

MEMORANDUM OF AGREEMENT  
Between the  
Government of the Province of British Columbia  
Represented by the BC PUBLIC SERVICE AGENCY  
And the BC GOVERNMENT AND SERVICE EMPLOYEES' UNION (BCGEU)

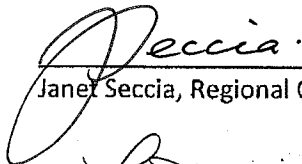
Re: HealthLinkBC 811 Contact Center Operations Master Rotation Line Assignment for Full- and Part-time Employees


The purpose of this agreement is to confirm the processes by which employees move between lines and from part-time to full-time status and the reverse.


1. The provisions of this Agreement apply to regular full-time and part-time Clerk 9 Health Services Representatives (HSRs) and Clerk 14 Navigation Services Supervisors (Supervisors) employed in 811 Contact Centre Operations with the Ministry of Health.
2. Each calendar year separate master rotations for HSRs and Supervisors define the work schedules for the 24/7 operation.
3. In the initial assignment of master rotation schedules, full-time employees may bid on full-time lines and part-time employees may bid on part-time lines.
4. Lines that are unassigned after all staff have been scheduled and any that are vacated permanently or temporarily throughout the year are awarded via an expression of interest (EOI) process unless urgent operational requirements necessitate an expedited staffing decision.
5. Employees are limited to movement to lines within their current classifications and grid levels.
6. In the EOI process, full-time employees may elect to move to part-time status and vice versa without formal competition. Initially, preference is given to current full-time employees selecting vacant full-time lines and current part-time employees selecting vacant part-time lines.
7. If full-time lines remain available after all current full-time staff are scheduled, they may be awarded to interested part-time employees. Similarly, full-time employees moving to part-time status may select from part-time lines that remain vacant after current part-time staff are scheduled.
8. Lines filled via an EOI are awarded by seniority; that is, should more than one eligible employee express interest in a particular line, it will be assigned to the employee with the greatest seniority.
9. Movement via EOI from full-time to part-time or the reverse is made on a permanent basis. However, should personal circumstances change, employees may wish to re-enter the EOI process. Except in extenuating circumstances that will be assessed on a case-by-case basis, employees awarded a line via an EOI may not enter another EOI process until they have worked their current schedule a minimum of three months. Subsequent movement is subject to the seniority provisions of #8 and availability of a line that would allow them to revert to their previous employment status.

10. Except where otherwise stated in this MOA, the Master and Component Agreements will apply.
11. This MOA will remain in effect for one year following agreement of the Parties. Renewal of the MOA and any changes to its terms shall be by mutual agreement of the Parties.
12. This agreement is to address the unique staffing requirements of the 811 Contact Centre and is not intended to be a model or template for application outside the scope of Navigation Services.


For the BCGEU:


  
Janet Seccia, Regional Coordinator

  
Lori Joaquin, VP, Admin Component

  
Maria Middlemiss, 1<sup>st</sup> Vice Chair, Admin Component

For the Employer:

  
Chantelle Cawston, Operations Mgr

  
Carol Gore, Sr LR Specialist, BCPSA

Date: Dec. 15, 2015