

## **ESDC HRUMCC April 10<sup>th</sup> Meeting Notes**

### **Opening Remarks**

Management proposed to have Regional Assistant Deputy Ministers (ADM's) and managers responsible for business lines attending the meetings.

On the managers responsible for business lines, the unions didn't have any objection to invite them as needed. On the Regional ADM's, the unions objected to the proposal as consultation needs to occur in the regions while the HRUMCC is a national forum.

### **Monitoring of CCP-OAS work/performance which differs from region to region**

CEIU raised the issue that monitoring of CCP-OAS work/performance which differs from region to region. Some employees are also doing some work, but it is not recognized. Should there be more national alignment or some national training to help to be consistent?

As CEIU information wasn't forward to the appropriate manager, management would come back later on the response.

### **Understaffing in Service Canada centres**

CEIU raised the issue of increasing of complaints of vacation request or variable hours of works denied. There are even some employees who come working sick to avoid penalizing their colleagues. CEIU was wondering on how ESDC determines appropriate staff levels.

Management replied that there is a model that gives a threshold. It based on various factors. It is available.

### **Usage of Overtime in EI Processing**

CEIU stated that the usage of overtime (OT) in EI processing is a national concern. Some employees are doing 20 hours of OT on an average. It looks like there's understaffing or ESDC is not able to recruit or retain. We've seen people affected with their health. Of course, the OT is more than welcome in cities where the cost of living is very high.

Management replied that there are different times of the year when there are OT. It is cyclic. There's a 10% salary that is OT. There will always be some need of OT, but national what should it be? Management agreed that some employees rely on it. If reduce, some of them won't be pleased.

### **How to approach mental health in the workplace**

CEIU mentioned that there is not adequate training on mental health, duty to accommodate (DTA), and wellness.

Management pointed out that the Mental Health Implementation Committee will be working at the 3-year plan on things that could reduce stress. DTA is complex.

On this, CEIU told management that the work of this mental health committee is unnoticed in the workplace. On the DTA, what training do managers receive? Which ones of them? As we keep hearing from the regions, managers are quick to deny things like telework arguing that the employee deals with protected B information.

#### **Update on the Diversity and Employment**

Management announced a few new champions within the equity groups. ESDC is looking to have more granular data, to develop some specific strategies. There's also some work done within the various equity networks.

CEIU restated its disappointment with ESDC having low consideration about that topic as the item was previously removed from the agenda and when it was put back, it was the very last item for discussion.

#### **Update on the Phoenix Pay System**

The latest data shows that there are 18,000 employees with open case, that's 73% of ESDC staff. While Jennifer Hamilton is away, her replacement is Tammy Popel.

CEIU suggested to report the April 15<sup>th</sup> deadline for submitting summer vacation as employees don't have access to their leave bank. CEIU asked that ESDC share with the unions its Phoenix dashboard.

#### **Passport Harmonization Update**

Management mentioned the last meeting with CEIU and UNE on Passport services.

#### **Update of ESDC Learning Policy**

This policy will be updated and unions will have opportunities to provide comments.

#### **Update on Departmental Telework Directive**

This directive will be updated and unions will have opportunities to provide comments.