



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

Wednesday, September 21, 2022
VIDEO CONFERENCE
9:00 AM – 3:00 PM

CO-CHAIR: Michael Subasic (subbing for Falon) (BCGEU) and Marie Doherty (ISM)

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

Regrets: None
GUESTS: None

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

STANDING ITEMS

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	OHS conducted worksite assessment prior to reopening July 4, 2022. No major issues needed to be addressed. Due to the reduced numbers of employees at the Quadra Street office ISM will no longer utilize a Level 2 First Aid Attendant. Rather, 3	ISM/Marie Doherty 03/22 - Jenny to look into 2 members for OHS from union.



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	<p>excluded employees will be trained (this Friday) to ensure proper coverage until the office closes on December 31, 2022. If circumstances change in the future both the requirement for a First Aid Attendant and the need for an OHS committee will be revisited. The OHS committee will stand down as a formal committee at this time; however, the members will remain active and trained in the event a workplace investigation is required.</p> <p>Going forward an annual survey will be conducted (for 2022 this fall) for all employees to ensure at home workplaces meet all worksafe requirements.</p>	
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	No employees currently in the program	ISM/Marie Doherty
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	N/A	ISM/Marie Doherty
6) Article 2.1 (f) Contractors Report – ISM Canada	Report provided and filed in JUM OneDrive folder	ISM/Rachelle Clarke
7) Article 4 Employee Separation Report – ISM Canada	Report provided and filed in JUM OneDrive folder	ISM/Marie Doherty



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8) Article 5 (e) Stewards Report – BCGEU	Falon Renshaw Michael Subasic Jack Connors Jon Labillois Satar Srawan Report to be uploaded in to the OneDrive going forward	BCGEU/Shirley Kay
9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	Report provided and filed in JUM OneDrive folder	ISM/Marie Doherty
10) Quarterly Seniority Report	All agreed to remove this item as the report is provided quarterly as per Article 11. BCGEU (Amanda K) will create a channel via Teams to act as the electronic union bulletin board – it will be restricted so that only union stewards can post all employees represented by the BCGEU will have editor access to view but not modify. The BCGEU agrees that they will comply with ISM’s acceptable use/IT policies.	03/22 - BCGEU JUM committee to meet and discuss outside of JUM

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. MOU #3 & #9 (renumbered to MOU#2 & #8 in 2021)	MOU #3 and MOU#9 training will be conducted and the following will be developed between the parties: who will participate, who will put the content together, what the content is and the dates that this will be rolled out. Content that will be included: stewards roles & responsibility. A few	Nov 29, 2018 - Colin Brooks to send completed training to Lori Strom



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changed slides in deck were reviewed and modified on coaching. Dates of implementation TBD, targeted before end of Q1 2019. Content (mandatory webinar and/or training) around communication best practices will be developed and distributed to management. ISM will provide a copy to the BCGEU. Three different vendors in discussion with. Content has change management flair to it, around communication in difficult times. Dates of implementation TBD, targeted before end of Q1 2019. This content is geared towards leadership team in ISM but may also be applicable for Shop Stewards. Quick list of communication best practices has been circulated at production way and Quadra.

Nov 29 – plan to deliver by end of Q1

March 14 – Lori has copy of content that is anticipated to be presented, sent in December for both MOU #3 and MOU #9. Waiting on Lori to review content for positive communication (now called Organizational Change Management) training and joint union/management training. Waiting to establish dates to deliver after review. Rachelle seeks a response as soon as possible.

June 20 – mutually agreed to separate the two training modules. People First (communication training) will be delivered in the early Fall or possibly late summer and the joint union/mgmt training will revert back to the previous curriculum that is a one-day course jointly facilitated and will be delivered late 2019.

Sept 17 – Change management committee will be setting dates to get training scheduled for communications piece. Joint Management training will be rolled out after the PHSA/NTT transition.

Rachelle Clarke to provide copy of curriculum at next meeting

March 14, 2019 – Sheila Knight will follow up with Lori Strom to request she provided feedback to ISM via email.

Feb 4, 2020 – Lori Strom/Sarah Leigh

May 28 – waiting for Lori's return and Health Transition to be complete

September 23rd. Tabled until 1st quarter 2021.

March 16, 2022
BCGEU JUM committee to discuss and review for next JUM meeting

Sept 21, 2022



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Feb 4, 2020 – The communications training was completed and scheduling of the joint training will be completed by Lori Strom and Sarah Leigh.

May 28, 2020 – will continue to hold until Lori's return

BCGEU agreed to remove this item and review again in one years time once the future of the BCGEU Operation is known – BCGEU can invoke this item at that time if they so choose.

(Closed)

2. IBM's Relationship with ISM - Would like clarification on IBM's direction of work within ISM.

Proposed meeting did not take place, this entry is to make sure that the agreed to discussion does take place.
Joseph initiated mostly relevant to health authorities. Todd would like to see the package.

Agreed to wait for Lori's return at this time.
Sep 23, 2021 Union will discuss further and provide and update at the next meeting.

March 16, 2022
BCGEU JUM to discuss and return with clearer agenda item or close

Sept 21, 2022
BCGEU agreed to remove – this item is a carryover



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		from the previous BCGEU JUM Committee (Closed)
3. Alternative Workplace Arrangements (AWA) Policy and associated ee communications – (ISM)	<p>Rachelle reviewed the content of the Policy and advised that there will be three separate employee communications posted to the company slack channel over the next few weeks regarding the results of the return to the workplace survey, the alternative workplace arrangements policy and the return to the workplace.</p> <p>RC – provided update of a smooth office reopening on July 4, 2022 and the AWA process. No current issues with AWA.</p>	<p>Rachelle all agreed to remain open for review at next meeting</p> <p>Sept 21/2022 (Closed)</p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Review Collective Bargaining Action items (ISM/BCGEU) – Part 1	<p><u>Bargaining Commitments Made during Interest Based Training</u></p> <p>Rotating system for attendance at all town hall meetings</p> <p>03/16- polled leaders to discover if people are able to attend- not enough interest in attending. If employees want to review recordings/ask questions live at meeting, they are given opportunity to go. There isn't the interest.</p> <p>Pilot - Teams to create at minimum quarterly team meetings or smaller team meetings (where everyone cannot meet at the same time) and all leaders are taking minutes at team meetings and that the minutes are posted or otherwise made available to all staff especially those who may have been absent for the meeting</p>	<p>Janice Sept 21, 2022</p> <p>This item is part of #2 below which is from bargaining.</p> <p>(Closed)</p>



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03/16 – is happening in TES, Service Desk difficult, slack channels being used to understand the messages that would be shared in a team meeting, one idea is to open meeting times for service desk to participate (month end). Each team is doing their own thing as they see fit based on what works. Its more of a one-on-one priority. Janice willing to try end of month meeting.

Pilot a cross functional team to improve communications between units

Pilot all leaders at minimum a 10 minute check-in with each of their direct reports every month (this is separate from but can be combined with #MyContribution meetings if those are being done monthly – but the idea was to just communicate with ees and start laying the foundation for building relationships with their staff – conversations that are not documented)

2. Review Bargaining
 Agreement action items
 Part 2

Bargaining Commitments Made during Bargaining

Scheduled review with the local steward of all Service Desk work schedules minimum once for 2021 and minimum once every year after

Sept 21/22 – SD is doing this in conjunction with the shift bid process – previous process was late 2021. Planning a new shift bid for this fall. A Team’s channel has been created for this process.

MOU#8 – ee cross training requests and cross training completion summarized and submitted to P&C quarterly for distribution to the Article 12.9 subcommittee

Janice

BCGEU and ISM to provide 2
 names to sit on the 12.9
 sub-committee



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	<p>Sept 21/22 – the discussions are being had during the #MyContributions discussion; however, no submissions have been made to P&C. TES Analysts have been cross training with the Technical Specialists.</p> <p>MOU#10 – two SD leaders and 2 ees represented by the BCGEU nominated to SD Shift Schedule committee and that a meeting has occurred to identify flexible work options</p> <p>Sept 21/22 – Falon and Michael are the BCGEU reps for this committee. Mgrs will be Felix and Chris</p>	
	<p>Review and communicate a mechanism to the ees to encourage sharing of suggestions, innovations and ideas and advertise the Continuous Improvement slack channel</p> <p>Sept 21/22 – Janice advised there is a lot of activity on the channel (now Teams) and is meeting its purpose</p> <p>Review workload distribution processes associated with the agents and the team leads and bring to JUM for discussion</p> <p>Sept 21/22 – ISM hired 5 new regular ees to backfill vacancies since March 2022; the volumes haven't really subsided; however, the agents are able to respond more quickly. Time is now available during an agent's shift to do ticket quality review and other non-call related items. Backlogs are at a record low. Overtime has subsequently been reduced.</p>	<p>Sept 21/22 – Open pending above action items</p>



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3. Jointly create a Mental Health Package (review MHFA cert broader use)	To be developed at JUM <ul style="list-style-type: none"> - Resources - Options for supporting mental health - Training for leaders/employees - MD add minutes from bargaining 	All – defer to next meeting; however, both committees will do some research before next meeting
4. Concerns regarding WFH post Dec 2022	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.	BCGEU/Michael Subasic To be reviewed at December meeting (Open)
5. Duncan's email regarding end of day clean up tasks (confusing/tone)	Email displayed for all to read. Agreed there was no obvious reasonable example of a challenging tone. Determined there is confusion between the Knowledge article (15 mins) versus Duncan's email changing to 5 min. This email has eliminated the ability to be flexible. The Knowledge base article has been updated and an email went out to the ees to advise of the change to 10 mins from 15.	BCGEU/Amanda Kaczowka (Closed)



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<p>6. Vaccination Policy</p>	<p>BCGEU inquiring about the status of the vaccination policy.</p> <p>RC – ISM previously had a Vaccination Policy that was specific to a COVID and a Health and Safety Policy. The COVID Vaccination Policy is being replaced with a Communicable Disease Policy (establishes the framework for how ISM will respond to a communicable disease) – it provides ISM with the ability to implement a vaccine requirement for the given situation. Not requiring proof of vaccination at this time. Country, provincial and public health requirements, associated legislation and operational requirements will guide ISM’s direction. The Health and Safety policy will remain specific to Worksafe requirements and practices. The revised policies will be posted in Dayforce and an announcement will be posted on the Company Teams channel.</p>	<p>BCGEU/Michael Subasic</p> <p>(Closed)</p>
<p>7. Back up internet service</p>	<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>BCGEU/Michael Subasic</p> <p>Sept 21/22 - Michael to provide additional background information</p> <p>ISM to review business continuity plan</p> <p>(Open)</p>



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8. 5 Sick Day Policy

SK – seeking confirmation that ISM will be implementing the 5 day sick policy that the GEU has reviewed and would it be retro
MD – provided the history of the changes to the ESA, confirmed the policy will be implemented and it will be retroactive to April 1 in accordance with the changes to the ESA.
SK – seeking clarification on the SD policy of when an ee must notify their manager that they are sick and unable to report for work
JG – confirmed that SD asks that ees notify prior to their shift for unplanned illness regardless of the time

BCGEU/Shirley

(Closed)

Next Meeting (Tentatively): Tuesday, December 6, 2022 in person meeting 9 am – 3pm at the BCGEU