**National Labour‑Management Consultative Committee (NLMCC)**

April 19, 2018

1 p.m. to 4 p.m.

Boardroom 1223C

**Participants**:

**Members:**

Ross Pattee, Executive Director

Marco Angeli, National IRB Vice-President, Canada Employment and Immigration Union (CEIU)

Barbara Wyant, Director General, Integrated Resource Management Branch

Crystal Warner, National Vice-President, CEIU

**Special Advisors:**

Luc Pomerleau, Technical Advisor, CEIU

Liette Boucher, Secretary

Sophie Dubé, Corporate Labour Relations Advisor

**Guests:**

Shereen Benzvy Miller, Deputy Chairperson, Refugee Protection Division

Christian Laverdure, Director General, Tribunal Services Branch

Alan Ritchie, Director, Values, Ethics and Disclosure

Marie-Dominique Villemaire, Senior Informal Conflict Management Practitioner

Anab Ahmed, Senior Director, Regional Registry and Linguistic Services

Kathleen Baker, A/Director, Workforce Management

Ruth Kennedy, A/Director, Talent Development

Carol Doiron, Manager, Policy and Programs in Labour Relations

Caroline Landry, Senior Director, RPD Registry Services

###### Absent:

Danielle Viel, Labour Relations Advisor, Association of Canadian Financial Officers

Tia Hazra, Professional Institute of the Public Services of Canada

Christopher Olutola, Legal Counsel/Labour Relations Officer, Association of Justice Counsel

Bertrand Myre, Labour Relations Officer, Canadian Association of Professional Employees

| **Agenda Item** | **Record of Decisions** | **Action Taken By** |
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| Opening Remarks | Mr. Pattee welcomed everyone. He mentioned the various changes in senior management. As part of National Volunteer Week, he thanked all those who are involved in volunteer work. He also thanked everyone who submitted an expression of interest in the role either of Mental Health Champion and Member of the new Joint Sub-Committee on Mental Health (JSC). The following individuals have agreed to accept this important role:   * Christine Price: Western Region and National Champion * Berzoor Popatia: Central Region * Monica Thibault: National Headquarters * Diane Sokolyk: Eastern Region   The Yeates report will be submitted to the Minister in June. The IRB is working closely with IRCC and CBSA in preparation for this being tabled. |  |
| Additional Funding | Ms. Benzvy Miller explained the additional resources following the announcement of extra funding in the 2018 budget. This funding is shared by all offices, mainly in the Eastern region where the demands are greater. It is a two‑year initiative, so term employment (with a sunset clause for certain positions). There are currently several staffing processes underway. This also means there will be additional resources for support. There are workspace issues, and management is considering all options at this time (telework, hotelling, different working hours, desk sharing, etc.). No decision has been made and the model remains to be determined.  Mr. Angeli was wondering if different working hours (start early and finish early, start late and finish late) would be allowed under the agreement. Ms. Benzvy Miller replied yes, it must comply with the collective agreement.  She also raised the issue of overtime for members that does not appear in the reports. The message to members is to speak to their manager, request approval for overtime and avoid doing volunteer work. |  |
| RPD PM-06 Performance Targets | Ms. Benzvy Miller said that she visited all of the regions to talk about performance objectives and that her visits were well received. Many factors affect the objectives. Participation in committees is just one example. This year’s objective is 120 decisions but it will be reviewed in one-on-one meetings between employees and their manager and adjustments will be made if necessary. She said that the procedures need to be changed, if we are to reach 200 (decisions) per year. Ms. Warner mentioned that the PM-06 employees need more adjudicative support. |  |
| New Services/Tools | Mr. Ritchie introduced Dominique-Nadia Villemaire, the new informal conflict management practitioner. She presented some new tools and talked about what will be done in the coming year.  Mr. Ritchie spoke of the new complaint process, which will be more independent and transparent, as opposed to Board Members being appointed by order and the members. Ms. Warner asked for a meeting with Mr. Ritchie so she can gain a better understanding of the new process. Ms. Warner talked about Service Canada’s novel approach, which is working well. Management expressed interest in learning more about it.  Mr. Angeli followed up on Dominique-Nadia’s request for a closed office. Mr. Ritchie said that it is in the works. | Mr. Ritchie – schedule a meeting with Ms. Warner  Ms. Warner – information on ESDC’s complaint process |
| Contingency Plan | Mr. Laverdure indicated that the plan is based on lessons learned from the past year. There are five key areas: recruitment, training, workplace wellness, IT and accommodation. There are plans to consult with the regions. Meetings took place with IRCC and other departments involved to get an overview of the situation.  Mr. Angeli mentioned that in the Montréal office they want more regular meetings with management on this issue. Ms. Ahmed said that the topic has already been broached at some operational meetings. |  |
| Public Service Employee Survey | Ms. Kennedy explained that the initial results were posted on Atlas on April 10 and she reviewed the key positive items (employee engagement, innovation, ethical work environment and flexible working hours) and those that need improvement (overtime and discrimination). These are overall results. More detailed results by branch and sector will probably be posted next week and in May. A message will go out at that point and that is when a meeting will be arranged with the unions. Ms. Warner does not have access to the data and asked if it could be sent to her. | Ms. Kennedy – send the results to Ms. Warner |
| Official Languages Requirements | Mr. Angeli explained that a message had been sent by email with some odd reminders concerning official languages. For example, there were some instructions on signature blocks, as well as some absence-related messages, how to pronounce certain words, and so on. He was wondering who had sent this message. Mr. Pattee asked Mr. Angeli to forward the information to him and management would clarify things with the individuals concerned. | Mr. Angeli – send email to Mr. Pattee / Ms. Wyant. |
| Union Notice on Employee Situations | With all the recent changes, Mr. Angeli asked if it would be possible to obtain notice 24 to 48 hours in advance before employees are informed of changes affecting them (or their positions), even if it is not workforce adjustment. Mr. Pattee said he needed to discuss it with Ms. Wyant and the management team. Management asked Mr. Angeli to send some specific examples in order to get a grasp of the situation. | Mr. Angeli – send examples to Mr. Pattee / Ms. Wyant |
| Review Action Items List | Ms. Doiron reviewed the list of action items. Ms. Kennedy said that the analysis is underway for the employment equity reports and it should be presented by June.  Mr. Angeli and Mr. Pomerleau are going to verify that the geographic codes are included in the list of new members sent to the bargaining agents by TBS.  Mr. Pomerleau said that there is a reliability issue with the TBS lists, undoubtedly related to Phoenix.  Mr. Pattee asked that the list of action items be attached to the agenda for the next meeting. | Mr. Pomerleau and Mr. Angeli – verify codes  Secretary – list of action items with next meeting’s agenda |
| Phenix | Mr. Angeli explained that the purpose of the petition is for employees to be able to read and understand their pay stubs. Ms. Doiron indicated that a presentation is posted on Atlas and that other TBS tools are also available. The problem lies in having staff available to provide this service. Mr. Angeli said that people do not have time to go on Atlas to check out the information available and that the information is hard to navigate.  Ms. Doiron raised the staff turnover problem at the Human Resources Transaction Centre (HRTC), which is partly due to some disrespectful comments made by clients. She asked the union to make their members aware of this issue.  There have been discussions in the past about having ambassadors, that is, employees who would deliver information sessions to other employees. The union indicated its disagreement with that option because the employees could get swamped with requests; it is not up to the employees to provide such a service; it is the employer’s responsibility. Ms. Warner mentioned having a list of compensation advisors who may be available for this type of job. Ms. Doiron was interested in receiving the list.  Ms. Doiron said she gave the department’s name for the “Pod” pilot, which involves assigning advisors to a department. The advisors would be devoted solely to the department’s cases. We are awaiting a response. We have also taken steps to negotiate for greater access to the Phenix pay system. Ms. Warner said she may be able to assist with that.  Ms. Doiron said that a reminder would be sent to employees shortly regarding the compulsory training on Phenix. Employees who have not done the three or four modules will have four extra weeks to do it.  Mr. Pomerleau reported on an interesting practice at IRCC for overpayment recoveries. It is done through the department’s Finance Division. He will provide us with information.  Ms. Warner said that the union has taken the position that it will no longer abandon first-level pay grievances. There are currently two grievances at final level. | Ms. Warner – send list and info to Ms. Wyant (two issues)  Mr. Pomerleau – IRCC’S recovery process |
| Round Table | Ms. Warner announced that a new position had been created at the Public Service Alliance of Canada: Director of Representation and Labour Relations (senior director). Guy Boulanger will be in the position. He is located in Montréal.  Mr. Pattee asked Ms. Doiron how many union representatives were required for a quorum, because the CEIU was the only union present. | Ms. Doiron – check quorum with the NLMCC |

Meeting adjourned at 3:25 p.m. The next regular meeting is scheduled for September 27, 2018 at 1:00 p.m.

Minutes prepared by Sophie Dubé