



COLLECTIVE AGREEMENT

between

**THE SALVATION ARMY
WILKINSON, CAWTHRA & PEEL
FAMILY SHELTERS AND BRAMPTON
QUEEN STREET YOUTH SHELTER**

and

**THE CANADIAN UNION OF PUBLIC
EMPLOYEES LOCAL 966**

September 1st, 2023 – August 31st, 2027

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ARTICLE 1 - PREAMBLE

- 1.01 The Salvation Army, which is a worldwide Christian religious movement, has a deep concern for and involvement in providing services for the marginalized and disadvantaged in society. The deeply religious philosophy of The Salvation Army is integral to all facets of the operations of the Shelters which provides ministering to those in need and other persons affected by homelessness or other societal needs through practical assistance and a demonstration of Christian love and concern.

To this end, the parties seek:

to provide a caring, supportive, respectful and safe environment and all Clients will be treated with respect and dignity at The Salvation Army Shelters;

to build and maintain harmonious relations between the Employer and its employees that is dignified and respectful;

to aim toward a peaceful and amicable settlement of any differences that may arise between them; and

to promote the morale, well being and economic security of all members of the bargaining unit all as set forth in this Collective Agreement.

- 1.02 Throughout the Agreement, it shall be acknowledged by all parties that whenever the feminine or masculine gender is used, it shall be considered to be reference to both genders. Where the singular is used it will also be deemed to mean the plural within the appropriate context.

ARTICLE 2 – SCOPE AND RECOGNITION

- 2.01 The Employer recognizes the Canadian Union of Public Employees and its Local 966 as the sole and exclusive collective bargaining agent for all employees of The Salvation Army Wilkinson, Cawthra and Peel Family Shelters, and Brampton Queen Street Youth Shelter located in the Cities of Mississauga and Brampton, save and except the Chaplain, the Administrative Assistant, Supervisors and persons above the rank of Supervisor.

Clarity Note:

It is agreed that Officers of The Salvation Army are not considered employees for the purposes of the Labour Relations Act, 1995 as

amended by the Labour Relations Amendments Act, 2000.

- 2.02 Persons whose jobs (paid or unpaid) are not in the bargaining unit shall not work on any jobs which are included in the bargaining unit, if such work would result in the lay-off or the permanent reduction of regular hours of work of bargaining unit employees or to prevent the hiring of bargaining unit employees or to circumvent the posting provisions of the collective agreement.
- 2.03 No employee shall be required or permitted to make a written or verbal agreement with the Employer or her representative which may conflict with the terms of this collective agreement.
- a) CUPE Representative
The Union shall have the right to have the assistance of Representatives of the Canadian Union of Public Employees when dealing with the Employer. If such representatives want to access the Employer's premises to discharge such duties, they will require the consent of the Executive Director or his designate to arrange a time mutually agreeable to the Employer and the Representative.
- b) Stewards
The Employer recognizes the right of the Union to appoint or otherwise elect up to three (3) employees as Stewards at each work site.
- 2.04 Union Officers, Stewards and committee members shall be entitled to leave their work during working hours, without loss of pay, in order to carry out their functions under this agreement, including, but not limited to the investigations, processing of grievances, attendance at meetings with the Employer and members when requested and participation in negotiations. Permission to leave work during working hours for such purposes shall first be obtained from the immediate supervisor. Such permission shall not be unreasonably withheld. All time spent in performing such Union duties, including work performed on various committees, shall be considered as time worked.

It is agreed that so far as possible all activities of the Union Representative shall be carried on outside the regular working hours of the members, unless otherwise mutually agreed.

2.05 Definitions

- a) Full-time - defined as employees who regularly work twenty-five (25) hours or more hours per week.
- b) Part-time - defined as employees who regularly work twenty-four (24) hours or less per week.
- c) Casual/Relief- defined as employees who do not work on a regularly scheduled basis and whose hours of work are determined by the Employer's needs and the employee's availability, for not more than twenty-four (24) hours per week on average. Work is scheduled as required to replace regular staff on an emergency basis. Casual/Relief employees have the right to decline work. Casual/Relief Workers who turn down or fail to respond to a request for shift coverage on four (4) separate occasions in a three (3) month period, unless absent due to illness or an approved absence, shall be deemed to have abandoned their job and their name will be removed from the seniority list.

Clarity note: Consecutive days offered and refused will count as one (1) occasion.

- d) Supervisor or Immediate Supervisor, when used in this Agreement, shall mean the first supervisory level excluded from the bargaining unit.
- e) Temporary Position - an employee may fill a temporary position created as a result of one of the following conditions:
 - a. Maternity/Parental Leave: The term of the temporary posting shall be for the term of the illness or maternity/parental leave but shall not exceed eighteen (18) continuous months.
 - b. Projects with a definite term or task: The term of the temporary posting for projects with a definite term or task shall not exceed eighteen (18) months.
 - c. Leave of Absence: The term of the temporary posting for leave of absence shall not exceed twelve (12) months.
 - d. Illness: The term of the temporary posting for leave of absence shall not exceed twenty-four (24) continuous months.

Such vacancies created as the result of an employee being absent due to one of the foregoing conditions shall be posted and filled in accordance with Article 12. Notations shall be made on the posting that the vacancy is due to one of the conditions.

The Employer agrees to notify the Union thirty (30) calendar days in advance of its desire to extend the time limits for a temporary posting. Approval for such extension shall be by mutual consent.

Upon return of the absent employee, an employee filling the position on a temporary basis, or the junior Employee in the event more than one position in the same classification was being filled on a temporary basis, shall be returned to their former position. Any other Employee promoted or transferred because of the re-arrangement of positions shall also be returned to their positions without loss of seniority.

In the event that an absent Employee does not return the temporary vacancy shall be posted and filled in accordance with Article 12.

f) External Hires to Temporary Positions

- a. Temporary positions filled as a result of vacancies as set out above may be awarded to external hires in the event no qualified full-time or part-time employee is awarded the position.
- b. Any external hire employed on a temporary posting shall be covered by the terms of this agreement except that they shall not accumulate seniority.
- c. The cessation or expiry of a posting in which an external hire is employed shall not be the subject of any grievance (i.e. individual, group, policy or otherwise) and shall not be subjected to any of the requirements, restrictions or obligations under the Collective Agreement including provisions respecting lay-off, termination, dismissal or reduction of hours.

d. External Hires to Temporary Positions

In the event any external hire becomes a bargaining unit employee the employee will be credited with seniority for their time worked. If such external hire is credited with six (6) months or more seniority, they shall not have to serve a probationary period.

- 2.06 The Employer shall not contract out work regularly performed by employees in the bargaining unit if it directly results in the lay-off of an employee.

ARTICLE 3 – MANAGEMENT RIGHTS

- 3.01 The Union recognizes the management of The Salvation Army Shelters and the direction of the work force are fixed exclusively in the Employer, except where altered by the funding partners, and shall remain solely with the Employer except as specifically limited by the express provisions of this Agreement, and without restricting the generality of the foregoing, the Union acknowledges that it is the exclusive function of the Employer to:

- a) maintain order, discipline and efficiency; to establish, alter and enforce reasonable rules and regulations, policies, practices and procedures governing the conduct of the employees.
- b) select, transfer, hire and manage the working force and employees; lay-off, classify, direct, promote, demote, train, discharge, suspend, or otherwise discipline employees for just cause; provided that a claim of discriminatory discipline, suspension, demotion or transfer, or a claim by an employee who has served their probationary period that they have been disciplined, suspended or discharged without just cause, may be the subject of a grievance and dealt with as hereinafter provided; to operate and manage the facility in its entirety.
- c) determine, in the interest of the efficient operation and high standard of service, the job content, rating and classifications, work assignments, methods of doing the work, and the working establishment for the service.
- d) determine the kind, location and number of the Employer's establishments, the extent of its operations and their commencement, expansion, curtailment or discontinuance; the direction of the working forces; the work to be done; the standards of performance; whether to perform or contract for goods and services; the schedules of work; the methods, processes and means of performing work; the qualifications of employees; the number of employees needed by the organization at any time; the number of hours to be worked; starting and quitting times, methods to be used to ensure security of the property, and generally the right to manage the operation and its business without interference are solely and exclusively the right of the Employer.

- 3.02 The Employer agrees that in exercising its rights in a fair and equitable manner, as set out in Article 3.01 above, it will not act in a manner that is inconsistent with the terms of this Agreement. The Employer further agrees that they shall exercise its rights in a fair, good faith and reasonable manner.

ARTICLE 4 – UNION SECURITY

- 4.01 The Employer and the Union agree that there will be no discrimination or harassment by reason of an employee's membership, non-membership, activity or lack of activity in the Union.

- 4.02 All Employees to be Members

All employees of the Employer shall, as a condition of employment, become members of the Union, in accordance with article 2.01.

- 4.03 Potential Employees

The Employer agrees to acquaint potential employees with the fact that a Union agreement is in effect, and with the conditions of employment set out in the articles dealing with Union Security and Dues Check-off.

- 4.04 New Employee Orientation:

On commencing employment, the employee's immediate supervisor shall introduce the new employee to her Union Steward or Unit Vice-President.

The Employer agrees to provide a Union Steward or Unit Vice-President with an opportunity to orientate new employees for a period of up to thirty (30) minutes, during regularly scheduled working hours. The purpose of this meeting is to acquaint such employees with the role of the Union and the terms of the collective agreement. Such meetings will be held at a time and location mutually agreed upon between the Steward and the employee's supervisor, within the first thirty (30) days of the employee's employment, without loss of compensation to either the Steward or the new employee. The Employer agrees to provide the Union with a list of newly hired Employees no later than the 15th of each month.

- 4.05 The parties hereto agree to compulsory check-off of Union dues and contact information for all employees who come within the bargaining unit. The amount to be deducted shall be the regular Union dues as

established by the Union. The Union will notify the Employer of the amounts to be deducted and any changes thereto in writing, thirty (30) days prior to the effective date.

Union dues shall be deducted from an employee's pay bi-weekly and shall be forwarded by electronic file transfer to the Union by the fifteenth (15th) of the following month. The Employer shall forward dues deductions by electronic file transfer to the National Secretary-Treasurer of the Union, along with a list of all members, home address and phone numbers, email addresses if available, the wages earned during the month by these members, and the dues deducted, with a copy to the Local Secretary-Treasurer. The list will also indicate the employee's worksite and employment status (such as full-time, part-time, temporary, career growth), and if the employee is on a leave of absence, and the type of leave.

When Income Tax T-4 slips are prepared, the Employer will type on each slip, the total amount of regular Union dues deducted during the subject year from the employee's wages pursuant to this Article.

- 4.06 The Union agrees to indemnify and save the Employer harmless against all claims or other forms of liability that may arise out of, or by reasons of, deductions made in accordance with this Article.

4.07 Stewards

The Employer recognizes the right of the Union to appoint or otherwise elect up to three (3) employees as Stewards, at each worksite.

4.08 Restrictions on Contracting Out

In order to provide job security for the members of the bargaining unit, the Employer agrees to afford the opportunity to train existing employees for new jobs and programs before external postings and bids.

4.09 Volunteers

Nothing in the foregoing shall be deemed to prohibit the Employer from using volunteers, provided such volunteers, which includes students, shall not replace/displace any bargaining unit employee.

ARTICLE 5 – NO DISCRIMINATION

- 5.01 The Employer and the Union are committed to providing a harassment free workplace. Allegations of workplace harassment shall be handled in accordance with The Salvation Army Workplace Harassment, Discrimination and Violence Prevention Policy #7907 (subject to revisions) which allows for access to the applicable Ontario Human Rights Commission. In addition to the provisions of this policy, employees continue to have the right to file a grievance under Article 9. The Employer recognizes that it has a responsibility to ensure that all employees are free from harassment at the workplace (as per the Occupational Health and Safety Act as amended from time to time).
- 5.02 The Employer and the Union agree that there will be no discrimination or harassment exercised against any employee covered by this Agreement on the basis of any prohibited ground which is prescribed by the Ontario Human Rights Code, that is because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender, sexual orientation, age, record of offences, marital status, family status or disability.

ARTICLE 6 – CORRESPONDENCE

- 6.01 All correspondence between the parties to this agreement shall pass to and from the Executive Director or their designate and the Unit Vice President of the Union or their designate, with a copy to the CUPE National Representative unless otherwise provided herein.
- 6.02 The Employer shall provide the Union with a bulletin board at each worksite so that all employees will have access to it and the Union shall have the right to post notices and information for its members. Such bulletin boards will not be used to post personal information or anything of a derogatory nature that is specifically referred towards the Employer or its employees.
- 6.03 Copies of Policies
- Copies of all policies adopted by the Employer which affect the members of this Union are to: 1) be forwarded to the Union and 2) be made available to all members.

ARTICLE 7 – LABOUR MANAGEMENT COMMITTEE

7.01 Establish the Committee

A Labour Management Committee shall be established consisting of one (1) steward from each worksite and the Unit Vice-president and representatives of the Employer, including the Executive Director. The Committee shall enjoy the full support of both parties in the interests of improved service to the public, and job security for the employees. Up to two (2) additional resource persons may accompany the representatives of either party on mutual agreement.

7.02 Meetings of Committee

The Committee will meet bi-monthly or more frequently if necessary, by mutual agreement for a maximum period of two (2) hours or a longer period if mutually agreed upon between the parties. Each party shall notify the other party of the proposed Agenda as far in advance of the meeting as possible, but not later than two (2) business days before the meeting and include the names of attendees.

7.03 Chairperson of the Committee

An Employer and a Union representative shall be designated as joint chairpersons and shall alternate in presiding over meetings.

7.04 Minutes of Meeting

Minutes of each meeting of the Committee shall be prepared and signed by the joint chairpersons, once approved. The Union, the CUPE Representative and the Employer shall each receive two (2) signed copies of the minutes within seven (7) days following the meeting.

7.05 Jurisdiction of Committee

The Committee shall not have jurisdiction over wages, or any matter of collective bargaining, including the administration of this collective agreement.

The Committee shall not supersede the activities of any other committee of the Union or of the Employer and does not have the power to bind either the Union or its members or the Employer to any decisions or conclusions reached in their discussions. The Committee shall have the power to make recommendations to the Union and the Employer with respect to its discussions and conclusions.

7.06 Statement of Purpose

The committee is a joint committee, including equal numbers of management and Union representatives that is identified in the collective agreement to hold meetings on an as required basis to discuss issues of interest and concern.

The committee serves as a forum to review and discuss possible solutions to mutual problems affecting labour-management relations and to improve communications and working relations between employees, the bargaining unit representatives and the shelter facilities.

7.07 Functions and Responsibilities

- To promote timely communications and better understanding with CUPE members and the shelter facilities.
- To discuss ways of improving work processes and conditions of work, staff development opportunities, and new policies and procedures.
- To receive information regarding proposed operational changes, some of which are directed by legislative bodies.
- To work in a cooperative and respectful manner to identify and resolve issues as they arise, recognizing the rights and duties stated in the collective agreement.

7.08 Composition

The committee shall be composed of CUPE, Local 966's Executive and the Salvation Army management. The CUPE representatives will be the four (4) members of the Bargaining Committee appointed/elected by the Local plus the CUPE National Representative. The four (4) management representatives will be designated by the Employer. Ideally, committee members will be chosen to serve for a period of at least one year.

Observers and guests may be permitted with mutual prior agreement.

7.09 Quorum

A meeting held with at least two (2) representatives from each party to the collective agreement will allow agenda items to be tabled and discussed. The other members of the Labour Management committee will be kept informed through the distribution of the meeting's minutes.

7.10 Co-Chair and Secretary

The Committee Co-Chair shall alternate between the CUPE Local's Unit Vice-President or designate and the Shelters' Administrator or designate. The Chair will be responsible to prepare and issue the agenda at least one (1) week prior to the scheduled meeting.

The Secretary duties shall be alternated each month between the Local's and the Employer's representatives. The Secretary shall be responsible for the preparation and distribution of the meeting minutes draft to the Co-Chairs within two (2) weeks of the meeting.

7.11 Meetings

Meetings will be held on the Employer premises every two months or on a required basis. Such dates will be determined by the committee, which shall not be less frequently than on a quarterly basis. Normally meetings will be held on a Monday at 1:00 p.m.

Meeting minutes that have been reviewed by the Co-Chairs will be prepared and signed by the CUPE Local 966 Unit Vice-President and the Employer or their designate, one week prior to or at the next meeting, then distributed.

No operational items or grievances which have proceeded to steps in the grievance procedure shall be discussed at the meetings of the committee, although topics that could lead to future grievances may be discussed.

It is recognized that recommendations coming out of these meetings are made in good faith.

7.12 Additional Agenda Items

Other agenda items may be added to the agenda by the mutual consent of the parties, at the beginning of each meeting.

7.13 Time Off for Meetings

Members of the Labour-Management Committee shall suffer no loss of pay while attending these committee meetings with the Employer. In no event shall such attendance result in overtime pay.

ARTICLE 8 – BARGAINING COMMITTEE

8.01 Representatives

The Employer shall not bargain with or enter into any agreement with an employee or group of employees in the bargaining unit. No employee or group of employees shall undertake to represent the Union at meetings with the Employer without the proper authorization of the Union. In representing an employee or group of employees, an elected or appointed representative of the Union shall be the Spokesperson.

In order that this may be carried out, the Union will supply the Employer with the names of its officers. Likewise, the Employer shall supply the Union with a list of its supervisory personnel with whom the Union may be required to transact business.

8.02 Bargaining Committees

A Union Bargaining Committee shall be elected or appointed and consist of not more than six (6) members of the Union, including the Unit Vice-President and Chief Steward. The Union will advise the Employer of the Union members of the Committee. In addition, the CUPE National representative and a representative of Local 966 will be part of the bargaining committee.

The Employer will advise the Union in writing with names of their Bargaining Committee members.

The Parties agree to limit their Bargaining Committees to a total of nine (9).

8.03 Disclosure

- (a) Upon the request of the Union, the Employer shall make available to the Union any information required by the Union for collective bargaining purposes as soon as possible.
- (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 and their phone numbers.
- (c) The Employer shall disclose all pertinent information as requested by the Union relating to all matters of bargaining and grievances.

ARTICLE 9 – GRIEVANCE PROCEDURE

9.01 Recognition of Union Stewards

In order to provide an orderly and speedy procedure for the settling of grievances, the Employer acknowledges the rights and duties of the Union Stewards. The Steward may assist any employee which the Steward represents, in preparing and presenting their grievance in accordance with

the grievance procedure.

9.02 Names of Stewards

The Union shall notify the Employer in writing of the name of each Steward and the department(s) they represent and the name of the Chief Steward, before the Employer shall be required to recognize them.

9.03 The Employer agrees that Stewards, committee members and the Unit Vice-President shall be entitled to leave their work during working hours without loss of pay, in order to carry out their functions as set out under this Agreement, including but not limited to, the-processing of grievances and attendance at meetings with the Employer. Permission to leave work during working hours for such purposes shall first be obtained from their immediate supervisor. Such permission shall not be unreasonably withheld.

9.04 Definition of Grievance

A grievance is defined as any difference arising out of or concerning the application, interpretation, administration, or alleged violation of any of the provisions of this collective agreement.

9.05 (a) It is understood that before an individual grievance can be filed on behalf of a member, they shall take the matter up orally with their immediate Supervisor, within ten (10) working days of the circumstances giving rise to such a grievance has occurred or the employee became aware of such circumstance. It is also understood if the employee desires they may be accompanied by a Union Steward or Unit Vice-President of the Union when this matter is discussed.

(b) The Supervisor will give their answer to the complaint within five (5) working days after it has been brought to their attention. (It is understood that an employee has no grievance until they had first given their Supervisor an opportunity of adjusting their complaint within the five (5) working days.

9.06 If such complaint or question is not settled to the satisfaction of the employee then the following steps of the grievance procedure may be invoked in order. It is understood that a grievance must be lodged within ten (10) working days after the immediate Supervisor's response to the complaint referred to in 9.05(b) which must have been brought to their immediate Supervisor's attention within ten (10) working days of the circumstances giving rise to such a grievance has occurred or the employee became aware of such circumstance.

STEP 1

The Union may file a grievance on behalf of an employee to the employee's supervisor within seven (7) working days after receiving the immediate supervisor's decision. The grievance shall be in writing on a grievance form, signed by the employee or a Union representative on behalf of the employee, and shall contain the nature of the grievance, the provision(s) of the Collective Agreement alleged to have been breached and the remedy sought. A meeting will be held within five (5) working days of submission of the grievance between the employee's Supervisor and the Union. The supervisor shall deliver the response to the Union within five (5) working days of the date of the meeting.

STEP 2

If a settlement has not been reached under Step No. 1, the Steward or Union Representative may within ten (10) working days of the Supervisor's reply, refer the grievance to the Executive Director or their designate. The Executive Director or their designate together with the employee and their Supervisor, and their Steward or Union Representative, shall meet within ten (10) working days of referral to the Executive Director. The Director or their designate shall give their disposition and explanation therefore in writing to the Steward or Union Representative within ten (10) working days of the date of meeting. A copy of the reply will be provided to the grievor and the Union Chief Steward or designate.

STEP 3

If a grievance is not settled to the satisfaction of either party to this Agreement by the procedure outlined above, then either party may within twenty (20) working days of the reply of the Executive Director or their designate refer the grievance to Arbitration and/or Mediation in accordance with the provisions contained in Articles 9.13 and 9.18.

- 9.07 Any of the time allowances provided in this Article, including Articles 9.05, 9.06 and 9.13, may be extended by mutual agreement in writing between the Union and the Employer.
- 9.08 Saturday, Sunday, and Paid Holidays shall not be considered as working days in the calculation of time limits within the scope of this Article.
- 9.09 Any step of the Grievance Procedure may be waived by mutual agreement in writing between the Employer and the Union.
- 9.10 Group Grievance
Where more than one (1) employee has the same grievance arising out of the same set of facts or circumstances, a group grievance may be filed at Step 2. Such a grievance shall then be processed within the framework of the grievance procedure.

9.11 Policy Grievances, Lay-off and Recall grievances and Termination grievances shall commence at Step 2 of the Grievance Procedure.

Employees that file a grievance under Harassment, as defined by Article 5, the grievance shall be initiated at Step 2 of the grievance process.

9.12 The Employer shall supply the necessary facilities for joint grievance meetings.

9.13 Arbitration Procedure

- (a) Where a difference arises between the parties relating to the interpretation, application, administration or alleged violation of this Agreement, either party may after exhausting the grievance procedure established by this Agreement within twenty (20) working days following receipt of the response at Step 2 of the grievance procedure notify the other party in writing of its desire to proceed to Arbitration. Such written notification shall include the name and address of its nominee to the Board of Arbitration.
- (b) Within five (5) working days of receipt of notification, the other party shall advise the first party, in writing, of the name and address of its nominee to the Board of Arbitration.
- (c) The two (2) nominees shall select a third appointee to act as an impartial chairperson.
- (d) No person may be appointed as an arbitrator who has been involved in an attempt to negotiate or settle the grievance.
- (e) If the party receiving the notice fails to appoint a nominee, or if the two nominees fail to agree upon a Chairperson within ten (10) working days of their appointment, the appointment shall be made by the Office of Arbitration, Ministry of Labour upon request by either party.
- (f) The decision of the Board of Arbitration, or a majority thereof, constituted in the above manner shall be final and binding on both parties.
- (g) The Board of Arbitration shall not have the power to alter or change any of the provisions of this Agreement.
- (h) Each of the parties will bear the fees and expenses of the nominee appointed by it, and one-half (1/2) the fees and expenses of the Chairperson.

9.14 The parties may agree to the use of a sole arbitrator and the provisions of this Article shall then apply with any appropriate revisions.

9.15 Grievance Mediation

- a) At the mutual agreement of both parties the following mediation process will be used in an attempt to resolve any grievance that has proceeded through the steps of the Grievance Procedure outlined in this Article and that has been referred by either party to Arbitration. The intent of this process is to provide a neutral 3rd party who will attempt to resolve the grievance in a timely manner, to the satisfaction of both parties.
- b) In order to ensure the timely resolution of grievances in accordance with Article 9.15, the Employer and the Union may agree to exchange names of potential mediators within fifteen (15) days after exhausting the grievance procedure established by this Agreement. If there is no response after fifteen (15) days, the referring party will decide on the mediator. The parties shall equally share the fees of the mediator.
- c) The mediation session will be attended by maximum of five (5) representatives from the Union and the grievor(s) and such representation as may be chosen to represent Management. The persons attending should be familiar with the content of the grievance and have authority to enact a resolution.
- d) Provided the parties agree, there shall be no limit to the number of grievances submitted for a single session. There shall be no use of legal counsel or witnesses for this mediation process.
- e) Any concessions, discussions or offers to settle the grievance, which occur during the mediation process, will not prejudice either party at arbitration should the matter not be resolved.
- f) The mediation session will normally be conducted at the workplace. This may be altered at the consent of both parties. Authorized attendance at the mediation session shall be without loss of regular pay or benefits.
- g) Any resolution for grievances submitted to this mediation process shall be conditional on the agreement of both parties. Any matter unresolved at the end of the mediation session may continue to arbitration or be withdrawn.

ARTICLE 10 – DISCIPLINE AND DISCHARGE

10.01 Right to have a Steward Present

Where a meeting is held for the purpose of giving an employee a written warning of discipline including suspension or discharge, they shall have the right to the presence of a Union Steward. The Unit Vice-President or designate will be notified in advance of such meeting in order for the Union to provide representation.

10.02 Any written warning, imposition of discipline, including suspension or discharge shall be copied to the Union (unless the employee requests that the Union is not notified). In such a case, the employer will ensure the completion of a signed waiver is provided to the Union.

10.03 Discharge and Discipline Procedure

An employee who has completed the probationary period may be dismissed or disciplined, but only for just cause, and only upon the authority of the Employer, as defined in this Agreement. Prior to the imposition of discipline or discharge, an employee shall be given the reason in the presence of their Steward or Union Representative. Such employee and the Union shall be notified promptly in writing by the Employer setting out the reason(s) for such discipline or discharge.

10.04 Upon written request, an employee may have access to and be allowed to review their personnel file in the presence of the Executive Director or designate and the Unit Vice-President or Steward at a time mutually agreeable to the employee and the person responsible for the safekeeping of the file or their designate. An employee shall have the right to make copies of any material contained in their personnel record.

10.05 Adverse Report

Twelve (12) months following any disciplinary action, any documentation related to such action shall be removed from the employee's personnel file and shall not be used against them, provided the employee has been discipline free for said period. Failure of the employee to be discipline free for the said period of time will result in the reactivation of the twelve (12) month time period.

It is understood and agreed that any coaching/supervision that could lead to disciplinary action shall be administered by management staff in private and an employee will have a Union Steward/Representative present.

ARTICLE 11 – SENIORITY

11.01 Seniority Defined

Seniority for full-time and part-time bargaining unit employees is defined as

the length of full-time or part-time service in the bargaining unit and shall include service with the Employer prior to the certification or recognition of the Union. Seniority shall operate on a bargaining unit-wide basis.

11.02 The Employer shall maintain a seniority list showing the current classification and the date upon which each employee's service commenced. Where two (2) or more employees commence 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 January and July of each year.

11.03 An employee will not be placed on the seniority list until they have successfully completed the probationary period referred to in this Agreement. After an employee has successfully completed the probationary period, the employee's name shall be placed on the seniority list and they will be credited with seniority equal to the probationary period.

11.04 A newly hired full time employee shall be known as a probationary employee until they have worked ninety (90) days and a newly hired part time or casual employee shall be known as a probationary employee until they have worked four hundred and forty (440) hours. There shall be no obligation on the Employer to retain the services of a probationary employee or to re-employ them if they are discharged during the probationary period. The termination of a probationary employee shall not be subject to the grievance procedure but will be subject to the Ontario Human Rights Code and any relevant legislation.

11.05 On or before the expiry date of the probationary period, the Employer will confirm to the employee in writing, copied to the Union, the decision to:

- a. confirm the appointment as having completed the probation; or
- b. extend probationary status by no more than thirty (30) days, provided that the reasons for the extension are provided in writing to the employee and the Union; or
- c. terminate the employee.

11.06 Performance Appraisals

Performance appraisals will be completed on an annual basis. A form reflecting the input of both the employee and the supervisor will be signed by both parties, including any statement made by the employee where there is a disagreement. A copy of the signed appraisal will be provided to the employee upon request.

11.07 Loss of Seniority

An employee shall lose all seniority and the employment of the employee shall be deemed to have been terminated for any of the following reasons:

- a) voluntary resignation;
- b) an employee is discharged for just cause and is not reinstated under the terms of this Agreement;
- c) laid off for a period exceeding six (6) months;
- d) an employee is absent from work for two (2) or more consecutive working days without notifying the Employer, and/or providing the Employer with a satisfactory reason in which case, such employee will be deemed to have quit the employ of the Employer without notice;
- e) an employee fails to return to work within five (5) working days after being notified of recall by registered mail. Registered mail sent to an employee's most recent address on her employment file shall be interpreted as proper notice. For purposes of recall, it shall be the responsibility of the employee to keep the Employer informed of their current address and telephone number.
- f) an employee fails to report for work as scheduled at the end of a leave of absence, vacation, or suspension unless a reasonable explanation satisfactory to the Employer is provided.

11.08 Promotion to Management

No employee shall be promoted to management without their consent. If an employee is promoted to management, they shall retain their seniority accumulated up to the date of leaving the bargaining unit, but will not accumulate any further seniority. Such employee shall have the right to return to a position in the bargaining unit during their trial period, which shall be a maximum of (90) ninety days without loss of seniority. The parties agree that the 90 (ninety) day trial period is applied only to situations related to this article. A vacancy resulting from the promotion may be filled on a temporary basis.

11.09

- (a) If an employee is temporarily transferred to a position outside of the bargaining unit, their accumulated seniority in accordance with Article 11 shall be retained should they return to the bargaining unit at a later date. During this period, the employee shall maintain paying their Union dues. Seniority will not be accumulated for time spent outside of the bargaining unit in excess of ninety (90) days.

- (b) In circumstances where the employee leaves a bargaining unit position for employment in a non-Union position with the same Employer, the employee forfeits their bargaining unit seniority after ninety (90) days. Should the employee return to a bargaining unit position in the future, their seniority shall revert to their date of hire less the time spent outside of the bargaining unit.
- (c) Where this occurs, the Employer agrees to meet with the Union in order to discuss the matter of seniority.

ARTICLE 12 – PROMOTION AND STAFF CHANGES

- 12.01 In the event that a new position within the bargaining unit is created, or when a permanent bargaining unit vacancy occurs, or when a temporary vacancy in a permanent position within the bargaining unit is expected to last for more than three (3) months, the Employer will post such positions internally for a period of seven (7) calendar days.
- 12.02 The posting will stipulate the classification, qualifications, hours of work, salary range and location. A copy shall be provided to the Union.
- 12.03 No outside advertisement for any vacancy shall be placed until the applications of present Union members have been fully processed.
- 12.04 Applications will be considered upon the following factors:
 - a. Qualifications, skill and ability;
 - b. Seniority.Where the qualifications in factor (a) are relatively equal, seniority will govern.
- 12.05 Notification to Employee and Union

The successful applicant shall be advised, in writing, of their appointment, with a copy to the Union.

The successful applicant shall be allowed a trial period of up to ninety (90) days, during which the Employer will determine if the employee can satisfactorily perform the job. Within this period the employee may voluntarily return or be returned by the Employer to the position formerly occupied, without loss of seniority. The vacancy resulting from the posting may be filled on a temporary basis until the trial period is completed.
- 12.06 If the vacancy lasts more than 3 months as outlined in Article 12.01, then, the successful candidate will be entitled to sick days and vacation as per the collective agreement.

12.07 Temporary Positions

Upon completion of a limited job or expiry of a temporary position the employee filling the vacancy shall be returned to the original most recent permanent position.

It is understood that if a Temporary Position is created in the Bargaining Unit, that after the twelve (12) months, the Temporary Position would be converted to a Permanent Position in the Bargaining Unit. Employees would be subject to Article 13 of the Collective Agreement.

ARTICLE 13 – LAY-OFF AND RECALL

13.01 A lay-off shall be defined as the elimination of one (1) or more bargaining unit positions of a temporary or permanent nature or the reductions of hours of a permanent employee that reduces the employee's status.

- a. Lay-off shall be made on the basis of reverse seniority providing that the employee retained has the qualifications and can meet the normal requirements of the job with no additional training, other than basic orientation. For clarity, no full-time Employee shall be laid off before casual or part-time employees.
- b. Employees on lay-off shall be recalled in the order of seniority provided that the employee can perform the available work with no additional training other than basic orientation.
- c. Management shall provide such written notice of lay-off to the Union and to employees as per Article 13.04 or as required by the Employment Standards Act which ever gives greater notice to the parties. Following such notice, the Employer shall meet with the Union if requested, to advise of the reasons for such lay-off and to discuss means of avoiding the lay-off.
- d. An employee who has been given a notice of lay-off will be given a copy of the seniority list at the time the notice is given and may elect to do the following:
 - Accept the lay-off;
 - or displace an employee who has less bargaining unit seniority where the employee has the qualifications and can meet the normal requirements of the job and requires no additional training other than basic orientation.
 - The employee shall indicate to the Executive Director, in writing,

which of the aforementioned options they wish to exercise within seven (7) calendar days from the date notice of lay-off was received. The employee shall identify the eligible employee with less seniority that they wish to displace.

- However, the parties agree that in any lay-off such displacement shall be completed on or before the end of the Employer's notice period, as described in 13.04.

13.02 Recall Procedure

Employees shall be recalled in the order of their seniority.

13.03 No New Employees

New employees shall not be hired until those laid off have been given an opportunity of recall.

13.04 In the event of a proposed lay-off expected to exceed three (3) months, the Employer shall provide thirty (30) calendar days advance notice to the Union. Employees affected by lay-offs of a shorter duration will be given notice as soon as possible. Following such notice, the Employer shall meet with the Union if requested, to advise of the reasons for such lay-off and to discuss means of avoiding the lay-off.

13.05 The Employer agrees to provide to any bargaining unit employee who is to be laid off notice of lay-off in accordance with its obligations under Employment Standards Act, 1995 or article 13.04 which ever gives greater notice to affected employees.

13.06 Grievances concerning lay-off and recall shall be initiated at Step 2 of the grievance procedure.

13.07 Facility Closures

The Employer agrees that it will give the Union three (3) months' notice prior to any closure of any of its facilities. Except in circumstances beyond the control of the Employer, or where the funder provides the Employer with less than three (3) months notice. In such circumstances, it will be the responsibility of the Employer to demonstrate validity (evidence).

ARTICLE 14 – HOURS OF WORK

14.01 The following provisions are intended to define the normal hours of work and shall not be construed as a guarantee of hours worked per day or per

week, or of days per week. Management will determine necessary shift coverage.

14.02

- (a) The regular work week for full-time employees will be up to forty (40) hours per week including a one-half (1/2) hour paid meal break. Workers will be allowed two (2) paid rest periods of fifteen (15) minutes each in a shift (only one if working 5.5 hours or less). Full time staff will normally work Monday to Friday.
- (b) The regular work week for part time employees will be up to twenty-four (24) hours per week.
- (c) Part time staff, in order of seniority, will be scheduled a minimum of two (2) shifts per pay period, unless mutually agreed to otherwise.
- (d) Employees will receive a one-half (1/2) hour paid meal break. Employees will receive two (2) paid rest periods of fifteen (15) minutes each half shift (only one if working 5.5 hours or less).
- (e) It is understood that Casual/Relief staff have no regularly scheduled hours as per Article 2.05 c) of this Agreement. Where filling the schedule in advance for planned absences (vacation, short term leaves, etc.), and where Part Time Employee's are unavailable to work these shifts, Casual/Relief staff may be scheduled in advance.

NOTE: Salvation Army policy will be revised to reflect this clause.

- 14.03 Work schedules will be posted at least one (1) month in advance. Employees may exchange shifts with other employees in the same classification provided they have received the written consent of their Supervisor. Such request will be in writing. Such consent will not be unreasonably withheld. It is understood however that the Employer will not incur any penalty or premium resulting from such exchange of shifts.
- 14.04 Scheduled days off shall be allocated at the rate of a minimum of two (2) consecutive days off, except where otherwise mutually agreed.
- 14.05 Should an employee be required to report to work prior to the beginning of their shift or remain after their shift to clean up, make preparations for the next shift or for any other duties as the Employer may require, the employee shall be paid for all such time worked as per article 15.01.
- 14.06 All employees shall be paid a shift premium of twenty cents (\$0.20) per hour for all hours worked where the majority of their scheduled hours fall between midnight (12 a.m.) to eight a.m. (8 a.m.)

ARTICLE 15 – OVERTIME

15.01 Hours of work authorized by the Supervisor, in excess of the regular work week under Article 14 (Hours of Work) above, shall be compensated for on the following basis:

- Employees who work in excess of their regular workweek up to eighty-eight (88) hours in a pay period shall be entitled to pay at straight time for each authorized hour worked.
- Employees who work more than eighty-eight (88) hours in a pay period shall be paid at the rate of time and one half (1 ½) the employee's regular hourly rate of pay for each authorized hour.

15.02 Sharing of Overtime

Overtime and call back time shall be offered on the basis of seniority to employees who are willing and qualified to perform the available work. It is understood that available shifts will be offered first on a non-overtime basis.

15.03 Management will not use overtime to avoid recalling a laid off employee.

15.04 Where employees are called back to work by the Director or designate after having completed a regular shift, and prior to the commencement of their next shift, they shall receive a minimum of three (3) hours of work or three (3) hours pay at their regular hourly rate (Subject to the requirements of Article 15.01)

ARTICLE 16 – SHIFT WORK

16.01 Changes to Daylight Saving Time

At the time of change from Standard to Daylight Saving Time, employees working the night shift shall work seven (7) hours and be paid for eight (8) hours. When reverting from daylight saving time to standard time, employees will work nine (9) hours and be paid nine (9) hours at straight time.

ARTICLE 17 – HOLIDAYS

17.01 Subject to Article 17.04, regular full-time and part-time employees shall receive a recognized holiday off with pay in the amount of her regular straight time earnings, in accordance with the Ontario Employment Standards Act for the following paid holidays: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, and Boxing Day.

The National Day of Truth and Reconciliation shall be recognized as a

holiday but does not attract premium pay. Employees shall either get the day off with pay or shall receive another day off in lieu.

When any of the above holidays falls on a Saturday or Sunday, the preceding Friday or succeeding Monday shall be designated by the Employer as a holiday in lieu of the holiday falling on the Saturday or Sunday.

It is understood that when employees are required to work on the above mentioned holidays, those employees shall receive time and one half (1½) pay for all hours worked on that said holiday, plus a day off with pay in lieu of that worked holiday, at a time mutually arranged with the Employer within sixty (60) days of that day. Part-time employees entitlement to a day off with pay will be pro-rated by the calculation established by the Ontario Employment Standards Act calculation for paid holidays for part-time employees.

In addition to the above, all employees will be entitled to take one float day per calendar year. The float day must be requested at least two (2) weeks in advance and is subject to operational needs.

17.02 (a) - Working on a Recognized Holiday

Where an employee works on a recognized holiday, such employee shall receive compensation as defined in the Ontario Employment Standards Act, Holiday Pay section for a "continuous operation". However, the employee will choose which option will apply.

17.02 (b) - Not Working on a Recognized Holiday

Employees whose day off coincides with a statutory holiday, will be granted another day off for the statutory holiday, and will be paid at the regular hourly rate of pay for this day.

17.03 Holiday Pay for Part-time Employees

If a paid holiday falls on a day for which an employee is not regularly scheduled, the employee will receive pay based on the employee's average daily working hours over the previous four (4) week period.

17.04 In order to qualify for payment of the above holiday(s) an employee is required to work their full scheduled shift immediately preceding and immediately following the holiday except where absence on either or both of the shifts is due to:

- a. verified personal illness or accident; or
- b. approved leave of absence of less than thirty (30) days; or,
- c. excused lateness.

17.05 When any of the above holidays occur during an employee's vacation with pay period, an extra day's vacation is allowed at a time mutually agreeable between the employee and the Supervisor.

17.06 An employee shall be granted leave for an alternate religious holiday, upon written request to the Executive Director at least six (6) weeks prior to the date of the religious holiday provided they use vacation time.

ARTICLE 18 – VACATION

18.01 Vacation time, as scheduled by the Employer, shall be granted to employees based on length of full-time and part-time continuous service as of December 31 of the previous year. Accrual will commence no later than thirty (30) days after the ratification, and the removal of any percentage payments for vacation from the employee's profile, or when a new employee is hired.

18.02 Vacation taken in the current year is accrued in the previous year as follows:

- (a) Employees who have completed less than one (1) year full-time employment with the Centre shall be entitled to vacation as provided in the *Employment Standards Act*;
- (b) Employees who have completed one (1) year continuous service with the Centre shall be entitled to an annual vacation of two (2) weeks vacation with pay based upon 4% of wages earned in the previous 12-month period.
- (c) Employees who have completed two (2) years but less than seven (7) years of service, shall receive three (3) calendar weeks of paid vacation;
- (d) Employees who have completed seven (7) years of service but less than fourteen (14) years of service, shall receive four (4) calendar weeks of paid vacation;
- (e) Employees who have completed fourteen (14) years but less than twenty (20) years of service shall receive five (5) calendar weeks of paid vacation;
- (f) Employees who have completed twenty (20) years of service shall receive six (6) calendar weeks of paid vacation.

18.03 Casual/Relief employees will be paid four percent (4%) vacation pay on a bi-weekly basis if they have less than five (5) years of employment.

Casual/Relief employees will be paid six percent (6%) vacation pay on a bi-weekly basis if they have 5 or more years of employment.

18.04 For purposes of vacation pay, wages do not include vacation pay, group RRSP Employer contributions or any other non-cash benefits.

- 18.05 Part-time employees will earn vacation pay on a pro-rated basis calculated at the appropriate percentage in accordance with the above time entitlements.
- 18.06 Employees who leave the employ of the Employer for any reason shall be entitled to receive any unpaid vacation pay that has accrued to them to the date of their separation.
- 18.07 Absence from work, except on vacation or on maternity and/or parental leave, in excess of thirty (30) calendar days in the vacation year, shall result in a pro-rated loss of vacation.
- 18.08 The selection of vacation dates will be granted on the basis of seniority, and will be scheduled with the employee's agreement. The Employer shall determine the number of employees who will be on vacation at any one time.
- a. Vacation requests must be submitted by the employee to her supervisor by not later than April 1st of each year.
 - b. The employee shall receive confirmation of their vacation request by not later than May 1st of each year.
 - c. Any vacation requests submitted following the April 1st deadline will be approved on a first come, first served basis and seniority shall not be relevant in determining vacation approval.
 - d. Vacation must be taken in days off.
- 18.09 Where a pay date falls during a regular full-time employee's vacation of more than two week's duration, and where access to personal funds is prohibitive due to out-of-country travel, the employee's vacation pay shall be released prior to vacation upon approval of the Executive Director or Designate if requested by the employee at least three (3) weeks prior to the vacation.
- 18.10 Vacations may be taken anytime of the year, provided adequate staffing of the facility can be maintained.

It is further understood that employees will use all of their vacation entitlement on or before December 31st. Employees wishing to take vacation time in December, or who have outstanding vacation time after September, shall submit their requests in writing to the Employer by October 1 and the Employer shall respond, based on seniority, no later than October 30.

Employees are able to carry over up to two (2) weeks vacation in the new year which must be taken before March 31st of the following year.

ARTICLE 19 – SICK LEAVE

- 19.01 Sick leave credits are to be used during periods of absence from work with full pay and benefits, related to illness or injury of an employee not covered by the *Workplace Safety and Insurance Act*.
- 19.02 Full-time employees will accumulate sick leave credits at the rate of one (1) working day per month of employment. Part-time employees will accumulate sick leave credits at the rate of one (1) working day for every twenty-two (22) shifts worked. Up to five (5) of the employee's accumulated sick leave days may be used per year to care for dependents.
- 19.03 Employees may accumulate sick leave credits from year to year up to a maximum of one hundred and thirty (130) days.
- 19.04 Sick leave credits do not continue to accrue while an employee is on sick leave.
- 19.05 Sick leave credits will accumulate from the date of employment but cannot be used until the employee has successfully completed their probationary period.
- 19.06 The Employer may require a medical certificate after:
- two (2) or more working days for part-time employees and three (3) or more working days for full-time employees
 - two occasions per month for a minimum of two consecutive months
 - the day before or after a holiday, the day before or after approved vacation
 - The medical certificate shall be signed by a legally qualified medical practitioner verifying their sick leave is in accordance with Article 23.01. The Employer shall pay the full cost of any medical certificate required of an employee. Such certificate will be requested only at the time of book-off or during book-off. Should the Employer have reason to believe that an employee is abusing sick leave, a Medical Certificate maybe requested for less than a two (2) day absence. If the employee does not provide a medical certificate when requested, they will not receive sick pay for time off.
- 19.07 Sick Leave Records

Immediately after the close of each calendar year, the Employer shall advise each employee in writing of the amount of sick leave accrued to her credit.

ARTICLE 20 – LEAVES OF ABSENCE

20.01 Leave of Absence for Conferences and Conventions

Upon request to the Employer, an employee elected or appointed to represent the Union at conferences and/or conventions shall be allowed leave of absence with pay and benefits. Leave of absence without pay but without loss of benefits shall be allowed to employees to attend Executive and Committee meetings of CUPE, its affiliated or chartered bodies and any labour organizations with which the Union is affiliated.

20.02 Leave of Absence for Full-Time Union or Public Duties

- a) An employee who is elected to public office shall be allowed leave of absence without loss of seniority during their terms of office.
- b) An employee who is elected or selected for a full-time position with the Union, or any body with which the Union is affiliated, shall be granted a leave of absence without loss of seniority for a period of three (3) years. Such leave shall be renewed, on request during her term of office.

20.03 Leave of Absence for Union Functions

Upon request by the Union, employees may be granted Union leave of absence by the Employer without pay or loss of seniority upon two (2) weeks notice of the request for leave in writing, provided that no more than two (2) employees may be granted leave from each location.

The Employer shall have the right to place reasonable limits on the number of days granted under this article where the number of days requested would unduly impair the operating capability of the locations affected.

The employee's wages and benefits will be continued by the Employer and the Union will reimburse the Employer for all such wages and benefits paid to, or in respect of, the employee who is granted the leave.

20.04 Emergency Leave

Emergency Leave, to deal with family and medical emergencies, may be granted in accordance with the eligibility and requirements thereto and as defined in the *Ontario Employment Standards Act*.

20.05 Maternity/Parental and Adoption Leave

Maternity/Parental/Adoption Leave shall be granted in accordance with the eligibility and requirements relating thereto and as defined in the *Ontario Employment Standards Act*.

20.06 Bereavement Leave

Bereavement Leave with pay shall be granted upon request for five (5) working days due to the death of a family member. This includes the death of: spouse, mother, father, step-parents, step-child, grandparent, grandchild, guardian, brother, sister, son and daughter.

Three (3) days paid leave shall be granted for mother-in-law, father-in-law, brother-in-law, and sister-in-law, in order to attend or make arrangements for the funeral.

One (1) day paid leave shall be granted for aunt, uncle, niece, nephew, in order to attend or make arrangements for the funeral.

When the funeral occurs more than 200 kms from the employee's work location, the employee will be entitled to an additional paid day of leave to accommodate the travel.

In recognition of the fact that circumstances which call for bereavement leave are based on individual circumstances, the Employer, on request, may grant additional bereavement leave.

20.07 Jury Duty and Witness Duty

The Employer shall grant paid leave of absence to an employee who is called as a juror or subpoenaed as a witness (except for Union inter-jurisdictional disputes). The employee will be paid the difference between any jury service fees or witness fees and their regular rate of pay for those hours spent on jury duty or as a subpoenaed crown witness, not exceeding the regular hours the employee normally would work on that day.

20.08 Wellness Leave

In addition to sick leave credits, all employees shall be granted one (1) Wellness Day Leave per year. These may be used at the employee's discretion, when an employee feels unable to report to work, but cannot be accumulated.

20.09 Education Leave

- a) A permanent full-time employee or permanent part-time may be eligible to take up to one (1) year education leave without pay and benefits, providing the request is made in writing as soon as possible, but no less than two (2) months before the effective date of the proposed leave, and shall be subject to the efficient operation of the Agency. The Employer's consent to such request will not be unreasonably withheld. Any seniority that has been accumulated as at the date of the commencement of the leave will be retained for one (1) year, but

seniority will not accumulate during the leave and the employee's seniority will be adjusted on the seniority list to reflect the leave of absence.

- b) Upon return from an education leave, the employee shall be reinstated in their former position or to a comparable position if their former position no longer exists.
- c) During the Education Leave of Absence, the employee will have the opportunity to continue their existing Health, Dental and Vision coverage uninterrupted, based on approval by the insurer, provided that the employee pays the full cost (Employer and employee portion) costs of the premium.

20.10 Serious Incident/Traumatic event

The employer recognizes that employees sometimes face serious traumatic events in the course of their work so that may affect their attendance and performance at work.

Casual/Relief workers experiencing traumatic events will be able to access up to one (1) day per year of paid leave to be used within 1 week of the incident, to attend to medical appointments, counselling.

20.11 General Leave of Absence

Subject to the efficient operation of the facility, the Employer may grant a leave of absence without pay for legitimate reasons for up to one (1) year, provided that the Employer receives a written request at least six (6) weeks in advance (except in cases of emergency). The granting of such leave shall not be unreasonably denied. Employees, when applying, must indicate the reason for the leave of absence, the date of departure and the expected date of return, copied to the Union. The Employer will reply to the request in writing, copied to the Union.

Seniority will be retained but not accumulated during such leave and the Employer shall not be required to pay benefit costs during the leave nor will the employee be eligible to accumulate sick leave credits during such leave.

Subject to any restrictions by the carrier, if an employee wishes to have their benefits continued during this leave, the employee will pay the full costs of such benefits.

The Employer agrees to post the compassionate leave and emergency leave provisions of the *Employment Standards Act* on the Union's bulletin board.

20.12 Return To Work Modified Language

An Employee who suffers an injury or an occupational disease which is covered under the *Workplace Safety and Insurance Act* and therefore is unable to work, shall have the option of using accumulated sick leave credits while the claim is pending. It is understood that an employee can only use earned credits up to the maximum accumulation, as provided for in Article 20 – Sick Leave.

If the injury or illness is recognized as compensable by the Workplace Safety and Insurance Board, the amount of the sick leave credits used shall be restored and the Employer shall be reimbursed for the value of those credits from the amount of the award.

Where an employee receives an award under the *Workplace Safety and Insurance Act*, the Employer agrees to maintain benefits coverage and seniority in accordance with the *Workplace Safety and Insurance Act*.

Employees who require workplace accommodation are entitled to Union representation when their return to work plan is being developed and implemented.

The Employer and the Union both recognize their obligations under the Human Rights Code to attempt to accommodate, short of undue hardship, an employee within the bargaining unit who is incapable due to disability to perform the essential duties or meet the essential requirements of their job. It is also recognized that the employee has an obligation to provide satisfactory medical evidence to the Employer concerning their incapability or restrictions. A request by the Employer that an employee be examined by the Employer's doctor shall not be made unreasonably. Accommodation may include assigning the employee to an available vacant position in the bargaining unit, without posting, provided that the employee has the qualifications, skills and ability to perform the regular duties of the position. It is understood that such transfer shall not alter the bargaining unit seniority date of any employee. Further, should such transfer be to a position with a lower wage classification, the employee will be paid at the applicable rate in the lower wage classification.

ARTICLE 21 – PAYMENT OF WAGES ALLOWANCES

21.01 The Employer shall pay wages bi-weekly in accordance with Schedule "A" attached hereto, and forming part of this Agreement. On each payday, each employee shall be provided with an itemized statement of their wages and deductions. Such pay shall be by Direct Deposit.

21.02 Rate of Pay on Promotion or Reclassification

An employee assigned, promoted or reclassified in accordance with the collective agreement to a higher paying position carrying a salary range shall be placed in an experience grade in the new classification which is next higher than the rate of the employee's current classification.

21.03 Pay on Temporary Transfer, Higher Rated Job

When an employee temporarily relieves in or performs the principle duties of a higher paying position for one full day/shift or more, they shall receive the rate on the pay grid of the new position.

21.04 Transportation Expenses

- a) Employees will not normally be required to use their personal automobiles in the performance of their duties, however, when they do, they will be reimbursed for mileage at the rate of \$0.60 per kilometre. Thereafter, the rate will be increased in accordance with the Salvation Army policy.
- b) The Employer shall provide employees with public transit tokens/tickets where an employee is required, as a normal part of her duties, to use public transit. If any Employee during their shift is asked by the Employer to relocate to another location they will be provided with a Taxi Chit.
- c) The Employer will reimburse employees (upon presentation of a parking receipt) for parking expenses incurred for work related activities.
- d) The Employer accepts full responsibility for ensuring that Agency-owned automobiles meet all Ministry of Transportation and any other legislated requirements. Should an employee be charged with an offence and/or incur any costs as a result of the Employer failing to meet legislated requirements, the Employer agrees to reimburse all costs, including legal costs if required, incurred by the employee.
- e) Employees are personally responsible for the payment of any tickets or fines the employee receives for failure to comply with the Provincial/Municipal legal requirements while driving the Employer's automobiles.

21.05 Training and Professional Development

Where the Employer requires training for employees, the Employer will provide the necessary tuition or registration fees, transportation, accommodation and meal expenses to employees who are required to attend training courses at locations outside the workplace. Attendance at such courses shall be considered work time and paid at the employee's applicable rate. If the employee fails to attend any training, without approval or valid reason from the Employer, the employee shall be required

to repay any fees the Employer may have paid on their behalf.

Recertification Training (First Aid/CPR, CPI and ASSIST):

Required recertification training for employees will be paid by the Employer. Cost for associated materials will be provided, based on approval by the Employer.

Employees shall be informed in writing of recertification opportunities. Employees who miss their required recertification training shall be responsible for their own recertification at the employees cost. Employees who do not take the required certification shall not be scheduled to work until such recertification is completed.

Casual/relief employees must work a minimum of ten (10) shifts per year in order to receive certification training. Casual/relief employees who do not meet this requirement would be required to pay the costs of their recertification training. Training hours shall count as shifts worked.

Employees on an authorized leave of absence (such as on WSIB, Sick Leave, Maternity leave, education leave, LTD leaves, Union leave, etc) are not deemed to have missed recertification.

Employees will have access to the Education Policy and the Employer agrees circulate the Policy annually. Upon hire, the Employer will inform employees of the Policy. The Employer further agrees that if there is any change in the Policy the Employer will inform the Union.

21.06 Meal Allowance

All Employees (full, part time and casual/relief) required to work two (2) hrs or more continuous with their regular workday shall receive a meal allowance of twelve dollars (\$12.00).

Full time Employees required to work on a day that is not a regularly scheduled workday shall receive a meal allowance of ten dollars (\$10.00) where the employee works more than four (4) hours.

ARTICLE 22 – BENEFITS

22.01 Group Benefit Plan

After a regular full-time employee has completed their probationary period the Employer agrees to pay the premium costs of the single core employee group in accordance with the terms of the Employer's benefit plan (see Taking Care Benefit Booklet) as it may be amended or supplemented from time to time by the Employer. Employees may opt to pay the premium costs

for enhanced benefits as provided under the current group benefit.

The Employer shall pay for existing core benefits as follows:

Basic Life Insurance (core benefit of two (2) times annual earnings, max. \$100,000.) - 100% of premiums

Basic Accidental Death & Dismemberment (core benefit of two (2) times annual earnings, max. \$100,000.) - 100% of premiums

Long Term Disability is mandatory for employees working at least thirty (30) hours per week and is 100% paid by the employee.

Health & Dental, 100% of single core coverage premiums; plus where applicable, 50% of the difference in premiums between single core coverage and either the couple core coverage or the family core coverage, as applicable; all additional coverage beyond the core plans shall be paid for by the employee.

Vision – Employees utilizing the vision care provision of the benefit plan will be entitled to an additional one hundred dollars (\$100.00) every two (2) years towards the purchase of corrective lenses and glasses, based on submission of a receipt.

In the event the employee opts not to use their Vision Care Provision, the Employee may opt to use their entitlement towards the Wellness Fund.

The Employer will establish a Wellness Fund of \$100.00 every two (2) year(s) for members who wish to join a gym, community centre or exercise facility. Reimbursement will be done based on submission of a receipt.

- Vision Care – Core \$300/24 months, Option #1 \$400/24 months

22.02 The parties agree to the MSPP and will sign off on all of the relevant documents. The rates of contribution will be 2% for employees and the Employer contribution rates will be as follows:

(a) MSPP enrolment is mandatory for all full-time and part-time employees who have completed probation.

(b) Documentation to take place when employees are hired.
Completed Years of Service Employer Contribution

After Probation – up to 2	2.00% of eligible earnings
2-5	3.00% of eligible earnings
6-10	3.50% of eligible earnings
11-15	4.00% of eligible earnings
16 plus	5.00% of eligible earnings

ARTICLE 23 – WORKERS’ COMPENSATION

- 23.01 All employees shall be covered by the *Workplace Safety and Insurance Act*.
- 23.02 An employee receiving payment for a compensable injury or illness under WSIB shall accumulate seniority as set forth in the *Workplace Safety and Insurance Act*.
- 23.03 While on WSIB benefits, the Employer shall continue to pay its share of all premiums for employee benefit plans, based on one hundred percent (100%) of earnings as set forth in the *Workplace Safety and Insurance Act*.

ARTICLE 24 – TECHNOLOGICAL/ORGANIZATIONAL CHANGE

- 24.01 The Employer shall provide the Union with at least sixty (60) calendar days written notice of any technological and/or organizational change which may result in the lay-off of bargaining unit employees. Such notice will include information regarding the nature of the change, the dates on which the Employer proposes to effect such change, and the impact of such change on employees. Following such notice, the Employer will meet with the Union to discuss the impact of such changes on employees and to allow the Union the opportunity to respond.
- 24.02 Where it is necessary to release an employee who has completed his or her probationary period, because of the introduction of technological change in equipment or methods of operation, at least three (3) months’ notice in advance of the change shall be given to the employee affected and to the Union. For greater certainty, it is understood that such notice shall not operate so as to extend any other notice to be given under this Agreement, and it may run concurrently with any such other notice. Except in circumstances beyond the control of the Employer, or where the funder provides the Employer with less than three (3) months notice. In such circumstances, it will be the responsibility of the Employer to demonstrate validity (evidence).

ARTICLE 25 – HEALTH AND SAFETY

- 25.01 The Employer and the Union will mutually co-operate to maintain a safe workplace and to attend to the elimination of any conditions which are a hazard to the health and safety of employees. The parties agree to comply with the *Occupational Health & Safety Act*.

- 25.02 A Health and Safety Committee shall be established which is composed of two (2) Union and two (2) Employer representatives, at each location. The Health and Safety Committee shall hold meetings at least once every three (3) months. The Committee shall maintain minutes of all meetings which shall be posted.
- 25.03 Union representatives on the Committee shall be entitled to up to one (1) hour paid preparation time, upon notification to their supervisor prior to each meeting. Time spent in Committee meetings or investigations shall be considered as time worked and shall be paid for in accordance with the terms of this Agreement.
- 25.04 There shall be at least two (2) Union representatives at each site, who will be certified workers as defined under the *Occupational Health and Safety Act*, who shall be trained at the Employer's expense. When a certified worker is called in to work to perform their duties under the *Occupational Health and Safety Act* and/or the Collective Agreement, they shall be paid at the applicable rate.
- 25.05 The Employer recognizes that employees at the shelter may be at risk of physical, psychological, and/or verbal abuse from clients. Where such potential exists:
- a) Measures and procedures to reduce the risk and exposure to psychosocial hazards shall be implemented based on an assessment of the workplace;
 - b) Reassessments of the risk and exposure to psychosocial hazards shall be conducted as frequently as necessary to ensure existing measures and procedures continue to protect workers from incidents of physical, psychological, and/or abuse.
 - c) Employees shall receive training based on need in recognition and management of such incidents;
 - d) Applicable physical and procedural measures to protect employees shall be implemented;
 - e) The Union designated Health and Safety Representative and Health and Safety Committee shall be consulted regarding the measures and procedures, curriculum of training and the applicable physical and procedural measures referred to in (a, c, d) above;
 - f) Employees shall be informed and receive instructions from the employer or management concerning the potential for physical violence, psychological or verbal abuse by a client. Such

information, shall be provided as reasonably necessary to protect the worker from physical, psychological, and/or verbal abuse.

- g) When necessary immediate critical incident stress debriefing, traumatic counselling from an appropriate resource shall be made available for employees who have suffered as a result of violence. Leave to attend such debriefing counselling sessions shall be without loss of pay.
- h) The Union designated Health and Safety Representative shall be consulted regarding the curriculum of training and the applicable physical and procedural measures referred to in (b) above;
- i) Employees shall be informed concerning the potential for physical violence or verbal abuse by a client;

25.06 Definition of Violence:

- a) In this section, "violence" means the attempted, threatened or actual conduct of a person that causes or is likely to cause injury, and includes any threatening statement or behaviour that gives a worker reasonable cause to believe that individuals are at risk of injury. Violence includes the application of force, threats with or without weapons, severe verbal abuse and persistent sexual or racial harassment. It also includes incidents of domestic violence entering the workplace, stalking, personal harassment, psychological harassment, bullying or any other behaviour that abuses, devalues or humiliates. It is understood that incidents of workplace violence, as defined in this section, can occur when working off-site and/or duty.
- b) Notice: Where a worker is critically injured (as defined by the Occupational Health and Safety Act of Ontario Regulation 834), killed, or sustains lost time injury as a result of workplace harassment or violence, the Employer shall in addition to the duties prescribed by the *Occupational Health and Safety Act of Ontario* and *Workplace Safety and Insurance Act* shall within 24 hours notify in writing the members of the Joint Health and Safety Committee, or Health and Safety Representative where no committee exists, and Local Union and provide the parties with a copy of any and all information provided to the Ministry of Labour as directed by prescribed regulation under the OHSA. In addition to the foregoing, all incidents involving violence shall be brought to the attention of the Joint Health and Safety Committee within 72 hours.

- c) Hazard/Risk Assessment: The Employer shall in consultation with the Joint Health and Safety Committee or Health and Safety Representative where no committee exists a member designated by the Local Union assess the hazard/risks of workplace violence and harassment that arise from the nature of the workplace, type of work or conditions of work. The parties must take into account the circumstances of the workplace and circumstances common to similar workplaces.
- d) Results of the assessment shall be provided in writing to the Joint Health and Safety Representative where no committee exists, and Local Union. Results of the assessment shall be used in developing measures and procedures to control identified risks that are likely to expose a worker to physical or psychological injury/trauma. Assessment results shall also consider violence and harassment from all sources.
- e) Further, if the Employer becomes aware, or ought reasonably to be aware, of domestic violence that would likely expose a worker to physical injury may occur in the workplace, the Employer shall take every precaution reasonable in the circumstances for the protection of the worker.

ARTICLE 26 – GENERAL CONDITIONS

26.01 The primary purpose of the video surveillance cameras is to ensure the safety and security of employees and clients. Should a complaint be made against an employee, either by another employee or by a client, that requires the Employer to review the video surveillance cameras, the employee and the Union will be notified.

When the Employer reviews the video surveillance cameras for the purpose of investigating a complaint, the Employer shall do so with a Steward or Union Officer present. Both parties agree that it is essential to ensure that all information obtained from reviewing the video surveillance cameras will remain confidential and affected employees will have the opportunity to review the video surveillance cameras with a Steward or Union Officer present, except where prohibited by privacy legislation.

The Employer will meet with the Union when drafting or amending the Video Surveillance Policies and Procedures to ensure employee recommendations and concerns are addressed.

The Employer will provide the Union with at least thirty (30) days' notice of installation of cameras, and staff will be notified of the location of the cameras.

The parties agree that the surveillance cameras will not be used to monitor employee's performance, and the purpose for the surveillance cameras are for security and safety reasons. However, in follow-up to performance related issues raised separately, it is agreed that footage from the surveillance cameras may be accessed to assess the validity of such issues.

ARTICLE 27 – COPIES OF THE AGREEMENT

27.01 The Union and the Employer desire the bargaining unit employees to be familiar with the provisions of this Agreement and their rights and obligations under it. For this reason, the parties agree to share the costs to print sufficient copies of the Agreement at a competitive price agreed to by both parties.

ARTICLE 28 – NO STRIKES AND LOCKOUTS

28.01 The Employer agrees that there shall be no lockout of Employees and the Union agrees that there shall be no strike during the term of this Agreement. Lockout and strike shall be as defined in the *Labour Relations Act*.

ARTICLE 29 – DURATION

29.01 This Agreement shall be in effect from September 1st, 2023 and shall remain in effect up to and including August 31st, 2027 and shall continue to be in effect from year to year thereafter, unless either party gives notice in writing at least ninety (90) days prior to the date of expiry that it desires amendments.

Increases to the salary schedule shall be retroactive to (date: first day of new Collective Agreement March 1st, 2024). Where employees either have left the employ of the Employer and/or have entered into the employ of the Employer between date: first day of new CA September 1st, 2023 and expiry date August 31st, 2027 they shall be entitled to the pro-rated amount of such payments.

DATED at Mississauga, Ontario this 23rd day of June 2026.

FOR THE EMPLOYER THE SALVATION ARMY

Melody Watson
Melody Watson (2026-06-18 11:08:38 EDT)

Maria Burns
Maria Burns (2026-06-22 09:18:22 EDT)

FOR THE UNION CUPE LOCAL 966

A. Williams
A. Williams (2026-06-22 14:58:31 EDT)

Dondew Broomes
Dondew Broomes (2026-06-20 20:18:12 EDT)

Giovanni Novielli
Giovanni Novielli (2026-06-17 15:47:34 EDT)

Becky Kwartan
Becky Kwartan (2026-06-23 23:46:49 EDT)

deanpaul chambers
deanpaul chambers (2026-06-22 15:28:45 EDT)


Kulwinder Saini (2026-06-21 16:11:06 EDT)


Leslie Bremner CUPE National Representative (2026-06-21 16:48:47 EDT)

SCHEDULE "A" - WAGE RATES

	NEW rate incl. Bill 124 increas es			1%		3%		3.25%		3.25%
	March 1, 2023		March 1, 2024		Sept 1, 2024		Sept 1, 2025		Sept 1, 2026	
Classification	Prob. Rate	Post Prob Rate	Prob. Rate	Post Prob Rate	Prob. Rate	Post Prob Rate	Prob. Rate	Post Prob Rate	Prob. Rate	Post Prob Rate
Housekeeper	17.51	18.79	17.69	18.98	18.22	19.55	18.81	20.18	19.42	20.84
Frontline Worker	21.99	22.76	22.21	22.99	22.88	23.68	23.62	24.45	24.39	25.24
Housing Stabilization Worker	26.89	27.32	27.16	27.59	27.97	28.42	28.88	29.34	29.82	30.30
Recreational Worker	18.51	19.79	18.70	19.99	19.26	20.59	19.88	21.26	20.53	21.95
Maintenance Worker	23.70	25.06	23.94	25.31	24.66	26.07		26.92	0.00	27.79
Team Lead		26.81		27.08		27.89		28.80		29.73
Housing Worker Specialist REACH		29.91		30.21		31.12		32.13		33.17
Housing Specialist		29.91		30.21		31.12		32.13		33.17
Housing Stabilization Specialist		29.91		30.21		31.12		32.13		33.17
Life Skills Worker		26.52		26.79		27.59		28.49		29.41

Maintenance Worker		21.99		22.21		22.88		23.62		24.39
		22.76		22.99		23.68		24.45		25.24
Diversion Worker		29.91		30.21		31.12		32.13		33.17
Addictions Worker		29.91		30.21		31.12		32.13		33.17
Case Worker										
Resource Worker										

The Union and the Employer agree to add the following classifications into Schedule A as follows:

1. Housekeeper
2. Front Line Worker
3. Case Worker
4. Resource Worker
5. Recreation Worker
6. Maintenance
7. Team Lead

The Parties Agree to Add the Following New Classification to Schedule A:

Recreation Worker

The Parties Agree to Change the title of Custodian to Maintenance Worker and Add the Classification to Schedule A:

Maintenance Worker

SCHEDULE "A" NOTES

1. Current full-time and part-time employees will be placed on the grid at the level equal to their present seniority standing in their classification.

Any bargaining unit employee, who is currently paid at a rate of pay higher than the established maximum rate of their present position, shall have their wages maintained in accordance with the attached "Letter of Understanding re: Wage Maintenance"

2. Full-time and part-time employees will progress from the Probationary Rate to the Post-Probationary Rate based on:
 - acquiring and maintaining qualifications as stipulated in the job description
 - satisfactory performance appraisal
 - completing their probationary period in accordance with Article 11

LETTER OF UNDERSTANDING RE: WORK LOCATIONS

Between

THE SALVATION ARMY WILKINSON, CAWTHRA & PEEL FAMILY SHELTERS,
BRAMPTON QUEEN STREET YOUTH SHELTER

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES Local 966

The Parties agree that staff will remain at their current work locations, prior to the merging of the collective agreements and seniority lists. Staff will not be scheduled at another location, unless they volunteer to do so or in accordance with the following:

1. In case of an unplanned staff shortage or vacancy:

First, the Employer will go through the Call Around List for that location. If there's no one available on the List for that location, next the Employer will go to the Call Around List for each of the other locations. (potentially three lists)

After exhausting the Call Around Lists, the Employer will ask for volunteers to go to work at the other location where someone is needed. If no one volunteers, the least senior person will be assigned to go and work at the other location. Where an employee is required to move, it will be based on the bona fide work requirements.

This process will be used for unplanned staff shortages or vacancies only.

2. This process will be used on a short-term temporary basis, to provide for coverage of up to three months.

The Employer will ensure that employees are fully trained to work at any location.

Temporary is only up to three months, because if it's longer than three months, it gets posted, as per article 12.01.

In cases that are temporary, as in #2, staff will be given seven days' notice prior to working at the other location and will be paid mileage for the additional mileage to and from that location, for the duration of the

temporary assignment. (additional means more than the normal distance to their normal worksite or could include the cost of transit. No additional out of pocket transportation costs will be incurred)

All new employees hired after the date of ratification will be hired on the understanding, they may be required to work at any of the three locations, with 7 days notice.

If there is a permanent need for additional staff at a location, or for longer than three months, it will be posted.

DATED at Mississauga, Ontario this 23rd day of June 2026.

**FOR THE EMPLOYER
THE SALVATION ARMY**

Melody Watson
Melody Watson (2026-06-16 11:08:38 EDT)

Maria Burns
Maria Burns (2026-06-22 09:18:22 EDT)

**FOR THE UNION
CUPE LOCAL 966**

A. Williams
A. Williams (2026-06-22 14:56:31 EDT)

Dondew Broomes
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Kulwinder Saini
Kulwinder Saini (2026-06-21 16:11:06 EDT)

Leslie Bremner
Leslie Bremner CUPE National Representative (2026-06-21 16:48:47 EDT)

LETTER OF UNDERSTANDING RE: MULTI-SECTOR PENSION PLAN

Between

THE SALVATION ARMY WILKINSON, CAWTHRA & PEEL FAMILY SHELTERS,
BRAMPTON QUEEN STREET YOUTH SHELTER

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES Local 966

The Parties agree to the following new article regarding the Multi-Sector Pension Plan:

In this Article, the terms used shall have the meanings described:

1.
 - (a) "Plan" means the Multi-Sector Pension Plan
 - (b) "Applicable Wages" means the basic straight time wages for all hours worked and in addition;
 - i. the straight time component of hours worked on a holiday; and
 - ii. holiday pay, for the hours not worked; and
 - iii. vacation pay; and
 - iv. sick pay paid directly the Employer which results in the Employee receiving full payment for the hours missed due to illness.
Applicable wages includes any sick pay which an Employee is permitted to receive in cash despite not having been absent from the workplace.
 - v. All other payments, premiums, allowances and similar payments are excluded.
 - (c) "Eligible Employee" means all employees in the bargaining unit who are full time and part time and have completed 520 hours of employment with the Employer.
2. Commencing October 1, 2012 each Eligible Employee shall contribute for each pay period an amount equal to 1% of Applicable Wages to the Plan.

The Employer shall contribute on behalf of each Eligible Employee for each pay period, an amount equal to:

After probation – up to 2 years – 2% of Applicable Wages to the Plan

2-5 years – 3% of Applicable Wages to the Plan

6-10 years – 3.5% of Applicable Wages to the Plan

11-15 years – 4% of Applicable Wages to the Plan

16+ years – 5% of Applicable Wages to the Plan

3. The Employee and Employer contributions shall be remitted to the Plan by the Employer within thirty (30) days after the end of the calendar month in which the pay period ends for which the contributions are attributable. The Employer shall remit all contributions in the manner directed by the Administrator of the Plan.
4. The Employer agrees to provide to the Administrator of the Plan, on a timely basis, all information required pursuant to the *Pension Benefits Act*, RSO. 1990, Ch. P-8, as amended, and *Income Tax Act* (Canada) which the Administrator may reasonably require in order to properly record and process pension contributions and pension benefits. If maintained by the Employer in electronically readable form, the information shall be provided in such form to the Plan if the Administrator so requests.

For further specificity, the items required for each Eligible Employee by Article 4 of the agreement include:

(a) **To be Provided at Plan Commencement**

date of hire;
date of birth;
Social Insurance Number;
date of first contribution;
seniority list to include hours from date of hire to Employer's fund entry date (for the purpose of calculating past service credit);
gender.

(b) **To be Provided with each Remittance**

name;
Social Insurance Number;
monthly remittance;
pensionable earnings;
year to date contributions;
employer portion of arrears owing due to error, or late enrolment

by the Employer.

(c) **To be Provided Initially and as Status Changes**

full address;
termination date where applicable (MM/DD/YY)
marital status, and any change to marital status;
date of death (if applicable);

(d) **To be Provided Annually but no later than December 31**

current complete address listing for all Eligible Employees;
period(s) of absence due to illness or disability, including WSIB
(while Employee retains seniority);
period(s) of lay-off, while subject to recall;
period(s) of absence for pregnancy or parental leave;
period(s) of strike or lockout;
other leaves of absence.
hours worked by employees covered by the collective agreement
who are not yet eligible employees, in the month and cumulatively
since their date of hire.

5. The Employer agrees to be bound by the terms of the Agreement and Declaration of Trust establishing the Multi-Sector Pension Plan and the rules and regulations of the Plan adopted by the Trustees of the Plan, both as may be amended from time to time. In addition, the Employer agrees to enter into a Participation Agreement with the Trustees of the Plan in the form attached here to.

DATED at Mississauga, Ontario this 23rd day of June 2026.

**FOR THE EMPLOYER
THE SALVATION ARMY**

Melody Watson
Melody Watson (2026-06-18 11:08:38 EDT)

Maria Burns
Maria Burns (2026-06-22 09:18:22 EDT)

**FOR THE UNION
CUPE LOCAL 966**

A. Williams
A. Williams (2026-06-22 14:56:31 EDT)

Dondew Broomes
Dondew Broomes (2026-06-20 20:18:12 EDT)

Giovanni Novelli
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Becky Kwartan
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deanpaul chambers
deanpaul chambers (2026-06-22 15:28:45 EDT)

Kulwinder Saini
Kulwinder Saini (2026-06-21 16:11:06 EDT)

Elaine Bremner
Elaine Bremner CUPE National Representative (2026-06-21 16:48:47 EDT)

LETTER OF UNDERSTANDING RE: AMALGAMATION / REGIONAL REVIEWS

Between

THE SALVATION ARMY WILKINSON, CAWTHRA & PEEL FAMILY SHELTERS,
BRAMPTON QUEEN STREET YOUTH SHELTER

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES Local 966

The parties agree that they share a mutual desire to keep each other updated on Amalgamation or Regional Reviews. It is also agreed that this will be a standing item for discussion at future Labour Management meetings. These discussions shall include but are not limited to pertinent financial and staffing implications as it relates to the bargaining unit.

DATED at Mississauga, Ontario this 23rd day of June 2026.

**FOR THE EMPLOYER
THE SALVATION ARMY**

Melody Watson
Melody Watson (2026-06-18 11:08:38 EDT)

Maria Burns
Maria Burns (2026-06-22 09:18:22 EDT)

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Kulwinder Saini
Kulwinder Saini (2026-06-21 16:11:06 EDT)

Terrie Bremner
Terrie Bremner CUPE National Representative (2026-06-21 16:48:47 EDT)

LETTER OF UNDERSTANDING RE: RETRO PAY

Between

THE SALVATION ARMY WILKINSON, CAWTHRA & PEEL FAMILY SHELTERS,
BRAMPTON QUEEN STREET YOUTH SHELTER

and

THE CANADIAN UNION OF PUBLIC EMPLOYEES Local 966

Management shall request and make every effort to try to have the retro pay paid in a separate deposit from the employee's regular pay. (Agree to Employer October 18, 2019).

DATED at Mississauga, Ontario this 23rd day of June 2026.

**FOR THE EMPLOYER
THE SALVATION ARMY**

Melody Watson
Melody Watson (2026-06-18 11:08:38 EDT)

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Letlie Eremner
Letlie Eremner CUPE National Representative (2026-06-21 16:48:47 EDT)

LETTER OF UNDERSTANDING RE: BENEFITS

Between

THE SALVATION ARMY WILKINSON, CAWTHRA & PEEL FAMILY SHELTERS,
BRAMPTON QUEEN STREET YOUTH SHELTER

And

THE CANADIAN UNION OF PUBLIC EMPLOYEES Local 966

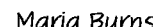
The Employer may change the employee benefit carrier provided that the new benefits are the same or better and a copy of the new plan is provided to the Union.

The Employer shall give a minimum of thirty (30) business days' notice of such change. Notice of the change of carriers must be received by the Unit Vice-President, as well as the Recording Secretary and the President of Local 966.

DATED at Mississauga, Ontario this 23rd day of June 2026.

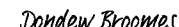
FOR THE EMPLOYER THE SALVATION ARMY


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