



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, November 29, 2022  
ROOM 009, 200-3960 QUADRA  
STREET, VICTORIA  
9:00 AM – 3:00 PM

CO-CHAIR: Marie Doherty (ISM) and Falon Barclay (BCGEU)

BCGEU: Shirley Kay, Michael Subasic, Falon Barclay, Amanda Kaczowka  
EMPLOYER: Marie Doherty, Rachelle Clarke, Janice Gill, Arindam Chakraborty

Regrets:

GUESTS:

Welcome and introductions and Land Acknowledgement	<ul style="list-style-type: none"><li>Marie Doherty - Chair</li></ul>	<ul style="list-style-type: none"><li>Michael Subasic - Minutes</li></ul>
Adopt Agenda - Additions:	<ul style="list-style-type: none"><li></li></ul>	<ul style="list-style-type: none"><li>Approved</li></ul>

**STANDING ITEMS**

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	3 excluded employees. Trained on Level 1. Not enough people in the future for justifying continued provision. Home surveys to be done again with more details later.	ISM/Marie Doherty  MD to provide update on fall 2022 worksafe work from home survey



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	Everyone who was not previously working on employer required WFH will receive a first aid kit. To be delivered at the end of December if not before.	next meeting. Will be done in 1 <sup>st</sup> quarter of 2023.
2) Communication – this discussion will be in camera/pens down conversation		N/A
3) Leadership/Steward Patterns of Behaviour (camera/pens down)		N/A
4) Attendance Management Report – ISM Canada	In One drive report is there. It is empty because nobody is on the program right now.	ISM/Marie Doherty
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	Provided in One Drive	ISM/Marie Doherty
6) Article 2.1 (f) Contractors Report – ISM Canada	5 sub-contractors in BC. Doing work outside BC. Sometimes affected by pension plan public sector rules. Tecnet/Microserve are IBM (now Kyndryl) contractors but not ISM contractors.	ISM/Rachelle Clarke
7) Article 4 Employee Separation Report – ISM Canada	In One Drive folder.	ISM/Marie Doherty
8) Article 5 (e) Stewards Report – BCGEU	Falon Barclay, Michael Subasic, Satkar Srawan, Jon Labillois, Jack Connors. Noted non-SD representation is an issue to address.	BCGEU/Shirley Kay
9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	In one drive. Nobody on the list in this period.	ISM/Marie Doherty



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10) Quarterly Seniority Report	Amanda reported on progress to create a Teams group. This item has been agreed to be removed once this has been created.	Amanda K to create channel via Teams then this item can be removed
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PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Jointly create a Mental Health Package (review MHFA cert broader use)	<p>To be developed at JUM</p> <ul style="list-style-type: none"> <li>- Resources</li> <li>- Options for supporting mental health</li> <li>- Training for leaders/employees</li> </ul> <p><b>Both parties agree to the following MOU #10:</b>  <b>MEMORANDUM OF UNDERSTANDING</b>  <b>BETWEEN</b>  <b>INFORMATION SYSTEMS MANAGEMENT CANADA CORPORATION (ISM CANADA)</b>  <b>("THE EMPLOYER")</b></p> <p style="text-align: center;"><b>AND</b></p> <p><b>THE B.C. GOVERNMENT AND SERVICE EMPLOYEES' UNION</b>  <b>("THE UNION")</b></p> <p style="text-align: center;"><b>RE: Mental Health Initiatives</b></p>	<p>All – defer to next meeting; however, both committees will do some research before next meeting</p> <p>MD add minutes from bargaining  <b>(Open)</b></p> <p>Nov 29          Marie to recruit a Rep to review the Optum resources available with the committee.</p> <p>Noted all action items other then Item 4 are completed. JUM</p>



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	<p><b>WHEREAS:</b></p> <p><b>Both parties have a shared interest to ensure the well being of ISM employee's mental health, the parties agree the following initiatives to be undertaken:</b></p> <ol style="list-style-type: none"><li>1. ISM to set expectation for managers to have more frequent employee check-ins informal chats not documented within 60 days of ratification.</li><li>2. ISM to send communication to employees of the BC Operation to encourage positive messages/commendations from clients, peer to peer recognition, solicit positive feedback from employees and employer within 60 days of ratification.</li><li>3. Provide Mental Health First Aid Certification to some ISM leaders (pilot) and assess whether it's useful to broaden participation.</li><li>4. ISM to communicate mental health options and create a package for mental health options (Developed at JUM) available to employees within 120 days of ratification.</li><li>5. ISM to review and communicate a mechanism to the employees of the BC Operation to encourage the sharing of suggestions, innovations, and ideas within 90 days of ratification. Advertise the Continuous Improvement slack channel.</li><li>6. Review workload distribution process associated with the Service Desk and SDS Service Desk support functions within 60 days of ratification and gather feedback thru JUM.</li><li>7. ISM to set expectations with managers to foster a supportive environment and culture when employees are incapable of working due to illness (e.g. mental health) within 60 days of ratification.</li></ol> <p>The parties may refer additional mental health initiatives and strategies to JUM for discussion and potential action. This</p>	<p>continuing to work on Item 4.</p>
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	<p>Memorandum of Understanding expires &lt;note: insert the date of CBA expiration&gt;.</p> <p>November 29<sup>th</sup>. Optum Resources. Do they meet the requirements for ISM members.</p>	
2. Concerns regarding WFH post Dec 2022	<p>Working from home isn't working for some ees and are concerned come Jan 1, 2023 how their concerns could be addressed. RC advised that if an ee needs to look an alternative to their home (ie: family or friends home) they can apply and that would be considered. ISM is also looking at different options for office space if the MWTS contract is awarded to ISM in November. SK - Mental Health concerns have also been raised. RC – ISM is aware there will be a need for a space to accommodate hardware. A project manager and committee has been established to address the decommissioning of Quadra.</p> <p>November 29<sup>th</sup>, Currently 6 employees out of 170. No concrete plans to re-open an office yet.</p>	<p><b>BCGEU/Michael Subasic</b></p> <p>To be reviewed at December meeting  <b>(Open)</b>  <b>Nov 29<sup>th</sup> 2022</b>  <b>Closed</b></p>
3. Back up internet service	<p>MS – events have been occurring whereby internet services have been disrupted. Recommends ISM having a back up internet service to ensure we delight the client and maintain business continuity.</p> <p>RC – ISM does have business continuity plans and loss of location plans along with others – we should revisit the loss of internet options and loss of power at ees homes</p> <p>MS – the government uses an Office in a Box for remote locations</p> <p>RC – most likely solution would be to hot spot off their cell phone and any extra charges were incurred ISM would pay for approved overages</p>	<p><b>BCGEU/Michael Subasic</b></p> <p>Sept 21/22 - Michael to provide additional background information</p> <p>ISM to review business continuity plan</p>



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	Nov 29 <sup>th</sup> . Rachelle Backup Internet Service was reviewed as not viable. company doesn't expect employees to have own backup ISP. Employees can charge temporary cellular data charges to the employer with Managers approval. Letter of Agreement in the works between ISM and BCGEU.	(Open) November 29 <sup>th</sup> (Closed)
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NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Women Mentoring Program	Marie provided an FYI update. Employee approached to have a women in IT program which has internal mentoring. Approx 20% women company wide. 1/month meeting using Teams. Guidance and support, Employee run with company support. Participants women and women identifying. Still being developed.	(ISM) Marie  Nov 29 <sup>th</sup> Updates in the future.



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2. Revision of the Alternative Workplace Arrangements (AWA) Policy	Revision FYI. Internet costs part of minutes in bargaining. Only Employer initiated WFH get ISP expenses. Changes are not material to the policy. Just to improve readability.	ISM/Marie  (Closed)
3. Multi-factor Authentication implications	Michael outlined that cell phone usage for MFA is perceived to become a standard is this justification for cell phone expenses? Rachelle noted that there are other ways to authenticate for MFA. Personal cell phones can connect to employer resources if the employee accepts the employer's terms.	BCGEU/Michael (Closed)
4. Service Desk Transition to Fujitsu update and MWTS Update	Ask staff rep if anything is known about successorship. Nothing heard yet. Kyndryl is the lead proponent on MWTS, at stage 3.	ISM/Marie (Open)  Updates to follow



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5. Client Support Technician reassignments	Falon outlined positions getting ID admin position without a posting process. Marie CST positions is multi-tech that can do different departments work at PR18 level. Janice outlined how people can opt to do work in different departments. Often as part time when needed for workflow. Have contacted all CSTs with expressions of interest in training for new areas. This is not an FTE transfer.	BCGEU/Falon  (Closed)
6. Cyber Security Training	Cyber security training mandatory. 30 days to complete. Have to also read the Kyndryl cyber security and data privacy standard and indicate they completed it. Similar to the health covenants in the past.	<b>Rachelle</b>

Next Meeting (Tentatively): April 5<sup>th</sup>, 2023. Full Day





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