

COLLECTIVE AGREEMENT

BETWEEN



HOSPITAL EMPLOYEES' UNION

AND

**WELL BEING SERVICES (DCC) LTD.
DUFFERIN CARE CENTRE**

April 1, 2018 to March 31, 2021

Note: underlined text is new language for 2018-2021

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PREAMBLE

WHEREAS the right of the residents to uninterrupted, skillful and efficient attention cannot be questioned, and it is obligatory upon the Employer and its employees that efficient operation of the Employer’s business be maintained, and to effect this, it is important that harmonious relations be continued between the Employer and its employees;

AND WHEREAS the Union is a trade union formed by and including certain employees of the Employer;

AND WHEREAS the parties hereto, with the desire and intention of making their relationship more harmonious and profitable, have concluded to make provision herein for the orderly and expeditious consideration and settlement of all matters of collective bargaining and of mutual interest, including wages, hours, working conditions and the adjustment of grievances, with respect to the employees of the Employer for whom the Union has been certified as bargaining agent or for whom the Union has been recognized as bargaining agent;

NOW THEREFORE THIS AGREEMENT WITNESSETH that the parties hereto in consideration of the mutual covenants hereinafter contained, agree each with the other as follows:

ARTICLE 1 - NO DISCRIMINATION

1.01 No Discrimination

The Employer and the Union subscribe to the principles of the *Human Rights act* of British Columbia.

1.02 Harassment

The Employer and the Union recognize the right of employees to work in an environment free from discrimination including sexual harassment.

Harassment, including sexual harassment and bullying, is vexatious behavior in the form of repeated and hostile or unwanted conduct, verbal comments, actions or gestures, that affects an employee’s dignity or psychological or physical integrity and that results in a harmful work environment for the employee.

A single serious incidence of such behavior that has a lasting harmful effect on an employee may also constitute harassment.

1.03 The Employer and the Union agree that there shall be no discrimination practiced with respect to any employee by reason of membership or activity in the Union.

1.04 Complaints Investigation

- a) The employee who complains of harassment under the provisions of the *Human Rights Code* may file a grievance or human rights complaint.
- b) The Employer, the employees and the Union agree that where there is a complaint under clauses 1.01, 1.02 or 1.03 that could be adequately remedied in a single forum, no multiple forum complaints shall be filed.
- c) All persons involved with the complaint shall hold all aspects of the complaint and all related information in the strictest confidence.
- d) Both the complainant and the alleged harasser shall be entitled to Union representation if they are members of the bargaining unit.

ARTICLE 2 – EXCLUSIVE BARGAINING AGENT

2.01 Sole Bargaining Agent

The Employer recognized the Union as the sole bargaining agent on behalf of the employees for whom the Union has been certified or for whom the Union has been recognized as bargaining agent with respect to wages, hours of work, terms and conditions of employment during the life of this Agreement.

2.02 Union Shop

All employees who are covered by the Union’s Certificate of Bargaining Authority or for whom the Union has been recognized as bargaining agent shall maintain membership in the Union as a condition of employment. Employees who are brought within the jurisdiction of the Union’s Certificate of Bargaining Authority, including newly hired employees, shall become members of the Union by the first pay period of each month after their initial date of employment in the bargaining unit.

Upon receipt by the Employer of written advice from the Union, employees who fail to maintain membership in the Union or the check-off of Union Dues, or an amount equal to Union Dues, shall be terminated by the Employer from their employment.

Where the Employer has knowledge of an employee failing to maintain Union membership, or the check-off of Union Dues, the Employer shall so advise the Union and, in turn, the Union shall advise the employee in writing. When the Employer is advised by the Union of non-compliance of either of the above, the Employer shall terminate the services of the employee within thirty (30) days of written advice as noted above.

In the event an employee is terminated pursuant to this section, the following contract provisions shall not be applicable to the employee:

- Article 8.04 - Grievance Procedure
- Article 8.05 - Dismissal/Suspension for Alleged Cause

2.03 Union Check-Off

The Employer agrees to the monthly check-off of all Union Dues, Assessments, Initiation Fees, and written assignments of amounts equal to Union Dues.

The check-off monies deducted in accordance with the above paragraph shall be remitted to the Union by the Employer on or

before the fifteenth (15th) of the month following the month in which such deductions are made.

The Employer shall provide the Union's Provincial Office with a list of all employees hired, and all employees who have left the employ of the Employer (who shall be designated as terminated and shall include discharges, resignations, retirements and deaths) in the previous month along with a list of all employees in the bargaining unit and their employee status and the amount of dues or equivalent monies currently being deducted for each employee. Such information shall be provided in an electronic format, such as Microsoft Excel, and shall be provided securely in a fashion mutually agreeable to both Parties.

The Employer agrees to sign into the Union all new employees whose jobs are covered by the Certificate of Bargaining Authority or for whom the Union has been recognized as bargaining agent in accordance with the provisions of Article 2.02.

The Employer shall supply each employee, without charge, a receipt in a form acceptable to Revenue Canada for income tax purposes which receipt shall record the amount of all deductions paid to the Union by employees during a taxation year. The receipts shall be mailed or delivered to employees prior to March 1st of the year following each taxation year.

Twice every calendar year, in January and July, the Employer shall provide to both the Chief Shop Steward and the Secretary-Business Manager of the Union, a list of all employees in the bargaining unit, their job titles, addresses, personal emails and their telephone numbers known to the Employer. Such information shall be provided in an electronic format, such as Microsoft Excel, and shall be provided securely in a fashion mutually agreeable to both Parties.

2.04 Induction

The Employer shall provide a copy of this agreement to newly hired employees within the first thirty (30) days of employment and shall introduce newly hired employees to a Union Shop Steward in the workplace. The Employer shall schedule up to fifteen minutes (15) when the Union designated Shop Steward or other representative of the Union may talk privately to the new employee, during the working hours of both employees. The new employee and the shop Steward will not have wages or benefits deducted during this time.

2.05 Shop Stewards

The Employer agrees to the operation of a Shop Steward system, which shall be governed by the following:

- a) Shop Stewards may be appointed by the Union on the basis of two (2) Shop Stewards plus alternates.
- b) The Employer is to be kept advised of all Shop Steward appointments.
- c) One (1) Shop Steward, or Union Committee member shall be appointed by the Union as Chief Shop Steward who may present or assist in the presentation of any grievance.
- d) Union business may only be transacted on the Employer's property and/or during business hours with the prior approval of the Employer. Approval shall not be unreasonable denied. When the absence of a Shop Steward or Union Committee member would unduly interfere with the proper operation of the Employer's business, then such Shop Steward or Union committee may be refused leave of absence to transact Union business. In such cases, the Employer shall arrange an alternative time for the Shop Steward or Union representative to conduct Union business during normal work hours.

ARTICLE 3 - DEFINITIONS

3.01 Gender Neutral and Singular/Plural

This agreement is intended to be gender neutral and is to be interpreted on that basis where the context permits. Whenever the singular or plural is used in this agreement, it shall be construed as meaning the singular or plural where the context permits.

3.02 Common Law Spouse

- a) A spouse by marriage or under any other formal union recognized by law, or
- b) A partner (same sex or opposite sex) represented as a spouse for at least the last twelve (12) months.

Employee may not have as a spouse more than one person at a time.

3.03 Emergency

Means fire, flood, epidemic as declared by a Health Authority, civil unrest or insurrection, act of war or any other force majeure.

ARTICLE 4 - MANAGEMENT RIGHTS

The Union recognizes the right of the Employer to operate and manage its business in all respects. The right to hire, manage the working force and to maintain order and efficiency is the exclusive responsibility of the Management, provided there is no conflict with the terms of this Agreement. The right to promote and the right to discipline and discharge for cause are likewise the exclusive responsibility of the Management provided that these claims shall be subject to the grievance procedure herein provided.

ARTICLE 5 - UNUSUAL JOB REQUIREMENTS OF SHORT DURATION

The nature of work is such that at times it is necessary for an employee to perform work not normally required in his/her job and, therefore, the requirements of the moment shall determine the type of work to be performed. It is understood that an employee shall not be expected to perform a task for which he/she is not adequately trained.

ARTICLE 6 - LEGAL PICKET LINE

6.01 Strikes or Lockouts

There shall be no strikes or lockouts of any kind so long as this agreement continues to operate.

6.02 Legal Picket Lines

Refusal to cross or to work behind a picket line that is legally established pursuant to the *Labour Relations Code* of B.C. shall not constitute cause for discipline or dismissal provided such refusal does not affect the maintenance of essential service levels. A refusal to cross a picket line that affects the maintenance of essential service levels shall be a disciplinary offence attracting discipline up to and including discharge. An employee who refuses to cross or work behind a picket line pursuant to this article shall be considered to be absent without pay.

ARTICLE 7 - LABOUR/MANAGEMENT COMMITTEE

7.01 The Union and the Employer are committed to a process of working together with the common goals of anticipating and resolving mutual problems and improving their day to day working relationship. To this end, the parties agree to the establishment of a Labour Management committee.

Such meetings may discuss issues, related to the workplace that affects the parties or any employee bound by this agreement, including, but not limited to:

- 1) reviewing matters related to the maintenance of good relations between the parties;
- 2) correcting conditions causing misunderstandings;
- 3) dealing with matters referred to in this Agreement;
- 4) Discussing the quality of resident services and making recommendations to improve resident services.

7.02 The Labour Management Committee shall consist of:

- i) up to three (3) representatives of the Union
- ii) up to three (3) representatives of the Employer

The parties will alternate at each meeting the responsibility of preparing and issuing an agenda and chairing the meeting. Every effort will be made to have the agenda circulated one week in advance of the meeting. Minutes of each meeting of the Committee shall be prepared by the Employer and approved by an Employer and Union designate who were in attendance at the meeting. Once approved, the minutes shall be distributed to the Committee representatives within three working days.

Except by mutual agreement which will not be unreasonably withheld by either party, no matter which has not been raised as an agenda item will be discussed at the meeting.

Agreement reached at Labour Management meetings must be signed and approved by both the Union Servicing Representative and Employer within five (5) work days of the servicing representative receiving the minutes.

7.03 The committee meeting shall normally be held every second month however, either party may call a meeting of the Joint Labour Management Committee. The meeting shall be held at a time and place fixed by mutual agreement but no later than fourteen (14) calendar days after the initial request, unless mutually agreed. Attendance at meetings of the committee shall be without loss of pay, or at straight-time wages.

7.04 The employee members of the Committee shall be granted leave without loss of pay or receive straight time wages while attending meetings of the committee.

ARTICLE 8 - GRIEVANCE PROCEDURE

8.01 For the purpose of this Agreement, a grievance is defined as:

- a) A difference arising between the parties related to the interpretation, application, administration or alleged violation of this collective agreement, including any question as to whether a matter is arbitrable.
- b) The dismissal, discipline or suspension of an employee bound by this agreement. Disciplinary action grievable by the employee shall include written censures, letters of reprimand and adverse reports or adverse performance appraisals.

8.02 Grievance Investigation

A shop steward or a Union Committee member shall obtain permission of his/her immediate supervisor who is outside of the bargaining unit prior to leaving their work duties to undertake their Union responsibilities. Such permission will not be unreasonably withheld where operational requirements permit. This time shall be without loss of pay.

- a) Investigation of grievances and assisting any employee whom the shop steward represents in presenting a grievance in accordance with this Agreement.
- b) Attending meetings called by management.

Investigation of employee complaints of an urgent nature.

The shop steward or union committee member agrees to notify his/her supervisor on resuming his/her duties.

8.03 No meeting shall take place between the Employer and an employee, where disciplinary action is to be taken or where the

Employer is investigating whether disciplinary action should be taken, without the Employer advising the employee that he/she has the right to representation by a Shop Steward. Where the Employer fails to so advise the employee, any disciplinary action taken with respect to such meeting shall be rendered null and void.

8.04 If an employee has a grievance, his/her grievance shall be settled as follows:

Step 1:

The employee, with or without a Shop Steward or Union Committee member (at the employee’s option), shall first discuss the matter with his/her immediate supervisor within seven (7) calendar days after the date on which he/she became aware of the action or circumstances giving rise to the grievance. The supervisor will respond as soon as practical, but no later than seven (7) calendar days after discussing the grievance. If the grievance is not settled at this step;

Step 2:

Then within seven (7) calendar days of the Step one meeting or seven (7) calendar days after the supervisors reply, the grievance may be reduced to writing, signed by the employee and a shop steward or union committee member and submitted to the Manager.

The grievance will set out the nature of the complaint, article or articles of the agreement alleged to have been violated and the remedy or correction required.

The parties will meet to discuss the grievance within seven (7) calendar days of its filing. At the meeting each party shall provide to the other a statement of facts and copies of all relevant documents. Within fourteen (14) calendar days of following the meeting the Manager will reply in writing.

If the grievance is not settled at this step, either party may refer the grievance to Step 3 within fourteen (14) calendar days.

Step 3:

The Union and the Employer committees shall meet to discuss the grievance.

The Employer and the Union agree that their representatives at the meeting have the authority to resolve the grievance.

If the grievance is not settled within twenty-one (21) days of the step 3 meeting, then either party may refer the grievance to Arbitration.

8.05 Dismissal/Suspension for Alleged Cause

Within five (5) calendar days of notice of the dismissal or suspension, the Employer shall notify the HEU office at which the HEU servicing representative works from of such notice.

Employees dismissed or suspended for alleged cause shall have the right within seven (7) calendar days after the date of dismissal or suspension to submit a grievance to the Manager at Step 2 of the grievance procedure.

8.06 General/Policy Grievance

Grievances of a general/policy nature may be initiated by either the Employer or the Union at Step 2 of the grievance procedure outlined in Article 8.04 no later than fourteen (14) days of becoming aware of the issue giving rise to the grievance.

8.07 The Employer shall supply the necessary facilities for the grievance meetings.

8.08 Time Limits

If the Union or Employer do not present or pursue a grievance within the prescribed time limits, the grievance will be deemed to have been abandoned. However neither party shall be deemed

to have prejudiced its position on any future grievance. Time limits may be altered by mutual consent of the parties; however, the consent must be in writing.

8.09 Right to Grieve Disciplinary Action

Employees have the right to grieve disciplinary action taken against them. An employee shall be given a copy of any documentation placed on the employee’s file which might be the basis of disciplinary action. Should an employee dispute any such entry in his/her file, he/she shall be entitled to recourse through the grievance procedure and the eventual resolution thereof shall become part of his/her personnel record. Any such document other than official evaluation reports shall be removed from the employees’ file after the expiration of eighteen (18) months from the date it was issued provided there has not been a further infraction. The Employer agrees not to introduce as evidence in any hearing any document from the file of an employee, the existence of which the employee was not aware at the time of filing or within a reasonable period thereafter.

8.10 Industry Troubleshooter Process

The parties agree to the inclusion of an Industry Troubleshooter process during this Collective Agreement, as follows:

- The Parties may refer to an Industry Troubleshooter by mutual agreement.
- Any differences arising between the Parties relating to the interpretation, application or administration of this Agreement may be referred to an Industry Troubleshooter.

Industry Troubleshooters include:

- Chris Sullivan
- Irene Holden
- Paula Butler
- Mark Atkinson
- or a substitute agreed to by the Parties.

The Industry Troubleshooter will:

- a) Investigate the difference;
 - b) Define the issue(s) in the difference;
 - c) Make written recommendations to resolve the difference.
- The Industry Troubleshooter will complete the above in ten (10) days of receipt of the written request; or a mutually agreed timeline.
 - During the time of the Industry Troubleshooter’s involvement, time does not run in respect of the grievance procedure.
 - Decisions of the Industry Troubleshooter:
All decisions of the Industry Troubleshooter shall be non-binding and limited in application to that particular dispute and are without prejudice. The decisions shall have no precedential value.
 - The Parties shall jointly bear the cost of the Industry Troubleshooter.

ARTICLE 9 - EXPEDITED ARBITRATION

The parties will refer grievance of a non-disciplinary nature to Expedited Arbitration.

Issues for Expedited Arbitration:

All grievances shall be considered suitable for and resolved by Expedited Arbitration except grievances in the nature of:

- (1) Disciplines;
- (2) Dismissals;
- (3) Policy grievances;
- (4) Grievances requiring substantial interpretation of a provision of the collective agreement; and
- (5) Grievances arising from duty to accommodate.

Any of the above related grievances may be referred to Expedited Arbitration by mutual agreement.

- (1) As the process is intended to be non-legal, lawyers will not be used to represent either party.
- (2) The location of the hearing is to be agreed to by the parties but will be at a location central to the geographic area in which the dispute arose.
- (3) All presentations are to be short and concise and are to include a comprehensive opening statement.
- (4) All decisions of the Arbitrator are to be limited in application to that particular dispute and are without prejudice. The decisions shall have no precedential value and shall not be referred to by either party in any subsequent proceeding.
- (5) The decision of the arbitrator is to be completed and mailed to the parties within ten (10) working days of the hearing.
- (6) Where mediation fails, or is not appropriate, a decision shall be rendered as contemplated herein.
- (7) All settlements of proposed expedited arbitrations cases made prior to hearing shall be without prejudice.
- (8) The parties shall equally share the cost of the fees and expenses of the Arbitrator.
- (9) In the event that the representatives of the Union and the Employer cannot agree on a sole arbitrator within thirty (30) calendar days after the request for arbitration, the matter shall be referred to an arbitrator from the list below:
 - Chris Sullivan
 - Joan Gordon
 - Brian Foley
 - Elaine Doyle
 - Kate Young
 - Dave McPhillips
- (10) The expedited arbitrator shall have the same powers and authority as an arbitration board established under the provisions of Article 10.
- (11) Neither party will appeal the decision of the Arbitrator.

ARTICLE 10 - ARBITRATION

10.01 Where a difference arises between the parties relating to the interpretation application or administration of this Agreement, including any question as to whether a matter is arbitrable, or where an allegation is made that this Agreement has been violated, either party may, after exhausting the grievance procedure, notify the other in writing of his desire to submit the grievance to arbitration. The parties will make every effort to deliver the notice to the other party within twenty-one (21) days of the reply under Step 3.

10.02 In the event that the representatives of the Union and the Employer cannot agree on an arbitrator within thirty (30) calendar days after the request for arbitration, the matter shall be referred to an arbitrator from the list below:

- Chris Sullivan
- Joan Gordon
- Elaine Doyle
- Kate Young
- Dave McPhillips
- Brian Foley

10.03 Each party shall bear the expenses of its participants and witnesses and for the preparation and presentation of its own case. The fees and expenses of the chair and the hearing room and any other expenses incidental to the arbitration hearing shall be shared equally by the parties.

10.04 The arbitrator shall have no authority to alter, modify, add to, subtract from, or amend any part of the agreement.

10.05 The decision of the arbitrator shall be final and binding on both parties.

ARTICLE 11 - DEFINITION OF EMPLOYEE STATUS

11.01 Regular Full-Time Employees

A regular full-time employee is one who works full-time on a regularly scheduled basis. Regular full-time employees accumulate seniority on an hourly basis and are entitled to all benefits outlined in this Collective Agreement.

11.02 Regular Part-time Employees

A regular part-time employee is one who works less than full-time on a regularly scheduled basis. Regular part-time employees accumulate seniority on an hourly basis and are entitled to all benefits outlined in this Collective Agreement.

11.03 Casual Employees

A casual employee is one who is not regularly scheduled to work but is employed to relieve vacancies for vacation, sick leave, education, maternity, union business and other time off regulated under the collective agreement in the regular schedule as required by the Employer or to perform emergency or non-reoccurring or irregular short term relief work as required by the Employer. Casual employees accumulate seniority on an hourly basis.

11.04 Restriction of Employee Status

The status of all employees covered by this Agreement shall be defined under one of the preceding three (3) definitions. If a dispute arises over the proper allocation of employee status, such dispute shall be resolved through Article 8.04 - Grievance Procedure. In the event that it is determined that an employee has been improperly classified such employee shall be reclassified effective immediately and the Employer shall restore such benefits as may be capable of being restored. In addition, such employee shall be paid the equivalent of the cost of any benefits that are not restored to which that employee would have been entitled if the employee had been properly classified.

ARTICLE 12 - PROBATIONARY PERIOD

12.01 For the first three (3) calendar months of continuous full-time service with the Employer, an employee shall be a probationary employee. Part-time and casual employees will serve a probationary period of four-hundred-and-fifty (450) hours. By written mutual agreement between the Employer and the Union, the probationary period may be extended by one (1) calendar month provided written reasons are given for requesting such extension. During the probationary period, an employee may be terminated. If it is shown on behalf of the employee that the termination was not for just and reasonable cause, the employee shall be reinstated.

12.02 Upon completion of the probationary period, the initial date of employment shall be the anniversary date of the employee for the purpose of determining perquisites and seniority.

12.03

- (a) Employee shall receive an orientation as outlined by Employer policy commensurate with the skills and experience of the individual employee.
- (b) Employees shall not be working independently until the orientation check list is completed by the Employer or their designate.

ARTICLE 13 - PERSONNEL FILES

13.01 Personnel File

- (a) An employee, or the Secretary-Business Manager of the Union, or his/her designated representative, with the written authority of the employee, shall be entitled to review the employee's personnel file in the office in which the file is normally kept, in order to facilitate the investigation of a grievance or an employee may review his/her file for personal reference.
- (b) No document of a disciplinary nature shall be placed on the employee's personnel file without his/her knowledge.

- (c) The employee or the Secretary-Business Manager of the Union, as the case may be, shall give the Employer seven (7) days' written notice prior to examining the file.
- (d) The personnel file shall not be made public or shown to any other individual without the employee's written consent, except in the proper operation of the Employer's business (including the provision of employment references to other Employers) and/or for the purposes of the proper application of the Agreement.

13.02 Evaluation Reports

The parties agree that evaluation reports are an important part of employee success and satisfaction in their job.

Employees will participate fully in the process. Employees shall be given an opportunity to review a copy of the appraisal away from the worksite and will be provided with an area on the appraisal to note their comments of the content of the review.

The employee shall, within seven (7) days of the appraisal meeting, indicate on the form that they agree or do not agree with the appraisal. The employee shall have three (3) calendar days from the time of signing in disagreement to the evaluation to submit a grievance on the content of the appraisal.

An employee shall have access to their performance appraisal, and may receive a printed copy if requested. All final employee performance appraisals, including the employees' feedback, shall form part of the employee's permanent record.

ARTICLE 14 - SENIORITY

14.01 Promotion, Transfer, Demotion, Release

In the promotion, transfer, demotion, or release of employees, efficiency, required qualifications (including initiative and ability), and seniority shall be the determining factors. Each of the three determining factors will be accorded equal weight.

14.02 Qualifying Period

- (a) If a regular employee is promoted, voluntarily demoted, or transferred to a job, the classification for which the Union is the certified bargaining authority, then the promoted, voluntarily demoted, or transferred employee shall be considered a qualifying employee in his/her new job for a period of three (3) months.
- (b) In no instance during the qualifying period shall such an employee lose seniority or perquisites. However, if a regular employee has been promoted, voluntarily demoted or transferred and during the aforementioned three (3) month period is found unsatisfactory in the new position, then the promoted, voluntarily demoted or transferred employee shall be returned to his/her former job and pay rate before the promotion, voluntary demotion or transfer took place, without loss of seniority, and any other employee hired, promoted, voluntarily demoted or transferred because of the rearrangement of jobs, shall be returned to his/her former job and pay rate without loss of seniority and accrued perquisites.

An employee who requests to be relieved of a promotion, voluntary demotion, or transfer during the qualifying period in the new job shall return to the employee's former job without loss of seniority or perquisites on the same basis as outlined in paragraph (b) of this Section.

- (c) If the Employer or Employee exercises their right in (b) or (c) above the Employer may consider original applications or repost the position, as it deems appropriate.

14.03 Temporary Promotion or Transfer

An employee granted a temporary promotion, transfer or demotion shall return to his/her former job and pay rate without loss of seniority and accrued perquisites when the temporary promotion, transfer or demotion terminates.

14.04 Supervisory or Military Service

It is understood service with the Armed Forces of Canada in time of war or compulsory military service, or service with the Employer as a supervisory employee does not constitute a break in the continuous service and shall not affect an employee’s seniority rights.

14.05 Seniority

(a) (a) Four times each year, the Employer will post on the Union bulletin board a seniority list covering all employees. The seniority list shall be revised and updated every three (3) months. The list shall be posted no later than fifteen (15) days following March 31, June 30, September 30 and December 31.

Such seniority hours shall be subject to correction for error on proper representation by the Union no later than thirty (30) days following the posting of the list.

Following this period the list shall be deemed accurate. Correction to the list shall be shown on the next posting date.

(b) (b) Seniority for all employees is on a facility (bargaining unit) wide basis.

ARTICLE 15 - JOB POSTINGS & APPLICATIONS

15.01 The Employer shall post notice of all vacancies describing the position, hours of work, shift rotation, work area, the date of commencement, a summary of the job description and the required qualifications for a minimum of seven (7) calendar days prior to selection. The parties agree that this provision does not prevent the Employer from simultaneously commencing an external recruitment process.

15.02 Vacancy means a position, which the Employer requires to be filled, and, at the time of the commencement of the vacancy, is of a known duration of 30 days or more. In any event, a temporary position must be posted when it exceeds 60 calendar days. A

regular employee may not bid on more than three (3) temporary positions in a year unless it would provide an increase in rate of pay and/or full-time equivalent (FTE).

15.03 The Employer reserves the right to fill any positions on a temporary basis for a period not to exceed sixty (60) days or while the posting process is underway and until the final selection is made.

15.04 The Employer reserves the right to determine if a vacancy exists.

15.05 An electronic copy of all postings shall be sent to the local of the Union within the aforementioned seven (7) calendar days.

15.06 The Employer shall, within three (3) calendar days, inform all applicants of the name of the successful applicant either in writing to each applicant or posting the name of the successful applicant in the same manner in which the vacancy of new job was posted.

ARTICLE 16 - JOB DESCRIPTIONS

16.01 The Employer will draw up job descriptions for each classification for which the Union is the certified bargaining agent. Descriptions will contain the job title, qualifications, a summary statement of the duties and the date prepared.

The said job description shall be provided in writing to the Shop Steward and Secretary Business Manager or designate.

16.02 Each employee shall be provided with a copy of the summary description for his/her classification upon request.

16.03

(a) In the case of a newly created classification, or where an existing classification is significantly changed to the extent that it becomes a new classification, the Employer will draft a new

description and meet with the Union to discuss an appropriate wage rate. If an agreement cannot be reached the issue/s may be submitted to expedited arbitration. The arbitrator shall decide on the issues regarding the job description, based on the relationship of the new classification to existing classifications in the bargaining unit.

- (b) If an employee considers there has been a significant change to their classification, the employee may initiate a grievance in accordance with Article 8. The parties will meet at Step 2 of the grievance procedure to review the grievance. If an agreement cannot be reached the issue/s may be submitted to expedited arbitration. The arbitrator shall decide on the issues regarding the job description, based on the relationship of the new classification to existing classifications in the bargaining unit.
- (c) Any decision to adjust the wage rate in 16.03 (a) or (b) either by the parties or the Board shall be retroactive to the date the complaint was filed.

ARTICLE 17 - RELIEVING IN HIGHER AND LOWER-RATED POSITIONS

- (a) In the event of an employee relieving in a higher-rated job, the employee shall receive the next higher increment rate of the new position they are relieving for any and all hours worked in the higher rated position.
- (b) In cases where an employee is required to transfer temporarily to a lower-rated job, such employee shall incur no reduction in wages because of such transfer.

ARTICLE 18 - ADJUSTMENT PLAN

Where Well Being Seniors Services Ltd. introduces or intends to introduce a measure, policy, practice or change that affects the terms, conditions or security of employment of a significant number of employees to whom this Collective Agreement applies, notice will be given in accordance with Section 54 of the *Labour Relations Code*.

ARTICLE 19 - LAYOFF AND RECALL

19.01 The Parties recognize the value of a discussion, or a meeting prior to laying off Employees in the Bargaining Unit. Where the Employer intends to introduce a measure which may result in a reduction of the workforce, the parties shall meet at least 21 days prior to the measure being implemented. The purpose is to discuss the relevant factors related to the layoff. The Employer will provide a current seniority list to the Union upon a layoff.

19.02 In the event of a reduction in the work force, regular employees shall be laid off in reverse order of seniority, provided that those retained are qualified and have the ability to do the work.

19.03 A layoff shall be defined as a cessation of employment, or the elimination of a job resulting from a reduction of the amount of work required to be done by the Employer. Any reduction in hours of seven percent (7%) or more in a week, or that results in a change in status, or in the elimination of health and welfare benefits shall be considered a layoff and may, at the employee's option, trigger bumping rights as per Article 19.05.

Where hours are being reduced (not increased) an employee has the option to accept the reduction in hours with no layoff triggered.

19.04 The Employer shall give regular full-time and regular part-time employees the following written notice of layoff or normal pay for that period in lieu of notice.

- i. after three (3) continuous months of employment - one (1) week notice.
- ii. after twelve (12) continuous months of employment – two (2) weeks' notice.
- iii. after three (3) continuous years – three (3) weeks' notice, plus one weeks' notice for each additional year of employment to a maximum of 8 weeks.

19.05 Concurrent with notice of layoff, the Employer shall provide the affected employees a list of positions available for bumping, including the current incumbent's name, seniority, classification, work area, hours of work, and shift rotation (including days off). Bumping rights must be exercised within seven (7) calendar days of the notification of layoff and options by providing written notice to the General Manager or their designate.

A laid off employee may bump a less senior employee at the worksite, provided the laid off employee has more seniority and is willing and qualified and has the ability to do the job of the less senior employee. However, in no circumstances will an employee affect a promotion through a bump.

A laid off employee who bumps a less senior employee shall be paid at the hourly rate of the classification they are bumping into, at the rate corresponding with their previous placement on the grid.

19.06 Notice of lay-off shall not apply where the Employer can establish that the lay-off results from an act of God, fire or flood.

19.07 Laid off regular employees on recall shall retain their seniority and perquisites accumulated up to the time of lay-off, for a period of one (1) year and shall be rehired, if the employee possesses the ability and qualifications to perform the duties of the posted vacancy following a normal orientation period, on the basis of seniority. Employees on recall shall be entitled to pick up relief shifts as per the Casual Addendum, or transfer to casual employee status.

Employees on recall may apply for any posted position and shall be awarded the position provided they possess the ability and qualifications to perform the job and are the senior applicant. The Employer will email a copy of each job posting to employees on the recall list. Employees have the sole responsibility to ensure the Employer is given their current email address. At the end of

the recall period, an employee has the right to become a casual employee and be placed on a casual registry with their seniority.

19.08 Where a notice of displacement or layoff actually results in a layoff, and prior to the layoff becoming effective, a copy of such notice shall be sent to the Chief Shop Steward.

19.09 In the event of closure, the Employer agrees to give all staff a minimum of sixty (60) days’ notice.

ARTICLE 20 - SCHEDULING PROVISIONS

- a) The Employer shall arrange the times of all on-duty and off-duty shifts, including statutory holidays, and post these at least fourteen (14) calendar days in advance of their effective date.
- b) There shall be a minimum of ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of the next.

When it is not possible to schedule ten (10) consecutive hours off-duty between work shifts, all hours by which such changeover falls short of ten (10) consecutive hours shall be paid at overtime rates in accordance with Article 22.

If a written request for a change in starting time is made by an employee which would not allow ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of another, and such request is granted, then the application of paragraphs (b) and (c) of this section shall be waived for all employees affected by the granting of such a request provided they are in agreement.

- c) Employees may exchange shifts with the approval of the Employer, provided that, whenever possible, 48 hours’ notice in writing is given, and provided that there is no increase in cost to the Employer.

- d) If the Employer changes a shift schedule without giving a minimum of fourteen (14) calendar days' advance notice and such change requires an employee to work on a scheduled day off, then such hours worked shall be paid at overtime rates pursuant to Article 22. Notice of the change shall be confirmed in writing as soon as possible.
- e) Regular employees shall not be required to work three (3) different shifts in any six (6) consecutive day period posted in their work schedules.

ARTICLE 21 - HOURS OF WORK

21.01 Continuous Operation

The workweek shall provide for continuous operation based on a seven (7) day week, twenty-four (24) hours per day.

The work week is determined by the specific schedule for the line and/or rotation.

21.02 Hours of Work

- (a) The hours of work for each regular full-time employee covered by this Agreement, exclusive of meal times, shall be thirty-seven-point-five (37.5) hours per week, 7.5 hours per day, or an equivalent mutually agreed by the parties.

Regular employees scheduled seven-and-one-half (7.5) hours per day with a four (4) on two (2) off rotation, shall be considered regular full-time employees.

- (b) Employees who are scheduled to be on call during a meal period, or who are required to remain in the facility, shall be paid for a full shift with the meal period being included within such shift.

21.03 Rest and Meal Periods

Rest Periods:

Employees working a full shift shall receive two (2) fifteen (15) minute rest periods, one in each half of the shift. Employees working less than a full shift shall receive one (1) rest period.

Meal Periods:

All employees covered by the Collective Agreement working more than five (5) hour shift shall receive a one-half (1/2) hour meal period, no more, no less. The Employer shall attempt to schedule the meal period as close as possible to the middle of the shift.

21.04 Split Shifts

No split shifts shall be worked except in cases of emergency.

ARTICLE 22 - OVERTIME

22.01 Overtime shall be paid at the rate of time-and-a-half for all hours worked beyond seven-and-one-half (7.5) hours in a day, and double-time for hours worked beyond eleven (11) in a day.

The rate of double-time of their basic hourly rate of pay for all hours worked on a scheduled day off.

Calculation of daily overtime entitlement is separate from weekly overtime entitlement.

An employee who has not had thirty-two (32) consecutive hours free from work in a seven (7) day period shall be paid overtime in accordance with Section 36 of the *Employment Standards Act*.

22.02 Employees required to work on a scheduled day off shall receive the overtime rate as provided but shall not have the day off rescheduled.

22.03 An employee who works overtime on a statutory holiday must be paid for that day:

- (a) 1½ times the rate outlined in Article 26.02 for the time worked up to 11 hours,
- (b) double the rate outlined in Article 26.02 for any time worked over 11 hours, and
- (c) an average day’s pay as determined by using the formula in section 45(1) of the *Employment Standards Act*.

22.04 Overtime pay shall be paid to the employee within eight (8) days after the expiration of the pay period in which the overtime was earned.

22.05 An employee who works three (3) hours of overtime immediately before or following their scheduled hours of work shall receive a meal or meal allowance of twelve dollars (\$12.00) from the Employer. In the event of religious, dietary, or personal preference the meal is not available or acceptable, the employee retains the option to receive the meal allowance.

One-half (1/2) hour with pay shall be allowed the employee in order that they may take a meal break.

This clause shall not apply to part-time employees until the requirements of Article 22.07 have been met.

In the case of an employee called out on overtime to work on a rest day this clause will apply only to hours worked outside his/her regular shift times for a normal workday.

22.06 Overtime hours of four (4) hours or more will be offered to employees by seniority only if:

- (a) The employee has registered for the overtime list;
- (b) They have the capability to perform the work; and
- (c) Are willing to work all necessary hours that the work is available.

Employees who have not been available for overtime work for three (3) consecutive months may be removed from the overtime

list. The Employer will send a letter to the employee and Union informing the employee of their removal from the list.

The Employer is entitled to minimize the cost of overtime hours.

22.07 When an employee is requested to work overtime on a scheduled work day or on a scheduled day off, the employee may decline to work such overtime, except in cases of emergency or urgent need, including if no other employee with the ability to perform the work is available. Employer determined need will be paid at double-time. Only in cases of emergency or urgent need, as defined above, may an employee be required to work overtime.

When an employee does not agree that an emergency exists, the employee shall work such overtime under protest and may file a grievance.

22.08 A regular part-time employee working less than the normal hours per day of a full-time employee, and who is requested to work longer than his/her regular work day, shall be paid at the rate of straight time for the hours so worked, up to and including the normal hours in the work day of a full-time employee. Overtime rates shall apply to hours worked in excess of the normal hours in the workday of a full-time employee.

22.09 A regular part-time employee working less than the normal days per week of a full-time employee and who is requested to work other than his/her regularly scheduled work days, shall be paid at the rate of straight-time for the days so worked, up to and including the normal work days in the work week of a full-time employee. Overtime rates shall apply to hours worked in excess of the normal workdays in the workweek of a full-time employee.

22.10 An employee required to work overtime shall be entitled to eight (8) clear hours between the end of the overtime work and the start of his/her next regular shift. If eight (8) clear hours of time off are not provided, overtime rates shall apply to all hours that fall

short of eight clear hours.

ARTICLE 23 - CALL IN STATUTORY REQUIREMENT

Any employee reporting for work at the call of the Employer shall be paid his/her regular rate of pay for the entire period spent at the Employer’s place of business, with a minimum of two (2) hours’ pay at his/her regular rate of pay if he/she does not commence work, and a minimum of four (4) hours’ pay at his/her regular rate if he/she commences work.

ARTICLE 24 - PREMIUMS

24.01 Night Shift Premium

Where an employee works night shift, the following premiums will be paid over and above the employee’s base job class rate. Premiums are not used to compound the computation of overtime rates of pay.

The night shift premium shall be one-dollar-and-twenty-five cents (\$1.25) per hour, payable for shifts in which the major portion is worked during the daily time period from 2300 hours (11:00 p.m.) to 0700 hours (7:00 a.m.).

24.02 Weekend Shift Premium

The weekend shift premium shall be seventy-five cents (\$0.75) per hour.

The weekend premium is paid for each hour worked between 11:00PM Friday and 11:00PM Sunday except those beginning work at midnight, who are paid the premium for each hour worked between midnight Friday and midnight Sunday.

Those employees receiving the night shift premium as per Article 24.01 shall not be entitled to receive this weekend shift premium.

24.03 LPN Team Lead Premium

- a) When all attempts by the Employer to have an RN on shift (including management RNs) have failed, and the Employer requires an LPN to assume a Team Lead role, a premium of \$3 per hour shall be paid.
- b) LPN Team Leads shall be appointed by the Employer, but an employee must agree before being assigned the Team Lead responsibilities.
- c) The Team Lead premium shall be in addition to any shift premium but not to be included in the calculation of overtime or any benefit coverage or costs.

24.04 On-Call Differential

Employees required to be on-call shall be paid an on-call differential of two dollars (\$2.00) per hour, or portion thereof.

If called in or required to provide a service via the phone, overtime shall be applicable as per Article 21 at a minimum of two (2) hours.

The minimum on-call requirement shall be four (4) consecutive hours.

Should the Employer require an employee to have a pager or beeper available during their on-call period, then all related expenses for such device shall be the responsibility of the Employer.

ARTICLE 25 - TRANSPORTATION

Employees will not be required to use his/her own motor vehicle to conduct business of the Employer, however in cases where an employee agrees to use a personal vehicle; an allowance of \$0.55/km will be paid with a minimum of \$5.

ARTICLE 26 - STATUTORY HOLIDAYS

26.01

(a) Statutory Holidays

Employees will be entitled to eleven (11) statutory holidays and such other holidays as may be in future proclaimed or declared by either the Provincial or Federal Governments.

New Year's Day	Canada Day	Remembrance Day
Family Day	B.C. Day	Christmas Day
Good Friday	Labour Day	<u>Boxing Day</u>
Victoria Day	Thanksgiving Day	

(b) Statutory Holiday Pay

Regular and casual employees shall be paid 4.4% statutory holiday pay in each pay period. This amount shall be based on the employee's straight time earnings.

26.02 Employees who are required to work on a statutory holiday shall be paid one-and-a-half times (1.5x) his/her rate of pay for hours worked. Employees who are required to work on Christmas Day shall be paid double-time (2x) his/her rate of pay for hours worked. There will be no further compensation or paid day off in lieu as the employee has been paid 4.4% statutory holiday pay in each pay period per Article 26.01 (b).

26.03 The Employer shall make every effort to schedule either Christmas Day or New Year's Day off for employees so requesting, subject to operational requirements.

ARTICLE 27 - ANNUAL VACATIONS

27.01 Vacation Accruals

The vacation earning/accrual year shall be from the first pay period in July to the last pay period in June each year, and the vacation year shall be January 1st to December 31st.

- (a) Regular employees who have been regular status at least six (6) months prior to the first pay period in July shall receive vacation time based on continuous service to the first pay period in July.
- (b) Regular employees who have not been regular status six (6) months prior to the first pay period in July shall receive a partial vacation after six (6) months as a regular employee based on continuous service to the first pay period in July.

27.02 Vacation Entitlement

Employees with less than one (1) year of continuous service that leave the service of the Employer shall be entitled to a payout of vacation based on ten (10) work days (4%) vacation entitlement.

Employees with one (1) or more years of continuous service with the Employer shall have earned the following vacation with pay:

- i. 1 years to 2 years continuous service – 12 work days’ vacation (regular employees shall be entitled to a vacation period of 12 working days, equivalent to 4.8% of accrual year hours, excluding over-time).
- ii. 3 years to 5 years continuous service – 15 work days’ vacation (regular employees shall be entitled to a vacation period of 15 working days, equivalent to 6% of accrual year hours, excluding over-time).
- iii. 6 years continuous service – 17 work days’ vacation (regular employees shall be entitled to a vacation period of 17 working days, equivalent to 6.6% of accrual year hours, excluding over-time).
- iv. After 6 years continuous service a regular employee shall receive an additional day (0.4%) of vacation per year, up to a maximum of four (4) weeks (20 work days) vacation.

Note: No current regular employee (as at date of ratification) shall have their vacation reduced as a result of the above changed entitlements.

Vacation entitlements taken in December of any year may carry over into January of the following year provided there is no break in the vacation period request.

27.03 Vacation Requests

- (a) Employees shall submit their vacation requests in writing by January 15th of each year. The Employer shall respond in writing to employee requests by February 28th of the same year.
- (b) Employees shall indicate first (1st), second (2nd), third (3rd) and continuing choice vacation periods.
- (c) Each choice will be awarded based on seniority.
- (d) All first choice requests will be awarded prior to second choices being considered, based on seniority, and so on through each choice request.
- (e) Every attempt shall be made to accommodate each employee’s first choice, in accordance with employee requests and operational requirements. Where employee choices conflict, seniority shall be the deciding factor.
- (f) Approval for vacation requests submitted after January 15th of each year shall be done on a first come, first serve basis, subject to operational requirements. The Employer will respond to such requests within twenty-one (21) days.
- (g) Vacation must be awarded in blocks when requested by an employee.

27.04 Splitting of Vacation Periods

An Employer must allow an employee who is entitled to an annual vacation to take it in periods of one or more weeks as requested by the employee.

27.05 Vacation Carry Over

- Employees with one (1) year or more of employment service must take at least ten (10) days of vacation in the current vacation year.
- Employees with five (5) years or more of employment service must take at least fifteen (15) days of vacation in the current

vacation year.

Employees shall be permitted to carry over a maximum of five (5) accrued vacation days from one year to the next, provided the employee has taken the minimum vacation described above. Vacation days carried over must be scheduled by June 30th and taken by December 31st of the year following the year in which the days were earned.

27.06 Vacation Pay

Vacation pay shall be paid to all regular employees in accordance with the regular payroll schedule.

27.07 Employees who have commenced their annual vacation shall not be called back to work, except in cases of emergency. If such occurs, an employee shall receive double-time his/her applicable rate of pay for all hours worked and shall have vacation period so displaced rescheduled with pay at a mutually agreeable time.

Once the approved vacation schedule has been posted, it shall only be changed by mutual agreement between the Employer and the affected employee.

ARTICLE 28 - COMPASSIONATE LEAVE

Compassionate leave of absence of three (3) days with pay shall be granted to a regular employee at the time of notification of death upon application to the Employer in the event of a death of a member of the employee's immediate family. This shall include parent, spouse, child, brother, sister, miscarriage/stillborn child, in-laws, grandparent or grandchild, and any person who lives with an employee as a member of the employees family.

Such compassionate leave shall be granted to employees who are on other paid leaves of absence including sick leave and annual vacations. When compassionate leave of absence with pay is

granted, any concurrent paid leave credits used shall be restored.

Compassionate leave of absence with pay shall not apply when an employee is on an unpaid leave of absence.

An additional unpaid leave of two (2) days may be taken for travel associated with bereavement leave.

One day of the above entitlement may be saved for use on the date of interment (including funeral, wakes, or other celebrations of life).

ARTICLE 29 - SICK LEAVE, WCB, RETURN TO WORK

29.01 Regular employees who have completed their probationary period shall be entitled to eight (8) days sick leave per year, accrued at the rate of 0.66 days per month to a maximum of 15 days (112.5 hours). Upon completion of their probationary period, an employee shall be credited with sick leave back to the employee’s starting date.

29.02 In order to be entitled to pay for sick leave, employees must complete the appropriate form and have it authorized by their immediate supervisor. The Employer may request satisfactory proof of illness.

29.03 With the exception of proof of illness, where the Employer requires a medical assessment from the employee’s physician specifying the employee’s employment limitations and/or capabilities prior to returning to work, the assessment will be at the Employer’s expense.

29.04 No application for sick pay is required when calling in sick provided there is accumulated sick hours in the employee’s sick bank.

29 days (210 hours) in a bank.

29.05 When an employee is on Employer paid sick leave, all benefits contained in this Agreement will continue to accrue.

Following the expiration of Employer paid sick leave, employees will be placed on an unpaid leave of absence until such time as they return to work or are deemed permanently unable to return to work.

29.06 Regular employees transferring to casual status shall have their sick leave bank frozen and inaccessible while their status remains as a casual employee. The frozen sick credits shall be eliminated if the casual employee has not returned to regular status within twelve (12) months of leaving their regular position. All sick leave credits are cancelled when an employee’s employment is terminated.

29.07 WCB

WCB Leave with pay shall be granted for the one (1) day or less not covered by the *Workers’ Compensation Act*.

29.08 Employee to Contact Employer

Employees who are absent from work due to illness or injury shall contact their supervisor or the designated person in charge on a regular basis regarding the status of their condition and/or the anticipated date of return to work. The employee shall inform the Employer of the date of return to duty, in advance of that date, in order that relief scheduled for that employee can be notified.

29.09 Return to Work Programs

The parties recognize that prevention of injuries and rehabilitation of injured employees are equally important goals. The parties further recognize that return to work programs are part of a continuum of injury prevention and rehabilitation.

The Employer and the Union are committed to a safe return to work program that addresses the needs of each individual employee who participates.

Return to Work programs will be part of an approved rehabilitation plan.

ARTICLE 30 - EDUCATION LEAVE

30.01 Employer Requested Leave

Leave of absence without loss of pay, seniority and all benefits shall be granted to employees whenever the Employer requests, in writing, that the employee take designated courses and/or examinations (including medication certification, Food Safe, and Serve it Right). The cost of the course and/or any examination fee and reasonable expenses incurred in taking the course and/or examination shall be paid by the Employer.

30.02 In-Service Education

The parties recognize the value of in-service both to the employee and the Employer and shall encourage employees to participate in in-service. All employees scheduled by the Employer to attend in-service seminars shall receive regular wages.

Should the Employer mandate in-service or meetings on an employees’ off hours, such pay will be at a minimum of two (2) hours pay.

ARTICLE 31 - LEAVE – UNPAID

31.01 Unpaid Leave

Requests by employees for unpaid leave of absence shall be made in writing to the Site Supervisor and may be granted at the Employer’s discretion. The employee shall give at least seven (7) days’ notice to minimize disruption of staff. The Employer shall make every reasonable effort to comply with such requests subject to operational requirements. Notice of the Employer’s decision shall be given in writing as soon as possible.

31.02 Unpaid Leave Affecting Seniority and Benefits

Any employee granted unpaid leave of absence totaling up to twenty (20) working days in any year shall continue to accumulate seniority and all benefits and shall return to his/her former job and pay rate.

If an unpaid leave of absence or an accumulation of unpaid leaves of absence exceeds twenty (20) working days in any year, the employee shall not accumulate benefits from the twenty-first (21st) day of the unpaid leave to the last day of the unpaid leave, but shall accumulate seniority for the first eighty (80) working days of any unpaid leave. Employees shall receive credit for previously earned benefits/accruals upon expiration of the unpaid leave.

Employees may opt to retain Health and Welfare benefit coverage on a leave exceeding twenty (20) working days. Said coverage will be at the employee’s expense. An employee on a unpaid leave exceeding two (2) months must provide the Employer with postdated cheque(s) for the premium cost prior to the commencement of the leave. Payment of benefit premiums shall be prorated for partial months.

31.03 Unpaid Leave After Three Years of Service

For every three years of continuous service, a regular employee may request, in writing, an extended leave of absence, giving the longest possible advance notice, with a minimum of two calendar weeks’ notice. The duration of the leave of absence shall not exceed one calendar year.

Every reasonable effort shall be made to comply with such requests providing that replacement to ensure proper operation on the Employer’s business can be found.

Leave of absence will not be granted for an employee to work full-time for another Employer.

31.04 Unpaid Leave - Union Business

- a) Short-term leave of absence without pay to a maximum of fourteen (14) days at one time shall be granted to employees designated by the Union to transact Union business including conventions and conferences unless this would unduly interrupt the operation of the department provided, however, that these designated employees shall be paid by the Employer for time lost in attending meetings during working hours whenever their attendance is requested by the Employer. The Union shall give reasonable notice to minimize disruption of the department and the Union shall make every effort to give a minimum of seven (7) days' notice.
- b) Long-term leave of absence without pay shall be granted to employees designated by the Union to transact Union business for specific periods of not less than fourteen (14) days unless this would unduly interrupt the operation of the department. Such requests shall be made in writing sufficiently in advance to minimize disruption of the department. Employees granted such leave of absence shall retain all rights and privileges accumulated prior to obtaining such leave. Seniority shall continue to accumulate during such leave and shall apply to such provisions as annual vacations and promotions.
- c) Leave of absence without pay shall be granted to employees designated by the Union for the purpose of collective bargaining. Seniority and all benefits shall accumulate during such leave.
- d) Every effort will be made by the Employer to retain employees on unpaid leave of absence for Union business on the Employer's payroll and where such employees are retained, the Union shall reimburse the Employer for all wage and benefit costs involved. This provision does not apply to employees on extended leaves of absence who are employed by the Union on a regular full-time basis.
- e) i) Provided not less than seven (7) days' notice has been given, members of the Provincial Executive of the Union

shall be granted leave of absence without pay to attend the regular meetings of such Executive.

- ii) Where less than seven (7) days' notice is given, leave pursuant to this paragraph shall be subject to reasonable operational requirements.

31.05 Unpaid Leave – Public Office

Employees shall be granted unpaid leave of absence to enable them to run for elected public office and if elected, to serve there term(s) of office subject to the following provisions:

- a) Employees seeking election in a Municipal, Provincial or Federal election shall be granted unpaid leave of absence for a period up to ninety (90) calendar days.
- b) Employees elected to public office shall be granted unpaid leave of absence for a period up to five (5) years.

31.06 Family Responsibility Leave

An employee is entitled to up to five (5) days of unpaid leave during each year to meet responsibilities related to:

- (a) The care, health or education of a child in the employee’s care or;
- (b) The care or health of any other member of the employee’s immediate family.

31.07 Employee may request to attend to an urgent or emergency domestic circumstance. Where such leave is granted, it shall be without pay and the employee will not be required to take their pre-scheduled vacation leave.

Such leave will not be unreasonably withheld.

ARTICLE 32 - MATERNITY LEAVE, PARENTAL LEAVE AND ADOPTION LEAVE

32.01 Maternity Leave

Employees shall be granted maternity leave of absence without pay. The duration of the maternity leave of absence before confinement and subsequent to confinement shall be at the option of the employee.

Leave of absence for maternity may be taken for a period of seventeen (17) weeks. For the first twenty (20) days of such leave, the employee shall be entitled to the benefits applicable to other leaves of absence. For the balance of the period, less the twenty (20) days, the employee shall be entitled to the maternity leave benefits set forth in the *Employment Standards Act*. The balance of a maternity leave shall be without pay or benefits.

Pregnancy shall not constitute cause for dismissal.

Medical complications of pregnancy, including complications during an unpaid leave of absence for maternity reasons preceding the period stated by the *Employment Insurance Act*, shall be covered by sick leave credits providing the employee is not in receipt of maternity benefits under the *Employment Insurance Act* or any wage loss replacement plan.

Employees shall make every effort to give at least four (4) weeks' notice prior to the commencement of maternity leave of absence without pay, and employees shall give at least thirty (30) days' notice of their intention to return to work prior to the termination of the leave of absence.

If an employee is unable or incapable of performing her duties prior to the commencement of the maternity leave of absence without pay, the employee may be required to take unpaid leave of absence.

The Employer may require the employee to provide a doctor’s certificate indicating the employee’s general condition during pregnancy along with the expected date of confinement.

Upon return to work, the employee shall continue her former position without loss of perquisites accumulated up to the date of commencement of the maternity leave of absence without pay and subject to the provisions of Article 31.02.

32.02 Parental Leave

An employee shall be eligible for parental leave of up to sixty-two (62) consecutive weeks without pay or sixty (60) consecutive weeks without pay in the case of a birth mother who takes maternity leave under Article 32.01, provided such leave is concluded within seventy-eight (78) weeks of the child’s birth.

Where both parents are employees of the Employer, the employees will decide which of them will apply for leave.

32.03 Adoption Leave

Upon request and having completed his/her initial probationary period, an employee shall be granted leave of absence without pay for up to sixty-two (62) consecutive weeks following the adoption of a child provided such leave is concluded within seventy-eight (78) weeks of the child’s adoption. The employee shall furnish proof of adoption. Where both parents are employees of the Employer, the employees will decide which of them will apply the leave.

32.04 Leave Respecting the Disappearance of a Child

Employees are entitled to an unpaid leave of up to 52 weeks in the event that their child under 19 years of age has gone missing and it is probable the child’s disappearance is the result of a crime.

If the child is found alive during the leave, the leave will end 14 days thereafter. If the child is found deceased, the leave will end immediately.

32.05 Leave Respecting the Death of a Child

An employee whose child under 19 years of age dies is entitled to up to 104 weeks of unpaid leave of absence from work, starting as of the date of death or after a child who has disappeared is found deceased.

ARTICLE 33 - JURY DUTY

Employees who are required by summons or subpoena to serve as jurors or witnesses shall be granted leave with pay for the required period of attendance.

ARTICLE 34 - HEALTH CARE PLANS

34.01 Regular employees scheduled twenty (20) or more hours a week on a regular basis, their spouse and dependent children shall be eligible for those benefits as outlined in the Employer's benefit program.

34.02 For the duration of the Agreement, the Employer shall continue to make available to eligible employees the benefits currently in effect or their equivalent in the event the Employer changes insurance carriers. The current benefit levels and premium payment arrangements for eligible employees will continue for the duration of the agreement.

34.03 Any disputes regarding benefits eligibility or coverage shall be between the employee and the insurer. Disputes regarding benefits eligibility or coverage shall not be subject to the grievance and arbitration procedure. The Employer's sole responsibility with respect to benefits is to make its premium payments.

34.04 Medical Plan

Eligible employees and dependents shall be covered by the British Columbia Medical Services Plan or carrier approved by the British Columbia Medical Services Commission. The Employer shall pay one-hundred percent (100%) of the premium.

An eligible employee who wishes to have coverage for other than dependants may do so provided the Medical Plan is agreeable and the extra premium is paid by the employee through payroll deduction.

Membership shall be a condition of employment for eligible employees who shall be enrolled for coverage following the completion of three (3) months’ employment.

34.05 Dental Plan

- (a) The Employer will pay fifty percent (50%) of the monthly premium for the following dental plan. Employees shall be provided with a dental plan covering eighty percent (80%) of the cost of basic services (Plan A) to an annual maximum of \$1,500 per person per year, sixty percent (60%) of the cost of major services (Plan B) to an annual maximum of \$1,000 per person per year, and sixty percent (60%) of the costs of the orthodontic services (Plan C). An employee is eligible for orthodontic services under Plan C after twelve (12) months’ participation in the plan. Orthodontic services are subject to a lifetime maximum payment of \$2,750 per eligible employee or eligible dependant with no run-offs for claims after termination of employment.
- (b) There is an annual deductible paid by the employee of \$25 per single coverage and \$50 per family coverage. Coverage terminates at age 70 or at retirement.

34.06 Extended Health Care Plan

The Employer shall pay fifty percent (50%) of the monthly premiums for extended health care coverage for employees and their families. The maximum amount payable for each insured person is unlimited for in-province expenses and \$5,000,000 per insured person in their lifetime for out-of-province expenses.

- (a) There will be an allowance for hearing aids of \$500 every thirty-six (36) months per eligible employee or eligible dependent. The allowance for vision care will be \$225 every

twenty-four (24) months per eligible employee or eligible dependent.

- (b) A prescription pay direct drug card will be provided to cover eighty percent (80%) of all eligible expenses purchased from a licensed pharmacy. Reimbursement of eligible drugs and medicines are subject to the tiered formulary found in “My Drug Plan” with Sun Life Financial, which reimburses 80% for drugs in tier 1, 50% for drugs in tier 2 and 20% for drugs in tier 3. The amount of the dispensing fee per prescription is the employee’s expense.
- (c) Regular employees at ratification will be encouraged to switch to a tier one drug (prescription) where appropriate, but where the employee for whatever reason does not, the current prescriptions of those regular employees shall be grandfathered indefinitely, provided they submit the approved special authority documentation. (Changes in 33.06 (b) and (c) above are effective May 1, 2015)

34.07 Registered Retirement Saving Plan (RRSP)

Group RRSP:

1. All regular employees, upon successful completion of the probationary period, shall have the option of enrolling in the Plan. Participation in the plan is voluntary. The employee may exercise the option of opting in to the plan upon completion of the probationary period or as outlined in #3. Employee contributions to the Plan through payroll deduction will be on one (1) of the following basis:
 - (i) 1% of regular earnings; or
 - (ii) 2% of regular earnings; or
 - (iii) Employees may invest a higher level of percentage.
2. The Employer shall match half (1/2) the contributions made by each employee to a maximum of 1%.
3. Employees may opt in or out of the plan, or increase or decrease their contribution levels, as noted in (2) above, on January 1st of each year by providing at least thirty (30) days written notice to the Employer.
4. The Employer will administer the Plan.

5. The Employer will ensure that all new employees are informed of the options available to them under this group RRSP.
6. Employees shall be able to increase their contributions rate above 2%, but any rate amount exceeding the 2% noted above shall not be matched by the Employer. Contributions shall be through payroll deductions.
7. RRSP benefits can be withdrawn upon resignation/termination or retirement.
8. Employees shall receive an annual statement indicating the annual deductions/deposits and Plan balance.

ARTICLE 35 - GROUP LIFE INSURANCE

35.01 The plan shall provide \$30,000 life insurance coverage for post-probationary employees.

35.02 The plan shall include the right to convert to individual insurance coverage upon termination of employment without medical evidence. The amount of insurance coverage reduces by fifty percent (50%) at age 65 and terminates at age 70 or at retirement.

35.03 The plan shall also include coverage for accidental death and dismemberment.

The Employer shall pay one-hundred percent (100%) of the premium.

ARTICLE 36 - PAYMENT OF WAGES

36.01 Employees shall be paid by direct deposit every two weeks. An employee shall be paid by cheque should an unusual or extraordinary circumstance occur.

The statement given to employees with their pay shall include a listing of statutory holiday pay, vacations, overtime, sick leave and an itemized summary of deductions.

36.02 If the event that an employee’s pay is short of money owed for the pay period and the employee brings the issue to the attention of the manager, the following shall apply:

- If the money owed is less than one-hundred dollars (\$100), the pay shall be added to the next pay period.
- If the money owed is one-hundred dollars (\$100) or greater, the Employer will make every reasonable effort to correct the error and provide a manual cheque or direct deposit within three (3) business days.

ARTICLE 37 - BADGES AND INSIGNIA

37.01 Name Badges

Employees are required to wear their name tags at all times while in Employer facilities. The Employer will provide all new employees with a name tag, replaced free of charge once per year. If a name tag is lost the replacement costs of five-dollars-and-eighty-eight cents (\$5.88) will be borne by the employee.

37.02 Union Badges

Employees shall be permitted to wear Union or Shop Steward badges.

ARTICLE 38 - BULLETIN BOARDS

A bulletin board located in a conspicuous place of access to the employees shall be supplied by the Employer for the use of the Union.

ARTICLE 39 - NOTICE OF UNION REPRESENTATIVE VISITS

39.01 The Union shall inform the Employer when any representative of the Union intends to visit the worksite for the purpose of conducting Union business. The Union will advise the Employer of the anticipated time and length of the visit. Such visits will not disrupt the employee’s working, without the supervisor’s permission.

39.02 The Union shall be permitted to use a designated meeting room onsite for meetings of the local provided notice is given to the Employer and space is available on the date requested.

ARTICLE 40 - UNION ADVISED OF CHANGES

The Union Secretary-Business Manager shall be informed in writing of any change contemplated by the Employer, which shall affect the terms of this Agreement

ARTICLE 41 - PERSONAL AND EMPLOYER PROPERTY

41.01 Return of Employer Property

Employees must return to the Employer all Employer property in their possession at the time of termination of employment. The Employer may take such action as required to recover the value of articles which are not returned.

41.02 Employer Indemnification

Where an employee is charged with an offence resulting directly from the proper performance of his/her duties and is subsequently found not guilty, the employee shall be reimbursed for reasonable legal fees.

41.03 Tools

If the Employer currently supplies tools to employees, it shall continue to supply tools to employees. The Employer shall replace tools supplied by the employee upon satisfactory proof that they have been lost, broken, or stolen while being used in the work of the Employer with the knowledge and consent of the Employer.

ARTICLE 42 - VACCINATION AND INOCULATION

42.01 Vaccine Requirement

Any employee refusing, without sufficient medical grounds, to take medical or x-ray examination at the request of the Employer, or to

undergo vaccination, inoculation and other immunization when required, may be dismissed from the service of the Employer. Where an employee is required by the Employer to take a medical or x-ray examination or undergo vaccination, inoculation or other immunization, it shall be at the Employer’s expense and on the Employer’s time.

ARTICLE 43 - PROFESSIONAL RESPONSIBILITY FOR LICENSED PRACTICAL NURSE (LPN)

43.01 In the interest of resident care and safe nursing practice, the parties agree to the following problem solving process to address LPN concerns relative to resident care including:

- (a) nursing practice conditions
- (b) safety of residents and staff
- (c) workload

43.02 The LPN with a concern will discuss the matter with his/her immediate supervisor with the objective of resolving the concern. At his/her request, the LPN may be accompanied by a steward.

43.03 If the matter is not resolved, the matter may be referred to the Regional Manager. At his/her request, the LPN may be accompanied by a steward. The Regional Manager shall respond to the LPN in writing within fourteen (14) calendar days of the meeting with the LPN.

ARTICLE 44 - OCCUPATIONAL HEALTH AND SAFETY

44.01 Occupational Health and Safety Committee

The Employer and the Union agree to co-operate in the promotion of safe working conditions, the prevention of accidents, the prevention of workplace injuries and the promotion of safe workplace practices.

- a) The parties agree that a Joint Occupational Health and Safety Committee will be established. The Committee shall govern

itself in accordance with the provisions of the Occupational Health and Safety Regulations made pursuant to the *Workers’ Compensation Act*. The Committee shall be as between the Employer and the Union, with 2 Employer representatives and 2 Union representatives with each party appointing its own representatives.

- b) The employee member(s) of the Committee shall be granted leave without loss of pay or receive straight time regular wages while attending meetings of the joint committee. The member(s) of the Committee shall be granted leave without loss of pay or receive straight time regular wages to participate in workplace inspections and accident investigations at the request of the Committee pursuant to the Occupational Health and Safety Regulations. Every effort will be made to schedule committee meetings, workplace inspections and accident investigations during the committee members’ scheduled working hours.

In the event of a fatality, the Employer shall immediately notify the Secretary/Business Manager of the Union along with the Union representatives on the committee.

- c) The Occupational Health and Safety Committee may use the resources of WorkSafeB.C. to provide information to the committee members in relations to their role and responsibilities. The committee will increase the awareness of all staff on such topics as: workplace safety, safe lifting techniques, safety-related workload issues, dealing with aggressive patients/residents, WHMIS and the role and function of the Occupational Health and Safety Committee. The committee will foster knowledge and compliance with the Occupational Health and Safety Regulations by all staff.
- d) The Employer will provide orientation or in-service which is necessary for the safe performance of work, the safe use of equipment, safe techniques for lifting and supporting patients/residents and the safe handling of materials and

products. The Employer will also make readily available information, manuals and procedures for these purposes. The Employer will provide appropriate safety clothing and equipment.

- e) The Occupational Health and Safety Committee may make recommendations on ergonomic adjustments and on measures to protect pregnant employees as far as occupational health and safety matters are concerned.

44.02 Aggressive Residents

When the Employer is aware that a resident has a history of aggressive behaviour, the Employer will make such information available to the employee. In-service and/or instruction in caring for the aggressive resident and on how to respond to a resident’s aggressive behaviour will be provided by the Employer. The Employer shall make every reasonable effort to ensure that sufficient staff are present when dealing with such residents. It is understood that this provision is at no cost to the Employer.

44.03 Health and Safety Stewards

The Employer agrees to the operation of a Health and Safety Steward system, for the purpose of performing health and safety investigations pursuant to article 44.01(b). The system shall be governed in the following manner:

- a) Health and Safety Stewards may be appointed by the Union, to a maximum of two (2), who shall be Union representatives on the joint Health and Safety Committee.
- b) The Health and Safety Stewards shall have the right to conduct health and safety investigations under article 44.01(b).
- c) For all other purposes, Health and Safety Stewards shall be treated in the same fashion as Shop Stewards.

44.04 Training and Orientation

- a) No employee shall be required to work on any job or operate any piece of equipment until he/she has received proper training and instruction.
- b) The Employer shall provide sufficient and adequate training and/or orientation to any employee working in a new or unfamiliar work area or position.
- c) The Employer will provide orientation and/or in-service, and employees will attend such sessions, which is necessary for the safe performance of work including universal precautions, the safe use of equipment, and the safe handling of residents, materials and products. The Employer will also make available information, manuals and procedures for these purposes.

The Employer will provide a minimum of fourteen (14) days' notice of such training sessions. Where the Employer has deemed the training or orientation session to be mandatory, employees shall be granted leave without loss of pay or receive straight-time regular wages while attending such session(s) with a minimum two (2) hours pay.

44.05 Right to refuse Unsafe Work

Employees have the right to refuse to perform unsafe work pursuant to section 3.12 of the Occupational Health and Safety Regulations made pursuant to the *Workers' Compensation Act*.

44.06 Employees' Right-To-Know

- a) The Employer agrees to provide adequate information and training with respect to the Workplace Hazardous Materials Information System (WHMIS).
- b) The Employer agrees to comply fully with WHMIS regulations.

44.07 Protective Clothing and Equipment

- a) The Employer shall provide such safety clothing and safety equipment as is required by the WCB Occupational Health and Safety Regulations.

- b) Staff shall be provided with gloves. All such clothing, tools, and equipment shall be maintained and replaced at the Employer's expense.
- c) All such clothing, tools, and equipment shall comply with applicable Workers' Compensation Board regulations concerning same.

44.08 Violence and Respect in the Workplace

The parties recognize that it is important to provide an environment that is properly secure for all those who receive care or work in health care. A safe environment is important for employees and contributes to providing the highest possible standard of care. Employees should expect to work in, and residents should expect to be treated in an environment where the risk of violence is minimized.

44.09 Violence Program

The Employer will establish a violence program or review the existing program where one is in place. This will be done with the Occupational Health and Safety Committee or a subcommittee of that committee. The program will include:

- (a) The development of control measures and guidelines regarding violence prevention.
- (b) An annual report of violence prevention activities which will be posted at the worksite.
- (c) Risk assessments and the reporting of them.
- (d) Ongoing employee education and training.

44.10 Critical Incident Stress Defusing

A workplace critical incident is an event that causes emotional or psychological trauma in people exposed to the incident. It is a sudden, powerful event outside the range of normal experience – and outside of the employee's control.

In the event of a critical incident within the workplace the Employer will make available to employees who have suffered a serious

work related, traumatic incident of an unusual nature, on a voluntary basis, access to WorkSafeBC’s Critical Incident Response program. Leave to attend such a session will be without loss of pay.

44.11 Transportation of Accident Victims

Transportation to the nearest physician or hospital and for employees requiring immediate medical care as a result of an on-the-job accident shall be at the expense of the Employer.

44.12 Communicable Diseases

The Employer agrees to take all necessary safety precautions to deal with the threat of communicable disease, including adequate education of employees concerning the disease, provision and training on proper use of Personal Protective Equipment if appropriate and the provision of any available precautionary treatments consistent with WorkSafeBC regulations. As per the *Workers’ Compensation Act* the Employer will keep written records of all employees exposed to infectious diseases.

44.13 Employee Workload

Where the absence of one or more employees may create an unsafe increase in the workload for other employees, the Employer will make every reasonable effort to resolve the matter by:

1. Utilizing casual employees in accordance with the Collective Agreement.
2. The supervisor will discuss the matter and, where appropriate re-order duty priorities with the affected employee(s).
3. Re-assigning work.

The Employer is not required to replace absent employees, but under no circumstances will the prioritizing of duties, the reassignment of work, or the decision to not replace result in an unsafe increase in workload for other employees.

An employee who believes their workload is unsafe or excessive shall discuss the problem with their immediate supervisor. If the problem is not resolved the employee may seek remedy by referring the safety related workload concern(s) to the Occupational Health and Safety Committee for investigation and recommendations.

ARTICLE 45 - VOLUNTEERS

45.01 Volunteer Work

It is agreed that Volunteers have a role in caring for seniors and are an important link to the community being served.

It is further agreed that Volunteers will be supernumerary to established positions in the bargaining unit, and that the use of Volunteers will not result in the layoff of employees in the bargaining unit; nor will Volunteers be used to fill established positions within the bargaining unit.

It is further agreed that the utilization of Volunteers, as at the date of execution of this Agreement, is consistent with the above.

ARTICLE 46 - PRINTING OF THE AGREEMENT

The Union and the Employer desire every employee to be familiar with the provisions of this Agreement, and his/her rights and obligations under it. For the term of this Agreement, the Union shall print sufficient copies of the Agreement and the costs shall be shared equally between the parties.

In this Agreement including the printed form thereof, titles shall be descriptive only and shall form no part of the interpretation of the Agreement by the parties or an Arbitration Board.

ARTICLE 47 - VARIATIONS

The general provisions of this Agreement shall have application save and except where specific variations are provided in Attachments to this Agreement.

ARTICLE 48 - SAVINGS CLAUSE

In the event that present or future legislation, in particular new or amended legislation attributable to the Supreme Court of Canada decision relating to Bill 29, the *Health and Social Services Delivery Improvement Act*, renders null and void or materially alters any provision of this Collective Agreement the following shall apply:

The remaining provisions of the Collective Agreement shall remain in full force and effect for the term of the Collective Agreement.

The Employer and the Union shall, as soon as possible negotiate mutually agreeable provisions to be substituted for the provisions so rendered null and void or materially altered.

If a mutual agreement cannot be struck as provided in (b) above, the matter shall be arbitrated pursuant to Article 10 of the Collective Agreement.

ARTICLE 49 - EFFECTIVE AND TERMINATING DATES

49.01 Effective and Terminating Dates

The Agreement shall be effective from April 1, 2018 and shall remain in force and be binding upon the parties until March 31, 2021 and from year to year thereafter unless terminated by either party on written notice served during the month of December 2020.

If notice is not given under subsection (1) by either party ninety (90) days or more before the expiry of the agreement, both are

deemed to have been given notice ninety (90) days before the expiry.

49.02 Effective Date of Wages and Benefits

All new wages and benefits shall be effective from the date of ratification unless otherwise specified in this Collective Agreement. Non-compensation changes shall be effective from date of ratification unless otherwise specified in this Collective Agreement.

49.03 It is agreed that the operation of Subsection 2 of Section 50 of the *Labour Relations Code* of British Columbia is excluded from this Agreement.

ARTICLE 50 - CRIMINAL RECORDS CHECK

It is the Employer’s responsibility to maintain all records and documents related to an employee’s Criminal Record Check. Should the Employer lose, misplace or be unable to locate or produce a submitted criminal records check for an employee covered by this agreement, the full cost of a new Criminal Record will be borne by the Employer.

APPENDIX A - WAGES

PATIENT CARE

Position	Hours	Mar 31, 2017	Increase at Ratification Apr 1, 2018	Rate at Ratification Apr 1, 2018	Apr 1, 2020
LPN	Start Rate	\$ 26.17	\$ 1.15	\$ 27.32	\$ 27.47
	Post Probation	\$ 27.84	\$ 1.15	\$ 28.99	\$ 29.14
	After 1950 Hours	\$ 28.70	\$ 1.15	\$ 29.85	\$ 30.00
RCA	Start Rate	\$ 18.37	\$ 2.55	\$ 20.92	\$ 21.22
	Post Probation	\$ 19.54	\$ 2.55	\$ 22.09	\$ 22.39
	After 1950 Hours	\$ 21.15	\$ 2.55	\$ 23.70	\$ 24.00
Recreation Level 1	Start Rate	\$ 18.37	\$ 1.90	\$ 20.27	\$ 20.47
	Post Probation	\$ 19.54	\$ 1.90	\$ 21.44	\$ 21.64
	After 1950 Hours	\$ 20.15	\$ 1.90	\$ 22.05	\$ 22.25
Recreation Level 2	Start Rate	\$ 21.33	\$ 0.75	\$ 22.08	\$ 22.18
	Post Probation	\$ 22.69	\$ 0.75	\$ 23.44	\$ 23.54
	After 1950 Hours	\$ 23.40	\$ 0.75	\$ 24.15	\$ 24.25
RN 0-2 Years Experience	Start Rate	\$ 35.06	\$ 2.15	\$ 37.21	\$ 37.46
	Post Probation	\$ 37.29	\$ 2.15	\$ 39.44	\$ 39.69
	After 1950 Hours	\$ 38.45	\$ 2.15	\$ 40.60	\$ 40.85
RN 3-5 Years Experience	Start Rate	\$ 36.84	\$ 2.15	\$ 38.99	\$ 39.24
	Post Probation	\$ 39.20	\$ 2.15	\$ 41.35	\$ 41.60
	After 1950 Hours	\$ 40.42	\$ 2.15	\$ 42.57	\$ 42.82
RN Over 5 Years Experience	Start Rate	\$ 37.98	\$ 2.15	\$ 40.13	\$ 40.38
	Post Probation	\$ 40.41	\$ 2.15	\$ 42.56	\$ 42.81
	After 1950 Hours	\$ 41.66	\$ 2.15	\$ 43.81	\$ 44.06

SUPPORT

Position	Hours	Mar 31, 2017	Increase at Ratification Apr 1, 2018	Rate at Ratification Apr 1, 2018	Apr 1, 2020
Lead Cook	Start Rate	\$19.75	\$ 2.50	\$ 22.25	\$ 22.55
	Post Probation	\$19.95	\$ 2.50	\$ 22.45	\$ 22.75
Cook 1	Start Rate	\$18.07	\$ 2.50	\$ 20.57	\$ 20.87
	Post Probation	\$18.25	\$ 2.50	\$ 20.75	\$ 21.05
Support Services Worker - Dietary	Start Rate	\$14.70	\$ 2.75	\$ 17.45	\$ 17.85
	Post Probation	\$14.85	\$ 2.75	\$ 17.60	\$ 18.00
Support Services Workere - House- Keeping	Start Rate	\$14.70	\$ 2.75	\$ 17.45	\$ 17.85
	Post Probation	\$14.85	\$ 2.75	\$ 17.60	\$ 18.00
Support Services Worker - Laundry	Start Rate	\$14.70	\$ 2.75	\$ 17.45	\$ 17.85
	Post Probation	\$14.85	\$ 2.75	\$ 17.60	\$ 18.00
Lead Hand Support	Start Rate	\$16.24	\$ 3.70	\$ 19.94	\$ 20.34
	Post Probation	\$16.40	\$ 3.70	\$ 20.10	\$ 20.50

* No employee on staff as of date of ratification shall receive a wage reduction.

* An employee on staff as of date of ratification, with a wage rate above the rate in the wage schedule shall receive 50% of all general wage increases (G.W.I.'s) until the new wage rate for his/her classification meets or exceeds his/her existing wage rate.

* Retroactive lump sum: \$0.60 per hour for all hours worked following collective agreement expiry date of March 31, 2018 to date of ratification April 1, 2020.

CASUAL ADDENDUM

1. (a) A casual employee is one who is not regularly scheduled to work but is employed to relieve vacancies for vacation, sick leave, education, maternity, union business and other time off regulated under the collective agreement in the regular schedule as required by the Employer or to perform emergency or non-reoccurring or irregular short term relief work as required by the Employer, provided that a casual employee shall not be used for a period in excess of sixty (60) calendar days in any one position. Casual employees shall accumulate seniority on an hourly basis.
 - (b) Regular part-time and casual employees shall be called for work in order of their seniority, except that the Employer shall first offer regular part-time employees the opportunity to extend a partial shift to a full shift. The Employer will make every effort to assign blocks of shifts to registered employees.
 - (c) The probationary period for casual employees shall be four-hundred-and-fifty (450) hours worked, not to exceed six (6) months.
 - (d) Post probationary casual and part-time employees with less than the required eligibility for benefits, have the option of enrolling in the Extended and Dental plans at the expense of the employee. Casual and part-time employees choosing this benefit option must enroll in both the Extended Health and Dental benefit plans.
 - (e) Casual employees who withdraw from the plans will not be entitled to enroll for a period of six (6) months.
2. (a) Part-time employees may register for casual work in accordance with the Casual Addendum. For the purpose of casual call-in, part-time employees are not eligible for any casual shift hours that overlap with their regular shifts or which would result in daily or weekly overtime.
 - (b) Part-time employees will be placed on the casual registry in accordance with their seniority.

(c) Regular employees (who have not been laid off) may transfer to casual status but shall be restricted from applying on regular postings for a period of three (3) months, unless there is a change in the full-time equivalent (FTE) of ten percent (10%) or more from the position they most recently transferred out of.

3. (a) Regular part-time and casual employees shall submit in writing, by the fifteenth (15th) day of each preceding month, their availability for the following month. The Employer shall only be obliged to call an employee for those days and shifts which the employee has identified as available. Casual employees who have not been available for work for three (3) consecutive months may have their employment terminated. The Employer will send a letter to the employee informing the employee of their removal from the list.
- (b) All hours worked by part-time regular employees accumulate for the purposes of sick leave and all benefits.
- (c) A casual employee may become a regular employee only by successfully bidding into a permanent vacancy in respect of which there is no present regular incumbent.

4. Call In

Employees on the casual list shall be called in to work as follows:

- a) When a vacancy arises and there are three (3) hours or less before the start of the shift (or first shift of a block of shifts) to be filled, the shift shall be filled at the discretion of the Employer without having to consider seniority. In the case of a block of shifts, the remainder of the block (less than the first shift) shall be called out in order of seniority.
- b) Where a vacancy arises and there is more than three (3) hours before the start of the shift to be filled, the shift shall be called out in order of seniority.

- c) The Employer shall call by telephone, cellular phone or other digital means only those employees designated as available for the shift or block of shifts being assigned.
- d) For each available shift or block of shifts, only one call need be made to any employee provided that the telephone is permitted to ring a minimum of five (5) times.
- e) In the event of a busy signal the casual employee will be recalled in two minutes and, if the telephone is still busy, the next person on the list shall be called.
- f) In the event that a pager number is called or an answering machine or voicemail is in place, a message will be left relaying the date, day, and time of the call. If the message is not returned within two (2) minutes the next person on the list will be called.
- g) Casual or part-time employees who have indicated availability and are currently at work, shall be contacted through a designated floor phone.
- h) If an employee fails to answer or declines the offer, the next person on the list shall be called.
- i) If an employee returns a call from a message left and the shift remains unfilled, the shift shall be offered to that employee.
- j) All calls shall be recorded in a log which shall show the time the vacancy became known, the name of the employee called, the time the call was made, the job required to be done, whether the employee accepts or declines the offer of work, or fails to answer the telephone, and the signature of the person who made the call. The record of calls will be maintained. In the event of a dispute the Union shall have reasonable access to the log and shall be entitled to make copies.
- k) The seniority list for call in shall be updated every three (3) months commencing January 1, 2010. Time accumulated in a current period shall not be reckoned until the next adjustment date. Within fifteen (15) days of each adjustment date the Employer shall provide the Union a revised copy of the call in seniority list.

- l) Casual employees hired after a seniority adjustment date shall be added to the list in the order that they were hired.
- m) A casual employee who accepts an assignment shall be deemed to have the same obligation to fulfil the assignment as a regular employee.
- n) By mutual written agreement between the Employer and the Union designate, an employee may be contacted by alternate means of communication. Where the Employer and the designate execute such an agreement, the agreement will also address the amount of time the employee will have in which to respond to a call.

5. The parties agree that all terms of the Collective Agreement will apply to casual employees except where modified by the following specific provisions.

Hours of Work

Article 19.01(b) shall not be applicable to casual employees or to casual shifts worked by regular part-time employees.

Wages

Casual employees shall be paid the probationary rate until they have completed the probationary period of four-hundred-and-fifty (450) hours worked. No current casual employee will have their wage reduced as a result of this Article.

Benefits

Casual employees will receive 6% in lieu of benefits each pay day.

Vacation Pay

Casual employees are entitled to vacation pay at the rate of 4% of gross pay to be paid each pay day.

Statutory Holiday Pay

Casual employees shall receive 0.4% for each stat holiday as outlined in Article 26.

Paid and Unpaid Leave

Casual employees are not entitled to paid or unpaid leaves.

Layoff and Recall

Casual employees may be laid off from the casual list in the inverse order of their seniority where it becomes necessary to reduce the work force due to economic circumstances. Laid off casual employees shall retain their seniority for one (1) year subject to which they shall be reinstated to the casual list in the order of their seniority when it becomes necessary to expand the work force.

Casual employees are entitled to all benefits of this agreement except the following:

Article 19 – Layoff and Recall

Article 20 – Scheduling Provisions

Article 28 – Compassionate Leave

Article 29 – Sick Leave

Article 31.02 – Unpaid Leave Affecting Seniority and Benefits

Article 31.03 – Unpaid Leave after Three Years of Service

Article 34 – Health Care Plans

Block Booking

Between February 15 and March 31 (vacation request period per Article 27.04) the Employer will make every effort to block book casuals for pre-scheduled vacations for regular employees.

MEMORANDUM OF AGREEMENT #1

BETWEEN

**WELL BEING SERVICES (DCC) LTD.
DUFFERIN CARE CENTRE**

AND

HOSPITAL EMPLOYEES’ UNION

Re: Employment Security

During the term of the Collective Agreement, the Employer shall not contract out any bargaining unit work that results in the lay-off of regular employees within the bargaining unit.

No later than December 2, 2020, the Employer shall notify the Union if it intends to contract out any bargaining unit work following the expiry of the Collective Agreement.

When the Employer intends, it shall provide the Union with information on the intended contracting out prior to December 2, 2020 and will discuss in good faith any alternatives raised by the Union.

**SIGNED ON BEHALF OF
THE UNION:**



Janine Brooker
HEU Negotiator

July 23, 2020

Date Signed

**SIGNED ON BEHALF OF
THE EMPLOYER:**



Tony Arimare
Lead Negotiator

August 12, 2020

Date Signed

MEMORANDUM OF AGREEMENT #2

BETWEEN

**WELL BEING SERVICES (DCC) LTD.
DUFFERIN CARE CENTRE**

AND

HOSPITAL EMPLOYEES’ UNION

Re: Job Sharing

The Parties agree to a Job Sharing process during this Collective Agreement, as follows:

Preamble

1. Job Sharing shall only be possible when an employee holding a single full-time position has requested it.
2. There will not be any increased cost to the Employer, including benefit costs.
3. The decision and approval for any job share request is at the sole discretion of the Employer.
4. Each job share arrangement shall be subject to a specific written and signed agreement between the Employer and the Union.
5. This Memorandum of Agreement and any job share arrangements or decisions shall not be subject to the grievance procedure.

Participation

6. Any employee may request a job sharing arrangement in writing to the Employer and the Union.
7. If the Employer is willing to consider this request, a notice for an expression of interest will be posted and employees may apply to be considered for the job share arrangement.
8. If more than one qualified employee, as per Article 14.01,

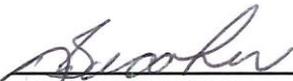
- expresses an interest, then seniority shall apply.
9. There shall be a trial period of thirty (30) calendar days to ensure the job share will be successful. Any vacancy created by the job share, shall not be posted until the completion of the trial period.
 10. Where a vacancy is created as a result of an employee being successful in a job share, the vacancy shall be treated in accordance with the Collective Agreement.
 11. A shared position shall in all respects, with the exception that it is held by two individuals, be treated as though it is a single position with regard to scheduling and job descriptions.
 12. Job share partners shall relieve for each other for all scheduled absences including annual vacation.

Terminating the Job Share Arrangement

13. Either employee participating in the job share arrangement or the Employer may cancel the job share arrangement for any reason with thirty (30) days’ notice.
14. The original owner of the full-time regular job being shared, shall have the first opportunity to revert back to that job. After which the job will be posted.
15. If the original owner chooses to take back their full-time job, the remaining job share employee may post into a vacancy in accordance with Article 14.01, or revert to casual status or resign.
16. There are no bumping rights in the job sharing arrangement.

**SIGNED ON BEHALF OF
THE UNION:**

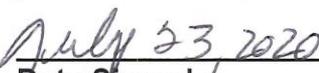
**SIGNED ON BEHALF OF
THE EMPLOYER:**



Janine Brooker
HEU Negotiator



Tony Arimare
Lead Negotiator



Date Signed



Date Signed

MEMORANDUM OF AGREEMENT #3

BETWEEN

**WELL BEING SERVICES (DCC) LTD.
DUFFERIN CARE CENTRE**

AND

HOSPITAL EMPLOYEES’ UNION

Re: Benefit Plans Review

The Employer and the Union will, by December 31, 2020, jointly review the employee benefit plans provided under the collective agreements for the facilities listed in this MOA.

The purpose of the review is to make recommendations to the Bargaining Principals for modifications, adjustments or other changes so that a standard or common set of employee benefit plans or provisions can be available for coverage of employees at these facilities through the collective agreements.

The review can include: extended health benefits, dental benefits, vision care, drug/pharmaceutical plans, paramedical coverage, accidental death and dismemberment, emergency travel assistance, group life insurance, long term disability, and any other employee benefit group plan provided for by agreement but not listed here.

The review can include, but is not limited to, a review of the current plans, their coverages, terms and conditions; improvements or enhancements consistent with current industry standards; recommendations on services standards of providers and claims paying agents, and any other item associated with creating a standard benefits package for employees.

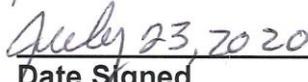
It is agreed that should this review result in cost savings in premiums and other charges from service providers and claims paying agents, such savings will be re-invested into improved benefits for covered eligible employees. In addition, the employer will commit \$50,000 to benefit plan improvements across all sites.

**SIGNED ON BEHALF OF
THE UNION:**

**SIGNED ON BEHALF OF
THE EMPLOYER:**



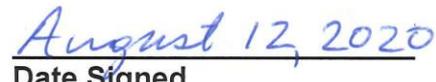
Janine Brooker
HEU Negotiator



Date Signed



Tony Arimare
Lead Negotiator



Date Signed

**SIGNED ON BEHALF OF
THE UNION:**



Máire Kirwan
Coordinator of Private Sector



Janine Brooker
HEU Negotiator



Deanna Stehr
Bargaining Team Member



Rosario-Maria Gatasi
Bargaining Team Member



Shonna Dunn
Bargaining Team Member

July 23, 2020
Date Signed

**SIGNED ON BEHALF OF
THE EMPLOYER:**



James Liebenberg
President



Tony Arimare
Lead Negotiator

August 12, 2020
Date Signed