

National Vice President  
Manitoba Saskatchewan Region  
MSRC Report 2018

Wow, time sure has flown since our founding President's Conference in Winnipeg. It seems like yesterday we were trying to figure out how to get everybody to the conference with the two strikes that affected our ability to travel. I was amazed at just how well it worked out and what a success the Conference was in spite of the challenges. Credit goes to all of you for making it work and making the founding conference a success!

I'm sure that many of you are aware that the NVP Regional positions used to be fully relieved positions, this means that the employer allowed the NVP's to do only union and employer committee work and NVP's were not expected to do any positional work. In effect the employer paid the NVP's to do Union and employer related Union work full time.

Well, that changed just prior to CEIU going into trusteeship, now Regional NVP's are expected to do their full time job and to meet all of the production expectations of their position, paid time is given to attend employer committee meetings that we are required to belong to, but other than that we do the NVP work off the side of our desks and during evenings and weekends. So... if you have been wondering why you get a flurry of emails in the evenings or on weekends this is why. Our two National Leaders Eddy and Crystal have been working very hard to get ESDC see the benefit of having the Regional NVP's relieved but to date the department is not interested.

Where to start? It's been very busy since last September, we have many issues in the WT Region. During my site visits last summer, you brought to my attention the understaffing in the Service Canada centers both in Saskatchewan and Manitoba as well as some of the welcome desks either being removed or not being utilized, that many members were coming to work sick because they did not want to let their colleagues down, that Outreach and travel associated with it were also part of the problem and the stress that you were all experiencing because of the overall lack of staffing. I raised these issue's with Pat Chaba the Regional Director General for Citizen Service and met with him by telephone regarding these issues twice, in September and October,

ultimately his response was that the region does what they can with the budget they have, and he blamed Ottawa for insufficient funding.

I then raised the issue to Eddy and Crystal so that they could take the Issue up at the National ESDC Labour Management Consultation Committee, also on the table at the time was the transition of Passport staff to ESDC. The levels of staffing and funding were discussed and a meeting between ESDC, CEIU and UNE was held to review the staffing and funding levels, the employer provided their Citizen Service In-Person Resource Determination Model as way of an explanation of how funding levels are determined and pointed out that the WT Region gets the most funding currently. The power point provided by ESDC is attached to my report for your review. We will keep this issue front and center at our regional LMCC and I'm sure at our national LMCC and will keep you updated.

I sat on the Call Center new collective agreement articles implementation working group last summer, that was an experience, the employer's resistance to anything that would benefit their employees was awe inspiring, the Union group was led by Crystal and she did a fantastic job of holding the employer to account. For the most part the articles are being implemented as negotiated but there are still many issues with how the schedules are being set up to minimize the availability of the 5-minute respite period, the ridiculous inconsistency in scheduling of breaks as well as the actual training for coping with the reality of call center work. A six-month review with the employer was to be scheduled but I have not heard anything on this to date. I will keep you updated as I learn more. I have been attending the CEIU Call center committee meetings as an observer because we have two major call centers in our region, the committee is active and working on direction and communication. Crystal and Eddy fought hard with the employer over the past year to have the three-strike rule for abusive callers quashed and were ultimately successful, hopefully this will help a bit with the stress our call center workers face each day.

Many issues were raised over the last year from our processing members including differences in the monitoring of work performance across the regions, the assignment and excessive use of overtime, the use of a magic formula to determine minimum levels of processing staff required to do the work at any one time and the denial of leave associated with this, inconsistency in training across the regions and calibration in performance monitoring. I am working regionally to get answers to your questions and Crystal and Eddy are working nationally towards the same goal, Crystal has a

commitment from national to meet with CEIU and to provide some answers to CEIU. More to come.

I have been working with a group of Program Officers as they believe that their work has changed to the extent that the work they do is now no different than the Senior Development Officers, I provided information to the group on how to move forward with the employer in requesting a review and/or desk audit and if that is not successful how to file the appropriate grievances. Other issues such as no safety plans for client visits as well as inconsistent assignment of work was also discussed.

In Integrity program there are a number of issues including PM-01 ISO being assigned PM-02 work, inconsistent training and monitoring of work, confusion in direction, process and procedure for TFW/IMP Investigators, the use of overtime, the continued use of savings targets as a measure of productivity, underfunding of the overall Integrity program, inconsistent staffing as well as many other issues.

Regionally, as a result of poor planning, a developing theme is overcrowding in workplaces and a lack of adequate desk spaces, the employer has attempted to deal with this in the NCR region by suggesting that "Hot Desking", what they call Workplace 3.0 be utilized, this means that no one has an assigned desk, that they have a locker, a wireless keyboard and mouse and that each day you retrieve your keyboard and mouse from your locker, If you have an ergo chair you retrieve it from a "Corral" and then grab the first available desk. I was appalled at this when I first heard it, just the fact of the time it will take to do this each morning, the lack of a personal space where you feel comfortable and can have a picture to ease your day and the direct effect it will have on productivity and workplace well being obviously has either not been considered fully or has been dismissed by the employer. Anyway, I intend to fight this to the best of my ability if and when it is introduced in our region. The other effect of overcrowding that the employer has apparently failed to consider is the lack of toilet availability, this issue will be raised through our Health and Safety Committees as there are specific requirements in the Canada Labour code regarding this. Line ups are for concerts and sports events not workplace bathrooms.

I sit as your co-chair on the regional union management consultation committee, the committee is made up of the business line director generals, the associate deputy minister, an employer labour relations representative, the three regional CEIU NVP, two PIPSC representatives, a representative from UNE and from CAPE as well as a CEIU NUR.

Full meetings are held quarterly with one being an in-person meeting and an informal touch base conference call is held monthly. We address issues that have a regional impact at these meetings. One issue that I have been pushing as a result of concerns brought to me by many members is the WT Regions staffing practices. Members have raised concerns that they are missing opportunities because of non-advertised process's both acting and indeterminate, that pools that they have worked hard to qualify in are being abandoned and new processes started without reason or explanation, that acting's and appointments are not being offered equitably or fairly and that merit is not considered and/or is not transparent. They have pointed out that this had led to an overall distrust of employer processes, has created a sense of hopelessness and directly affected the morale of the employees across the region.

I did a quick snapshot of non-advertised appointments listed on the PSRS ([jobs.gc.ca](http://jobs.gc.ca)) in April of 2018, in the WT region, in the week I did the snapshot there were over 50 non-advertised appointments listed, the majority acting, some getting to the two-year mark. The positions involved were mostly at the PM-03 level and above. While the employer is entitled to use acting as a valid staffing option the fact that these positions are not being offered through an expression of interest and transparently is not acceptable. Members also have raised the concern that the more senior opportunities are for the most part only available either in Vancouver or Edmonton. The employer allows its Managers and Directors to operate virtually but the same opportunity is not available to its regional staff.

I have raised the issues at the regional table and the employer has committed to provide a list of all active pools, the number of candidates in each pool, the date of the last appointment from the pool, and the expiry date of the pool. I intend to have the employer commit to automatically transferring anyone remaining in a pool, that has not been offered an opportunity from the pool, to any new pool created that has the same qualifications, area of selection and statement of merit criteria. The sheer waste of money in abandoning fully qualified candidates in pools is staggering, never mind the damage done to the trust and well being of the candidates.

The employer has also committed to provide a list of casual employees hired by the employer in 2017 broken down by business line. While the use of casuals for projects *might* be justifiable by the employer the use of casuals to perform regular work done by our members is not justifiable.

I raised the issue of an excessive number of terms in our region, the employer has started to address this issue with the stabilization project that has been undertaken, 345 members were made indeterminate in the employers second phase of stabilization this past spring and summer and I was advised that a third phase is planned and would be undertaken in the fall of 2018.

As you know UMCC are meant to be true and honest consultation with and cooperation between the employer and the unions and for the sole purpose of making the work lives of their employees and members better, we continue to push the employer away from "information sharing" and telling us what they are doing and towards true consultation, but it is an uphill struggle. Issues of trust and simple understanding of each others true motives and intentions get in the way, one of the ways we hope to start addressing this is by the committee as a whole attending a JLP UMCC course, the Union suggested this, and the employer agreed to this and we have a course scheduled for this fall in Winnipeg.

We are working on many other issues with the employer at the regional level and with the assistance of my fellow NVP's Michelle Henderson and Vanessa Miller are slowly starting to gain some understanding of what we are learning and where the true problems exist. I have attached some of the past RLMCC meeting minutes to my report for your review. I welcome any issues that you may have that you feel may impact the region and that should be raised at the regional table.

I sit as your co-chair on the Regional Policy/Advisory Health and Safety Committee. As you are aware these Regional committees are not functioning currently, and the Unions are only attending meetings on an information basis only. For those of you that don't know the employer changed the structure of the committee's back in 2014, they removed the regional committees from under the Canada Labour code and have attempted to make the committees employer driven advisory committees. What this does is removes all of the protections and rights that Unions have under the Canada Labour code. In simple terms when we sit as your representative on a regional Health and Safety committee created under the structure the employer wants, we run the risk of being sued for doing or not doing something, we could potentially lose our home, our car, our savings, if we fought against the employer too hard for a health and safety issue we believed in we could be disciplined or even lose our jobs, all at the whim of the employer. Importantly we lose the right to select our own representatives on the committee. Grievances have been filed in all four employer regions, Pamela Meier

Duthie is the lead CEIU NUR on the file. The grievances were denied at the second level by the Departmental Liaison Officer (which we expected) just recently and now sit at the National Joint Council waiting to be scheduled for a hearing. There are many other issues relating to the regional health and safety committees and often times it seems we are simply fighting for the employer to understand the very basic laws that govern Health and Safety in Canada. In my opinion It is appalling that the very department charged with upholding and enforcing the Canada Labour code is trying to side step the law in this way. The end result of this battle may very well be that ESDC no longer has regional committees and the work previously done by the regional committees will have to be done by the National Policy Health and Safety Committee, anyway, I will keep you advised of the results.

I also sit as an employee member of the ESDC National Policy Health and Safety Committee, the committee currently meets four times a year via video conference. The committee is tasked with developing and implementing health and safety policies and programs to meet the laws of Canada, to ensure the implementation of these policies and programs and to ensure the protection of the health and safety of all employees of ESDC across Canada. The committee also considers and disposes of issues that could not be resolved at the workplace nor regional committee level (for example AED's) and is the final body dealing with all health and safety concerns of the employees of ESDC. Having said this all health and safety committees, including the national policy committee are only recommending bodies and do not have true decision-making authority, only the employer has the ability to decide any issue.

This does not mean that the Manager who sits as the employer co-chair on your workplace committee cannot have a broken security door in your workplace fixed, they can, because they have decision making authority for your workplace, or they should have, but it does mean that issues that cannot be resolved at the workplace level or suggested policies that may affect the entire region as a whole need to go to the regional level, if they cannot be resolved at the regional level, then the issues go to the national level. The national policy committee reviews the issues and then makes a recommendation to the employer who makes the final decision. This explanation is quite simplistic, and the process has many steps in between including working groups and other processes, in my personal opinion the process is often confusing for members and always long and drawn out and is not working in the best interests of ESDC employees. I will continue to fight for what you tell us are your concerns and issues. If

you have any issues that you feel should be raised at the national table just let me know.

I also sit on the Immigration Refugee and Citizenship Canada regional labour management committee as a member, Sister Michelle Henderson CEIU NVP for Alberta is the employee co-chair and is an IRCC member, previously in Vegreville and now unfortunately in Edmonton. I am still learning the set up of how IRCC works as it is quite different from ESDC. There are many issues within IRCC, the most challenging issue currently is the number of terms being utilized, as well, the employer seems to do things unilaterally and without any consultation, for example recently a settlement officer member brought to my attention that a part had been added to the settlement officers PMA's in the members work unit, specifically a clause on civility that does not appear to have been added to the settlement officers PMA's across Canada, I added the issue to the agenda and Brother Chris Gardiner represented me at the last meeting, as I was away and raised the issue with the employer who quickly advised that there was an error and that it had been corrected already. I reach out to our two IRCC local presidents prior to each meeting and speak with the NVP responsible for IRCC Paul Croes for their input on issues but to date have not yet had the opportunity of doing formal site visits at the IRCC offices in our region. I look forward to doing that this fall or winter. Recently Brother Arron Morrison was successful in a process and has taken a position as a Foreign Service Officer and as a result is no longer with our component, I wish him well and look forward to working with Sister AK the vice president of the local who currently is in Ghana and unable to attend our conference.

For CEIU I sit on the National Executive, the National By-Laws Committee as well as the Service Needs Delivery committee. The National executive meets in person twice a year usually spring and fall, we as well have a number of conference calls during the year. The National Executive is charged with running our component between conventions, the current incarnation is made up of NVP's and National Officers that I find are truly dedicated to the well being of our members and work cooperatively to ensure the best results of any situation for our members.

The By-Laws committee meets prior to each National Executive meeting, reviews by-laws regulations and many other items such as proposals to create and or dissolve locals, the committee makes recommendations to the national executive for decisions.

The Service Needs Delivery Committee meets once per three-year cycle, the committee reviews and makes recommendations to the National President on CEIU staffing levels and the administration of physical CEIU offices across Canada.

Phoenix, I have nothing good to say never mind report other than we continue to fight for you to get paid for the work you do, and when you should be paid and to get redress for the pain and suffering we all have experienced as a result of the employers cost cutting attempts.

I continue to work each day with members and local presidents to help them where I can with individual and local issues.

I look forward to attending your AGM's in person when possible and via teleconference when not.

I would be remiss if I did not mention and acknowledge that without the assistance and guidance provided to our region, and to myself by Paula Nygaard our regional admin and Pamela Meier Duthie our NUR that our region and myself truly would be lost, thank you Paula and Pamela.

I am available anytime to discuss any issue's, questions or concern's you may have.

Respectfully submitted  
Dwight McLeod