



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

Wednesday, September 23, 2020
VIDEO CONFERENCE
9:00AM – 1:00PM
+ SEP 30TH 1PM

Co-CHAIR:	Michael Subasic (BCGEU) and Marie Doherty (ISM Canada)
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BCGEU: Shirley Kay, Michael Subasic, Falon Barclay, Todd Gelinas

EMPLOYER: Marie Doherty, Rachelle Clarke, Janice Gill, Jerry Renwick

Regrets: None

GUESTS: None

Welcome and introductions	▶ Marie - Chair	▶ Michael - Minutes
Review of Terms of Reference	▶ Marie reviewed the terms of reference of the committee. It was noted that the review of the TOR should be on the agenda for January for potential changes.	▶ Co-Chairs – For January Agenda
Interest Based bargaining	▶ Rachelle and Marie outlined the principles of Interest based bargaining.	▶
Adopt Agenda - Additions:	▶ Errors omission or additional items. No additional items.	▶



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STANDING ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	Marie outlined meeting met on July 7 th Sep 22 nd . Return to workplace draft was discussed. The plan was supported by the committee members. Discussion about the membership. No changes other than Leona Nadeau leaving. Committee is large and membership will be reviewed. Only site is the Victoria Office. Will be doing workplace inspections before opening back of office after construction. 1 st Aid attendants.	Updates to be provided as needed.
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	Thresholds for employees in the program. Since transition has occurred, we do not have any employees in the program right now. Work through innocent vs chronic absenteeism. Use a formula to determine threshold. If an employee exceeds threshold, they will have to meet with manager regularly. Medically document issues. This policy was rolled out in 2018 and is posted and available to all members. But the community has since been shut down. Now in Dayforce policy section and in JUM BOX.	ISM/Marie Doherty Union Members to review terms. To be placed in BOX folder for consumption.
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	N/A	ISM/Marie Doherty



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6) Article 2.1 (f) Contractors Report – ISM Canada	Rachelle uploaded contractor's report into Box and emailed to Shirley.	ISM/Rachelle Clarke
7) Article 4 Employee Separation Report – ISM Canada	Marie provided list. Very large because it has all the NTT employees.	ISM/Marie Doherty
8) Article 5 (e) Stewards Report – BCGEU	Shirley outlined Falon, Michael and Nigel are the current stewards.	BCGEU/Shirley Kay To send.
9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	Marie outlined that there are no employees that have reached the threshold.	ISM/Marie Doherty
10) Health Transition Committee	<p>There some outstanding time sensitive issues that still need to be resolved between NTT and BCGEU and the Joint Transition Committee is working on it.</p> <p>Feb 4, 2020 - Joint Transition Committee – last week's meeting was cancelled, ad hoc discussions were had to address agenda items. The outstanding issues are less time sensitive as we currently do not have a transition date. The committee is still working on several transition components. The application for certification at the LRB has been submitted by NTT and the BCGEU jointly.</p> <p>May 28, 2020 – GEU formed transition sub-committee with NTT to address outstanding issues – JTC has resumed meeting weekly</p>	BCGEU Lori Strom/ISM Marie Doherty Agreed to remove this item for future agendas
11) Quarterly Seniority Report	It was provided to the union to be posted to the community. The document to be placed in BOX. Union could create a BOX folder which all employees can access. Rachelle gave permission for communicating its existence to members. BOX will automatically send a notification email to employees.	BOX folder for union employees to be created. Seniority reports to be saved there.



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PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Dayforce – new HR software – employee and manager self service	<p>Dayforce will be going ahead with Phase 1 – Core HRMS and Time entry. Tentative dates are: Go Live is scheduled for the weekend of June 29 – opened to all ee’s July 8 so that time can be entered for the July 12th pay period. Corporate communication will be sent today via email and Slack. The training will be delivered via short recorded videos. There is no requirement for parallel entry. The key to success – all ee’s must have all AEIS timesheets updated and submitted. Testing has been occurring for months; however, with any transition, there is room for error, therefore, we all need to be aware that there could be a challenge with the Extra Items payments. It’s a very small risk. If this occurs the union will be notified in advance of any communication being sent to the ee’s. Coming soon: Phase 2 Recruitment Q3/Q4 and Phase 3 Performance Development Jan 1, 2020. September 2019. Currently in Datasync. Testing the data entry for internal processes. Things overall going pretty well. Intention to communicate training for Dayforce in next couple days. My contributions will be moved to this platform as well.</p> <p>ISM Not paying OT for working on stats, instead only paying 7.5 hours stat pay and providing a lieu day and systemic issues being handled on an individual basis.</p> <p>Feb 4, 2020 – Phase 1 and Phase 2 have gone in. This includes workforce management and the time and attendance module. We are currently working through correcting defects. The recruitment module is also in and there are no major defects at this time. We have not yet set dates for subsequent modules which are performance management and payroll. We</p>	ISM/Rachelle Clarke. An update will be provided in future JUM meeting. (Open)



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are currently reviewing project plans and resource requirements for those implementations. The time and attendance module has had some issues, and has not gone as smoothly as the other module. We are working to correct issues. We don't want to share an individual's private information in a public channel so we are taking the individual issue offline to have a private conversation and then using the example to review whether the issue is global or an individual circumstance. Joseph has requested that if global issues are identified, that the JUM committee is communicated with directly. ISM agreed.

As it relates to OT, ISM has noted some lessons learned as it relates to the roll out, change management and training. Where there was an issue when the individual did not code their time correctly, we worked with them to have it corrected, have the manager approve and then pushed it through the payroll to ensure time was paid in a timely manner. A SWAT team was assigned to it, and we spent Saturday and Sundays and connected with people individually to assist with corrections that needed to occur.

The stat configuration issue was identified approximately 10 days ago as a result of the December 25th and 26th stat holiday. There are reports that it is not paying OT at all, and that is not correct. For Dec 25th and 26th, we looked at each individuals circumstance, applied the appropriate rule and there were roughly 33 individuals impacted. They were paid properly for a portion, we have made the corrections to the portion where pay rules were incorrectly applied and submitted to payroll and it will be corrected for the next pay and corrected the configuration for next year. We are also doing a full audit on pay, and are going back to review stat pay since the Dayforce implementation. Any corrections necessary will be applied. It is manual so it is time intensive but we are working through it. We have learned some change management lessons but it is important that some issues are



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presented as issues when in fact its just a misunderstanding of how the pay run works or misinterpretation of the agreement, which was compounded by the large amount of change occurring for all parties. Joseph raised the concern as to why EE's cannot see when a Manager approves the time. This is a cloud based tool so we cannot change the back end configuration. ISM Canada's circumstances are different than most organizations. We have utilized a weekly process for bi-weekly entry, and due to that, that approval function has to be done a particular way in the toolset. In our toolset there is only one approval process that works in our circumstance, the previous way didn't actually approve the time so that it would flow through and get paid, the way that does work, does not have the approval indicator. It is a matter of how the toolset works. Joseph asked for an ETA as to when it will be less volatile. ISM has identified that the number of defects have significantly reduced. The stat configuration issue has contributed to some new volume but overall the volume has gone down. Sick leave, Seniority and CTO balances are being reviewed. ISM apologized for the adverse impact this has caused. Joseph asked if there will be an option to agree or disagree with the performance appraisal when the performance management module is rolled out. Rachelle has identified that any collective agreement obligations that are required for each individual geography will be included in the modules configuration. Joseph asked for an ETA on the performance management module. ISM identified that the payroll module will take priority and the performance management module will be completed as a secondary roll out. Joseph raised a concern that issues going to the AEIS inbox is leading to a lack of response. ISM apologizes if emails were missed due to the volume, we have changed roles within the team, set expectations and we changed some responsibilities but a lot of it was due to the volume. That should not be an issue going forward, and individuals will get an acknowledgment of a receipt. We cannot use a ticketing tool due to privacy and we do not have a tool that is configured today that would allow for individuals privacy to be respected.



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	<p>May 28, 2020 – finalizing HRMS and time and attendance modules of Dayforce; Recruitment module complete; Onboarding to be implemented end of Q2; Payroll to be implemented end of Q3 early Q4; Performance Mgmt on hold until the above is completed and closed. Auditing continues. Delays by some mgrs to approve timesheets was discussed.</p> <p>In process of replacing payflex (3rd party payment system) to a new system. Target to be in place at end of year. Expense to be moved seamlessly too. Cash expenses to go directly to employees account instead of with their bi-weekly pay.</p>	
2. MOU #3 & #9	<p>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 changed slides in deck were reviewed and modified on coaching. Dates of implementation TBD, targeted before end of Q1 2019.</p> <p>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.</p> <p>Nov 29 – plan to deliver by end of Q1</p> <p>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</p>	<p>Nov 29, 2018 - Colin Brooks to send completed training to Lori Strom Rachelle Clarke to provide copy of curriculum at next meeting (Open)</p> <p>March 14, 2019 – Sheila Knight will follow up with Lori Strom to request she provided feedback to ISM via email.</p> <p>Feb 4, 2020 – Lori Strom/Sarah Leigh (Open)</p>



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	<p>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.</p> <p>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.</p> <p>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.</p> <p>Feb 4, 2020 – The communications training was completed and scheduling of the joint training will be completed by Lori Strom and Sarah Leigh.</p> <p>May 28, 2020 – will continue to hold until Lori’s return</p>	<p>May 28 – waiting for Lori’s return and Health Transition to be complete</p> <p>September 23rd. Tabled until 1st quarter 2021.</p>
3. Working Alone	<p>Discussed situations where certain staff may be isolated or working alone and what challenges may be posed to their safety and/or the ability of ISM Canada to contact them. Ricardo from HR has researched requirements and presented findings to senior leadership team on Monday Oct 1. A slack channel and working alone group involving members and leadership has been struck.</p> <p>Nov 29 – Slack Channel and working alone group will be dissolved as it was Deskside specific – once the policy is ready for review it will be reviewed by the OHSC.</p>	<p>Nov 29, 2018 – The BCGEU advised the 21 day letter will be issued to ISM if they have not received a draft policy by Jan 31, 2019.</p> <p>Oct 4 2018: Update will be provided in</p>



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March 14 2019 – ISM is waiting for additional feedback from BCGEU on draft policy and self risk assessment, and also waiting for results of research being conducted by Ricardo. ISM to look at utilizing mhelpdesk.

June 20 – Decision has been made to contract with SafetyLine – ISM currently getting the contract through procurement and then a 1 month pilot is planned with the Directors and Managers to work out the bugs. It will then be rolled out to all employees who either work in isolation (ie: at home etc) or who travel. ETA early fall if not sooner.

September 17, 2019. Program piloted including all managers, HR, Directors, Stewards. Planning on two phase rollout in Kelowna and North to get up to speed and work through bugs prior to a full rollout. BCGEU raises concerns of areas without cellphone coverage and electronic monitoring as a potential violation of CBA. Pilot included people who do not work alone, but in practice it will be only used for working alone. BCGEU wishes to make it clear that the breadcrumbs or GPS tracking with this system should be opted in and employees should not have to opt out.

Feb 4, 2020 – Sarah will provide a copy of the updated training documentation to support the breadcrumbing feature instructions in the settings of the app. Sarah and Lori to work together on a solution for individuals in emergency situations where cell coverage is not available. Lori to find details on what the government is doing in similar situations.

May 28, 2020 – Documentation was provided and continues to remain on the Working Alone Slack Channel. Shirley provided info from the Gov't.

November 29 2018 meeting.

June 21, 2018: Colin Brooks to work with HR on identifying risk management and applicable legislative authorities to develop a check-in process and policy covering all employees who work in conditions where they are isolated.

(ISM/Sarah Leigh) ISM will need to go back to the vendor to ask about capabilities to opt out of breadcrumbs/GPS tracking. ISM will include with their instructions for this app how to opt out and the relevant electronic monitoring article in the CBA. Will also review situations where employees are out of cell coverage for >4 hours.



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	<p>Individuals who are remote and do not have data available. Is that the case any more? Not doing desktide work any more. Government tool, not interested in exploring. WCB requirement for people working alone.</p>	<p>May 28, 2020 - Shirley to resend gov't info – ISM to review for next meeting Sep23rd. Remove item from agenda. The purpose for the item no longer exists as there are no longer employees travelling in remote locations. (Closed)</p>
<p>4. Members reporting overtime allocation is not equitable, in one example an Aux worker was offered OT over a regular employee who also volunteered and who did not have any OT for that year.</p>	<p>Feb 4, 2020 – There is a weekly offer of shifts that are available for OT. The spreadsheet tracks all OT based on the hours individuals have already taken. If you are low in hours of OT you are at the top of the list and if you have taken a lot, then you are lower on the list to accept OT. AUX and Regular employees are treated the same. Ready Arbitration “remedy in kind” states that a list of all OT offered for all available individuals and tracks offers of OT. The process also has to be transparent. ISM commits to review the process and documentation and sharing the process by SDU. BCGEU is requesting transparency into the on-going allocation and a communication to all employees on how OT is assigned. ISM agrees to come to the next JUM with process documentation for review, once agreed to a communication plan will be developed. May 28, 2020 – The following has been confirmed as the process used when OT is offered:</p> <ol style="list-style-type: none"> OT shifts are offered within the work unit to those qualified via e-mail with a deadline to express interest 	<p>May 28, 2020 - The revised process will be circulated to the JUM committee within 1 week and the final process will be posted on the BC Announcements Slack Channel. Sep 23. Item Closed (CLOSED)</p>



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	<p>2. Employees requesting to work OT shifts respond back with the shifts they are interested in</p> <p>3. After the deadline, the request is reviewed as well as the OT hours that each requester has worked to date</p> <p>4. The Employee with the fewest hours to date will be offered the shifts</p> <p>5. Managers will utilize Dayforce to manage this process and maintain equitable distribution.</p> <p>The above is a draft – to be reviewed with ISM Canada managers to ensure it reflects the process utilized in all SDU's.</p> <p>Sep 23. Janice outlined attempts to have the policy implemented in other departments. TES has situations where it may not apply.</p>	
5. Knowledge Base Analysts working on service desk statistics.	<p>Feb 4, 2020 – BCGEU brought forward a concern that Knowledge Analysts in the interior are working on the agent scorecards and are having access to individual performance data. The agent scorecards were shelved in interior health for operational reasons previously, and now they are bringing them back and the Business Analyst is populating them. Peers should not be completing the scorecard and the BCGEU asserts it is the Managers job. The previous manager completed that task previously. ISM maintains that transferring data is not supervisory duties. ISM commits to provide a blank copy of the scorecard and to review the contents.</p> <p>May 28, 2020 – see action item</p>	<p>BCGEU/Eugene/Sarah –</p> <p>May 28, 2020 – Janice to provide blank scorecard by June 5 via email to the committee</p> <p>Sep 23, Item Closed</p> <p>(CLOSED)</p>
6. Article 12.9 Education and Training Subcommittee	<p>GEU request to re-establish this sub-committee.</p> <p>Marie to use committee as required on an ad-hoc basis. The committee did exist but was wound down.</p> <p>Will be discussed as an item for bargaining. Was inherited from the master agreement.</p>	<p>BCGEU</p> <p>BCGEU and ISM to share names of nominated members by June 5.</p>



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7. ISM Canada Return To The Workplace Program (COVID-19)

Currently in development – comprehensive return to the workplace document that include anticipated timeframe. Comm to be posted on the COVID-19Response Slack channel Monday identifying the criteria that must be in place before the return to the workplace can occur. Company unions and the OHS Comm will be consulted and opportunity to provide feedback will be afforded. Additional criteria being considered are compliance with the Provincial Health Authority recommendations and the necessary requirement that childcare is back in place.

Rachelle shared draft document. In process with Union, Legal and other authorities. 1st wave 15% to start Oct 31. Earliest possible 50% would be January 4th.

T2200 form processing. Will go through People and culture. To anyone that is eligible under CRA rules. There is changing messaging from the media on this. ISM Have always been done in the past.

Work from home agreements. LOU is in place to address this for those whose work circumstances. Pandemic Initiated Telework agreement (PITA) in the slack and BCGEU site.

Work from home Equipment issues. Falon outlined that there has been a lack of employer provided equipment. Forwarding calls to cell, or taking calls through laptop speakerphone or purchase headset. Can there be compensation? Marie this was discussed in April-June discussions and agreement. Has been a comfort issue for some devices. Marie surprised it is still an issue. Janice there were headsets procured and should have been made available. Can be rectified.

Sep 23 Agreed to be discussed at bargaining
(Closed)

ISM will reach out to employees to ensure that they are aware of equipment options available from ISM
(Open)



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8. 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, Union will
 discuss further and
 provide and update at
 the next meeting.
(Open)

NEW ITEMS

NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Grandfathering of seniority by GEU for ISM ees hired by NTT post July 29 transition	Marie outlined MOU for this. Allowing NTT ees apply for ISM jobs and maintain seniority if they win a position. ISM concerned that partnership should have created better communication that this was happening. P&C unable to answer questions. Shirley will discuss with her coordinator and bring it back. Ees leaving for NTT and a joint communication is requested clarifying terms. At public events it was clear seniority cannot be saved after transition, this seems like an exception that was not agreed upon. Shirley	ISM/Marie Doherty Draft Joint statement to be drafted and announced. (OPEN)



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	outlined change was driven by employees. ISM feels this has poked a hole trust with the GEU.	
2. ISM is seeking assistance from the BCGEU to support the collection of ISM Canada assets from transitioned ees	Marie outlined that there was a challenge getting equipment back. Still 94 devices with employees currently. 2 months past transition. Can BCGEU assist to avoid involving Police. Looking for communication from the GEU about returning the equipment. Shirley will take this to coordinator. ISM can provide contact info. Rachelle, they will not send a bill, will be contacted by Police. ISM does not want to go that far. Should it come from GEU? GEU very concerned about the wording being threatening.	BCGEU/To issue reminder to specific employees.(OPEN)
3. Service Desk Shift Bid – transparency and accountability of process	Falon recently had shift bid a SD. Issues with multiple managers involved, went with an email process. Michael outlined first time had SS at each meeting, but opted to go emails instead. Results not completely shared. Janice, Aaron not solely responsible, 3 managers. Janice some communication could be improved. Possibly 1 manager? Marie, SS not present in meeting usually. Falon transparency on. Clause 14, Shifts assigned by seniority. Do we need so many emails to document. Employee should be talking to manager. Can it be easier. Shirley is this a bargaining item? Should language exist in the agreement. Article 14. Janice to review. Todd, possible use slack? Would seem to increase transparency.	ISM/BCGEU to meet before next bid (CLOSED)



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<p>4. Service Desk Mobility Team – inequity amongst agents</p>	<p>Falon discussion on Service Desk/Specialty queue (mobility). Promised to have everybody trained on mobility. Issue of equity of workload and reward. Janice there were some access issues. Still the expectation that all agents will be doing these calls soon. Todd, technology is changing that affects training.</p>	<p>ISM/Janice Progress report on equity on this responsibility. (Open)</p>
<p>5. Vacation Denials – perceived inequity – is there data?</p>	<p>Michael outlined issues with non-planned vacation denials. Is it possible to pull data from sources to capture vacation denials. The algorithm for calculating allowable absences is working. Rachelle, are monitoring vacation and ensure it is utilized appropriately. Auxiliaries vs students. Marie, yes there are auxiliaries but mostly for long term. Not as applicable for short term. Article 34 staff limited to 30 days and training is a factor. Possible issue for bargaining.</p>	<p>BCGEU/To discuss in caucus. (CLOSED)</p>
<p>6.</p>		
<p>7.</p>		



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Next Meeting (Tentatively): Committee Standing Down during bargaining