

HOURS OF WORK AGREEMENT

BETWEEN:

**MINISTRY OF CITIZEN SERVICES
SERVICE BC**

(the EMPLOYER)

AND:

**B.C. GOVERNMENT AND SERVICES EMPLOYEES UNION
ADMINISTRATIVE SERVICES COMPONENT**

(the UNION)

On March 17, 2020 British Columbia's Provincial Health Officer provided notice that the cases and outbreaks of COVID-19 among the population of the Province of British Columbia constitutes a regional event as defined under section 51 of the Public Health Act.

The current pandemic has created a significant demand for an existing program within Service BC called the "Send by Video" (SbV) program. BC residents use the SbV program to have their identity authenticated so they can use their BC Services Card (BCSC) to access their health information. This authentication can be done online and adjudicated by a Service BC Customer Service Representative (CSR) through an online portal. The Ministry is projecting the number of SbV transactions to increase from the current 1,200 a day approximately to 15,000 a day, then to 20,000 a day as the program expands. In order to support government's response to the COVID-19 Provincial Health Emergency and the expansion of the SbV program, the Ministry is actively hiring up to 200 auxiliary CSRs and a minimum of 3 temporary Senior CSRs to fill positions across the Province.

Whereas:

- the parties recognize the special circumstance of the COVID-19 Provincial Health Emergency requires immediate, temporary and extraordinary measures to ensure the continuity of essential services to the public; and
- to ensure that government operations and the workplace align with the direction of the Provincial Health Officer;

the parties agree, on a without prejudice and without precedent basis, as follows:

1. Application

- (a) This Agreement pertains to employees hired and/or assigned to respond to the increased demands of the "Send by Video" (SbV) program extended hours, including:

- Customer Service Representatives (CSR), Clerk R11 assigned to the SbV program extended hours; and
 - Senior Customer Service Representatives (SCSR), Clerk R14 assigned to the SbV program extended hours.
- (b) Requests by existing employees to participate in the SbV program extended hours will be considered based on operational requirements at the local level.
- (c) If additional SCSR positions are required for the SbV program extended hours, these positions shall be filled in accordance with Article 12.1(b) of the Administrative Services Component Agreement or Article 12 of the Public Service Main Agreement, if applicable.
- (d) Employees will be located at Government worksites within the Province of BC. A list of worksites where the SbV extended hours program is/will be operating is attached as Appendix A to this Agreement. This list may be amended as worksite locations are confirmed and will be sent to the Union every two weeks.

2. Shift Schedules and Hours of Work

- (a) The Hours of Operation shall be 7:00am to 9:00pm, seven days per week. Shifts shall be scheduled within the Hours of Operation of 7:00am to 9:00pm, seven days per week.
- (b) The Employer will determine how many employees are required on each shift, which may change depending on volumes and operational requirements.
- (c) All regular CSR's will maintain their current schedules unless there is mutual agreement at the local level to change the schedule in accordance with this Agreement.
- (d) All existing SCSR's will maintain their current schedules unless they are hired specifically to work on the SbV program extended hours. Where an existing SCSR is hired specifically to work on the SbV program extended hours, they will be scheduled in accordance with (e) below.
- (e) Where COVID-19 protocols permit, the schedules for full-time auxiliary CSR's and SCSR's assigned to the SbV program extended hours shall be scheduled five consecutive days per week with two consecutive days off, with a one-hour unpaid meal period, and will adhere to one of the following schedules:

07:00 to 15:00	10:30 to 18:30
07:30 to 15:30	11:00 to 19:00
08:00 to 16:00	11:30 to 19:30
08:30 to 16:30	12:00 to 20:00
09:00 to 17:00	12:30 to 20:30
09:30 to 17:30	13:00 to 21:00
10:00 to 18:00	

- (f) The Employer agrees to maximize the number of full-time positions offered in each office under this Agreement. Where full-time hours cannot be achieved, the Employer agrees to maximize hours for each employee hired under this Agreement.
- (g) Consistent with Ministry COVID-19 protocols, as-and-when auxiliary CSR's assigned to the SbV program extended hours shall be scheduled in accordance with the applicable provisions of the Administrative Services Component and Main Public Service Agreements.
- (h) Where COVID-19 protocols do not permit the schedules listed in (e) above, the parties shall meet to discuss and agree upon an alternative schedule.
- (i) All the provisions of both the Administrative Services Component and Main Public Service Agreements will apply to employees scheduled under this Agreement.

3. Terms of Agreement

- (a) The provisions of this Agreement shall come into effect upon signing.
- (b) This Agreement will remain in effect until April 30, 2021 and may extended by mutual agreement.
- (c) Any changes to this agreement will be done by mutual agreement of the parties.

**SIGNED ON BEHALF OF THE
UNION BY:**



Maria Middlemiss
Vice President, Administrative Services Component

DATE: 2020-10-30



Sheila Puga,
Director

DATE: 2020-10-30

**SIGNED ON BEHALF OF THE
EMPLOYER BY:**



Danielle Crowe
Sr. Labour Relations Specialist

DATE: 2020-10-30

APPENDIX A

Updated as of January 13, 2021:

100 Mile House

Burnaby

Chilliwack

Cranbrook

Creston

Dawson Creek

Duncan

Fort St. John

~~Golden~~

Grand Forks

Invermere

Kamloops

Kaslo

Kelowna

Mackenzie

Maple Ridge

Nanaimo

Nelson

Penticton

Prince George

Princeton

Revelstoke

Salmon Arm

Sparwood

Squamish

Surrey

Terrace

Ucluelet

Vanderhoof

Vernon

Victoria