

ADSUM ASSOCIATION FOR WOMEN & CHILDREN

(the "Association")

- and -

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 4291

(the "Union")

COLLECTIVE AGREEMENT

March 9 2025- March 8, 2028

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ARTICLE 1 – PREAMBLE

- 1.1 The purpose of this Agreement is to define the relations between the Association and the Union, the rates of pay, the hours of work, the conditions of employment, the continuing rights of management to operate the Association efficiently, and the means by which grievances shall be properly and equitably addressed.
- 1.2 The Employer, the Union and the employees agree to cooperate at all times to maintain and improve the quality of care delivered to the women and children served by the Association. It is understood by the Union and the employees that the Association's operation is highly dependent on the efficiency and performance of each and every employee. Employees shall diligently and regularly perform their duties at all times as outlined by the Association.

ARTICLE 2 - DEFINITIONS

- 2.1 For the purposes of this Agreement, the following definitions will apply:

"Casual Employee" is an employee who works on a day to day basis and does not normally work regularly scheduled hours except to cover occasional approved absences (including vacation) or short term unexpected extra work load;

"Person Hired on Fixed Term Contract" means a person who works for the Association for a fixed and limited term for a special purpose, or in circumstances where the wages of such person are paid from the proceeds of a government grant or program made available for that purpose.

"Regular Employee" is an employee who has successfully completed her/their probationary period;

"Regular Full-time Employee" is a regular employee who is regularly scheduled to work an average of 40 hours per week. For further clarity, and for the purpose of this agreement, overtime is defined as time worked by a Regular Employee with the prior authorization of the Employer in excess of Forty (40) hours per week, or Eighty (80) hours in a Two (2) week rotation, or for time worked beyond a scheduled shift as prescribed by Article 24.1 of this Agreement. The overtime rate of pay is 1.5 times their regular hourly wage for each overtime hour worked;

"Regular Part-time Employee" is one who is regularly scheduled to work less than the hours of a full-time employee;

"Spouse" is a common-law partner, husband, registered domestic partner or wife, except where prohibited or precluded by law;

"Student" is an employee who is a student and normally works during her/their school vacation. A Student, other than a student who is hired as a Casual Employee or works as a volunteer, will not normally perform work performed by bargaining unit employees

"Volunteer" is a person who provides assistance or services to the Association but does not receive any wages from the Association for that work.

"Working Day" means one eight (8) hour day. A twelve (12) hour shift constitutes one and one-half (1 1/2) Working Days.

ARTICLE 3 - RECOGNITION

- 3.1 The Association recognizes the Union as the sole and exclusive bargaining agent for a bargaining unit consisting of all Regular Full-time Employees and Regular Part-time Employees of the Association at its locations in Halifax Regional Municipality (Adsum House, The Sunflower, The Rose, Adsum Court, The Alders, and The 107), but excluding the Executive Director, Executive Assistant, Shelter Director, Program Manager, Fund Development Officer, Finance Manager, Housing Support Program Manager, Manager of Human Resources, Diversity and Inclusion Manager, Eviction Prevention Manager, Property Manager, Facilities Manager, Casual Employees, Volunteers, Students, Persons Hired on Fixed Term Contracts and those persons excluded by paragraph (a) and (b) of subsection 2 of section 2 of the Trade Union Act.
- 3.2 No employee within the bargaining unit shall be required or permitted to make a written or verbal agreement with the Association or its representative which conflicts with the terms of this Collective Agreement. For avoidance of doubt, nothing herein shall prevent the Association from communicating with employees for operational, supervisory or other purposes.

ARTICLE 4 - MANAGEMENT RIGHTS

- 4.1 The Union recognizes and affirms that the management of the Association's operation, the extent and direction of the workforce, including the right to suspend, discipline, discharge, layoff, hire, transfer, promote or demote employees, and the right to determine the qualifications necessary for a particular position are vested exclusively in the Employer and management. The establishment of policies and rules is the sole and exclusive right and responsibility of the Association subject to any express provisions of this Agreement.
- 4.2 The Union and employees agree that employees will comply with and observe all lawful written policies of the Association provided to the Union or the employees, including but not limited to those policies relating to confidentiality, discrimination, harassment and safety.
- 4.3 The Union agrees that the Association is solely vested with the right to determine the methods, systems and other processes used to provide services as required in the conduct of the Association's operation and the scheduling and sequence of operations.
- 4.4 The Union agrees that the Association's use of Volunteers is permitted as long as

this use does not infringe with the working hours, rights and benefits of Union members.

- 4.5 The Union acknowledges that management's rights and authority are abridged or limited only by the provisions of this Agreement. The continuance or discontinuance of any past practice or benefit not enumerated in this Agreement is vested solely in the discretion of the Association. The Association agrees, however, to give the Union thirty (30) days prior notice before discontinuing any past benefit.

ARTICLE 5 – NO DISCRIMINATION

- 5.1 Neither the Association nor the Union shall discriminate against or harass any employee on any basis prohibited by the laws of the Province of Nova Scotia or based on her/their membership or activity in the Union.

ARTICLE 6 – OCCUPATIONAL HEALTH AND SAFETY

- 6.1 The Association and the Union agree that safety is a primary concern in the workplace and that the Association, the Union and the employees will comply with and fulfil their respective obligations under the Nova Scotia *Occupational Health and Safety Act*.

ARTICLE 7 - NO STRIKE OR LOCKOUT

- 7.1 Both the Association and the Union agree to comply with the Nova Scotia *Trade Union Act* regarding the prohibition on strikes and lockouts while this Agreement is in effect.

ARTICLE 8 - UNION SECURITY AND DUES

- 8.1 The Association shall deduct from every employee within the bargaining unit any dues, initiation fees, or assessments levied by the Union on its members.
- 8.2 Deductions shall be made from each payroll and shall be forwarded to the National Secretary-Treasurer of CUPE, 1375 St. Laurent Blvd., Ottawa, Ontario K1G 0Z7 not later than the 15th day of the month following such deduction. Such remittances shall be accompanied by a list of the names, classifications, and hours worked by the employees from whose wages the deductions have been made.
- 8.3 At the same time that Income Tax (T-4) forms are made available, the Association shall indicate on such forms the amount of union dues paid by each union member in the previous year.
- 8.4 The Union agrees to indemnify and hold the Association harmless from and to pay any and all suits claiming penalties, damages, legal fees, expenses, court costs, judgments and any other liability that may arise out of or result from the application of the provisions of this Article.
- 8.5 It shall be a condition for new employees within the bargaining unit to authorize

the Association to deduct the Union initiation fee and the Association to remit the monies so deducted to the Union.

- 8.6 Notwithstanding any other provision in this Agreement, the Union agrees that Students, Casual Employees and Persons Hired on Fixed Term Contracts are not required to become members of the Union or to pay Union dues.

ARTICLE 9 – EMPLOYER TO ACQUAINT NEW EMPLOYEES

- 9.1 The Employer agrees to acquaint new Employees with the fact that a Collective Agreement is in effect. Copies of the Agreement shall be supplied by the Union to all its members. The Employer agrees to provide fifteen (15) to thirty (30) minutes to the Union on the first orientation day of each month to meet with new bargaining unit members.

ARTICLE 10 - CORRESPONDENCE

- 10.1 All correspondence between the parties, arising out of this Agreement or incidental thereto, shall pass to and from the Executive Director for Adsum Association for Women and Children to the President of Local 4291 and to the CUPE National Representative.

- 10.2 Any correspondence or other written notice or communication required or permitted under this Agreement shall be sufficiently given if mailed, delivered in person, sent by courier or email to the following addresses:

In the case of the Association:

Adsum Association for Women and Children 2421
Brunswick Street
Halifax, NS B3K 2Z4
Attention: Executive Director
Sheri.lecker@adsumforwomen.org

In the case of the Union: the President of Local 4291. The Union shall provide the contact information including mailing address and email to the Employer.

- 10.3 Changes may be made in the respective addresses to which such correspondence and notices may be directed from time to time by any party by written notice to the other party. Notwithstanding the foregoing, any notices required or permitted by Articles 15.7 or 17.5 of this Agreement, if given by mail, shall be sent by registered mail, return receipt requested and shall be deemed to have been delivered five (5) days after the date of mailing provided, however, that no such notices shall be sent by mail in the event of a postal strike or other disruption of regular mail service.

ARTICLE 11 – UNION STEWARDS

- 11.1 The Union agrees to notify the Association in writing of the name of the Shop Steward(s) and of any changes thereof.
- 11.2 When two or more Stewards are working at the same location on the same shift, the senior Steward will be the Steward responsible for handling any employee concerns over the interpretation, application or alleged violation of the Agreement while on that shift.
- 11.3 The Steward will perform only those duties on Association time that pertain to the handling of grievances or alleged violations of this Agreement and shall not leave her/their work station or deviate from her/their assigned duties without seeking permission from her/their Supervisor (such permission shall not be unreasonably withheld).

ARTICLE 12 - LABOUR MANAGEMENT RELATIONS

- 12.1 **Union Representative** - No employee or group of employees shall undertake to represent the Union at meetings with the Association without the authorization of either the local president or a national representative of the Union. In representing an employee or group of employees, an elected or appointed representative of the Union shall be the spokesperson. The Union shall keep the Association informed of the name of the current local president or national representative and confirm the identities of any employee who is permitted to represent the Union at Association meetings.
- 12.2 **Matter Referred to Board of Directors** - Where a matter is referred by the Union to the Board of Directors of the Association for a decision pursuant to and in accordance with the provisions of this Agreement, the chair of the Board of Directors or her designate shall provide a written response to the Union as directed by the Board of Directors as soon as practicable after the matter has been considered by the Board.
- 12.3 **Bulletin Board** - The Association shall provide one (1) bulletin board which shall be placed so that all employees will have access to it and upon which the Union shall have the right to post notices of meetings and such other notices as may be of interest to the employees. The bulletin board will be placed in a location where it will not interfere with services to clients.

ARTICLE 13 – LABOUR-MANAGEMENT COMMITTEE

- 13.1 **Establishment of the Committee** - A Labour-Management Committee shall be established, consisting of not more than three (3) representatives of the Union and not more than three (3) representatives of the Association. A management representative and a Union representative shall be designated as joint chairpersons, and shall alternate in presiding over meetings. Meetings shall be held at least twice a year at a mutually agreed time and place. Minutes of each

meeting of the committee shall be prepared and signed by the joint chairpersons. The signed copies of the minutes shall be made available to each of the committee members within a reasonable time.

13.2 Committee Representatives - The Union shall supply the Association with the list of names of those people involved in Labour Management Committee meetings on behalf of the Union and the Association shall notify the Union of its representatives.

13.3 Grievances - The Committee shall not concern itself with matters that are being handled, or are permitted by this Agreement to be handled through the grievance procedure set out in Article 15.

ARTICLE 14 – COLLECTIVE BARGAINING COMMITTEE

14.1 A Union Bargaining Committee shall be elected or appointed and consist of not more than three (3) members of the Union and the CUPE National Representative. The Union will advise the Association of the Union members of the Committee. Employees shall have no loss of regular pay or group benefits as a result of time absent from work while involved in direct negotiations between the Association and the Union for a Collective Agreement.

14.2 In the event either party wishes to call a bargaining meeting, the meeting shall be held at a time and place fixed by mutual agreement. However, such meeting must be held not later than thirty (30) calendar days after the request has been given.

ARTICLE 15 - GRIEVANCE PROCEDURE

15.1 Grievance Committee - The Union will appoint and the Association will recognize two (2) Shop Stewards or Union Officers who are in the employ of the Association, who shall be known as the Grievance Committee, to deal with complaints and grievances. The Union shall notify the Employer of the appointees to the committee. The Association shall be required to deal with only one of the Shop Stewards or Union Officers at a time.

15.2 Steward and Union Officer Duties - The Association agrees that the Stewards and Union Officers shall not be hindered, coerced, restrained or interfered with in the performance of their duties while investigating disputes and presenting grievances as provided in this Article. The Union recognizes that the Stewards and Union Officers are employed by the Association and that they will not leave their work duties during working hours without obtaining the permission of their supervisor. Such permission is not to be unreasonably withheld.

15.3 Grievance Defined - A "grievance" is defined to be a complaint or dispute arising between the Association and the employee(s) or the Union as to the interpretation, application, operation or alleged violation of any provision of this Agreement.

15.4 Policy Grievances - The Union and/or the Association may file policy grievances

in writing directly to the Executive Director of the Association or the President of the Union, as applicable. A policy grievance filed by the Union is one that is not normally filed by an employee and involves a matter of general application or interpretation of this Collective Agreement.

- 15.5 **Immediate Supervisor** - The parties agree they will attempt to resolve the disputes or complaints as quickly as possible. The parties agree that the complaint must be taken to the immediate supervisor for the purpose of trying to reach a satisfactory solution to the matter in dispute. An employee will be permitted to have a Shop Steward present at this meeting.
- 15.6 **Suspension or Dismissal** - A grievance involving a disciplinary suspension without pay or dismissal may be brought directly to the attention of the Executive Director or her delegated representative.
- 15.7 In the event the complaint or dispute cannot be settled pursuant to Article 15.5, either party may proceed in the following manner:

Step 1: The grievance must be in writing, dated and signed by the employee(s) who are alleging the grievance or by a representative of the Union in the event the grievance involves a matter of general application or interpretation of this Collective Agreement. The grievance shall contain a description of the alleged violation. The grievance must be received by the Executive Director, or designate within ten (10) working days after the event or occurrence giving rise to the alleged grievance. For the purposes of Article 15.7, "working day" means a day other than a Saturday, Sunday or statutory holiday observed by chartered banks in Halifax, Nova Scotia.

Step 2: Within seven (7) working days after receipt of the written grievance, the Executive Director and/or designate shall acknowledge in writing receipt of the grievance and propose a date(s) to meet with a Union representative to attempt to settle the grievance. The employee may be present at such meeting with the Union's consent. At the meeting the Union representative or the employee alleging the grievance shall provide to the Executive Director a detailed description of the alleged violation or other matter giving rise to the grievance.

Step 3: Within ten (10) working days of this meeting, the Association shall advise the Union of its decision. The Union and the Association may agree in writing to an extension of time for the rendering of this decision.

Step 4: If the Union is not satisfied with the decision rendered in Step 3, or if the grievance procedure outlined in Step 2 or 3 has not been followed by the Association, the Union may submit the grievance to arbitration.

The time limits in this Article apply equally to a grievance filed by the Association.

- 15.8 Where a dispute involving a question of general application or interpretation of this

Collective Agreement occurs, or where a group of employees or the Union has a grievance, such grievance shall be brought directly to the attention of the Executive Director at step 1.

15.9 After a grievance has been initiated by the Union, the Association's representative shall 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.

15.10 Any mutually agreed written changes to this Collective Agreement shall form part of this Collective Agreement and are subject to the grievance and arbitration procedure.

ARTICLE 16 - ARBITRATION

16.1 Either party may advise the other in writing that a grievance, properly processed in accordance with Article 15, is being referred to arbitration. The parties shall discuss the appointment of the single arbitrator or board of arbitration where the parties agree that a board is preferable. If, after seven (7) days, the parties have not agreed to the single arbitrator or chairperson, the Minister of Labour may, upon application by either party, appoint an arbitrator or chairperson to act.

16.2 The decision of the arbitrator shall not change, add to, vary or disregard any terms or conditions of this Agreement. The decision of the arbitrator or arbitration board shall be final and binding on the Association, the Union and all employees concerned.

16.3 The Union and the Association shall contribute equally to the costs of the arbitrator or board.

16.4 No matter shall be submitted to arbitration which has not been properly carried through the requisite steps of the grievance procedure. The arbitrator will have jurisdiction to adjudicate on any matter which is properly before her/them, including any issue as to whether a grievance is arbitrable.

16.5 The parties agree that the time limits set out in Article 15 and Article 16 are mandatory and not directory and may only be extended by mutual written consent. A failure to comply with the time limits at any stage shall be deemed conclusively to constitute a withdrawal and abandonment of the grievance.

ARTICLE 17 - DISCIPLINE AND DISCHARGE

17.1 The right to discipline and discharge employees shall be the exclusive right and responsibility of the Association. The Association will not discharge or discipline an employee, who has successfully completed her/their probationary period, without just cause except as may otherwise be specified in this Agreement.

17.2 An employee shall have the right to have her/their Steward present at any discussion involving the imposition of formal discipline. Where a supervisor intends to impose

discipline, the supervisor shall notify the employee in advance of the purpose of the meeting in order that the employee may contact her/their Steward.

- 17.3 The Steward or local Union Officer shall have the right to consult with a CUPE staff representative and to have her/their present at any discussion with supervisory personnel involving disciplinary action.
- 17.4 Where the Association suspends or discharges an employee who has completed her/their probationary period, such employee shall be notified in writing with a copy sent to the CUPE representative.
- 17.5 In cases of discharge of an employee, the Association shall mail a copy of the written notice to the office of the Union within five (5) working days from the date of discharge.
- 17.6 Any such notice of discipline may be retained by the Association in the employee's file. Any reply by the employee shall become part of the file, provided that the Association's silence in response to such a reply shall not be considered an acceptance by the Association of the accuracy or validity of the reply.
- 17.7 An employee disciplined, suspended or discharged may challenge such employer actions through the grievance and arbitration procedures in this Agreement.

ARTICLE 18 – PERSONNEL FILE

- 18.1 With reasonable notice to the Executive Director, an employee shall have the right to access and review her/their personnel file. An employee may respond, in writing, to any permanent record provided that the Association's silence in response to such reply shall not be considered acceptance by the Association of the accuracy or validity of the reply.
- 18.2 No entry of a disciplinary nature, which may be used in subsequent disciplinary action, will be maintained on an employee's file without her/their prior knowledge. Any such entry shall not be used in a subsequent disciplinary action against the employee after a period of thirty-six (36) months has elapsed from the date of entry into the employee's file.
- 18.3 The personnel records of an employee or former employee shall not, unless required by law, be shared in any manner with any other employer or agency without prior written consent of the employee concerned.

ARTICLE 19 - PROBATIONARY EMPLOYEES

- 19.1 A new employee will be considered on probation until she/they has completed six (6) months of employment.
- 19.2 No seniority shall accumulate to the probationary employee during the six (6) month period. Following satisfactory completion of the probationary period,

seniority will be back dated to the commencement of the employee's probationary period.

19.3 During the probationary period the employee will be assessed by the employer to determine suitability as a regular employee. Discharge of the employee during this period will not have to meet the just cause provision, but the Association agrees it will not act in a discriminatory manner contrary to any applicable provincial legislation.

19.4 The Union and the Association may agree to extend an employee's probationary period for an agreed period of time, not to exceed an additional six (6) months. Where a probationary period has been extended, the provisions in Articles 19.2 and 19.3 shall apply with any necessary modification.

ARTICLE 20 – SENIORITY

20.1 Seniority is defined as the length of service with the Association. For the purpose of this Article, an employee's seniority date shall commence on the date the employee acquires a permanent full-time or permanent part-time bargaining unit position and shall backdate to the employee's original date of hire. Subject to Article 21.1 and 21.2, seniority shall be used in determining preference or priority for promotions, transfers, lay-offs, permanent reductions of the workforce and recall. Subject to Article 21.2, seniority shall operate on a bargaining unit wide basis.

20.2 The Association shall maintain a seniority list showing the current classification and date upon which each employee's service commenced. Where two or more employees commenced work on the same day, preference shall be in accordance with the date of application. An up-to-date seniority list shall be sent to the Union and posted on all bulletin boards in April of each year.

20.3 In the event an employee is transferred to a position outside the bargaining unit, she/they shall have the right to return to the bargaining unit within one (1) year of the transfer. An employee who returns to the bargaining unit after having been transferred will have her/their previous seniority restored but will not be credited with seniority for the period spent outside the bargaining unit. If she/they does not return to the bargaining unit within the one (1) year period, then she/they shall forfeit her/their bargaining unit seniority.

20.4 An employee shall lose her/their seniority and the employment relationship shall cease in the event an employee:

- (a) voluntarily quits;
- (b) resigns in writing and does not withdraw the resignation, in writing, within forty-eight (48) hours thereafter;
- (c) is discharged for just cause, or as otherwise provided in this Agreement,

and is not reinstated pursuant to the grievance/arbitration procedure contained in Articles 15 and 16;

- (d) fails to report to work after a layoff within seventy-two (72) hours after receiving notice to return to work, or after a meaningful attempt has been made to deliver the notice to her/their last address appearing on the Association's records;
- (e) is absent from work without permission for more than three (3) consecutive days, unless the employee has a documented medical condition which prevented the employee from seeking permission from the Association;
- (f) is laid off from work for any reason for at least eighteen (18) consecutive months; or
- (g) retires.

ARTICLE 21 – PROMOTIONS AND STAFF CHANGES

21.1 When it is determined by the Employer that a vacancy occurs or when a new position is created within the bargaining unit, the Employer shall post notice of the position on the staff bulleting board for a period of one (1) week during which time any Employee in the bargaining unit may make written application for the position. Positions will be posted within two (2) weeks of the Association's decision to fill a vacancy.

21.2 In cases of vacancies within the bargaining unit, the Association will assess each applicant's ability, experience and qualifications to perform the available job. Where, in the sole opinion of the Association, these factors are equal, the most senior employee will receive the job. In the event of a promotion **an appointment**, if the employee does not adequately perform the duties of the new position within a four (4) month period after commencement in the new position, the Association shall transfer the employee back to her/their original position if that position still exists or, if the position no longer exists, will transfer the employee to another position in the same pay classification as the original position.

ARTICLE 22 - LAYOFF AND RECALL

22.1 Both parties recognize that job security shall increase in proportion to length of service. Layoffs will be done in accordance with seniority beginning with the most junior regular employee. Therefore, in the event of a layoff, employees shall be laid off in the reverse order of seniority provided that the Association is able to fill the position of the junior employee with an existing employee who is qualified and willing to be placed in the position at its rate of pay. An employee to be laid off may displace an employee with less seniority provided she/they is qualified, as per the job description, to perform the work of the junior employee.

- 22.2 Employees shall be recalled in the order of their seniority provided the employee is qualified for the position for which recall is made.
- 22.3 An employee shall notify the Association immediately and in writing of any change in her/their mailing address, and shall provide the Association with telephone numbers at or through which she/they can be reached. In the event any employee fails to comply with the provisions of this Article, the Association shall not be responsible for failure of correspondence, notices, and messages to the employee.
- 22.4 Grievances concerning layoff and recall shall be initiated at Step 1 of the Grievance Procedure as described in Article 15.7.

ARTICLE 23 - HOURS OF WORK

- 23.1 The Association currently operates 24 hours per day, 7 days per week. Regular employees who are employed as Client Support Officers are ordinarily required to work an average of 40 hours per week, on a shift basis. All other Regular Full-time Employees are ordinarily required to work 40 hours per week, Monday to Friday.
- 23.2 Employees working a shift of eight (8) hours or more shall be entitled to a paid thirty (30) minute meal break and one fifteen (15) minute rest break in the first and second half of the shift.
- 23.3 Employees will be at work fifteen (15) minutes in advance of their scheduled start time to ensure an orderly shift handover. There will be no specific compensation for these shift handover duties and the parties agree that the standard pay set out in Articles 23.1 and 23.2 already compensates Employees for such duties.
- 23.4 Hours of operation, hours of work and shift schedules are periodically subject to change. Where practicable, the Association will provide the Union with notice of any changes in operation, hours or shifts and will consider the input and preferences of the employees. However, the parties recognize that the Association has the sole and unlimited right to determine hours of operation, hours of work and shift schedules without the agreement or consent of the Union or employees.
- 23.5 The Association's Executive Director, or her/their designate, will schedule shifts. Subject to operational requirements and employee availability, the Association will make every reasonable effort to contact Regular Part-time Employees on a rotational basis to fill shifts that are available prior to posting or after posting the schedule due to employee illness, vacation or other reason.
- 23.6 If an Employee experiences a traumatic event at the workplace they shall be permitted with the Employer's approval to leave work with no loss of pay or benefits.

ARTICLE 24 – OVERTIME AND ON CALL

24.1 Overtime - An employee who is required to work beyond her/their scheduled eight (8) or twelve (12) hour shift shall be compensated at time and one half (1^{1/2}) her/their regular hourly rate for all hours worked or, at the employee's option, take time off in lieu on the basis of 1^{1/2} hours off for each hour of overtime worked. All overtime must be approved by the employee's direct manager. An employee must be required to work at least fifteen (15) minutes beyond the usual end of her/their shift before overtime shall start to accumulate.

24.2 Lieu time can be taken at a time mutually agreed between the employee and the Executive Director, but must be taken within three (3) months unless the Executive Director authorizes otherwise, which authorization shall not unreasonably be denied. If the lieu time is not mutually agreed between the employee and the Executive Director within three (3) months, the lieu time will be paid out to the employee at the overtime rate in accordance with this Agreement.

24.3 The Employer shall not reduce regular hours of an employee who works overtime except by mutual agreement between Union and Employer.

24.4 On Call - An employee shall be compensated for on call work in accordance with the following:

- (a) Ten (10) hours off without loss of pay or benefits for each week an employee is designated by the Association to be on call at Adsum Centre or Adsum House and is available to be called back to work;

An employee who is on call, and is required to fill in for a shift shall be compensated for all hours worked at the rate of time and a half (1.5) their normal rate of pay.

Time off shall be scheduled as mutually agreeable by the employee and the Executive Director.

24.5 An employee who is called into work by the Executive Director, or her/their designate, outside of the employee's normal working hours shall be paid, at a minimum, an amount equivalent to three (3) hours at the employee's regular rate. The Association shall reimburse an employee who is called into work for the cost of taxi fare or, if an employee travels in her/their own car, the mileage rate in accordance with Article 39.1, to and from the employee's home to the place of work.

ARTICLE 25 – VACATIONS

25.1 A regular full-time employee shall receive vacation leave with pay after completion of continuous service, as follows:

Less than five (5) years of service	1 1/4 Working Days per month
Five (5) years of service to ten (10) years of service	1 2/3 Working Days per month

Ten (10) or more years of service	2.08 Working Days per month
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- 25.2 A regular part-time employee, who normally worked an average of twenty (20) hours or more per week in the preceding twelve (12) months, will be entitled to vacation as set out above on a pro-rated basis. Pro-rating will be done on the basis of the employee's average weekly hours divided by forty (40) hours per week.
- 25.3 A regular part-time employee, who normally works less than twenty (20) hours per week, on average, will be entitled to vacation pursuant to the *Labour Standards Code*.
- 25.4 Except as provided in Article 25.5, vacation may not be carried over from one year to the next and is to be taken in the calendar year in which is it earned. An employee may not waive vacation and draw double pay.
- 25.5 An employee entitled to two (2) weeks vacation or more shall be entitled to bank up to a maximum of five (5) **Working Days** annual vacation. The banked vacation shall be taken within the following vacation year at the rate of pay prevailing when the vacation is taken.
- 25.6 The Association will attempt to schedule vacation in accordance with employee requests, but reserves the exclusive right to determine when vacations may be taken, for what duration and how many employees may be on vacation at any time. If necessary due to operational requirements, the Association may require an employee to reschedule her/their vacation.
- 25.7 In each vacation year, employees may indicate a preference for up to a two (2) week block of vacation and, in the event of a conflict, the Association will, subject to Article 25.6, schedule vacations on the basis of seniority. In order for vacation requests to be considered, the employee must give her/their request to the Executive Director or Program Manager or Housing Support Manager or Social Work Coordinator.
- 25.8 An employee shall receive an unbroken period of vacation not exceeding two (2) weeks, unless mutually agreed upon between the employee and Association.
- 25.9 An employee terminating employment or retiring at any time in the vacation year prior to using her/their vacation shall have vacation earned to the date of termination or retirement paid out.
- 25.10 During the vacation period, should an employee qualify for sick leave and provide a medical certificate upon the Association's request, or qualify for bereavement leave or any other approved leave, there shall be no deduction from vacation credits for such absence. The period of vacation so displaced shall either be added to the vacation period or reinstated for use at a later date, as determined through consultation between the Executive Director and the employee.

ARTICLE 26 - HOLIDAYS

26.1 The following holidays will be observed for regular full-time and part-time employees:

26.2

New Year's Day	Labour Day	Natal Day
Good Friday	Thanksgiving Day	Remembrance Day
Victoria Day	Christmas Day	Heritage Day
Canada Day	Boxing Day	National Day for Truth And Reconciliation

26.3 If a holiday occurs during a regular employee's day off or vacation period, the employee will receive another Working Day off with pay at a time mutually agreed between the employee and the Executive Director.

26.4 An employee who is required to work on a holiday will receive time and one-half (1¹/₂) times her/their regular hourly rate for all hours worked on the holiday and shall have her/their holiday rescheduled at a time mutually agreed between the employee and the Executive Director.

26.5 The holidays shall be defined as the time between 00:01 hours and 23.59 hours.

26.6 An employee who calls in sick on either her/their scheduled work day immediately preceding or her/their scheduled work day immediately following the holiday, must produce a medical certificate justifying the absence before she/they will be paid holiday compensation.

26.7 Employees who are scheduled to work on Remembrance Day shall be compensated in accordance with the *Remembrance Day Act*.

ARTICLE 27 - BENEFITS

27.1 The Association agrees to maintain the present level of benefits in place for full-time and part-time employees according to the Association's Personnel Policies Manual, as amended from time to time, unless circumstances beyond the Association's control force a modification to same. The Association agrees, if possible, to give the Union thirty (30) days notice of any such modification.

27.2 Effective January 1, 2021, the Association shall provide an Employee Assistance Program to all eligible employees.

27.3 The Union and the Association shall jointly agree to meet sixty (60) days after the signing of the new collective agreement to explore finding a new defined benefit pension plan.

ARTICLE 28 – MEDICAL/DENTAL

- 28.1 The Association agrees to maintain the present medical and dental plans subject to any changes, modifications or cancellations made by the insurer under such plans. The Employer and the Union will cost share the plan with each party paying 50% of the cost of premiums.

ARTICLE 29 – UNION LEAVE

- 29.1 Upon request to the Association at least ten (10) working days in advance, and operational requirements permitting:
- (1) an employee elected or appointed to represent the Union at a convention shall be allowed a leave of absence without pay and benefits for a period not exceeding five (5) consecutive days; and
 - (2) an employee elected or appointed to attend Executive and Committee meetings of the Union, its affiliated or chartered bodies, or any labour organization with which the Union is affiliated, shall be allowed a leave of absence without pay or benefits for a period not exceeding five (5) consecutive days.
- 29.2 An employee shall receive the pay and benefits provided for in this Agreement when on unpaid leave of absence for Union work or conventions pursuant to Article 29.1. However, the Union shall promptly reimburse the Association for all such pay and benefits during the period of absence, and in any event within 30 days after the leave of absence. For the purpose of seniority or service based entitlements under this Agreement, Union leave shall be deemed as time worked.

ARTICLE 30 – SICK LEAVE

- 30.1 Only regular employees who have completed the probationary period are entitled to sick leave.
- 30.2 A regular full-time employee who suffers an illness or injury which prevents her/their from working is entitled to leave with pay for up to 15 Working Ddays (120 hours in aggregate) per calendar year, (excluding any day for which the employee receives Workers' Compensation benefits) of which up to three (3) of those Working Ddays (24 hours in aggregate) may be taken to attend to the illness of an immediate family member, as defined in Article 34.1, in lieu of sick leave. This benefit will be pro-rated for Regular Part-time Employees on the basis of the employee's average weekly hours in the preceding twelve (12) months divided by forty (40) hours per week.
- 30.3 An employee may, subject to Article 30.5, carry over unused sick credits from year to year up to a maximum of 200 hours in aggregate.
- 30.4 An employee shall not be entitled to any pay or other compensation or any time off in lieu of pay in respect of any unused sick credits existing when the employee ceases to be employed by the Association.

30.5 Proof of Illness - Employees may be required to submit to the Association satisfactory proof of any illness, injury or disability for which sick leave is claimed or received for any period of absence due to illness, injury, or disability of five (5) consecutive days in a twelve (12) month period.

30.6 Each employee shall be entitled to use three (3) of the fifteen (15) sick days referenced in Article 30.2 for personal days.

ARTICLE 31 – PREGNANCY, PARENTAL, ADOPTION LEAVE

31.1 Employees will be entitled to take unpaid pregnancy, parental and adoption leave in accordance with the Nova Scotia *Labour Standards Code*.

ARTICLE 32 – COMPASSIONATE CARE LEAVE

32.1 Employees will be entitled to take unpaid compassionate care leave in accordance with the *Employment Insurance Act* and *Labour Standards Code*.

ARTICLE 33 – JURY AND COURT LEAVE

33.1 An employee will suffer no loss of basic pay while serving on jury duty or any time summoned by the courts, but the employee will be required to give the Association any money received as witness attendance fees.

ARTICLE 34 – BEREAVEMENT LEAVE

34.1 An employee will be granted up to five (5) Working Days without loss of pay for absence immediately following the death of an immediate family member (i.e. spouse, common-law partner, same sex spouse, child, grandchild, stepchild, stepgrandchild, parent, stepparent, grandparent, brother, sister, or a person for whom the employee is a legal guardian).

34.2 An employee will be granted up to two (2) Working Days without loss of pay for absence immediately following the death of a father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law or sister-in-law. An employee may designate one (1) of the two (2) Working Days for the day of the funeral.

34.3 The Association will grant up to one (1) Working Days leave without loss of pay if necessary to attend the funeral of another relative or close personal friend on a regularly scheduled work day.

ARTICLE 35 – STORM LEAVE

35.1 The Association, the Union and the employees acknowledge that Adsum facilities operate on a 24-7 basis, and regardless of weather conditions, all Parties commit to cooperating to ensure the consistent quality of care provided to clients. However, if severe inclement weather results in the official closure of roads in the Halifax

Regional Municipality and prevents an employee from attending work for their scheduled shift, the employee may utilize any of their available vacation, holiday, or overtime credits to cover the time off. Employees are required to remain at work until replacement personnel arrive to relieve her/them from their responsibilities.

- 35.2 An employee shall only be entitled to use such credits on account of time off for inclement weather for a maximum of twenty-four (24) hours in a twelve (12) month period.
- 35.3 An employee must immediately notify the Executive Director if she/they is unable to get to work because of such severe inclement weather conditions.

ARTICLE 36 – LEAVE WITHOUT PAY

- 36.1 The Association may grant a leave of absence of up to ten (10) Working Days without pay and without loss of seniority to an employee when the employee requests such leave for good and sufficient cause.
- 36.2 The employee shall make the request in writing and addressed to the Association, with a copy to the Union.
- 36.3 Such approval shall not be unreasonably withheld by the Association if operational requirements permit.
- 36.4 In addition to the leaves of absence contemplated by Article 36.1 of this Agreement, the Association shall grant unpaid leave not already provided for in this Agreement to employees in a manner consistent with the Nova Scotia *Labour Standards Code*.
- 36.5 The Association agrees to grant unpaid Reservist Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.6 The Association agrees to grant unpaid Serious Illness or Injury Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.7 The Association agrees to grant unpaid Family Responsibility Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.8 The Association agrees to grant unpaid Emergency Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.9 The Association agrees to grant unpaid Citizenship Ceremony Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.10 The Association agrees to grant unpaid Critically Ill Adult Care Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.
- 36.11 The Association agrees to grant unpaid Critically Ill Child Care Leave to the employee

in accordance with the Nova Scotia *Labour Standards Code*.

36.12 The Association agrees to grant unpaid Compassionate Care Leave to the employee in accordance with the Nova Scotia *Labour Standards Code*.

36.13 The Association agrees to grant unpaid leave for Victims of Domestic Violence to the employee in accordance with the Nova Scotia *Labour Standards Code*.

ARTICLE 37 – EXAMINATION LEAVE

37.1 An employee shall be entitled to leave of absence with pay and without loss of seniority and benefits to write examinations, if required by the Association, to upgrade her/their employment qualifications.

ARTICLE 38 – WORKSHOPS, SEMINARS, COURSES

38.1 The Association may provide workers the opportunity to participate in appropriate seminars, workshops or short courses.

38.2 At the discretion of the Association, an employee may be given assistance to undertake appropriate research projects. Upon the agreement of the Association, this assistance may take the form of free use of the photocopier, provision of supplies, time off, clerical assistance and mailing costs.

38.3 Conferences, in-services and workshops attended by employees at the request of the Association shall be paid for by the Association. Attendance at any training courses or seminars requested by the Association shall be deemed to be time worked.

38.4 Any employee requested training or seminar may be paid at the Association's sole discretion.

ARTICLE 39 – MILEAGE RATE

39.1 Travel rates to an employee using her/their own automobile to perform her/their employment duties shall be calculated in a manner consistent with the mileage rate payable by the Canada Revenue Agency at the time that the employee submits her/their expense claim to the Association, or such greater amount as may be allowed by the Association's travel policy from time to time.

39.2 The Association will reimburse the cost of taxi fare incurred by an employee to travel home from the workplace in circumstances where it would be unsafe, as determined by the Executive Director or her/their designate, for the employee to travel by public transportation or where public transportation is not available because the employee has been required by the Executive Director, or her/their designate, to work late.

ARTICLE 40 – WORKERS' COMPENSATION

- 40.1 All employees are covered by the *Workers' Compensation Act*.
- 40.2 An employee receiving payment for a compensable injury under Workers' Compensation shall continue to accumulate seniority and the Association will continue to match the contributions made by the employee to any health, dental, medical or other employee benefit plan to the same extent as the Association is required to match such contributions made by other employees. Nothing in this clause shall limit or otherwise affect the right of the Association to terminate the employment of an employee on the grounds of innocent absenteeism after two (2) years.
- 40.3 An employee who has not been discharged and who no longer has a compensable injury under Workers' Compensation shall be placed in her/their former or equivalent position with the Association provided she/they is able to properly perform all functions of the job.

ARTICLE 41 – NO PYRAMIDING

- 41.1 There shall be no pyramiding of benefits under this Agreement.

ARTICLE 42 – JOB DESCRIPTIONS

- 42.1 The Employer agrees to draw up job description for all positions for which the Union is the bargaining agent.

ARTICLE 43 - EXISTING AND NEW CLASSIFICATIONS

- 43.1 **Existing Classifications** - Existing employment classifications shall not be eliminated without prior agreement with the Union. Notwithstanding the foregoing, the Association will decide if and when a vacancy is to be filled.
- 43.2 **New Classifications** - The Association shall prepare a new job description for each new job classification created after the date of this Agreement and shall prepare a new job description whenever the duties of a position are fundamentally changed so as to effectively create a new job.
- 43.3 The Association will give the Union thirty (30) days prior notice before any such new job description takes effect.
- 43.4 The rate of pay for any such new classification shall be subject to negotiation between the Association and the Union. If, after good faith negotiations, the Association and the Union are unable to agree on the rate of pay for such new classification, then the Association shall establish a rate of pay for such classification for the balance of the term of the Collective Agreement. Once a negotiated rate is established, this new rate shall be retroactive to the date the new classification was established.

ARTICLE 44 - WAGES

- 44.1 There shall be twenty-six (26) pay periods per year. Each employee shall be paid on a bi-weekly basis either by negotiable cheque or direct bank deposit in accordance to the employee's wishes.
- 44.2 Rates of pay will be as set out in Appendix "A" to this Agreement.
- 44.3 **Temporarily Assigned to a Higher Classification** - When an employee temporarily relieves in and performs the duties of a higher paying bargaining unit position, she/they shall receive the rate of pay associated with the job classification for the higher paying position at the step which is closest to her/their own regular rate of pay.
- 44.4 **Temporarily Assigned to a Lower Classification** - When an employee is temporarily assigned to a position paying a lower rate, her/their rate shall not be reduced.
- 44.5 **Temporarily Assigned to an Excluded Position** - When an employee temporarily relieves in and performs the duties of a higher paying non- bargaining unit position, she/they shall receive her/their regular rate of pay plus fifteen percent (15%).

ARTICLE 45 - DURATION

- 45.1 Unless changed by mutual agreement, this Collective Agreement shall continue in force and effect from March 9, 2025, up to and including March 8, 2028 and shall be renewed automatically from year to year unless either party notifies the other party, in writing, ninety (90) days or more prior to the expiration date that it desires to amend the Agreement.

IN WITNESS WHEREOF each of the parties has caused this Agreement to be signed by duly authorized officers or representatives as of the 15 of May, 2025.

Signed in the presence of:

ADSUM ASSOCIATION FOR WOMEN & CHILDREN

Nataskatrust Nataskatrust
 Witness Sarah Camier - Camier
 Witness _____
 Witness _____)

Angela Louise Angela Ratusse
Shirley Lecker
M. Lecker

CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 4291

Signed by: [Signature]
 Océanne Tardif
 Witness [Signature]
 Bethany Porter
 Witness [Signature]
 Nora Richter
 Witness _____

Signed by: [Signature] Bethany Porter
 Witness [Signature]
 Nora Richter
 Witness [Signature]
 Océanne Tardif
 Witness _____

APPENDIX A

Position/Classification Title	Hourly Rate	Increase	Increase	Increase
	March 8, 2025	March 9, 2025 [26.2%]	March 9, 2026 [2.5%]	March 9, 2027 [2.5%]
Client Support Worker	22.98	29.00	29.73	30.47
Client Support Worker (2)	24.50	30.92	31.69	32.48
Tenant Support Worker	22.98	29.00	29.73	30.47
Tenant Support Worker (2)	24.50	30.92	31.69	32.48
Intensive Case Manager	22.98	29.00	29.73	30.47
Intensive Case Manager (2)	24.50	30.92	31.69	32.48
Housing Support Worker	22.98	29.00	29.73	30.47
Housing Support Worker (2)	24.50	30.92	31.69	32.48
Household Coordinator	24.50	30.92	31.69	32.48
Household Coordinator (2)	26.64	33.62	34.46	35.32
Social Worker	26.46	33.62	34.46	35.32
Social Worker (2)	28.06	35.41	36.40	37.20

Position Description

Position title: Client Support Officer (Adsum House)

Position scope:

Under the day-to-day supervision of the Social Work Coordinator, the Client Support Officer is responsible for all client intakes and discharges; seeking financial authorization for clients; providing information, support and other services to youth, women and their children. The Client Support Officer is also responsible for maintaining client files including an electronic database; gathering and recording other statistical information as required; assisting clients to identify short- and long-term goals; dealing effectively with requests for services from the public as well as accepting donations; and assisting in the day-to-day operation of the shelter.

Typical duties:

Provides information, support and other services to youth, women and their children requiring emergency and short-term shelter.

- Provides information in person and on the phone to women seeking assistance in locating emergency, short-term and permanent housing;
- Ensures that all interactions with clients are carried out in a safe, dignified, and unobtrusive manner;
- Maintains client confidentiality and privacy;
- Offers support and assists in making community referrals;
- Is responsible intake and discharge processes;
- Assists clients in securing financial services;
- Interviews new residents;
- Maintains client records and is responsible for updating client information including an electronic database system;
- Provides assistance and support to clients during difficult and crisis situations;
- Provides regular reports to staff during shift change;
- Assists clients in locating appropriate housing; and
- Assists clients in obtaining medical treatment and other services.
- to ensure the protection of the rights of all clients; and
- Provides assistance and support to clients during difficult and crisis situations.

Develops and maintains community liaisons and carries out networking.

- Is responsible for keeping informed of social assistance policies for the benefit of clients;
- Interacts with financial assistance officers and other community support people on behalf of residents; and
- Develops and maintains a positive interaction with community agencies for the benefit of clients and Adsum House.
- House on community committees; and
- Collaborates with community organizations to integrate women's issues into the development of project proposals.

Prepares reports and maintains statistical information.

- Maintains and updates client files;
- Maintains client transportation log and medication log;
- Completes authorization forms for billing purposes;
- Assists clients to complete necessary forms for outside agencies;
- Inputs and updates client information on electronic database system;
- Documents all request for services; and
- Prepares other reports as required.

Assists in the delivery of client activities.

- Assists and/or conducts resident meetings and other activities; and
- Accompanies clients to appointments and other activities.

Assists in the day-to-day operation of the shelter.

- Is responsible for preparing beds and rooms for clients;
- Answers door and phones;
- Greets visitors and accepts and records donations; and
- Is responsible for meal preparation and other household duties in the absence of the Household Coordinator.

Performs other duties as required.

Knowledge and skills required:

- Minimum requirements: Bachelor's degree in social science or a community college diploma in community services or an equivalent acceptable to the employer
- At least two years' experience in the social service field
- Experience in servicing clients in a social services field
- Comprehensive understanding of women's issues
- Comprehensive knowledge of community resources, programs and services
- Understands and is committed to an anti-oppressive philosophy of working with clients
- Excellent verbal and written communication.

Judgment and initiative required:

- Must be able to promote organizational Credo, philosophy of operation and policies
- Must demonstrate organizational skills and abilities
- Must demonstrate initiative
- Must be able to work independently and as a member of a team
- Must be able to deal effectively with difficult situations in an objective manner
- Must exercise responsible judgment
- Must maintain client confidentiality
- Must respect and ensure the confidentiality of the organization
- Must be able to identify opportunities to advance women's rights
- Must be able to give appropriate referrals and information to women
- Must comply with all policies of Adsum House (which are not contrary to the Collective Agreement) including, without limitation, policies relating to health and safety.

Hours of work:

- Shift work – flexibility required
- Full-time based on shift scheduling that averages 40 hours per week
- Must share rotating duties for on-ca

Position Description

Position title: Household Coordinator (Adsum House)

Position scope:

Under the supervision of the Executive Director, the Household Coordinator is responsible for the daily care and maintenance of the property of Adsum House, the acquisition of supplies and food, the preparation of meals, the distribution of donations and other good to clients, and the scheduling and supervision of household volunteers.

Typical duties:

Maintains efficient operation of Adsum House in accordance with safety, fire and operational procedures.

- Is responsible for maintenance of equipment and devices;
- Conducts safety and fire audits of property on a weekly basis for the protection of all residents and staff;
- Is responsible for securing quotes for work required on Association property with regard to safety, fire and operation;
- Is responsible for ensuring all expenditures associated with safety, fire and operation are reasonable and approved;
- Is a member of the joint Occupational Health and Safety Committee;
- Briefs the Occupational Health and Safety committee on the status of all security and safety procedures.

Responsible for daily care and maintenance of property.

- Ensures that routine and major repairs are completed in a timely manner;
- Is responsible for ensuring all maintenance of equipment and repairs are carried out;
- Is responsible for snow removal, grass cutting and garbage disposal;
- Conducts regular inspections of equipment, appliances, furnishings and the overall general state of Adsum House.

Responsible for general operation of Adsum House.

Maintains an inventory of household supplies;
Is responsible for general cleanliness of property;
Purchases food and other household supplies;
Ensures and carries out preparation of all meals.

Responsible for scheduling and supervision of household volunteers.

Participates in the facilitation and training of household volunteers;
Prepares a monthly schedule for household volunteers;
Is responsible for the supervision of household volunteers;
Assists in the mediation of disputes and complaints by or against household volunteers; Assists in the organization and preparation of household events;
Prepares a monthly report on household volunteer service.

Prepares reports, correspondence and presentations.

Prepares weekend reports for on-duty workers; and
Prepares activity reports as required.

Performs other duties as required.

Knowledge and skills required:

Minimum requirements: Bachelor of Home Economics degree or Bachelor of Human Ecology degree or an acceptable combination of education and experience to the employer

A minimum of one years' experience in a residential facility

Demonstrated experience in working with and supervising

volunteers An understanding of women's issues

The ability to resolve and mediate disputes

Judgement and initiative required:

Must demonstrate organizational skills and abilities

Must be able to work independently and as a member of a team

Must be able to deal effectively with difficulty situations in an objective manner

Must exercise responsible judgement

Must maintain client confidentiality and respect client privacy

Must comply with all policies of Adsum House (which are not contrary to the Collective Agreement) including, without limitation, policies relating to health and safety.

Type and level of supervision:

The Household Coordinator is responsible for the supervision of all household volunteers.

Responsibility for decisions affecting costs/ responsibilities for requirement and materials

Must be able to assess all costs associated with the operation and maintenance of Adsum House.

Must maintain an accurate record of all equipment under warranty and ensure the continuation of all services contracts and warranties.

Hours of work

40 hours per week.

The Household Coordinator requires flexibility to accommodate the organization and preparation of Adsum House events and initiatives during the evenings or weekends.

Position Description

Position title: Social Worker (Adsum House)

Position scope:

Under the day-to-day supervision of the Social Work Coordinator, the Social Worker is responsible for providing counseling services to individual women living in Adsum House as well as former clients and tenants at Adsum Court, along with case management. The Social Worker is responsible for assisting the Coordinator with program development, implementation and evaluation. The Social Worker provides advice and recommendations concerning issues of concern to women who are homeless and their children.

Typical duties:

Provides counseling services to women and their children.

- Identifies issues of concern to women living at Adsum House and Adsum Court;
- Assists clients in the development of both short- and long-term goals and the pursuit of those goals;
- Makes referrals on behalf of clients and advises on the development of referral protocols;
- Responsible for crisis intervention;
- Responsible for maintaining case records and case management within Adsum House;
- Responsible for on-call duties;
- Identifies issues and works to ensure the protection of the rights of all clients; and
- Provides assistance and support to clients during difficult and crisis situations.

Provides information, support and other services to women and their children requiring emergency and short-term shelter.

- Provides information in person and on the phone to women seeking assistance in locating emergency, short-term and permanent housing;
- Ensures that all interactions with clients are carried out in a safe, dignified and unobtrusive manner;
- Maintains client confidentiality and privacy; and
- Assists clients in obtaining medical treatment and other services.

Develops, implements and evaluates both short- and long-term programs for residents.

- Recommends the implementation of programs on behalf of residents and other clients;
- Develops programs in response to identified needs of clients within Adsum House and Adsum Court;
- Responsible for evaluation of approved programs;
- Promotes and develops community partnerships;
- Facilitates and negotiates effective partnerships with community, private and government stakeholders to carry out programs and other project initiatives;
- Serves as a representative of Adsum House on community committees; and
- Collaborates with community organizations to integrate women's issues

into the development of project proposals.

Prepares reports, correspondence and presentations.

- Assists the Social Work Coordinator in the preparation of monthly and annual statistical reports;
- Maintains clients' records;
- Prepares written evaluations of programs;
- Designs and delivers presentations on diverse issues related to homelessness for members of the general public, professional organizations, community agencies and government; and
- In consultation with the Social Work Coordinator assists in the preparation of a monthly written report for the Executive Director.

Performs other duties as required.

Knowledge and skills required:

- Minimum requirements: Bachelor of Social Work and/or Registered Social Worker
- At least two years' experience in the social service field
- Experience in counseling clients
- Demonstrated ability to design, develop, implement and evaluate programs
- Demonstrated ability to write and deliver presentations
- Comprehensive understanding of women's issues
- Comprehensive knowledge of community resources, programs and services
- Understands and is committed to an anti-oppressive philosophy of working with clients.

Judgment and initiative required:

- Must be able to promote organizational Credo, philosophy of operation and policies
- Must demonstrate organizational skills and abilities
- Must be able to work independently and as a member of a Team
- Must be able to deal effectively with difficult situations in an objective manner
- Must exercise responsible judgment
- Must maintain client confidentiality
- Must be able to exercise diplomacy in order to negotiate partnerships
- Must be able to identify opportunities to advance women's rights
- Must be able to give appropriate referrals and information to women
- Must comply with all policies of Adsum House (which are not contrary to the Collective Agreement) including, without limitation, policies relating to health and safety.

TYPE AND LEVEL OF SUPERVISION

The Social Worker is required to assume responsibility as Coordinator in the absence of the Social Work Coordinator. The Social Worker may also be required to assume responsibility for the operation and administration of Adsum House in the absence of the Executive Director and the Social Work Coordinator.

Responsibility for Decisions Affecting Costs/Responsibilities for Equipment and Materials:

- Must be able to analyze and evaluate program needs, existing organizational resources, and the availability of community resources
- Must be able to identify and negotiate partnership opportunities to avoid duplications and promote cost effectiveness

Hours of work:

- 40 hours per week
- Flexibility required
- Must share rotating duties for on-call

Position Description

Position Title: Social Worker (Adsum Centre)

Position Scope

The Social Worker reports directly to the Program Manager who reports, in turn, to the Executive Director. The Social Worker provides individual and group counseling services for women and children living at the Centre in an anti-oppressive, client-centered, non-judgmental environment; and to those women who require follow-up services. The Social Worker will design, facilitate and evaluate anger and life management programs. With colleagues, she will work to support women to build skills to work through anger and conflict; and she will use conflict resolution skills to prevent, mediate, and de-escalate crisis. She will assist with case management, the admission and exit process, advocacy, public education, and with presentations. She will assist in daily operations of the Centre.

Typical Duties

A) COUNSELING SERVICES

- assists women in the development of both short and long term goals and support women and children in the pursuit of those goals
- assists women to connect to the community resources available; make referrals as needed
- maintains clear documentation, case records, and files
- listens to and support women during difficult situations and crises
- identifies issues of concern to women and children; help to brainstorm options, provide necessary information, identify possible patterns, possible consequences, and support safe choice(s) (remembering these choices may not reflect one's own values)
- is aware of her own values in order to refrain from imposing them on others
- mediates conflicts that arise in the communal living environment; make contracts with women to support them through change
- assists women and children in discharge plans; refer and pass on clients, when ready, to other mental health supports and counseling agencies; offer follow-up services to women leaving the centre
- works to ensure the protection of rights of all clients
- adheres to boundaries and the Social Work Code of Ethics
- communicates concerns/questions to the staff team
- supervises social work student placements

B) Program and Group Counseling

content – to be based on the needs and interests of the residents and in consultation with the staff team to ensure programs reinforce the mission philosophy

preparation – to include organizing materials, location (physical space), clean up, evaluation, feed-back and follow-up

group dynamic – to create a safe and positive environment, de-escalate conflict and follow up with residents to reinforce kind, empathetic and direct communication

community connections - to ask outside agencies and services to make presentations to assist women to connect to resources
donations – to approach the surrounding community for program partnerships, recreation space, and pro-bono services to be done in consultation with the Centre staff team and
the Adsum House Fund Development Officer to ensure we are not duplicating requests for service

C) STAFF INITIATIVE

CONFLICT RESOLUTION – SUPPORT WOMEN WHEN ANGRY; TO MODEL CALM, KIND, AND DIRECT COMMUNICATION; TO USE FOLLOW UP TO TALK ABOUT ALTERNATIVE WAYS TO RELEASE ANGER AND DEAL WITH CONFLICT TO SELF-ADVOCATE

facilitates unit meetings, as needed

participates in a weekly staff meeting; rotate duties

participates on committee's as needed

assists in creating public education/social advocacy tools

maintains positive professional relationships with outside agencies, government, businesses and the public

creates material to use in your absence

- participates in on-going personal and professional development which will include presenting to the staff
- participates in individual and group evaluations to reflect and promote professionalism and growth; set learning objectives and goals
- maintains healthy boundaries with residents and staff
- respects resident confidentiality and that of the Centre
- PARTICIPATES IN THE ADMISSION AND EXIT PROCESS, TOURS, STATISTICS, FILE DOCUMENTATION, AND, IN THE DAY TO DAY NEEDS OF CENTRE, AS NECESSARY
- participates in the on-call rotation

Knowledge and Skills

- Minimum requirements: Bachelor of Social Work and/or Registered Social Worker;
- Demonstrated experience with individual and group counseling;
- Ability to de-escalate conflict/anger in a direct, non-confrontational and non-judgmental way; ability to run client-centered, positive, strength-based anger and life management group programs;
- Demonstrated experience with program design and delivery;
- Comprehensive understanding of poverty, homelessness, women's issues, and their root causes; interest in current events an asset
- Ability to work independently and as a team player;
- Knowledge of community resources, programs and services.

Hours of work:

- 24 hours a week; Mon, Wed, and Fridays (dependent on program structure)
- Flexibility required
- On-call duties

Position Description

Position Title: **Social Worker (The Alders)**

Position scope:

Under the supervision of the Program Manager, the Social Worker is responsible for providing counseling services and case management to individuals living at 2380 Gottingen Street as well as former clients and tenants of other Adsum locations who drop in for support and referrals, to do laundry, take a shower, etc. The Social Worker is responsible for making sure the work is responsive to the needs of women accessing the service. The Social Worker will also assist with program development, implementation and evaluation.

Typical duties:

- Provides counseling services to women
- Identifies issues of concern to women living at 2380 Gottingen Street
- Assists clients in the development of short- and long-term goals and the pursuit of those goals
- Makes referrals on behalf of clients
- Responsible for crisis intervention
- Responsible for maintaining case records and case management at this location
- Identifies issues and works to ensure the protection of the rights of all clients
- Provides assistance and support to clients during difficult and crisis situations
- Provides information in person and on the phone to women seeking assistance in locating emergency, short-term and permanent housing
- Ensures that all interactions with clients are carried out in a safe and dignified manner
- Maintains client confidentiality and privacy
- Assists clients in obtaining medical treatment and other services
- Develops programs in response to identified needs of tenants within 2380 Gottingen Street;
- Facilitates and negotiates effective partnerships with community, private and government stakeholders to carry out programs and other project initiatives
- Serves as a representative of Adsum on community committees
- Prepares reports, correspondence and presentations.
- Assists the Social Work Coordinator in the preparation of monthly and annual statistical reports
- Designs and delivers presentations on diverse issues related to homelessness for members of the general public, professional organizations, community agencies and government and
- Performs other duties as required.

Knowledge and skills required:

- Minimum requirements: Bachelor of Social Work and registered with the NSASW or active in the candidacy process

- At least two years' experience in the social service field
- Demonstrated experience in counseling clients
- Demonstrated ability to design, develop, implement and evaluate programs
- Comprehensive understanding of women's issues
- Comprehensive knowledge of community resources, programs and services
- Understands and is committed to an anti-oppressive philosophy of working with clients.

Judgment and initiative required:

- Must demonstrate organizational skills and abilities
- Must be able to work independently
- Must be able to deal effectively with difficult situations in an objective manner
- Must exercise responsible judgment
- Must maintain client confidentiality
- Must be able to exercise diplomacy in order to negotiate partnerships
- Must be able to give appropriate referrals and information to women
- Must comply with all policies of Adsum including policies relating to health and safety.

Hours of work:

- 30 hours per week
- Flexibility required

Position Description

Position Title: Housing Support Worker (The Alders)

DUTIES AND RESPONSIBILITIES

- Ensure the program delivery is congruent with Adsum's mission, vision and philosophy.
- Work in accordance with Adsum's policies, procedures and philosophy of practice.
- Work with women, families and trans identified persons and other Adsum programs to create effective housing plans that address the issues of those who experience homelessness. In particular, work to assist women with families in the creation of housing/goal planning.
- Provide support for a caseload of up to 30 women / families.
- Liaise and develop relationships with landlords and property managers within HRM.
- Develop a list of viable housing stock and options for women / families transitioning to independence within this housing program.
- Provide intake, assessment and referral services, assistance in accessing resources, crisis intervention and eviction prevention services, outreach, mediation for women and their families in relation to the Housing Support program.
- Liaise with other agencies on behalf of women and families and participate in community committees, projects or activities as appropriate.
- Work in collaboration with other Housing Support Workers within HRM.
- Advocate with community agencies to ensure that the needs, barriers and strengths of women and families who are at-risk and homeless are addressed.
- Conduct public education presentations about the Association and the issues of homeless women and children.
- Complete and maintain records, assessments, daily statistics and files, and ensure confidentiality is protected.
- Compile statistics and data for women and children accessing housing supports that will assist with the outcomes and evaluation of this housing initiative.
- Commit to the development of the Association and participate in internal committees, projects and activities.
- Assist in program and service development to ensure that quality, effective and client- centered programs and services are delivered.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER REQUIREMENTS

- Demonstrated high level of understanding of the issues of homelessness.
- Demonstrate high level of understanding in a housing first model and approach.
- Demonstrated skill using anti-oppressive practice (harm reduction, a client-directed approach and a social justice perspective).
- Knowledge of mental health issues, substance abuse and crisis intervention.

- Demonstrate knowledge of Trusteeship programs and effective money management.
- Demonstrated exceptional level of interpersonal, communication, client service and organizational skills.
- Demonstrated ability to build appropriate and healthy rapport with at-risk and homeless women and families.
- Extensive knowledge of community resources and the social service delivery system.
- Ability to work in a team environment.
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.

EDUCATION AND EXPERIENCE

- Bachelor of Social Work, or an undergraduate degree and Human Services diploma or other relevant undergraduate degree.
- Registration or Candidacy for Registration, certification or membership of a related professional body (if applicable).
- A minimum of two years of experience working with at-risk and homeless persons providing case management and advocacy.
- Non-violent crisis intervention, suicide intervention, standard first aid or a commitment to secure those requirements within six months of being hired.
- Experience in program development.
- Experience working for a walk-in center or a non-profit organization is an asset.

Hours of work: 40 hours per week, Monday - Friday, 9:30 a.m. – 5:30 p.m. with some flexibility and occasional evening and weekend work