaluation of work in the Community Social Services Sector.

2. Coverage

2.1 The provisions of this agreement will apply to all work that is now or will come within the scope of the Community Social Services Sector Joint Job Evaluation Plan (JJEP).

2.2 This agreement will be subject to the dispute resolution process under Article 7 of this agreement.

3. Existing Rights

3.1 Without intending to create any new rights and obligations but only for greater certainty it is agreed that:

(a) Subject to the collective agreement and subject to the procedures of this agreement, the Employer has the right to organize its work in a manner that best suits its operational requirements and to establish new jobs and to change existing jobs.

(b) The Union has the right to enforce this agreement and in particular may ensure that:

(i) a job has been established in a proper manner under the terms of the collective agreement and this agreement;

(ii) a job description accurately describes the work required to be done;

(iii) the qualifications established by the Employer for a job are reasonable and relevant to the work required to be done;

(iv) a job is properly classified in relation to the benchmarks;

(v) unique jobs are properly identified and rated; and

(vi) a position is assigned to an appropriate job description.

(c) Where a conflict arises between the collective agreement and this agreement, the collective agreement will take precedence.

4. Benchmark Class Specifications and Joint Job Evaluation Plan

4.1 The benchmark class specifications (the "benchmarks") and the JJEP, in existence at the date of this agreement and agreed to by the parties and listed in Schedule A, will constitute the sole criteria for classifying work covered by the collective agreement. Except as provided for in Clause 7.7(d) of the Maintenance Agreement, no new benchmark will be introduced and no existing benchmark will be changed except by mutual agreement between CSSEA and the CSSBA. Neither party will withhold mutual agreement unreasonably.

4.2 Each benchmark will be rated using the JJEP and assigned to an appropriate classification grid, which will be deemed to comprise part of the benchmark.

5. Job Descriptions

5.1 The Employer will prepare job descriptions for all jobs for which the Union is the certified bargaining agent.

5.2 The Employer will have the right to determine the content of job descriptions subject to the requirements of this agreement and the collective agreement.

5.3 All job descriptions will include:

- (a) job title
- (b) benchmark to which the job has been classified
- (c) point value rating and the rating rationale in the case of unique jobs
- (d) classification grid
- (e) job summary
- (f) listing of the typical job duties
- (g) qualifications required by the Employer.

5.4 Each regular employee is entitled to a copy of the recognized job description for their position.

6. Classification of New Jobs and Changes to Existing Jobs

6.1 Where the Employer makes a material change to an existing job it will revise the job description. The completed job description will be forwarded to the designated union representative and CSSEA within 20 calendar days.

6.2 Where the Employer establishes a new job it will write a new job description. The completed job description will be forwarded to the designated union representative and CSSEA within 20 calendar days.

6.3 Where the Employer makes a material change to an existing job and the Employer has not revised the job description, the designated union representative or an employee may identify the change to the Employer, CSSEA, and the Union by submitting a classification review form. The Employer will provide a written response to the designated union representative and the employee within 20 calendar days. The designated union representative may refer the issue, including the classification of the job, to the Classification Arbitrator pursuant to the process outlined in Clauses 6.4 to 6.9.

6.4 Within 45 calendar days of receipt of a notice in accordance with Clauses 6.1, 6.2, or 6.3 of the Maintenance Agreement, the designated union representative will notify the Employer and CSSEA in writing if they object to the job description and/or classification grid on the basis of Clause 3.1(b) of the agreement and the relevant provisions of the collective agreement. Notification will include specific details of the objection, and the resolution sought.

6.5 Where the designated union representative does not object, in writing, in accordance with Article 6.4 of the Maintenance Agreement, the job description and classification will be deemed agreed.

6.6 Within 45 calendar days of the receipt of an objection under Clause 6.4 of the Maintenance Agreement, the Employer will review the objection and notify the designated union representative and CSSEA of its determination in writing.

6.7 If the Employer's written determination is not acceptable or not provided within the time limit, the designated union representative may, within a further period of 30 calendar days, notify CSSEA and the Employer of the intent to refer the dispute to a classification arbitrator for a final and binding decision in accordance with Article 7 of the Maintenance Agreement. Notification will include a written submission outlining the basis of the objection and the resolution sought.

6.8 Within 45 calendar days of receipt of notification of the intent to refer a dispute to a classification arbitrator for a final and binding decision, CSSEA, the Employer, and the designated union representative will attempt to resolve the dispute.

6.9 If the parties are unable to resolve the dispute, the designated union representative or CSSEA may refer the matter to a classification arbitrator for a final and binding decision. CSSEA and the designated union representative will, within 30 calendar days of the referral, submit an Agreed Statement of Facts to the Classification Arbitrator outlining the dispute and the issue(s) that are the subject of the dispute. If the parties are unable to agree on an Agreed Statement of Facts each party will submit, to the Classification Arbitrator and to all parties to the dispute, a separate Statement of Facts outlining the dispute, and the issue(s) that are the subject of the dispute.

7. Dispute Resolution Process

7.1 The Classification Arbitrators Rick Coleman, John Hall and Julie Nichols have been mutually agreed to by CSSEA and the CSSBA. By mutual agreement between the parties another classification arbitrator may be named.

7.2 The parties will meet every month, or as often as required, to review outstanding matters.

7.3 CSSEA and the CSSBA will make every effort to agree to the expedited arbitration process to resolve disputes. The parties recognize that where the matter is precedential, results in the development of a new benchmark or where the parties are unable to agree, the matter will be resolved using a full arbitration process.

7.4 The expedited arbitration process will be governed by the following principles: (a) The location of the hearing will be agreed to by the parties. (b) Unless otherwise mutually agreed, each party will be limited to a four hour presentation. (c) The parties will utilize staff representatives of the Union and CSSEA to present cases, and will not utilize outside legal counsel. (d) The parties agree to make limited use of authorities during their presentations. (e) The decision of the Classification Arbitrator will be final and binding on both parties. (f) All decisions of the Classification Arbitrator are to be limited in application to the particular dispute and are without prejudice. Arbitration awards will be of no precedential value and will not thereafter be referred to by the parties in respect of any other matter. All settlements made prior to hearing will be without prejudice.

7.5 Within 45 calendar days of the receipt of an Agreed Statement of Facts or the separate Statements of Facts, the Classification Arbitrator will make every effort to hear the full or expedited arbitration and render a final and binding decision in writing.

7.6 The Classification Arbitrator will have sole jurisdiction and their jurisdiction will be limited to the application and interpretation of this agreement. Where there is an alleged violation of the collective agreement, the collective agreement grievance procedure will apply.

7.7 With respect to Classification of New Jobs and Changes to Existing Jobs, the decision of the Classification Arbitrator will be based upon the same criteria applicable to the parties themselves. The decision of the Classification Arbitrator will be limited to a direction that:

(a) the position be assigned to another existing job description;

(b) a new job description be prepared by the Employer that more accurately describes the type of duties, the overall scope and level of responsibility, and the required qualifications of the job;

(c) except as outlined in Clause 7.7(d) of the Maintenance Agreement, the job be appropriately classified, provided that the Classification Arbitrator will not have jurisdiction to classify a job except within the existing benchmarks including the existing classification grids and wage rates;

(d) where the Classification Arbitrator concludes that a job does not conform to an existing benchmark, the Classification Arbitrator will notify CSSEA and the Union of their decision. CSSEA, the CSSBA and the Union will endeavour to establish an appropriate benchmark and benchmark point value rating for the job. If the parties agree that the job is a unique job, the parties will endeavour to rate the job using the JJEP. Failing mutual agreement by the parties, each party will make a submission within 30 calendar days to the Classification Arbitrator as to the appropriate benchmark, benchmark point value rating and/or unique job point value rating to be established. The Classification Arbitrator will establish a new benchmark or amend an existing benchmark or establish an appropriate point value rating in the case of unique jobs and the decision of the Classification Arbitrator will be binding on the parties. The Classification Arbitrator will also establish, through rating, an appropriate Classification grid and existing wage rate for the new or revised benchmark, with jurisdiction limited to existing classification grids and wage rates. The Classification Arbitrator will not have the jurisdiction to establish new wage rates or classification grids.

7.8 Arbitration hearings called by the Classification Arbitrator will have the same status as an arbitration pursuant to the collective agreement.

7.9 The fees and expenses of the Classification Arbitrator for expedited arbitration and arbitration hearings will be borne equally by the Employer and the Union.

8. Pay Adjustments

8.1 Where the rate of pay of a job is adjusted upward, the employee will be placed in the appropriate pay grid.

8.2 The effective date of pay rate adjustments is determined as follows: (a) Where a pay rate adjustment occurs as a result of the application of Clause 6.3 initiated by the Union or the employee, the increase will take effect on the date the Employer receives the Classification Review Form identifying the issue from the Union or the employee. (b) Where a pay rate adjustment occurs as a result of the Employer revising an existing job (Clause 6.1), or creating a new job (Clause 6.2), or negotiation or arbitration related to same, the adjustment will take effect on the first day an employee occupies the position after it was established or revised.

8.3 Where the rate of pay of a job is adjusted downward, the employee will continue to be paid at the employee's current rate of pay until the wage rate in the new job equals or exceeds it.

9. Definitions

- (a) **Position:** a group of duties and responsibilities regularly assigned to one person. It may be occupied or vacant and may be created, changed, or deleted in order to meet operational requirements.
- (b) **Job:** one or more positions performing essentially the same duties, similar scope and level of responsibility, and required qualifications covered by the same job description.
- (c) **Other Related Duties:** the phrase "Other Related Duties" will include those additional duties related to the job and/or the operation of the organization that may be assigned to the employee.
- (d) **Unique Job:** a unique job is a single job which does not match any existing benchmark because the job is uncommon in the Sector, or it involves a type of work not already included in the benchmarks, or because it involves duties and responsibilities that are not essentially similar to an existing benchmark in terms of scope and level of responsibility.
- (e) **CSSEA:** the Community Social Services Employers' Association of British Columbia.
- (f) **Employer:** a community social service organization that is a member of CSSEA.
- (g) **Union:** a single union that is a member of the CSSBA.
- (h) **CSSBA:** Community Social Services Bargaining Association.
- (i) **Collective Agreement:** a collective agreement in force between CSSEA and the CSSBA.

CLASSIFICATION MANUAL

1. Introduction

1.1 The Classification Manual, which forms part of the Maintenance Agreement, outlines the definitions, format and principles of classification to be followed in rating benchmark class specifications, hereafter called benchmarks, in matching jobs to the benchmarks, and in rating unique jobs.

2. Benchmarks

2.1 Benchmarks set forth the overall scope and level of responsibility and the typical duties by which jobs are distinguished and classified under the Classification System.

2.2 Benchmarks also set forth the level of qualifications appropriate for the scope and level of responsibility specified in the benchmark(s).

2.3 Benchmarks do not describe jobs. They are used to classify a wide diversity of jobs by identifying the scope and level of responsibilities.

2.4 Benchmarks are rated using the JJEP to establish their point value rating and relative value.

3. Format of Benchmarks

3.1 Job Families All benchmarks are grouped together on the basis of closely related functional activities, fields of work, or occupations. Each of these groups is called a "job family". There are six job families in the Classification System: (a) Administrative, Finance and Technical (b) Counsellors and Consultants (c) Front Line Workers (d) Graduate Degrees & Licensed Professionals (e) Operation Support (f) Supervisors and Coordinators.

3.2 Benchmark Title Each benchmark within a job family is identified by a benchmark title. For example (note: this is for illustrative purposes only): Job Family: Administrative and Finance Benchmark Title: Receptionist/General Office Clerk
Benchmark Title: Bookkeeper

3.3 Benchmark Duties

(a) The duties listed in a benchmark are a representative sampling of the functions being performed at the scope and level of responsibility that result in a job being classified at the benchmark level.

(b) The listing of typical duties identified on a benchmark is not intended to be exhaustive or all-encompassing. Job duties or responsibilities that are not specifically mentioned in the relevant benchmark are deemed to be encompassed by that benchmark if that job duty or responsibility is essentially similar to the benchmark in terms of scope and level of responsibility, as described in the job summary.

3.4 Benchmark Qualifications

(a) The qualifications set forth in a benchmark reflect the level of education and/or training and the experience appropriate to the scope and level of responsibility of the benchmark.

(b) The parties agree that different qualifications may be required for jobs that are matched to the same benchmark, or for different benchmarks matched to the same classification grid in order to meet the unique work organization in the Community Social Services Sector.

(c) Membership in a professional association or group is not a required qualification for any job under the Classification System unless required by legislation or regulation.

4. Unique Jobs

4.1 Job descriptions for unique jobs set forth the scope and level of responsibility, the duties and the appropriate level of qualifications for jobs which do not match any existing benchmark because the jobs are uncommon in the Sector, or they involve a type of work not already included in the benchmarks, or because they involve duties and responsibilities that are not essentially similar to an existing benchmark in terms of scope and level of responsibility.

4.2 Jobs which can be integrated are not considered unique jobs.

4.3 Unique jobs are rated using the JJEP to establish their point value rating and relative value.

5. Wage Rate

5.1 Each benchmark and unique job will be assigned to a Classification grid. Each Classification grid has a corresponding wage rate, which is listed in the collective agreement. For example (note: this is for illustrative purposes only): Benchmark Title: Residence Worker Classification grid: 10

6. Principles of Classification

6.1 The JJEP is used to rate benchmarks and unique jobs and thereby establish their point value rating and relative value.

6.2 The purpose of benchmarks is to establish the means whereby jobs may be properly classified and distinguished. To that end a job should be classified on the basis of best fit according to the overall type of duties and scope and level of responsibilities which are performed to an extent material for a reasonable standard of job classification.

6.3 Unique jobs are rated using the JJEP and assigned to a classification grid in accordance with their point value rating.

6.4 Where the parties identify essentially similar duties and responsibilities for a group of unique jobs, a benchmark will be created.

6.5 Integrated Jobs: Where a job encompasses work in two or more benchmarks, and where it is administratively impractical to keep track or even identify when the incumbent is working within one or the other of the classifications, the job will be classified at the highest classification of the jobs being performed.

6.6 Special Licences and Certificates: Where the employee is required by the Employer to carry a special licence, certificate or qualification, they should be classified consistently with such licence, certification or qualification.

6.7 Incumbent employees in positions who do not possess the qualifications set out in the benchmark to which their jobs have been matched will continue to be so classified as long as they continue to occupy the jobs.

6.8 Jobs are classified only by comparison to the benchmarks and not by comparison to other jobs.

6.9 Throughout the whole process of evaluating jobs, it is the job that is evaluated and not the employee.

6.10 Layering Over: Supervisors and lead hands must be compensated at a rate higher than those they supervise or lead. Where this cannot be accomplished by classification to an existing benchmark, positions designated as layered over will be compensated at a rate of two additional grids above the highest position supervised for positions at pay grade 12 or below OR one additional grid for those positions at pay grade 13 or above. A supervisor or lead hand, for the purpose of this article, is defined as a worker who reviews, assigns and monitors the work of other assigned workers.

INFORMATION APPENDIX G

Shared Fact Sheet



GRIEVANCE FACT SHEET (Article 9)

The shop steward and the representative of the Employer shall fill out a "shared fact sheet" listing an agreed statement of facts. The "shared fact sheet" is on a "without prejudice" basis and shall not be referred to by either party in any third party proceedings.

PLEASE PRINT

Local _____ Grievance No. _____

Agency Division _____

Employer/Agency _____

Union _____

Aboriginal Services

Community Living Services

General Services

1. GRIEVOR

Name _____ Program/Site _____

Job/Position _____ Wage Rate _____

Seniority _____

Present position from (date) _____

Status Full-time Part-time Casual

SUPERVISOR OR OTHER MANAGEMENT INVOLVED IN THE GRIEVANCE

Name _____

Program/Site _____ Job Title _____

2. WHAT IS GRIEVANCE ABOUT?

Contract Violation Safety Regulations Discrimination Past Practice

Human Rights Local Issue MOA Other

(The above are examples and are not meant to be an exhaustive list)

ISSUE: _____

3. DOES IT AFFECT A GROUP OF EMPLOYEES? YES NO UNSURE

WHO? (LIST THOSE AFFECTED)

4. IS THIS AN ISSUE THAT COULD HAVE SECTOR WIDE IMPLICATIONS?

YES NO UNSURE

COMMENTS:

5. GRIEVANCE DETAILS:

Grievance steps (When did the meetings take place? Who was there?)

Step 1

Step 2

6. DATE AND TIME GRIEVANCE BEGAN, HOW OFTEN, AND HOW LONG:

11. ANY ADDITIONAL AGREED TO FACTS (review checklist):

12. SUPPORTING DOCUMENTS (REVIEW CHECK LIST) SENIORITY LIST, WAGE SCHEDULE, PERSONNEL FILE DOCUMENTATION, SCHEDULES, EMPLOYER POLICY, JOB POSTING, ETC.:

DATE _____

SIGNATURE _____
STEWARD OR COMMITTEE MEMBER

SIGNATURE _____
EMPLOYER REPRESENTATIVE

***REVIEW CHECKLIST TO ENSURE ALL RELEVANT
INFORMATION AND DOCUMENTS ARE ENCLOSED**

Checklist for Grievance Investigation

Have these points been covered and entered on the fact sheet?

DISCHARGE AND PENALTIES

1. Discipline/discharge — type and reason(s)
2. Complete statement of events leading to discipline
3. Date and time (important to document)
4. Supervisor's name
5. Name, address, phone and statement of witness (if any)
6. Employee's record
7. Print or diagram of area (if applicable)
8. All correspondence concerning grievance
9. Articles violated

JOB POSTING

1. Grievor's classification and seniority
2. Grievor's previous classifications
3. What grievor was temporarily promoted to
4. Date of promotions (if any)
5. Pay stubs if applicable
6. Grievor's experience in vacancy requested
7. Name and seniority of employee awarded
8. Posting and grievor's application
9. Articles violated
10. Job description and benchmark
11. Interview Scores

JOB POSTINGS

(Improper or Non-posting)

1. Classification of vacancy
2. Area vacancy existed
3. Name of employee who held vacant position.
4. Employee's name promoted to fill vacancy
5. Start date/end date of vacancy
6. Copy of request that prompted vacancy

IMPROPER PAY (Work Assignment)

1. Grievor's regular posted classification
2. Grievor's regular work assignment
3. Grievor's assignment on day in question
4. Name of employees who worked in grievor's place (if any)
5. Date of grievor's last posting
6. Safety involved (if any)
7. Rate of pay applicable to assignment
8. Exact work performed by grievor and instructions from supervisor
9. Articles violated

OVERTIME

1. Grievor's classification
2. Shift or work group
3. Date and shift overtime was scheduled
4. Classification scheduled for overtime
5. Employee's name/classification who worked
6. Record of overtime from supervisor's book
7. The actual work that was performed
8. Articles violated
9. Copy of schedule

STATUTORY HOLIDAY

1. Same as overtime
2. Seniority of grievor
3. Seniority of employees who did work

VACATIONS

1. Seniority
2. Time requested
3. Time allotted
4. Number of employees in work group
5. Article violated

BARGAINING UNIT WORK

1. Name of personnel doing the work
2. Type of work performed
3. Amount of time worked
4. Area where work done
5. Grievor's classification
6. Availability of grievor

LEAVE OF ABSENCE

1. Type of leave requested
2. Date of request, date of denial
3. Reason for request/denial
4. Employer's policy regarding this type of leave
5. Past practice in similar cases
6. Name of supervisor
7. Details of request/denial made verbally (if not in writing)
8. Articles violated
9. All correspondence concerning grievance

CASUAL SENIORITY

1. Articles of collective agreement that apply
2. All correspondence regarding grievance
3. Details of vacancy: dates, job position, work location
4. Name and position of employee whose job became vacant
5. Name and seniority date of person who was awarded the position

6. Date employer became aware of vacancy
7. Employer's explanation of why grievor was not awarded the position
8. Copy of the casual registry for the department involved
9. Copy of the telephone log
10. Date and time call made to grievor, name and position of person who made call

SICK LEAVE

1. Date(s) requested
2. What reasons did employee give?
3. What was the employer's response?
4. Was a medical note required?
5. Was it provided? (attach copy)
6. Why was the note not acceptable?
7. Does the employer have sick leave policy?
8. Was the grievor aware of the policy? If not, why?
9. Does the grievor have accumulated unused sick leave? How much?
10. Is the employer relying on the grievor's previous sick leave record? Why?

GENERAL

1. It is important that the details/facts of the grievance be recorded for future reference.
2. Don't trust your memory, facts get lost with time.
3. Obtain copies of all the documents, e.g. postings, policies, letters of discipline, schedules, logs etc.
4. Fill out all areas as completely as possible.

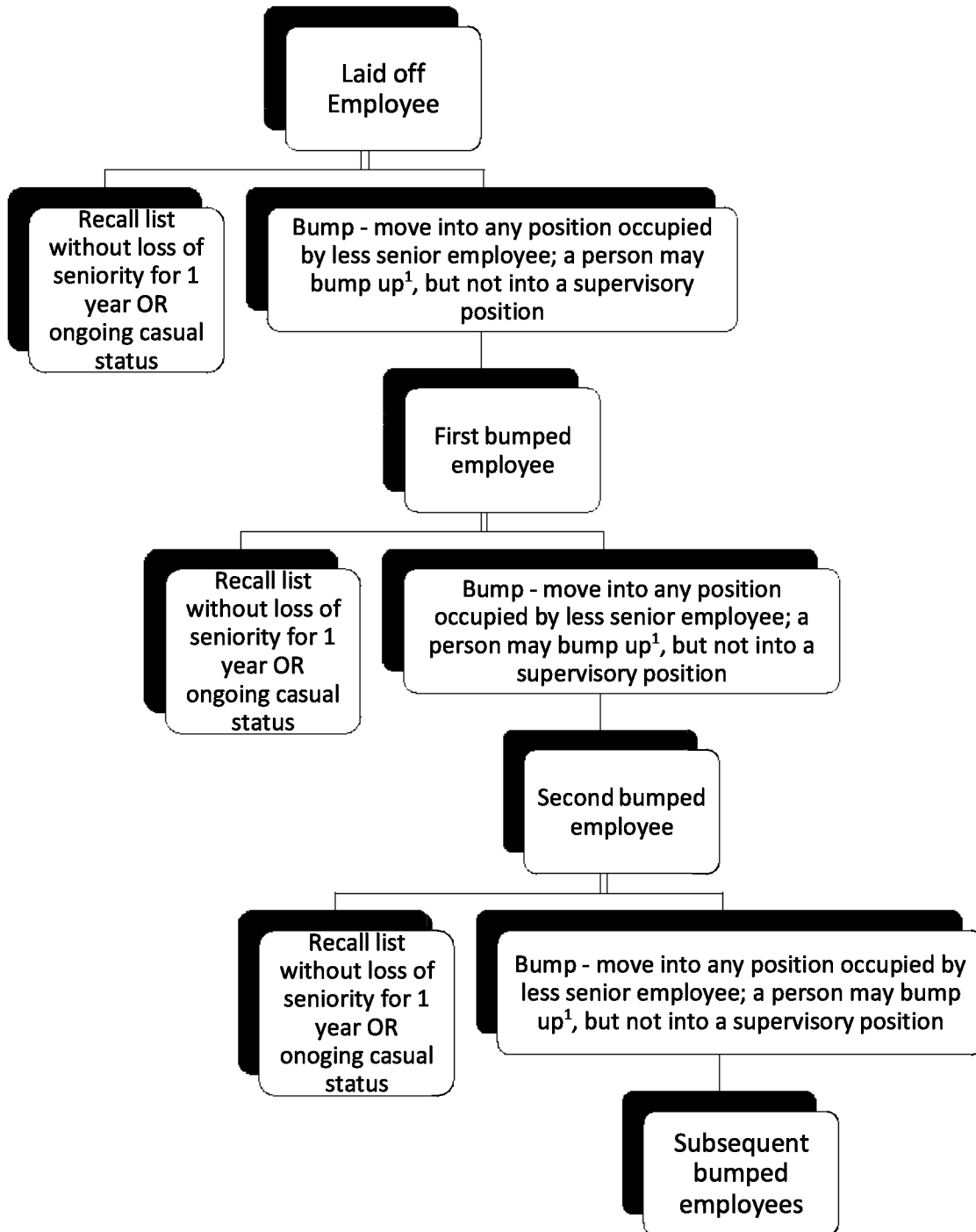
INFORMATION APPENDIX H

Information Required for Article 13.4 - Bumping

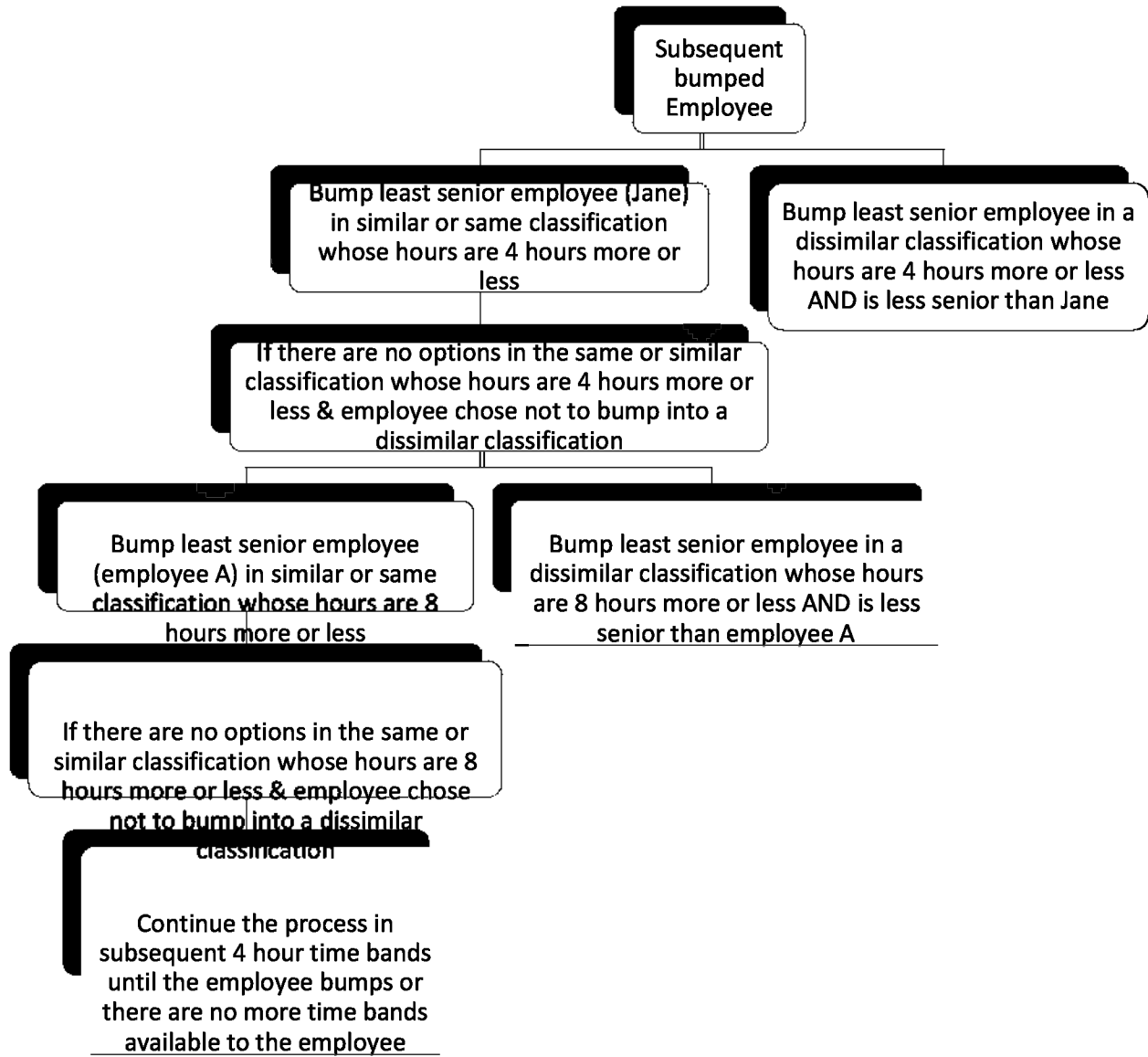
The Employer will provide to the affected employee the following information:

1. Name,
2. Seniority,
3. Nature of position (regular full-time, regular part-time, temporary full-time, temporary part-time),
4. Classification (in accordance with Appendix A [Wage Grid]),
5. Grid level (in accordance with Appendix A [Wage Grid]),
6. Program or location,
7. Current shift schedule, including hours per week, and
8. Employer contact information.

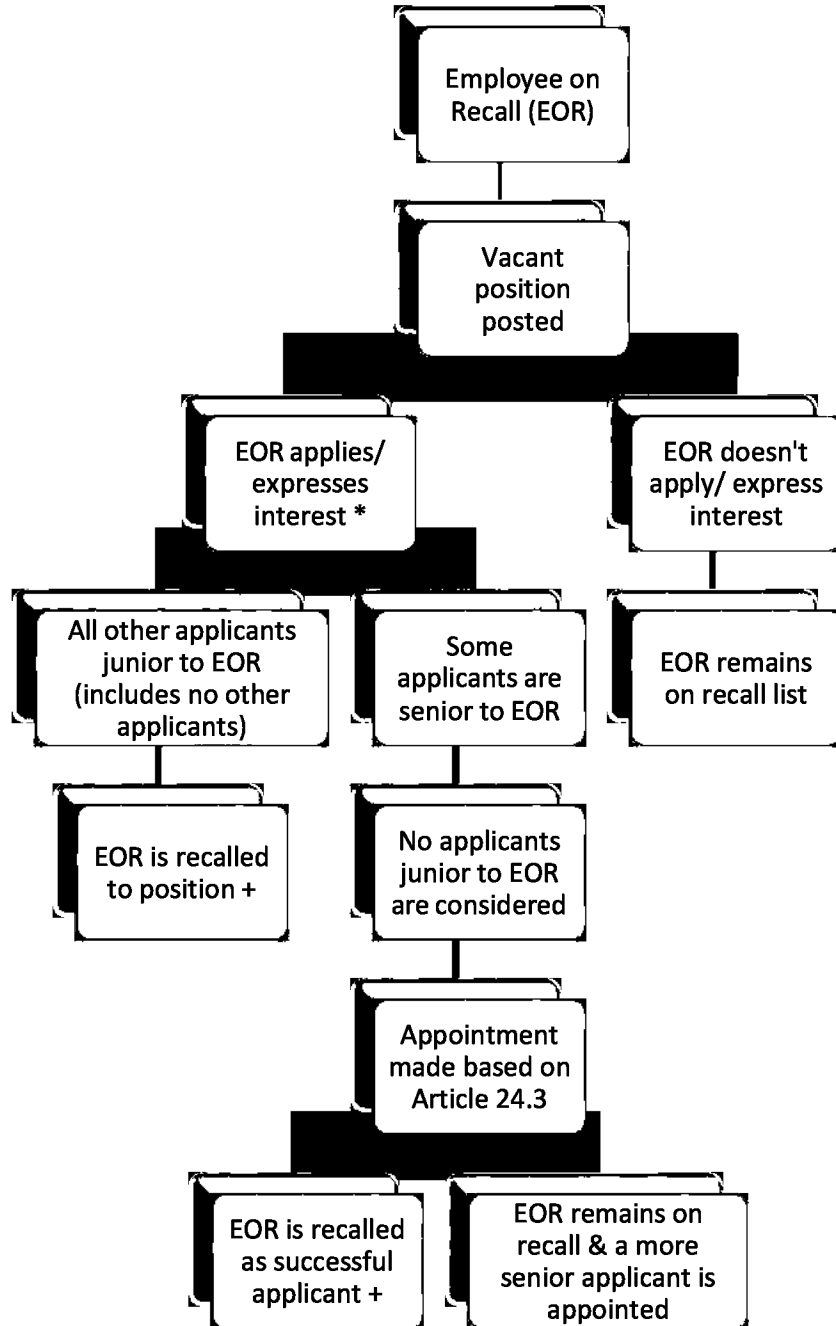
Flowcharts Illustrating Article 13 Layoff and Recall



- An employee can only bump into positions that are occupied by employees with less seniority
- An employee can only bump into positions for which they are qualified to satisfactorily perform the work
- This chart refers to bumping rights only - any employee provided with layoff notice can also choose to go on to the recall list without loss of seniority OR to go on to the casual list instead of bumping.



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*An EOR is only considered for positions for which they are qualified and able to perform the work. An employee on recall may choose to leave a letter with their employer identifying which positions, should they become vacant, they want to be considered for.

+ Employees on recall who are recalled to a position and don't fulfill the trial period as per Clause 24.5 - Trial Period are returned to the recall list for the remainder of their one year recall period.

KEYWORD INDEX

A

Abandonment of Position.....	14
Absences.....	51
Advance Notice.....	18, 38
Aggregate Leave	34
Agreement to Continue in Force	53
Amending of Time Limits.....	10
Amending Time Limits	12
Annual Vacation Entitlement.....	26
Annual Vacations, Art 18.....	26
Appendix A, Wage Grid	55
Appendix A1, Details of Wage Increases.....	57
Appendix B, List of Arbitrators	59
Application of Agreement to Casual Employees.....	51
Appointment of the Arbitrator	12
Appointment Policy	39
Approved Leave of Absence With Pay During Vacation	28
Arbitration, Art 10	12
ARTICLE 4 - UNION SECURITY	6
Authorization and Application of Overtime.....	24

B

Banked Vacation	28
Bargaining Agent Recognition	3
Bargaining Unit Defined.....	3
BC Medical Services Plan	45
Benefit Plan	34
Benefits While on Unpaid Leave of Absence	32
Bereavement Leave.....	30
Board Procedure.....	12
Bridging of Service	16
Bumping.....	17
Burden of Proof	13

C

Callback Provisions	23
Career Development, Art 25.....	41
Casual Call-In Procedures	50
Casual Employees, Art 30	50
Changes in Agreement	52
Check Off Union Dues, Art 5.....	6
Check-in for Employees Working Alone or in Isolation.....	37
Christmas Day or New Year's Day Off	25
Christmas/New Years Office Closure.....	26
Commencement of Bargaining	52
Communicable Diseases and Parasitic Infestations.....	37
Compassionate Care Leave.....	32
Complaints Procedure	49

Conditions.....	35
Conflict with Regulations.....	1
Contracting Out	47
Conversion of Hours	21
Copies of Agreement	47
Correspondence	3
Criminal Record Check.....	44
Cultural Holidays	25

D

Damage to Personal Property.....	46
Decision of Arbitrator	12
Deemed Qualified.....	41
Definition	38
Definition of a Layoff	16
Definition of Spouse and Other Dependents.....	44
Definitions	19, 22
Definitions, Art 2.....	1
Dental Plan	45
Deviation from Grievance Procedure	11
Disagreement on Decision.....	12
Discussion	38
Dismissal and Suspension	13
Dismissal or Suspension Grievance	11
Dismissal, Suspension and Discipline, Art 11	13
Duration.....	52

E

Effective Date of Agreement	53
Elections	32
Eligibility	44
Emergency Services	6
Employee Investigations.....	14
Employee to Inform Employer.....	30
Employees	1
Employer and Union Will Acquaint New Employees.....	7
Employer/Union Relations, Art 8.....	7
Employer's Rights, Art 7	7
Employment Protection.....	38
Employment Status	50
Equal Pay	42
Evaluation Reports.....	41
Exchange of Shifts.....	21
Expenses of Arbitrator.....	12
Extended Child Care Leave	35
Extended Health Plan	45

F

Failure to Act	10
----------------------	----

Flexitime	21
Full-Time Union or Public Duties	31
Future Legislation	1

G

General Conditions, Art 28	46
General Leave	32
Grievance on Layoffs and Recalls	18
Grievance Procedure	9
Grievances, Art 9	9
Group Life and Accidental Death and Dismemberment.....	45

H

Harassment Complaints.....	48
Harassment, Art 29.....	47
Health and Welfare Benefits, Art 27	44
Holiday Coinciding with a Day of Vacation	25
Holiday Falling on a Day of Rest	25
Holiday Falling on a Workday	25
Holiday Falling on Saturday or Sunday	24
Holidays, Art 17	24
Hours of Work	19
Hours of Work, Art 14	19

I

Indemnity	46
Information in Postings.....	39
Injury Pay Provision	37
Interviews	41

J

Job Postings	39
Joint Safety and Health Committee	35

L

Labour Management Committee	8
Labour Relations Code.....	6
Layoff.....	17
Layoff and Recall, Art 13.....	16
Leave for Court Appearances	31
Leave without Pay	34
Leaves of Absence	50
Local Union Observer	40
Long-Term Disability	46
Loss of Seniority.....	15

M

Maintenance Agreement.....	43
Management Grievance	12
Maternity and Parental Leave, Art 21	33
Maternity Leave.....	33
Meal Allowance	43
Meal Periods.....	21
Medical/Dental Appointments	30
Municipal Pension Plan, Art 31	52

N

New Employees	38
No Discrimination	1
No Discrimination for Union Activity	4
No Layoff to Compensate for Overtime	23
No Other Agreement	4
Notice to Bargain	52
Notification	12, 40

O

Other Definitions	3
Overtime Compensation.....	23
Overtime Entitlement	23
Overtime for Part-Time Employees	24
Overtime, Art 16.....	22

P

Paid Holiday Pay	25
Paid Holidays	24
Paid Holidays and Vacation for Casual Employees	51
Paid Holidays for Part-Time Employees.....	26
Parental Leave	33
Pay on Temporary Assignment	43
Paydays.....	42
Payment of Premiums	46
Payment of Wages and Allowances, Art 26.....	42
Personal and Psychological Harassment.....	47
Personal Duties.....	47
Personal Property	46
Personnel File	13
Policy Grievance	11
Preamble	47
Preamble, Art 1.....	1
Pre-Layoff Discussions and Canvass	16
Prime Time Vacation Period	29
Probation	14
Procedure	13
Promotion and Staff Changes, Art 24.....	39
Protective Clothing and Supplies	38
Purpose.....	41
Purpose of Agreement.....	1

R

Rate of Pay on Reclassification or Promotion.....	43
Rates of Pay	42
Recall	18
Reclassification of Position	43
Recognition and Rights of Stewards	4
Recording of Overtime	23
Re-Employment	16
Regular to Casual Status	51
Representation	7
Required Certificates	47
Rest Interval.....	24
Rest Periods	20
Return from Leave	34
Right to Grieve.....	40
Right to Grieve Other Disciplinary Action	13
Right to Have Union Representative Present	13
Right to Refuse Overtime	23
Right to Refuse to Cross Picket Lines.....	6

S

Safety and Health, Art 22	35
Salary Rate Upon Employment	43
Same Seniority	16
Seniority.....	50
Seniority Defined	15
Seniority List	15
Seniority Rights on Return to Work.....	34
Seniority, Art 12.....	15
Sexual Harassment	48
Sharing of Overtime.....	23
Shifts, Art 15	21
Short Changeover Premium	22
Shortfall of Shifts	22
Sick Leave Credits	29, 34
Sick Leave, Art 19.....	29
Signed	54
Special and Other Leaves, Art 20.....	30
Special Leave	30
Split Shifts	22
Staff Confidentiality	47
Staff Development Leave.....	42
Staff Meetings	21
Standby Provisions.....	21
Statutory Holidays	51
Step 1.....	9
Step 2.....	9
Step 3.....	10
Substitution Pay.....	42
Supply and Maintenance of Equipment	46

T

Technical Information.....	8
Technical Objections to Grievances.....	11
Technological Change, Art 23.....	38
Temporary Vacancies.....	41
Term of Agreement, Art 32.....	52
Termination.....	44
Time Limit to Reply to Step 2.....	9
Time Limit to Reply to Step 3.....	10
Time Limit to Submit to Arbitration.....	10
Time Limits to Present Initial Grievance.....	9
Time Off for Union Business.....	5
Training.....	38
Trans-affirming Care.....	33
Transfers.....	39
Transportation Allowance.....	43
Transportation of Accident Victims.....	37
Travel Advance.....	43
Trial Period.....	40

U

Union Communications.....	4
Union Education Leave.....	33
Union Insignia.....	5
Union Meetings.....	4
Union Recognition and Rights, Art 3.....	3
Union Representatives.....	7
Union Security, Art 4.....	6
Unsafe Work.....	36
Use of Technology.....	51
Use of Terms.....	1

V

Vacation Carryover.....	27
Vacation Credits Upon Death.....	28
Vacation Interruption.....	28
Vacation Letters.....	40
Vacation Pay.....	27
Vacation Pay Upon Dismissal.....	28
Vacation Payout.....	29
Vacation Preference.....	27
Vacation Schedule Changes.....	28
Vacation Schedules.....	27
Volunteers.....	47

W

Witnesses.....	12
Work Schedules.....	22

Workers' Compensation Benefit.....	30
Working Environment.....	35
Working on a Designated Lieu Day	25
Workplace Violence/Aggressive Conduct.....	36
Worksite Closure	19