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| ***Employment and Social Development Canada (ESDC)***  ***Policy Health and Safety Committee (PHSC) meeting***  ***Wednesday, December 4, 2019 – 13:00 to 16:00*** | | |
| **PRESENT** | **REGRETS** | |
| **EMPLOYER MEMBERS** | | |
| **Danièle Besner, Co-Chair**  Director General, Workplace Management Directorate, Human Resources Services Branch (HRSB)  **Benson Gorber**  Director General, Real Property and Regional Services, Chief Financial Officer Branch (CFOB)  **Dawna LaBonté**  Director, Change Management and Communications  **Michael Delaney**  Senior Manager, Management Services Branch (MSB), Ontario Region  **Carl St. Jean (alternate for Cam King)**  Area Director, Western Canada and Territories Region | **Luc Tremblay**  Director General, Internal Integrity and Security Directorate, NHQ  **Ian James**  Executive Director, National Integrity Services, Atlantic Region | |
| **EMPLOYEE MEMBERS**  *(selected by: Union of National Employees (UNE), Professional Institute of the Public Service of Canada (PIPSC), Public Service Alliance of Canada (PSAC*  *and Canada Employment and Immigration Union (CEIU)* | | | |
| **Lyne Cartier, Co-chair**  Payment Services Officer, Benefits Delivery Services Branch (BDSB), Quebec Region  **Dean Corda**  A/Analyst, IT Business Line Support Services  **Tanisha Coultis**  Medical Adjudicator Consultant, NHQ  **Paula Woodcock**  Clerk, Program Support, Service Canada, Ontario Region  **Paul Robinson (alternate for Isabelle Beaudoin)**  Citizen Services Officer, Service Canada | | **Crystal Warner**  National Executive Vice-President, CEIU  **Rhonda Rumson**  Integrity Services Investigator, Atlantic Region  **Christopher Gardiner**  Payment Services Officer, Western Canada and Territories Region | |

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| **PHSC SECRETARIAT** | **GUESTS / OBSERVERS** |
| **Penny Lavigne**  Director, Workplace Well-Being and Safety Division  **Jolee Lord**  Senior Manager, National Occupational Health and Safety Office  and Technical Advisor to the PHSC  **Janic Normand**  Team Leader and Business Analyst, National Occupational Health and Safety Office  **Tanya Normand**  Health and Safety Coordinator, Occupational Health and Safety Operations Unit | ***GUESTS***  **David Zanetti**  Senior Advisor, National Occupational Health and Safety office  **Stephanie Potter**  Senior Research Advisor, Workplace Mental Health Unit  **Sylvie Thériault**  Senior Advisor, National Occupational Health and Safety Office  **Kelly Baetz**  Director, Programs and Services Operations, Citizen Services Branch  ***OBSERVERS***  **Luc Pomerleau**  Technical Advisor to Employee Members, CEIU  **Martin Lahaie**  Manager, Pensions and Employment Insurance Services Direction and Support, Citizen Services Branch  **Nikolina Antonacopoulos**  Program Advisor, Citizen Services Branch |

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| **ITEM** | |  | | --- | | **AGENDA ITEM LEAD(S)** | | **DESCRIPTION / DELIVERABLE(S)** | **ACTION / DECISION** |
| 1. Opening Remarks | Danièle Besner  Lyne Cartier | Danièle called the meeting to order at 13:08.  Danièle made the following announcements:  *Membership and presence:*   * Along with Eddy Bourque, Paula Woodcock – an employee from Program Support, Service Canada, Ontario Region – will serve as alternate for Rhonda Rumson, Christopher Gardiner and Crystal Warner. * Isabelle Beaudoin is replaced by her alternate Paul Robinson, Citizen Services Officer at Service Canada. Welcome to the PHSC Paul! * Crystal Warner and Rhonda Rumson send their regrets. Their alternate, Paula Woodcock, replaces them. * Cam King is replaced by his alternate Carl St. Jean. * Luc Tremblay also sends his regrets.   Lyne made the following introductions:  *Guest speakers who will join the meeting for their agenda items:*   * David Zanetti, Senior Advisor, National OHS Office, to present an update on behalf of the *Bill C-65* Working Group. * Stephanie Potter, Senior Research Advisor, Workplace Mental Health Unit, to present and lead a discussion on the 2019 Workplace Mental Health Survey Results. * Janic Normand, Business Analyst, National OHS Office, will present the PHSC Terms of Reference for endorsement in line with the scheduled cyclical review. * Sylvie Thériault, Senior Advisor, National OHS Office, to present an update on the Psychological Hazard Assessment Exercise. * Kelly Baetz, Director of Programs and Services Operations at Citizen Services Branch, to present their Management Action Plan in response to the Cumulative and Critical Incident Stress Hazard Identification and Assessment exercise. |  |
| **2. Approval of the Agenda** | Lyne Cartier | The agenda was adopted with no new items added. | ***DECISION:***  *PHSC members endorsed the agenda.* |
| **3. Approval of September 17, 2019 meeting minutes** | Danièle Besner | Members approved the meeting minutes. | ***DECISION:***  *PHSC members endorsed the meeting minutes.* |
| **4. PHSC Priorities 2018-2019**  – ***Bill C-65* Working Group** | David Zanetti | Since the September 17th PHSC meeting the *Bill C-65* Working Group was able to meet on October 2nd. Its focus remains on the Workplace Harassment and Violence Prevention Policy, as well as establishing a list of qualified investigators (i.e., competent persons).   * Different models for expanding the list of investigators include options for internal investigators. Members agreed that internal investigators would be given fair consideration at time of selection. * Members agreed in principle that ESDC’s Designated Recipient under the new legislation shall be the Director General, Workplace Management Directorate, currently held by Danièle Besner.   Revisions to the Regulation are expected to be received prior to it being posted for a second time. It is expected that the Regulation will come into force prior to October 25, 2020.  The Labour Program has established two *Bill C-65*-related working groups – Violence Prevention in the Workplace Interpretations, Policies and Guidelines (IPG), and the Investigator Working Group.  The Labour Program has presented to federal departments across the country on numerous occasions, exposing them to the intricacies and complexities surrounding *Bill C-65*.  The WG has agreed to meet again once there is a significant update with which to work. |  |
| **4. PHSC Priorities 2018-2019**  – **Update from the Working group on Environmental Sensitivities** | Jolee Lord | Jolee informed the committee that a draft ESDC – Service Canada Policy on Environmental Sensitivities for Service Delivery at In-Person Points of Service was shared with the HRUMCC on October 24th. The draft policy is the resulting response to an environmental sensitivities complaint filed by a citizen to the Canadian Human Rights Commission.  The WG is reviewing different communication and awareness tools collected from other federal departments. For example, ESDC is comparing Environment Canada’s and Transport Canada’s guides on the matter.  Members were asked whether an instrument, such as a policy or a directive, is the right path to follow. Should a policy be implemented then methods of enforcement and other measures will have to be considered, requiring direction from Labour Relations.  Lyne relayed her personal story on living with environmental sensitivities. She acknowledges that her manager understands the issues but is having difficulty in applying “no-scent zones” or “reduced scent environments”.  Dean stated that the PHSC is not in a position to develop and enforce a policy or directive on the subject.  The members agreed that more must be done to heighten awareness and education on environmental sensitivities and other allergies. It is important to improve comprehension on how employees are affected and to reinforce / reshape education for everyone.  Danièle suggested that the WG design an innovative promotion and awareness campaign; shape guidance for managers on applying a reduced scent environment; and develop stronger communications and key messages. | ***DECISION:***  PHSC does not want to pursue a departmental instrument.  ***ACTION:***  Working Group to work on awareness campaign and strengthening messages. |
| **5. Workplace Mental Health Survey Results 2019** | Stephanie Potter | Penny opened the discussion by explaining that the Mental Health Survey was developed in partnership with the Department of National Defence (DND), which also encompassed the 13 psychological factors, emphasizing the credibility of the survey. It is the second survey thus it provides a baseline to compare – where progress has been made, where are the returns on interventions, and where we need to focus more attention.  Stephanie engaged the PHSC by demystifying the science behind human psychology and the metrics used to measure change. Key messages included:   * The survey is used as a tool to measure the “current” (Spring 2019) situation and to set the stage for developing tools and establishing networks / enablers toward improving psychological health and safety in the federal workplace. * It complements other sources of survey data, such as the PSES and the Pulse, allowing ESDC to identify its strengths and the areas of improvement when it comes to providing a positive employee experience. * In addition, the data collected helps us to understand what existing conditions in the workplace lead to unhealthy behaviours and to discover the root causes. * The WMH Survey measures 12 resources in connection with jobs demands and these result in five possible outcomes.   “The destination / are we there” changes as we learn, adapt and grow.  Management and bargaining agents have an important role to play in helping employees meet their core human needs in the workplace – autonomy, meaningful work and support from the organization.  ESDC has several initiatives that focus on workplace well-being and although it may take time to see change, our actions and practices to engage and communicate every day will make a difference. |  |
| **6. PHSC Terms of Reference**  **– Cyclical Review for Endorsement** | Janic Normand | As part of the cyclical review process, the PHSC Terms of Reference (ToR) was due to review in 2018. The proposed changes were accepted.  As a complement to the ToR, a formalized membership letter be introduced and distributed to every current and future primary member and their alternates. The intentions are to outline the professional connection to ESDC’s PHSC, to reinforce that they are an integral part of ESDC’s Occupational Health and Safety Program, and to address:   * member’s terms of office (section 6.1); * reinforce expectations relating to Information Management practices (section 8.1); and * elaborate on required OHS-related training, and describe training arrangements for members not employed by ESDC (section 9).   A full review of these Terms of References is due in December 2022. | ***DECISION:***  The revised Terms of Reference was endorsed.  ***ACTION:***  Formal membership letters to begin rolling out in January 2020. (JN) |
| **7. Safety and Health week May 2020**  **– Communications and Awareness** | Lyne Cartier | Following the call out for agenda items on November 5th, Rhonda Rumson proposed this item for discussion. Lyne opened the discussion in her stead asking for national coordination. We can use ‘’bon coups’’ for inspiration on different ways to sensitize.  Jolee informed the committee that:   * Safety and Health week will be May 4 to 8, 2020. The theme will be *People, Passion and Prevention.* * The National OHS office continues to encourage regions and workplaces to identify areas of interest or gaps for their respective areas and to develop some local activities to engage their workplaces. * From a national perspective, the plan is to work with the second phase of the *Measuring Up!* Campaign, introducing and emphasizing the importance of health and safety reporting as a preventive measure. * The National OHS office also plans, during the Safety and Health Week, to do some outreach to committees through a WebEx learning event (scenario-based learning event).   Dawna inquired whether national communications will be coordinated with Public Affairs and Stakeholder Relations Branch (PASRB).  Jolee confirmed that PASRB will be engaged. | ***ACTIONS:***  List of activities and ideas to be sent to Regional OHS Committees at the end of January 2020 to allow time to plan activities. (JL)  One-pager of national planned activities to be presented during the February 2020 PHSC meeting. (JL) |
| **8. Psychological Hazard Assessment**  **– Update** | Sylvie Thériault | A short update on progress made since the last meeting in September was provided.  Sylvie informed that:   * The demographic questions are driven by the departmental template structured to protect employee privacy. * Presentations to various departmental senior management committees have been delivered which provided valuable feedback and support for the survey. * The importance for managers and employees to respond to the survey and be provided with adequate time to complete it have been underlined. * An informal paper-based review with various stakeholders is being conducted to ensure that the questions are clear before they are programmed by IT. * A small focus group (approximately 80 to 100 participants including the PHSC and Regional OHS Committees, among others) will be invited to informally test the online survey to asses the quality of the questions and gather feedback on adjustments needed. * A draft communications plan has been developed. HRSB Communications and PASRB will be consulted. * The focus testing is planned for January or February 2020 with the full launch planned for early April 2020.   Dawna mentioned the importance of follow-up communications to employees on the results and ensuing action plan.  The PHSC will be kept informed should there be a major change to the critical. | ***ACTIONS:***  Feedback or questions concerning the survey questions should be sent directly to Sylvie or through the [OHS generic inbox](mailto:NC-OHS-SST-COE-DCE-GD@hrsdc-rhdcc.gc.ca) by December 20th. |
| **9. Update on Cumulative and Critical Incident Stress Hazard Identification and Assessment**  **– Management Action Plan** | Kelly Baetz | The Cumulative Stress (CS) and Critical Incident Stress (CIS) Hazard Identification and Assessment (HIA) exercise was completed over the course of 2017 in the Citizen Services Branch (CSB) including the Passport Program. The final HIA reports were delivered in March 2018 to the ADM CSB.  Kelly informed the committee that:   * A survey was conducted to obtain an update on actions taken to address the seven recommendations as of September 2019. CSB intends to issue a second survey in the Spring of 2020. * The focus was on the SCC employee group; the passport services group was excluded because of the way they are structured. * Expanding the scope of their learning curriculum and adding OHS-related training to employee performance agreements. * All service managers indicated that information about the EAP and ESDC workplace mental health tools are promoted and shared with employees. * 87% of service managers indicated that their client-facing SCCs have signage indicating that inappropriate or aggressive behaviour towards employees will not be tolerated. * Majority of service managers (95%) are encouraging their employees to raise issues relating to CIS and CS with themselves and/or their team leader. * In January 2020, CSB will collaborate with the NOSHO to develop a resource kit for managers and team leaders on the available resources to help employees and how to access them. Information about options such as flexible work arrangements will be included.   Danièle praised CSB for the progress made to date. |  |
| **10. Pest Control**  **– Bed Bugs** | Benson Gorber | The following updated was provided:   * Pests, such as bed bugs, are common to high-occupancy buildings. * ESDC has a presence in over 400 workplaces. Bed bugs have been reported or suspected at five different workplaces; this is not an infestation. * As each situation was discovered, CFOB quickly put in place specific response plans to eliminate and stop the spread of bed bugs. Pest control treatments varied and included a combination of elements such as applying non-chemical heat treatment, vacuuming and steaming cubicle areas, as well as removing cubicle panels to apply a treatment spray. Treatments may also vary from region to region, partially due to different climate zones. * CFOB has followed the advice of pest control experts and obtained services from qualified contractors to perform the appropriate pest control treatments. Only safe products have been used to protect the health and safety of employees. * In multi-departmental facilities, ESDC has also involved other tenants to ensure a collaborative approach. * Key messages and communication products have been collaboratively shared with managers in any building that was encountering incidents or suspected incidents. * Employees have been forthcoming in proactively disclosing home treatments. * Alternative work arrangements were put into place on a case-by-case basis. * Bed bugs can be difficult to eliminate, so post-treatment monitoring is being conducted. It is not uncommon to require multiple treatments in localized areas to ensure bed bugs are effectively eliminated. |  |
| **11. Round Table** | All | No items were raised at the round table. |  |
| **12. Closing Remarks and Next Meeting** | Danièle Besner  Lyne Cartier | The meeting adjourned at 15:40. The next meeting is scheduled for Tuesday, February 25, 2020. |  |

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| **Lyne Cartier**  Co-Chairperson, Employee Member |  | **Luc Tremblay**  Alternate Co-Chairperson, Employer Member |

Date Date