

## **IRCC NLMCC June 13<sup>th</sup> Meeting Notes**

### **Opening Remarks**

Management mentioned that the pay system still has its challenges.

On the preliminary Public Survey results, it shows that IRCC did better in comparison with the other departments. However, there is a lot to improve when looking at the discrimination and harassment aspects as these numbers have increased.

CEIU and UNE clearly stated their frustration around the lack of consultation. There have been issues with agenda items, unions just been told and never asked to contribute. Unions even proposed taking the JLP training on consultation.

Management looked to be willing to resolve the issues. There will be more dialogue between the co-chairs to ensure proper communication.

### **Service Excellence Agenda**

Management went through its PowerPoint presentation. There is a need for a balance between the service and the job as IRCC is dealing with major volume.

CEIU mentioned that members desire to deliver quality work but they are stressed about timelines. For instance, in the Call Centre, some staff would like to take the time to answer questions fully but instead they have to go to the next client. We are hoping that IRCC will allow staff to give the proper service clients deserve.

Also, CEIU understands there's a focus on clients but would like IRCC to consider changes and processes in line with how they affect members and their wellness.

### **Activity Based Workplace (ABW)**

ABW is to empower employees and help work life balance. Employees participated in the building of their workplace floor plan.

Unions raised concerns around: employees should get the information before the launch, loss of privacy, drastic change, some need for a closed workplace, and ergonomic assessments.

Management mentioned that there will be communication. When a floor is built, it'll be a show case. ABW will be a balanced approach. Privacy will be similar to workplace 2.0. There will be environment to have quiet space. The pilots will be put in place this fall. There will be adjustable desks including sit-stands. In some cases, employees will have the choice of where they will be working (including the building).

There will be a review of the telework policy and might include hoteling and mobility.

### **Phoenix**

While there are 250,000 cases to be resolved in the whole public service, there are 22,000 of them at IRCC. There are 2 Compensatory Advisors who will be dedicated to this at IRCC. There's also a Phoenix Ambassador network. There has been an increase in emergency salary requests

within the last 2 pay periods. Roxanne Lefebvre is the Compensation Liaison Officer. She is the central point of contact for Phoenix issues, while there are Ambassadors in the regions.

Management suggested that employees should apply right away for emergency salary as it takes time when its 1<sup>st</sup> requested.

Management doesn't get notice when issues are resolved. Also, management recognized that the data on the pay system is not 100% accurate.

### **Term Employees – Update**

Human Resources has started to meet with managers.

Unions mentioned that members don't know why this is happening. Also, unions are wondering why the announcement at IRCC was just before the date of the unfreeze while other departments did it weeks and even months before.

### **CPC Vegreville – Update**

September 2018 is the moving date. Letters went out to employees 6 weeks ago. There's a Workforce Adjustment (WFA) Committee meeting at a regular basis. Some employees have already made their decision.

CEIU mentioned that the WFA Committee should have started before.

### **Security Clearance and ABM Forecasting Tool**

There was a decision made to reduce security clearance levels at Service Canada.

Management mentioned that the decision relies on the Deputy Minister. There is no impact on IRCC at present because as no decision has been made and it is not even being reviewed.

### **Closing Remarks**

There will be some meetings with the unions to re-establish Regional LMCC meetings.