

**COLLECTIVE AGREEMENT
BETWEEN**

**CARECORP SENIORS SERVICES
PINE GROVE CARE CENTRE
(THE “EMPLOYER”)**

AND

**THE HOSPITAL EMPLOYEES’ UNION
 (“THE UNION”)**



April 1, 2024 – March 31, 2027

Note: underlined text is new language for 2024-2027

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PREAMBLE

The Parties recognize the need for an efficient and cost-effective operation and together will work to provide a high level of care.

The Parties of this Agreement share a desire to provide the highest quality of services to the residents of the home. Accordingly, they are determined to establish, within the framework provided by the law, an effective working relationship at all levels in which members of the bargaining unit are employed.

ARTICLE 1 – PURPOSE

The Union and the Employer recognize the need for an efficient, cost-effective operation, and together the parties will ensure the provision of a high-level of resident care and services.

ARTICLE 2 – SCOPE AND RECOGNITION

2.01 Sole Bargaining Agency

The Employer recognizes the Union as the sole bargaining agency on behalf of the employees for whom the Union has been certified 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 shall maintain membership in the Union as a condition of employment. Employees who are brought within the bargaining unit, including newly hired employees, shall become members of the Union by the first day of the third pay period 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.

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

- Article 7 - Grievance Procedure
- Article 7.06 - 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 within two (2) weeks of the end of each month.

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.

The Employer agrees to sign into the Union all new employees whose jobs are covered by the Certificate of Bargaining Authority in accordance with the provisions of Article 2.02.

The Employer shall include the amount of Union dues paid by each employee during the relevant year on the Income Tax T4 slips.

In January and June, the Employer shall provide to both the secretary-treasurer of the local and the secretary-business manager of the Union, a list of all employees in the bargaining unit, their job titles, addresses, home telephone numbers, cell phone numbers (if known to Employer), and email address (if

known to Employer) to memberupdates@heu.org.

2.04 Disclaimer/Indemnity

The Employer shall have no financial responsibility for the fees or dues of any employee, unless the Employer owes an employee sufficient unpaid wages to pay the fees and dues assigned. The Union agrees to indemnify and hold the Employer harmless against any claims, demands, actions or charges brought against the Employer by an employee as a result of deductions made in accordance with this article.

2.05 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 shop steward will be given an opportunity not to exceed fifteen (15) minutes, to talk to the new employee. The new employee and the shop steward will not have wages or benefits deducted during this time.

2.06 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 a minimum two (2) shop stewards, and two (2) alternate shop stewards.
- (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) When the absence of more than one (1) shop steward or Union committee member shall unduly interfere with the Employer's operations, then no more than one (1) shop steward or Union committee member shall be given leave of absence to transact Union business at any one time.

(e) When a shop steward or Union committee member is the only employee on duty and where their absence would unduly interfere with the Employer's operations, then such shop steward or Union committee member may be refused leave of absence to transact Union business.

2.07 Notice of Union Representative Visits

The Union shall inform the Employer in advance when a Union representative intends to visit the Employer's place of business for the purpose of conducting Union business. Such visits shall not interrupt the operation of the facility.

2.08 Bulletin Boards

The Employer shall provide bulletin board facilities in a conspicuous location for the sole use of the Union.

ARTICLE 3 – DEFINITIONS

3.01 Regular Full-Time Employees

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

3.02 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 are entitled to all benefits as outlined in this Collective Agreement.

3.03 Casual Employees

A Casual employee is one who is not regularly scheduled to work other than during periods that such employee shall relieve a regular full-time or regular part-time employee, or as outlined in Article 27.01.

3.04 Restriction of Employee Status

The status of all employees covered by this Agreement shall be

defined under one of the preceding three definitions. If a dispute arises over the proper allocation of employee status, such dispute shall be resolved through Article 7 - Grievance Procedure.

3.05 Where the feminine term or pronoun is used in this Agreement in referring to employees, it shall be considered interchangeable with, and the same as, the masculine term or pronoun, unless otherwise stated. Where the singular term or pronoun is used in this Agreement, it shall be considered interchangeable with and the same as, the plural term or pronoun, unless otherwise stated.

3.06 Whenever the term "day" is used throughout this Agreement, it shall mean calendar day unless specifically noted differently, since the Employer operates on a twenty-four (24) hour, seven (7) day per week basis.

3.07 Savings Clause

If any article, section, paragraph, clause or phrase of this Agreement is declared or held illegal, void or unenforceable by provincial, federal or other law, or by decision of any court, the remaining portions of this Agreement shall continue to be valid and in full force and effect and the parties shall immediately meet to review the effect of such change to this Collective Agreement and if necessary attempt to resolve the differences created by such change.

3.08 For the purpose of this Agreement:

- "Basic Pay" – means the rate of pay in each wage schedule.
- "Employee" – means an employee included in the bargaining unit and includes regular full-time employees, regular part-time employees, and casual employees.
- "Employer" – means 1011410 B.C. Ltd. carrying on business as Pine Grove Care Centre.
- "Union" – means the Hospital Employees' Union.
- "Bargaining Unit" is the unit comprised of all employees of the Employer described in the certifications issued.

- **“Common-law spouse”** is defined as a person with whom the employee has been living in a conjugal relationship continually for a period of at least twelve (12) months.
- **“Leave of absence with pay”** – means to be absent from duty with permission and with pay.
- **“Leave of absence without pay”** – means to be absent from duty with permission but without pay.
- **“Harassment”** is defined as: “Deliberate actions, that ought reasonably to be known to be unwelcome by the recipient and which serve no legitimate work-related purpose, toward an individual or individuals by the employees or the Employer.
- **“Discrimination”** is defined as being on any of the prohibited grounds of discrimination under the *Human Rights Code* of British Columbia including: Race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, age, or conviction of an offense that is unrelated to a person’s employment or intended employment.

ARTICLE 4 – MANAGEMENT RIGHTS

4.01 The Union recognizes that, subject to the limitations set out in this Agreement, it is the right of the Employer to manage, develop, and operate the Employer’s facilities as well as direct the employees. The functions of the Employer include, but are not limited to, the following:

- a) maintain order, discipline, and efficiency;
- b) hire, assign, discharge, direct, promote, demote, classify, transfer, lay off, recall, suspend, or otherwise discipline employees;
- c) determine the work to be done, including the location, methods, work assignments, including the right to decide the number of employees needed; and the schedule for the performance of such work;
- d) make, enforce, and alter from time to time, reasonable rules and regulations to be observed by the employees. The Union agrees that all employees shall be governed by all rules as

adopted by the Employer and published to employees on bulletin or notice boards or by general distribution, provided such rules are not in conflict with this Agreement or applicable legislation.

ARTICLE 5 – DISCUSSION OF DIFFERENCES

5.01 Union Committee

The Union shall appoint and maintain a committee composed of two (2) persons plus alternates who are employees of the Employer, and the secretary-business manager, or their representative, which shall be known as the Union committee. The Union at all times shall keep the Employer informed of the individual membership of the committee.

The time spent by shop stewards or Union committee members in the course of their duties shall be considered as time worked and shall be paid in accordance with the provisions of the Collective Agreement.

5.02 Labour Management Committee

- (a) There shall be a Labour Management committee composed of two (2) representatives appointed from the Union and two (2) representatives appointed from Management. The Chair of the committee shall alternate between Management and the Union. The committee shall meet no less than once every three (3) months, unless mutually agreed otherwise. Either party may call a meeting of the 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.
- (b) The Union and the Employer are committed to a process of working together with the common goal of anticipating and resolving mutual problems and improving their day to day working relationship. The parties will also discuss the quality

of resident services and make recommendations to improve the services.

Responsibilities of the committee shall be to make recommendations to the Union and Employer on matters, other than grievances, relating to the promotion of workplace productivity, development of work-related skills and the maintenance of good relations between the parties.

- (c) Employees attending Labour Management committee meetings shall suffer no loss of wages or benefits, or be paid wages at straight-time only.

ARTICLE 6 – NO STRIKES OR LOCKOUTS

In view of the orderly procedure established by this Agreement for the processing of grievances, the Union agrees that during the life of this Agreement there will be no strikes, picketing, slow-down or stoppage, either complete or partial, and the Company agrees that there will be no lockout.

ARTICLE 7 – GRIEVANCE PROCEDURE

7.01 Grievances

A grievance is defined as any difference between the parties arising out of the interpretation and/or the application of this agreement, including but not limited to, any questions as to whether a matter is arbitrable; or, any difference concerning the dismissal, discipline or suspension, of an employee bound by this agreement. A general grievance is defined as one which affects the collective interests of the bargaining unit, rather than the interests of a particular grievor.

Grievances of a general nature may be initiated in step two of this grievance procedure.

7.02 Grievance Procedure

Grievances shall be processed in the following manner:

Step One The employee with or without a shop steward (at the employee's option), shall first discuss the grievance with the Employer representative within ten (10) calendar days of the grievance, or from when the Union becomes aware. The parties shall make all reasonable efforts to resolve the grievance. The Employer representative shall respond within seven (7) days of the step one meeting. If the grievance is not settled at this step then;

Step Two Within fourteen (14) days of the Employer's response at step one, the grievance shall be reduced to writing and signed by the employee and a shop steward and shall be presented at a meeting to the Employer representative by a shop steward who shall discuss the grievance. Within seven (7) calendar days of receipt of the written grievance, the Employer representative shall give their written reply. If the grievance is not settled at this step, then;

Step Three The Union committee and representatives appointed by the Employer shall meet within twenty-one (21) days or at another mutually agreed to time to discuss the grievance. The findings or decisions of the Employer shall be presented to the Union in writing within seven (7) calendar days of the meeting. If the grievance is not settled at this step, either party may refer the grievance to arbitration under Article 8 within thirty (30) days.

7.03 Union Representation

Shop stewards shall be permitted to represent an employee's interests, without loss of pay, when such meetings are scheduled during the shop steward's hours of work. The shop steward, Union committee Member or employee shall obtain the permission of their immediate supervisor or designate, prior to leaving their work duties to undertake their Union responsibilities. Such

permission shall not be unreasonably withheld.

7.04 Grievance Investigations

Where an employee has asked or is obliged to be represented by the Union in relation to the presentation of a grievance and a shop steward wishes to discuss the grievance with that employee, the employee and the shop steward shall be given reasonable time off without loss of pay for this purpose when the discussion takes place during their hours of work, subject to Article 2.06.

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 specifically advising the employee that they have the right to choose their 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. This provision shall not apply to those discussions that are of an operational nature and do not involve imposition of disciplinary action.

No meeting shall take place under this article without reasonable advance notice being given to the employee, provided this does not result in an undue delay of the appropriate action being taken, and the nature of the complaint.

7.05 Right to Grieve Disciplinary Action

Employees shall have the right to grieve disciplinary action. An employee shall be given a copy of any disciplinary document. Any such discipline including expectation letter shall be removed from the employee's file after the expiration of eighteen (18) months from the date it was issued, provided the Employee's personnel file does not contain a further record of any disciplinary action.

7.06 Dismissal/Suspension for Alleged Cause

Employees dismissed or suspended for alleged cause shall have the right within seven (7) calendar days after the date of dismissal

or suspension to initiate a grievance at Step Three of the grievance procedure.

Notice of dismissal or suspension shall be in writing and shall set forth the reasons for dismissal or suspension, and a copy shall be sent to the local staff representative or their designate within twenty-four (24) hours of issuance.

Employees dismissed or suspended for alleged cause shall have the right to submit a grievance to the Administrator commencing at Step 2 within fourteen (14) days of the employee receiving notice of dismissal or suspension.

7.07 Time Limits

Any grievance, which is not commenced or processed within the prescribed time limits shall be subject to a claim of abandonment and shall be deemed to be settled on the basis of the last written reply. However, neither party shall be deemed to have prejudiced its position on any future grievance. The time limits prescribed in the grievance procedure may only be extended by written mutual agreement of the parties.

7.08 Industry Troubleshooter

Where a difference arises between the parties relating to the dismissal, discipline, or suspension of an employee, or to the interpretation, application, operation, or alleged violation of this Agreement, including any question as to whether a matter is arbitrable:

- Chris Sullivan
- Elaine Doyle
- Julie Nichols
- Rick Coleman
- Vince Ready
- or any other arbitrator mutually agreed upon,

shall by the mutual agreement of the parties:

- a) investigate the difference,
- b) define the issue in the difference, and
- c) make written recommendations to resolve the difference within five (5) days of the date of receipt of the request, and for those five (5) days from that date, time does not run in respect of the grievance procedure.

In the event the parties are unable to agree on an Industry Troubleshooter within a period of thirty (30) calendar days from the date this Collective Agreement is awarded, either party may apply to the Minister of Labour for the Province of British Columbia to appoint such person.

The parties shall jointly bear the cost of the Troubleshooter.

7.09 Expedited Arbitration

The grievance may proceed to expedited arbitration as an alternative to the aforementioned arbitration procedure.

Where the parties mutually agree to refer a matter to expedited arbitration, the following procedures shall apply:

- (a) As the process is intended to be informal, lawyers will not be used to represent either party.
- (b) All presentations are to be short and concise and are to include a comprehensive opening statement. The parties agree to make limited use of authorities during their presentations.
- (c) Prior to rendering a decision, the arbitrator may assist the parties in mediating a resolution to the grievance.
- (d) Where mediation fails or is not appropriate, a decision shall be rendered as contemplated herein.
- (e) All decisions of the arbitrators are to be limited in application to that particular dispute and are without prejudice. These decisions shall have no precedential value and shall not be referred to by either party in any subsequent proceeding.
- (f) All settlement of proposed expedited arbitration cases made prior to hearing shall be without prejudice.

- (g) The parties shall equally share the costs of the fees and expenses of the arbitrator.
- (h) The expedited arbitrator, who shall act as a sole arbitrator, shall be selected from:
- Chris Sullivan
 - Elaine Doyle
 - Julie Nichols
 - Rick Coleman
 - Vince Ready
 - or any other arbitrator mutually agreed upon.
- (i) The expedited arbitrator shall have the same powers and authority as an arbitration board established under the provisions of Article 8.

7.10 Policy Grievances

Where either Party to this Agreement disputes the general application, interpretation or alleged violation of an Article of this Agreement, the dispute shall be discussed initially with the site manager at Step 2 of the grievance procedure, their designate or the Union within fourteen (14) calendar days of the occurrence. Where no satisfactory agreement is reached, either Party, within a further fourteen (14) calendar days, may submit the dispute to a third party, as set out in Article 8 or 9 of this Agreement.

7.11 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 specifically advising the employee that they have 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. This provision shall not apply to those discussions that are of an operational nature and do not involve imposition of disciplinary action.

ARTICLE 8 – ARBITRATION

8.01 Composition of Board

Should the parties fail to settle any grievance, or dispute whatsoever, arising between the Employer and the Union, or the employees concerned, such difference, grievance or dispute, including any question as to whether any matter is arbitrable, but excluding renegotiation of the Agreement shall, at the notice given by either party, be referred to the arbitration, determination and award of an Arbitration Board of one (1) member. Such Board shall be deemed to be a Board of Arbitration within the meaning of the *Labour Code* of British Columbia.

List of Arbitrators:

- Chris Sullivan
- Elaine Doyle
- Julie Nichols
- Rick Coleman
- Vince Ready

The parties, by mutual agreement, may amend the list of arbitrators or agree to a substitute to the listed arbitrators at any time.

The decision of the said arbitrators made in writing in regard to any difference/s, shall be final and binding upon the Employer, the Union, and the employees concerned.

8.02 Authority of Arbitration Board

The Arbitration Board shall have the power to settle the terms of the question to be arbitrated. The Arbitration Board shall not be empowered to make any decision inconsistent with the provisions of this Agreement, or to modify or amend any portion of this Agreement.

8.03 Expenses of Arbitration Board

Each party shall pay one-half ($\frac{1}{2}$) the fees and expenses of the Arbitration Board, and each party shall bear the expenses of its participants and witnesses.

ARTICLE 9 – HOURS OF WORK

9.01 Continuous Operation

The work week shall provide for continuous operation on a twenty-four (24) hour, seven (7) day per week basis.

9.02 Hours of Work

The hours of work for each regular full-time employee covered by this Agreement, exclusive of meal times, shall be as follows:

Pine Grove Care Centre – 35 hours average per week, 7.5 hours per day.

- (a) The hours of work for each regular full-time employee covered by this agreement, exclusive of meal times, shall be thirty-five hours per week, seven-and-a-half (7.5) hours per day based on a 4 on 2 off or 5 on 2 off six week rotation schedule, or an equivalent mutually agreed to by the Employer and the Union.
- (b) Regular employees shall receive no less than two (2) consecutive rest days off each week, otherwise overtime rates shall be paid in accordance with Article 10.

In the event that the Employer changes the shift scheduled hours of work as noted above, they will notify the Union and the employees a minimum of 90 days in advance and will make every effort to maximize full-time positions. The new shift schedule will be filled as per 9.04 (g) and (h).

9.03 Rest and Meal Periods

An unpaid meal break of thirty (30) minutes shall be provided for each shift of five (5) or more hours. Employees working a full shift of seven (7) or more hours shall receive a paid fifteen (15) minute

break in each half of their shift. Employees working shifts of four (4) hours to six-and-a-half (6.5) hours shall receive one paid fifteen (15) minute break.

All employee breaks should be taken in a designated staff area. Employees are required to remain in the facility during paid breaks. If the Employer requires an employee to stay on site during their meal period they shall be paid for that meal period at their basic rate of pay.

9.04 Scheduling Provisions

(a) Work schedules covering a six (6) week period shall be posted fourteen (14) days in advance. The Employer reserves the right to alter the schedule if the affected employee is given fourteen (14) days' notice. If an employee's scheduled hours are changed without the agreement of the employee and with less than fourteen (14) days' notice the employee shall be paid at one-and-one-half times (1.5x) their hourly rate for the notice period. Shift hours may change for operational reasons with reasonable notice.

The Master Roster shall be available to the employees upon request. It is understood that the actual schedule may vary from the Master Roster as scheduling requirements necessitate.

- (b) There shall be a minimum of twelve (12) consecutive hours off-duty between the completion of one work shift and the commencement of the next, unless otherwise mutually agreed.
- (c) When it is not possible to schedule twelve (12) consecutive hours off-duty between work shifts, all hours by which such changeover falls short of twelve (12) consecutive hours shall be paid at overtime rates in accordance with Article 10.
- (d) If a written request for a change in starting time is made by an employee which would not allow twelve (12) 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.

- (e) Any requests made for days off after the schedule is posted may be done by mutual shift exchange and prior approval by the care manager or designate. Approval for such requests shall not be unreasonably withheld. Mutual shift exchanges shall not result in any increased cost to the Employer.
- (f) In the event an employee is called in to work on a regularly scheduled day off, they shall be required to work the number of hours regularly scheduled for that shift or the number of required hours.
- (g) If the Employer intends to implement a revised work schedule, the Employer will post the proposed rotation for seven (7) calendar days so that impacted regular employees in the unit/department have an opportunity to review it. Within a further seven (7) calendar days, the impacted regular employees will select their line on the new rotation in order of seniority. Any regular employee without a line in the new work schedule will be issued a displacement notice. The new work schedule will then be posted in accordance with Article 9.04. Employees who have been given displacement notice can exercise their right to bump under Article 18.03.
- (h) Impacted regular employees must select a line in the new rotation, by seniority, where the FTE is the same amount of hours as their current posted job. However, an impacted regular employee may voluntarily select any line available to them if they choose to do so. This may result in a change of status. If no line with the same hours is available to the impacted employee, and the employee does not voluntarily choose another line, they shall be issued displacement notice at the end of seven (7) day line selection period. Employees who have been given displacement notice can exercise their

right to bump under Article 18.03.

- (i) If an employee reports for work as scheduled but for whom no work is available or because a change was made in the schedule without notifying the employee in advance, they shall be entitled and required to work four (4) hours or the number of hours scheduled if less than four (4) hours.
- (j) Time spent attending staff meetings where the Employer has indicated that attendance is mandatory shall be treated as time worked. If such staff meeting causes an employee to work more than eight (8) hours in a day, the overtime provisions of this agreement shall apply.

ARTICLE 10 – OVERTIME

10.01 Employees requested to work in excess of the normal daily full shift hours as outlined in Article 9.02, or who are requested to work on their scheduled off-duty days shall be paid:

- (a) One-and-one-half times ($1\frac{1}{2} \times$) the employee's regular hourly rate for the first four (4) hours in excess of eight (8) hours per day or forty (40) hours per week, and double-time ($2 \times$) thereafter.
- (b) Full-time employees who have worked their full weekly shift rotation and who are required to work on their scheduled days off shall be paid at time-and-one-half ($1\frac{1}{2} \times$) for the first four (4) hours and double-time thereafter.

10.02 If an employee works overtime on a statutory holiday which calls for a premium rate of pay as provided at Article 11, Statutory Holidays, the employee shall be paid overtime at the rate of time-and-one-half ($1\frac{1}{2} \times$) the premium statutory holiday rate for all hours worked beyond eight (8) hours in that day.

10.03 Overtime shall be compensated either in cash or time off. This must be specified in writing to the care manager by the employee by the end of the current pay period, and if not done so,

will be compensated by cash. Time off shall be scheduled at a mutually agreeable time. Overtime shall be paid by the end of the next pay period.

10.04 When an employee is requested to work a minimum of two (2) hours after their regularly scheduled shift, they will be entitled to a fifteen (15) minute paid break between the shifts. If the overtime extends to beyond three (3) hours, the employee shall receive breaks in accordance with Article 9.03.

10.05 When an employee is requested to work overtime on a scheduled work day or on a scheduled day off, including an extra day off, the employee may decline to work such overtime except in cases of emergency.

10.06 An employee required to work additional hours adjoining their regular shift, shall be entitled to eight (8) clear hours between the end of the overtime work and the start of their next regular shift. If eight (8) clear hours of time off are not provided, overtime rates shall apply to all hours worked on the next regular shift.

10.07 Call-Back

Employees called back to work on their regular time off shall receive a minimum of two (2) hours pay at the applicable rate whether or not they actually commence work.

These employees shall receive a transportation allowance of the current Canadian Revenue Agency rate per kilometer from the employees' home to the Employer's place of business and return.

ARTICLE 11 – STATUTORY HOLIDAYS

11.01 Full-time employees are entitled to eleven (11) statutory holidays and such other holidays as may be in the future proclaimed by either the Provincial or Federal Governments.

Part-time employees, who have worked at least fifteen (15) of the

last thirty (30) days employment with the Employer, are entitled to eleven (11) statutory holidays and such other holidays as may be in the future proclaimed by either the Provincial or Federal Governments.

New Year's Day	Labour Day
Family Day	National Day for Truth and Reconciliation
Good Friday	Thanksgiving Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day
B.C. Day	

11.02 Employees who are required to work on a statutory holiday shall be paid at the rate of time-and-one-half (1½ x) in addition to a day's pay.

11.03 The Employer shall make every effort to schedule either Christmas day or New Year's day off for employees so requesting.

Regular employees who work on Christmas day will be paid at the rate of double-time (2x).

11.04 If a statutory holiday occurs within an employee's vacation period, an extra day's vacation will be allowed for each statutory holiday so occurring.

ARTICLE 12 – ANNUAL VACATION

12.01 During each year of continuous service in the employ of the Employer, a regular full-time or regular part-time employee shall earn entitlement to a vacation with pay.

12.02 After six (6) months of continuous employment, such earned vacation entitlement can be taken on a "use as accrued" basis.

12.03 The rate at which such entitlement is earned shall be earned as follows:

- a) during the first (1st) to fifth (5th) years of employment, an employee earns a vacation of fifteen (15) working days at 6% vacation pay;
- b) during the sixth (6th) to ninth (9th) years of employment, an employee earns a vacation of twenty (20) working days at 8% vacation pay;
- c) during the tenth (10th) and subsequent years of employment, an employee earns a vacation of twenty-five (25) working days at 10% vacation pay.

12.04 The purpose of vacation is to allow employees an opportunity to rest and revitalize themselves. Therefore, there shall be no payments made in lieu of vacation, except when an employee ceases employment, or an employee is on an extended unpaid leave of absence and is unable to take earned vacation time within the vacation year.

12.05 An employee may carry over up to a maximum of 37.5 hours of vacation from one year to another. If at the end of the year, an employee has more than 37.5 hours remaining, the Employer will pay out the balance in excess of 37.5 hours.

12.06 Vacation Scheduling

Subject to operational requirement, scheduling vacation shall be in accordance with seniority within a department. Where an employee chooses to split their vacation, they shall exercise seniority rights in the choice of the first vacation period. Seniority shall prevail in the choice of the second vacation period, but only after all other first vacation periods have been selected. Seniority shall prevail in the choice of subsequent vacation periods in like manner. No employee shall be intitled to more than six (6) vacation periods, per vacation year unless mutually agreed.

- (a) Employees shall submit their vacation requests to their supervisor on or before:

- i. November 1st for the period January 1st through April 30th, and
- ii. March 1st for the period May 1st through December 31st.

All vacation requests made by November 1st will be returned to employees by December 1st. Requests received after November 1st (for the months of January to April) will be approved on a first come first served basis, subject to operational requirements. These requests will be returned to the employees within two (2) weeks of the requests.

All vacation requests made by March 1st will be returned to employees by April 1st. Requests received after March 1st (for the months of May to December) will be approved on a first come first served basis, subject to operational requirements. These requests will be returned to the employees within two (2) weeks of the requests.

All vacation request approvals or denials shall be in writing.

- (b) An employee who does not exercise their seniority rights by the cut-off date stipulated above, shall not be entitled to exercise those rights in respect to any vacation time previously selected by an employee with less seniority.
- (c) Vacation schedules, once posted, shall not be changed except in cases of emergency with the mutual agreement of the Employer and employee. In the case of an emergency, the employee must communicate any potential non-recoverable monetary losses associated with a vacation change. The Employer shall revoke their request for vacation change or agree to reimburse the employee for any non-recoverable monetary losses they were advised of associated with the vacation cancellation and the vacation shall be rescheduled.

12.07 Vacation Pay

Vacation pay shall be paid to all regular full-time and regular part-time employees in accordance with the regular payroll schedule.

12.08 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 one-and-one-half times (1.5 x) their applicable rate of pay for all hours worked and shall have vacation period so displaced rescheduled with pay at a mutually agreeable time.

ARTICLE 13 – PROBATIONARY EMPLOYEES

13.01 For the first three (3) calendar months of continuous service with the Employer, a full-time or part-time employee shall be a probationary employee. Casual employees shall serve a probationary period of four-hundred-and-fifty-five (455) hours or six (6) months, whichever comes first. 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.

13.02 The Employer may suspend, discipline, or discharge a probationary employee for any reason satisfactory to the Employer. The Employer agrees that it will not act in bad faith in the suspension, discipline or discharge of a probationary employee.

13.03 An employee who terminates their employment with the Employer after completing their probation period and is rehired within one (1) year in the same position/classification that they left, shall receive the end of probation rate upon her return, and shall not be required to re-serve the probation period, however their seniority shall commence from their most recent hire date.

ARTICLE 14 – SENIORITY

14.01 Seniority Defined

Seniority shall be defined as the total eligible hours accumulated from the employee's date of hire.

Employees shall continue to accrue seniority during the following:

- Regular hours;
- Overtime hours up to annual full-time hours;
- Paid sick leave;
- Up to twenty (20) days unpaid leave of absence;
- Hours while off work due to ICBC if reimbursed;
- Vacation hours;
- Statutory holiday hours;
- Union business;
- Any protected leave consistent with the *Human Rights Code* or the *Employment Standards Act*; and
- WorkSafeBC leave.

14.02 Seniority Lists

Seniority lists shall be reviewed and posted every three (3) months. Such seniority shall be subject to correction for error on proper representation by the Union, within one (1) month of the Union's receipt of the seniority dates. Upon request, the Employer agrees to make available to the Union the seniority of any employees covered by this agreement. The Employer shall supply the Union with a copy of the lists.

14.03 Seniority status, once acquired will be lost only for the following reasons:

- a) voluntary resignation;
- b) discharge for cause;
- c) layoff in excess of twelve (12) months;
- d) absence from work without approved leave being granted by, or a satisfactory explanation being given to the Employer for an absence for three (3) working days or more.

ARTICLE 15 – JOB CLASSIFICATION AND RATES OF PAY

15.01 Job Descriptions

- (a) The Employer shall draw up job descriptions for all jobs and classifications in the Bargaining Unit. Each employee shall be provided with a copy of the job description for their position.

The Union shall be provided with copies of job descriptions for all positions for which the Union is the certified bargaining agent.

- (b) Job descriptions shall contain the job title, qualifications and wage level of the job, a summary statement of the job, a list of the duties and the date prepared.

15.02 Notice of New Positions

Where a new job classification is required, the wage rate for the new classification shall be established by the Employer, and written notice shall be given to the Union. The classification and wage rate shall be considered agreed unless the Union objects within thirty (30) days of notification.

15.03 Notice of Changed Positions

In the event that the Employer is required to introduce significant changes to an existing job such that the job description is substantially altered, the Employer shall give written notice to the Union outlining the changes which have taken place, along with the Employer's proposal for a change in the wage rate, if any. Should the Union object to the proposed wage rate, such objection to the wage rate must be made in writing, within thirty (30) days of notification by the Employer. If no written objection is received by the Employer, the wage rate shall be considered agreed to.

15.04 The parties shall meet to discuss the Union's objections. If the parties fail to resolve the Union's objections within fourteen (14) calendar days after such discussions were initiated, either party may refer the matter to arbitration for resolution under Article 8.

15.05 Relieving In Higher and Lower-Rated Positions

Where the Company requires an employee to work temporarily in a higher classification, the employee shall be paid the higher rate for the period so employed.

15.06 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 16 – FILLING JOB VACANCIES

16.01 The Employer shall post notice of vacancies with duration of one (1) calendar month or more for a period of one (1) week. A job posting shall contain the following information: job position/classification, a summary of the duties, the required qualifications, the hours of work including days off, the wage scale, work area and commencement date.

A job posting shall be shared electronically with all employees.

16.02 Temporary Vacancies less than 30 Days

- (a) Notwithstanding clause 16.01, if the vacancy is a temporary one of less than thirty (30) calendar days, the position shall not be posted and instead shall be filled as follows:
- i. in order of seniority, by qualified regular employees who have indicated in writing their desire to work additional hours;
 - ii. by Casual employees;
 - iii. if the application of this paragraph requires the employer to pay overtime to the employee, the proposed move shall not be made;
- (b) Where operational requirements make it necessary, the Employer may make temporary appointments pending the posting and consideration of bargaining unit applicants pursuant to clause 16.04.

16.03 The Employer shall also consider applications from those employees who are absent from their normal places of employment because of an approved leave and who have filled in an application form, before each absence, stating the jobs they would be interested in applying for should a vacancy or new job occur during their absence.

16.04 The Employer may delay the implementation of an awarded position if the successful applicant cannot leave their current position without adversely affecting the operations of the Company. In such case, the Employer may temporarily fill the vacancy until such time as another employee has been trained to replace the applicant in their current position. The Employer shall make every effort not to exceed thirty (30) days but reserves the right to extend up to a further thirty (30) days.

16.05 The Employer will post the name of the successful applicant within three (3) calendar days of awarding the position.

16.06 The Employer shall supply to the Union the names of all applicants for a job posting in the course of a grievance investigation within seven (7) calendar days of a demand by the Union.

16.07 One (1) copy of all postings shall be sent to the local Union designate and Union representative within the aforementioned thirty (30) calendar days.

16.08 Selection Criteria

In selecting the successful candidate for a vacancy, seniority shall be the determining factor where the required qualifications, past performance, skills and abilities are relatively equal between two or more applicants. Employees will be considered relatively equal if their final selection scores are within fifteen percent (15%) of each other.

16.09 Trial Period

The successful applicant to a regular job vacancy shall be placed on a trial period of three (3) months, during which the employee's performance shall be reviewed regularly and the findings of the reviews shall be shared with the employee without undue delay. In the event that the employee proves unsatisfactory, or if the employee wishes to be relieved of the job during the trial period, the employee shall be returned to their previous position and pay

rate. Any other employee hired, promoted, voluntarily demoted or transferred because of the rearrangement of jobs, shall be returned to their former job and pay rate.

16.10 Temporary Promotion or Transfer

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

16.11 Employees who post into a temporary vacancy shall not be eligible for any further temporary job postings within the first ninety (90) days working in the temporary position.

ARTICLE 17 – TECHNOLOGICAL CHANGE

17.01 As per Section 54 of the *Labour Relations Code*, where the Employer intends to introduce technological change which affects the job security of a significant number of employees, the Employer shall give no less than sixty (60) calendar days' notice in writing to the Union.

17.02 The Employer and the union shall meet within twenty-one (21) days of the date of the notice. The parties will make every reasonable effort to reach agreement.

ARTICLE 18 – LAY-OFF AND RECALL

18.01 A layoff shall be defined as a cessation of employment, the elimination of a job, or a reduction in the hours of work of a position by one hour a day or more.

18.02 The Employer shall give regular full-time and regular part-time employees the following written notice or pay in lieu of notice:

- a) one (1) weeks' notice after (3) three consecutive months of employment;
- b) two (2) weeks' notice after twelve (12) consecutive months of

employment;

- c) three weeks' notice, after three (3) consecutive years, plus one additional week for each additional year of employment to a maximum of eight (8) weeks.

18.03 Bumping

It is agreed that in instances where a job is eliminated or hours reduced by one hour a day or more, an employee may choose one of the following options:

- a) an employee may accept the reduction in hours;
- b) an employee may accept the layoff or reduction in hours and be placed on the casual call in list and be placed on the recall list;
- c) be placed on the recall list;
- d) bump the most junior employee with the same number of hours provided the employee possesses the qualifications, skill and ability to perform the job of the less senior employee. The Employer shall supply to the employee and the Union a list of all employees that may be bumped by the employee. Bumping rights must be exercised by providing written notice to the Employer as soon as possible but no later than 48 hours after receiving notification of layoff.

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

18.05 Laid off regular post probation employees shall retain their seniority and perquisites accumulated up to the time of lay-off, for a period of one (1) year and shall be recalled, if the employee possesses the qualifications, skills and ability to do the vacant job, on the basis of last off - first on. Laid off employees failing to report for work of an ongoing nature within three (3) days of the date of receipt of notification by registered mail to the employee's last known address shall be considered to have abandoned their right to re-employment. Employees required to give two (2) weeks'

notice to another employer shall be deemed to be in compliance with the three (3) day provision. However, such employees shall notify the Employer of their intentions to return to work within three (3) days of notification.

18.06 Where a notice of displacement or lay-off actually results in a lay-off, prior to the lay-off becoming effective, two (2) copies of such notice shall be sent to the local Union designate.

18.07 An employee who has been laid off and wishes to be recalled must ensure that the Employer has a current telephone number and address for purposes of recall. The Employer's only obligation on recall is to contact the employee at the last known address. Therefore, failure to provide correct, current information could jeopardize the employee's right to recall.

ARTICLE 19 – SICK / PAID LEAVE

19.01 On January 1 of each calendar year, a regular full-time employee who has successfully completed probation shall receive a paid leave credit of forty-five (45) hours of paid leave, pro-rated for part-time employees.

19.02 Where an employee has unused paid leave credits on December 31 of the calendar year, they shall be paid out the unused credits to a maximum of forty-five (45). The pay out of unused credits shall be made by January 31 of the following year. Employees may also elect to carry forward unused paid leave, however, employees shall only be permitted to accumulate a maximum of seventy-five (75) hours in their paid leave bank.

19.03 Paid leave credits may be used by an employee to be absent from work without loss of pay in the event of illness or disability, medical/dental appointments and special leave.

19.04 After an employee has completed the probationary period, the employee shall be granted a pro-rated amount of credit for paid leave from their date of acquiring permanent status.

However, the paid leave credits shall not be applied retroactively to their hire date.

19.05 Part-time employees shall be granted paid leave credits on a pro-rated basis in accordance with their regularly scheduled hours of work.

19.06 An employee reporting absent shall do so to the Employer as soon as possible before the start of their shift in order that a replacement may be arranged for or duties redistributed. Failing to do so, the employee shall be considered absent without leave and the Employer shall make a deduction in pay for the time which expires between the time the employee should have reported for work and the time at which the employee reported absent.

19.07 Subject to the above, an employee granted paid leave shall be paid, for regularly scheduled shifts absent due to illness or disability, medical/dental appointments, and illness in the immediate family requiring the employee's personal attention, and the number of hours thus paid shall be deducted from their accumulated paid leave credits up to the total amount of their available credits at the time the leave commenced.

19.08 Employees who are off because of sickness or accident shall at the expiration of paid leave benefits, be continued on the payroll under the heading of leave of absence without pay for a period of not less than one (1) month.

19.09 WorkSafeBC leave with pay shall be granted for the one (1) day or less of the accident not covered by WorkSafeBC.

19.10 Leave – Worker's Compensation

(a) Benefit Entitlement

Employees who are absent from work and receiving benefits from WorkSafeBC shall be considered as being at work and shall receive benefits as if they were working, provided they pay their share of the premium costs.

(b) Continuation of Employment

Employees who qualify for Workers' Compensation coverage shall be continued on the payroll and shall not have their employment terminated during the compensable period, except for just cause. Upon return to work following recovery, an employee who was on claim for less than twenty-nine (29) months shall continue in their former job; an employee who was on claim for more than twenty-nine (29) months shall return to an equivalent position, exercising their seniority rights if necessary, pursuant to Article 18.03.

19.11 Casual employees are not eligible for paid leave credits.

ARTICLE 20 – BEREAVEMENT LEAVE

20.01 Regular employees shall be granted up to three (3) days of paid bereavement leave upon written notification in the event of the death of the following family members: mother, father, spouse (including domestic partner), child, sister, brother, grandparent, grandchild, father-in-law, mother-in-law, step-parent, foster-parent, step-child or another person living in the same residence as the employee.

The employee may be required to provide proof of a person living in the same residence.

In the event of a delayed interment (service or celebration of life), an employee may save one of the days identified above without loss of pay to attend the interment (service or celebration of life) and will provide as much notice as possible of the date it will be utilized.

An employee who has experienced a loss of pregnancy after twenty (20) weeks is also entitled to bereavement leave.

20.02 Unpaid leave will be granted in the absence of a completed CareCorp Leave Request form.

20.03 An additional two (2) consecutive work days without pay may be granted to employees who are required to travel in order to attend the funeral. Paid leave credits may be used by an employee for travel to attend the funeral.

20.04 Compassionate Care Leave

Regular employees shall be granted compassionate care leave in accordance with section 52.1 of the *Employment Standards Act*.

ARTICLE 21 – UNPAID LEAVES

21.01 Requests by employees for unpaid leave of absence shall be made in writing to the care manager or their designate and may be granted at the Employer's discretion. The employee shall make every reasonable effort to give at least fourteen (14) days' notice to minimize disruption of staff. The Employer shall make every reasonable effort to comply with such requests. Notice of the Employer's decision shall be given in writing as soon as possible.

21.02 The Employer recognizes there are a variety of leaves under the *Employment Standards Act* including, but not limited to:

- Critical Illness Leave
- Family Responsibility Leave
- Leave Respecting Disappearance of a Child
- Leave Respecting Death of a Child
- Domestic and Sexual Violence Leave
- Canadian Armed Forces Reservist Leave

The Employer will permit such leaves in accordance with the terms set out in the *Employment Standards Act*, as it may be amended from time to time.

21.03 Maternity / Parental / Adoption Leave

Maternity/Parental/Adoption leave shall be granted in accordance with the *Employment Standards Act* of B.C.

21.04 Maternity Leave

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 *Unemployment Insurance Act*, shall be covered by Article 19 (Paid Leave) providing the employee is not in receipt of maternity benefits under the *Unemployment Insurance Act* or any wage loss replacement plan.

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.

Employees shall make every effort to give at least seven (7) days' notice prior to the commencement of maternity leave of absence without pay, and employees shall give at least seven (7) 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 their 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 in their former position without loss of perquisites.

An employee is entitled to maternity leave of up to seventeen (17) weeks without pay.

As set out in the *Employment Standards Act*, if maternity leave is requested after the termination of a pregnancy, the employee is

entitled to up to six consecutive weeks of leave beginning on the termination date.

An initial period of leave may be extended by up to six consecutive weeks if an employee is unable to return to work for reasons related to the birth or termination of a pregnancy.

An Employer may request a doctor's or nurse practitioner's note stating the expected or actual birth date or termination date or reasons for requesting leave.

If an employee on leave asks to return from leave earlier than six weeks after the birth, the Employer may require a doctor's or nurse practitioner's certificate stating the employee is able to resume work.

21.05 Parental Leave

Upon written request, an employee shall be entitled to parental leave of up to sixty-one (61) consecutive weeks. A birth parent must begin their parental leave immediately after their maternity leave ends, unless they and the Employer agree otherwise.

A birth parent who does not take maternity leave and other parents are entitled to up to sixty-two (62) consecutive weeks of unpaid parental leave. The leave can begin anytime within seventy-eight (78) weeks of the birth or placement of a child.

Where both parents are employees of the Employer, the employees shall determine the apportionment of the sixty-two (62) weeks or sixty-one (61) consecutive weeks in the case of birth mother who takes maternity leave under Article 21.04. In such case, the Employer shall be advised of the arrangements at least four (4) weeks prior to the commencement of the leave.

Such written request pursuant to above provisions must be made at least four (4) weeks prior to the proposed leave commencement date.

Leave taken under this clause shall commence:

- (a) In the case of a mother, immediately following the conclusion of leave taken pursuant to Article 21.04 or following the adoption;
- (b) In the case of the other parent, following the adoption or the birth of the child and conclude within the fifty-two (52) week period after the birth date or adoption of the child. The “other parent” is defined as the father of the child and/or spouse of the mother, including common-law spouse as defined by Article 3. Such leave request must be supported by appropriate documentation.

Maternity and Parental Leave Seniority

Seniority and continuous service will continue to accumulate during the full period of maternity and parental leave. The Employer shall give the employee the option of staying on the benefit program, provided they pay their portion of the employee premiums.

21.06 Adoption Leave

Upon request, and having completed their initial probationary period, an employee shall be granted leave of absence without pay for up to six (6) months following the adoption of a child. The employee shall furnish proof of adoption. Where both parents are employees of the Employer, the employees will decide which of them will apply for leave.

21.07 Jury Duty

Employees who are required by summons or subpoena to serve as jurors or witnesses shall be granted leave without pay for the required period of attendance.

21.08 Unpaid Leave - Union Business

- (a) Leave of absence without pay shall be granted to employees designated by the Union to transact Union business, unless this would unduly interrupt the Employer's operations or result

in additional wage costs. Such requests shall be made in writing sufficiently in advance to minimize disruption of the department. The Employer shall make every reasonable effort to comply with such requests. 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, increments and promotions.

- (b) When leave of absence without pay is granted pursuant to part (a), the leave shall be given with pay, and the Union shall reimburse the Employer for salary and benefit costs within thirty (30) days of receipt of the invoice. It is understood that employees granted leave of absence pursuant to this clause shall receive their current rate of pay while on leave of absence. Leave of absence granted under this clause shall include sufficient travel time.

This provision does not apply to employees on extended leaves of absence who are employed by the Union on a permanent full-time basis.

- (c) The Union shall provide the Employer with reasonable notice to minimize disruption of the operation and shall make every reasonable effort to give a minimum of fourteen (14) days' notice prior to the commencement of leave under (a) above. The Employer agrees that any of the above leaves of absence shall not be unreasonably withheld.

21.09 Employee Requested Unpaid Leave

An employee may request an unpaid leave of absence to take educational courses that have the potential for benefit related to the care of the residents and the employee's ability to fully perform the job duties, subject to the following provisions:

- (a) Where an employee requests an unpaid leave of absence such a employee shall give reasonable advance notice in writing of such request.

- (b) Every effort shall be made by the Employer to comply with such requests, providing that replacements to ensure proper operation of the department can be found.
- (c) Notices granting such requests shall be given by the Employer in writing.

21.10 Unpaid Leave - Affecting Seniority and Benefits

Any employee granted unpaid leave of absence totalling up to twenty (20) working days in any year shall continue to accumulate seniority and all benefits and shall return to their former job.

If an unpaid leave of absence or an accumulation of unpaid leaves of absences carry into the next month, the employee shall have the option of continuing their benefits into that next month provided the employees makes such request and provides the Employer with post-dated cheque(s) for their share of the benefit cost prior to the commencement of the leave. Employees on unpaid leave for WCB, medical, LTD, *Employment Standards Act* leaves, first responder, maternity, parental and adoption reasons shall continue to accumulate seniority.

21.11 An employee who takes leave to accept an Employer's appointment outside of the Bargaining Unit on a temporary basis and who returns to a Bargaining Unit position within six (6) months shall continue to accumulate seniority and benefits.

An employee who returns to the Bargaining Unit after more than six (6) months on such an assignment shall return with only their seniority earned prior to the assignment.

21.12 Gender Transition Leave

An employee who provides a certificate from a medical practitioner confirming that the employee requires a leave of absence in order to undergo gender transition will be granted a leave for the procedure required during the transition period, where operations allow. The provisions of that leave will follow Article 21.01. The Union, the Employer and the employee will

work together to tailor the general transition plan to the employee's particular needs and accommodate the employee up to the point of undue hardship for the Employer. The Employer will ensure it enforces its harassment free work environment and not accept any discriminating actions.

21.13 First Responder Leave

Employees who are volunteer emergency and rescue workers will receive five (5) days unpaid leave, where possible, to provide emergency services when dispatched. Notice will follow Article 21.01 where possible.

ARTICLE 22 – HEALTH AND SAFETY

22.01 Occupational Health and Safety Committee

- (a) The Employer and the Union agree to cooperate in the promotion of safe working conditions, the prevention of accidents, the prevention of workplace injuries and the promotion of safe workplace practices.
- (b) The Employer and the Union shall each appoint two (2) representatives and two (2) alternate representatives to participate on the Occupational Health and Safety committee.
- (c) The employee members 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 committee meetings, workplace inspections and accident investigations at the request of the committee pursuant to the WorkSafeBC 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.
- (d) The Occupational Health and Safety committee may use the resources of WorkSafeBC to provide information to the committee members in relation to their role and responsibilities. The committee will increase the awareness of

all staff on such topics as: workplace safety, safe lifting techniques, dealing with aggressive 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. Minutes from the committee meetings will be distributed to both the Union and the Employer.

- (e) In addition to persons appointed by the parties, either party may involve others who are neither members of the Bargaining Unit or management, provided such is done by mutual agreement.
- (f) The committee shall, as part of its mandate receive and/or investigate complaints, and/or provide recommendations to the Employer with respect to workload problems which are safety related.

(g) Ergonomics

The Occupational Health and Safety committee may make recommendations to the Employer on ergonomic adjustments and on measures to protect pregnant employees as far as occupational health and safety matters are concerned.

22.02 Return to Work from Injury or Illness

Prior to returning to work from an injury or illness, the Employer may require employees to provide medical certificates certifying that they are fit to return to work and are able to perform the full scope of their duties. The Employer will reimburse the expense of providing such requested medical certificates.

Pursuant to this clause, the Employer shall maintain a return-to-work program.

Employees are entitled to a shop steward during the return-to-work process as long as it doesn't delay the return-to-work process.

22.03 Aggressive Residents

When the Employer is aware that a resident has a history of

aggressive behavior, 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 behavior will be provided by the Employer. The Employer shall make every reasonable effort to ensure that sufficient staff is present when dealing with such resident. It is understood that this is at no extra cost to the Employer.

22.04 Communicable Diseases

In-service training will be provided for all employees with regards to Infection Protection and Control (IP&C) Guidelines as mandated by Ministry of Health.

In-service training may include definitions of commonly encountered infectious processes in long term care, as well as precautions (standards, contact, airborne, blood borne) to be observed, personal protective equipment (PPE) and cleaning, and handling procedures concerning resident care, resident environment and resident belongings and articles of use.

22.05 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 staff and contributes to providing the highest possible standard of care. Staff should expect to work in, and residents should expect to be treated in an environment where the risk of violence is minimized.

22.06 Working Alone or in Isolation

The Employer will ensure there is a check in program in place for those who work alone under which conditions may present a risk of disabling injury as outlined in WorkSafeBC Regulations and the Act. This will be done in consultation with those employees' who work alone and the Occupational Health and Safety committee.

22.07 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 reasonable efforts to resolve the matter by:

- (a) Utilizing casual employees in accordance with the Collective Agreement.
- (b) Supervisor will discuss and, where appropriate, re-order duty priorities with the affected employee(s).
- (c) Re-assigning work.

Employees may refer unsafe-related workload concerns to the Occupational Health and Safety committee.

22.08 Critical incident stress defusing

A work place critical incident is an event that causes emotional or psychological trauma for people exposed to the incident. It is a sudden, powerful event outside the range of normal experience – and outside the worker'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.

22.09 Training and Orientation

- (a) No employee shall be required to work on any job or operate any piece of equipment until they have received proper orientation.
- (b) The Employer will provide orientation and/or in-service which is necessary for the safe performance of work including universal precautions, the safe use of equipment and the safe handling of materials and products. The Employer will also make available information, manuals and procedures for these purposes.

22.10 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*.

22.11 In the event of a member fatality, the Employer shall immediately notify the secretary business manager of the Union along with the Union representatives on the committee.

22.12 Transportation of Accident Victims

Transportation to the nearest physician or hospital and return transportation to the worksite or the employee's residence for employees requiring immediate medical care as a result of an on-the-job accident shall be at the expense of the Employer. Return transportation to the employee's home shall not be provided by the Employer where someone at the employee's home can reasonably provide such transportation.

ARTICLE 23 – GENERAL

23.01 No Discrimination

- (a) The Employer and the Union subscribe to the principles of the *Human Rights Code* of British Columbia.
- (b) The Union and the Employer recognize the right of employees to work in an environment free from harassment, including sexual harassment, as defined by the Employer's Harassment Policy.

23.02 Respectful Conduct in the Workplace

Individuals are responsible for conducting themselves in a respectful manner in the workplace and at work related gatherings. Failure to maintain respectful conduct will lead to discipline up to and including termination of employment.

A respectful workplace is characterized by:

- a) Polite Behaviour – defined as courteous and considerate behavior towards others.
- b) Inclusion – of people with different backgrounds, cultures, strengths and opinions;
- c) Safety – from disrespectful, discriminating, bullying and harassing behaviour;
- d) Protection against harassment extends to incidents occurring at or away from the workplace, during or outside of working hours, and includes incidents related to client, resident, or visitor contact, provided the acts are committed within the course of the employment relationship.
- e) Support – Individuals will be supported to learn and practice personal dispute resolution and respectful workplace skills.
- f) Dispute Resolution Process – differences will be managed through dispute resolutions processes, including, but not limited to Article 23.06 of this agreement.

23.03 Workplace Bullying

Bullying for the purpose of this Article is any repeated or systematic behaviour which may be either physical, verbal or psychological including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Personal harassment and/or bullying does not include acceptable social banter in the workplace. Nor does it include actions occasioned through the exercise in good faith of management's rights for bona fide operational requirements or progressive corrective discipline in a manner that is respectful of those involved.

23.04 Inclusion

Inclusion for the purpose of this Article means welcoming people with diverse backgrounds into the workplace. Behaviours include but are not limited to: working to understand cultural differences, working constructively with employees accommodated as a result of the Employer's duty to accommodate and valuing other's

differing styles and contributions.

23.05 Support

Support for the purposes of this Article means coaching, in-service training and/or internal or external expert intervention designed to bring dispute resolution skills and respectful workplace knowledge to the workplace.

Nothing in the above definition or any application thereof is intended to reduce, restrict or fetter the Employer's right and ability to manage and or discipline its employees.

23.06 Procedure for filing a complaint

- (a) An employee who makes a complaint under the provisions of the Collective Agreement Article 23 shall be required to seek a remedy through the internal complaint procedure, before filing a grievance. Grievance timelines will be put in abeyance until such time as the internal process has concluded.
- (b) An employee making a complaint may choose an informal complaint process.
 - the informal complaints process involves a mediated discussion between the complainant and the respondent, but it is understood that no formal action will be taken resulting from the complaint.
- (c) An employee making a complaint may choose the formal complaints process.
 - the formal complaints process will require the employer to investigate the matter, determine the nature of the complaint and take necessary steps to resolve the matter.
- (d) During either process, members of the bargaining unit will be entitled to union representation.
- (e) All aspects of the complaints process are confidential.
- (f) If a member of the bargaining unit is not satisfied with the outcome or the internal complaints process, they may file a grievance.

23.07 Employee Files

An employee, or the Union 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, and if requested, be provided with one copy of any document(s) in the file. The employee, or their designate, shall give the Employer a minimum of five (5) days' notice, prior to having access to such file.

The personnel file shall not be made public or be 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 purposes of the proper application of this Agreement.

23.08 Evaluation Reports

Performance evaluations are not part of the disciplinary process. Where a formal evaluation of an employee's performance is carried out, the employee shall be provided with a copy to read and review. At the end of the performance appraisal meeting, the employee shall sign the form indicating that the performance appraisal meeting took place with the manager. The employee shall receive a copy of the evaluation report at the time of signing.

The employee has the right, within seven (7) calendar days, to provide any written response or comments to the performance appraisal. This response must be signed and dated by the employee and shall be appended to the evaluation and maintained on the employee's personnel file. An evaluation report shall not be changed after an employee has signed it, without the knowledge of the employee.

23.09 Name Tags and Transfer Belts

Employees are required to wear their name tags and transfer belts, as provided by the Employer, at all times while present at the facilities.

23.10 Union Badges and Insignia

Employees are permitted to wear pins or shop steward badges.

23.11 Employer Property

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

Upon submission of reasonable proof, the Employer will repair or indemnify with respect to clothing and personal property including eye glasses of an employee incurred while the employee is on duty and caused by the actions of a resident.

23.12 Vaccination and Inoculation

When an employee is required by the Employer to undergo vaccination, inoculation or other immunization, it shall be provided by the Employer and on the Employer's time. The Employer will provide in-service programs to limit the spread of infectious diseases amongst employees and residents.

23.13 Transportation Allowance

An employee who uses their own motor vehicle to conduct business on behalf of and at the request of the Employer shall receive an allowance of the current Canadian Revenue Agency rate per kilometre.

23.14 Pay Days

Wages shall be paid semi-monthly. The distribution of pay stubs shall be done in such a manner that the details of the pay cheque shall be confidential.

The pay statements given to employees shall include the designation of statutory holidays paid, the listing of all adjustments including overtime and hourly rate and vacation paid, and an itemization of all deductions.

In 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 or paid sooner by direct deposit.
- 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 direct deposit or send a manual cheque within four (4) business days.

23.15 Med. Assist.

Care Aides that provide Med. Assist. (i.e. hand out medications) can only do so under the direction of either an RN or LPN. Care Aides with Med. Assist. training cannot replace an RN or LPN.

23.16 LPN License Renewal Fees

The Employer will provide a maximum amount of three-hundred-and-seventy-five dollars (\$375) per year for each regular full-time or regular part-time LPN towards annual registration and licensing fees to the provincial regulatory body. The amount will be paid the first pay period in February each year.

Effective January 1, 2026, increase from to \$400 per year; pro-rated for part-time employees.

ARTICLE 24 – CONTRACTING OUT

24.01 No Layoff of Employees

The Employer agrees not to contract out any of the Employer's work presently performed by employees covered by this Agreement which would result in the laying off of such employees.

24.02 Exceptions

The Employer has the right to contract for services when:

- a) the Employer does not have the equipment or facilities necessary to provide the required service; or
- b) the Employer does not have employees who perform such work or are qualified in such work; or if the work poses a significant health and safety risk for existing employees, or
- c) an emergency occurs.

ARTICLE 25 – PRINTING OF THE AGREEMENT

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

25.02 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 26 – EFFECTIVE AND TERMINATING DATES

26.01 Effective and Terminating Dates

The Collective Agreement shall be effective from April 1, 2024 to March 31, 2027, and from year to year thereafter unless terminated by either party on written notice served during the month of December 2026 or, if not so terminated, in the month of December in any succeeding year.

If a notice is not given under the above paragraph by either party 90 days or more before the expiry of the agreement, both parties shall be deemed to have given notice to bargain 90 days before the expiry.

26.02 Effective Dates

The effective date for all terms and conditions of this Agreement including wages and benefits is the date of ratification, unless otherwise specified.

26.03 It is agreed that the operation of Subsection 2 and 3 of Section 50 of the *Labour Code* of British Columbia is excluded from this Agreement.

ARTICLE 27 – CASUAL ENTITLEMENT

27.01 The Employer may call in casual employees to perform work for the following reasons:

- (a) relief work in vacancies created by the absence of a regular full-time or regular part-time employee.
- (b) emergency relief.
- (c) unanticipated or irregular relief work.

27.02 Where the Employer is aware that the position that is being filled by a casual employee will be in excess of thirty (30) days, the position shall be posted and filled in accordance with this Collective Agreement.

27.03 Part-time employees may also register for casual work provided there are no overtime costs.

27.04 Employees called in as casuals will be called in to work in order of seniority provided that they possess the skills and abilities to perform the work being assigned in the job classification for which they are registered, and that the operational requirements are being met.

27.05 All casual employees shall be required to submit, in the form prescribed by the Employer, a schedule of availability for the forthcoming month. This form is to be submitted no later than fifteen (15) days prior to the commencement of the month.

A casual employee who refuses work opportunities on three consecutive occasions in a two (2) month period, where they have indicated availability may be terminated at the Employer's discretion.

27.06 Employees working a casual shift shall be entitled to time off between shifts in accordance with the *Employment Standards Act*.

27.07 Seniority List

A master casual employee seniority list shall be revised and updated every three (3) months. The seniority of each employee shall be entered in the registry in descending order of the most hours worked to the least. Casual employees while on probation will be added to the registry or registries in the order that they are hired.

For the purposes of call in to do casual work, seniority hours are reconciled at each adjustment date.

Within two weeks of each adjustment date the Employer shall send to the Union designate a revised copy of the casual seniority lists.

27.08 Call in Procedure

All calls shall be recorded in a log book that shows the name of the employee called, the time of notification of the vacancy, the shift to be filled, the time that the call was made, the line, the results of the call and the initials of the person who made the call.

In the event of a dispute the Union shall have reasonable access to these records and be entitled to make a photocopy of the records at a mutually agreeable time.

The Employer may choose to use the electronic call-in procedure as outlined in Addendum #1.

27.09 A regular employee shall be entitled to transfer to casual status. Upon transfer, such employees shall be entitled to such benefits as are available to casual employees.

27.10 The parties agree that all terms of the Collective Agreement

will apply to casual employees except where modified by specific provisions.

27.11 Casual employees shall receive vacation pay of four percent (4%) paid on each cheque and statutory holiday pay in accordance with the *Employment Standards Act*.

27.12 Casual employees shall continue to accrue seniority while receiving WorkSafeBC wage-loss benefits based on the average weekly hours worked in the previous six (6) months.

ARTICLE 28 – HEALTH CARE PLAN

28.01

Group benefits are as provided in the benefit book distributed by the carrier. Cost sharing for benefits is as follows:

- If Medical Services Plan premiums are reinstated, the Employer shall pay 100% of the premiums.
- Extended Health Plan – 75% Employer Paid – 25% Employee Paid.
- Dental Plan – 75% Employer Paid – 25% Employee Paid.
- Life Insurance – 75% Employer Paid – 25% Employee Paid.
- Accidental Death and Dismemberment – 75% Employer Paid – 25% Employee Paid.
- All practitioners' coverages to be at 90% reimbursement of the maximum benefit of \$600 per calendar year.
- Orthotics to be at 100% reimbursement of the maximum benefit of \$350 per calendar year.
- Orthopedic shoes to be a 100% reimbursement of the maximum benefit of \$500 per calendar year.
- Eye exam coverage is \$70 every two years.
- Special contact lenses is \$315 every two years.
- Eyeglass coverage is \$225 every two years.

The Employer shall provide these benefits and shall be consistent with the current provisions.

28.02 Long-Term Disability Plan

- (a) The Employer shall provide to the Union quotations for long-term disability coverage.
- (b) The premium costs for such coverage shall be 100% employee paid.
- (c) The Union shall hold a vote of its members in order to ratify such coverage.

ARTICLE 29 – GROUP RRSP

- (a) All regular employees after five years as a regular employee, shall have the option of enrolling in the Plan. Participation in the plan is voluntary.
- (b) Employee contributions to the Plan through payroll deductions will be 1% of regular earnings.
- (c) Employees may opt in or out of the plan January 1st of each year by providing at least thirty (30) days written notice to the Employer.
- (d) The Employer will administer the Plan.
- (e) The Employer shall match the contributions of one percent (1%) of earnings for contributing members.

WAGE SCHEDULE
Pine Grove Care Centre

CLASSIFICATION	CURRENT
LPN D/A	\$ 27.11
CA D/A	\$ 20.13
Activity Aides	\$ 20.13
Rehab Assistant	\$ 20.13
Cook 10:30-6:30	\$ 18.92
Cook 7-11	\$ 18.92
Multi-Skilled Worked D,A (Housekeeping, Laundry)	<u>\$17.85</u>

Responsibility Pay

Any nurse responsible for the facility in the absence of Management, shall receive payment of one dollar (\$1) per hour for all hours they are assigned responsible. These payments shall be in addition to night shift premium.

Shift Premiums

Employees working night shift shall be paid a shift differential of one-dollar-and-fifteen cents (\$1.15) per hour for all hours worked between the hours of 11:00 pm and 7:00 am (2300-0700).

Employees working the weekend shifts (excluding night shifts) will be paid sixty cents (\$0.60) per hour for all hours worked on Saturday and Sundays between the hours of 7:00 am and 11:00 pm (0700-2300).

Wages

The parties acknowledge that they have not entered into wage rate discussions.

The parties further agree that should levelled up wage rates be terminated by the Provincial Government prior to the Collective Agreement expiring, the parties will meet to discuss wage rates for classifications that were previously levelled.

No other article of the Collective Agreement will be subject to the these discussions, unless mutually agreed.

ADDENDUM #1

Re: Electronic Call-Out

If an agreement is reached on electronic call-out this would be added as an addendum to the Collective Agreement as a pilot project, with either party being able to serve 30 days' notice to revert to the call-out language found in the body of the Collective Agreement. If issues arise the parties shall meet and make every effort to resolve these before serving notice as above.

Electronic Call-Out Procedure

The manner in which casual employees will be contacted for relief work shall be as per Article 27.08 or as follows:

- (1) The Employer may contact employees by text message instead of by phone as per a, b, c, d and e below. Employees without text options, shall be called as per Article 27.08 at the phone number provided, or shall consent to the text-to-landline option. Where the Employer uses group texting it shall be done in a manner that ensures confidentiality of employee information.
 - a) Where a vacancy is known less than 2 hours in advance, the casual employees shall have 7 minutes to respond to the shift(s), shall be awarded to the senior employee who responds confirming they will take the shifts or block of shifts within the time limit.
 - b) Where a vacancy is more than 2 hours but less than 4 hours in advance, the casual employees shall have 15 minutes to respond, and the shift(s) shall be awarded to the senior employee who responds confirming they will take the shifts or block of shifts within the time limit.
 - c) Where a vacancy is known more than 4 hours but less than 24 hours in advance, the employees shall have 30 minutes to respond, and the shift(s) shall be awarded to the senior employee who responds confirming they will take the shifts or block of shifts within the time limit.

- d) Where a vacancy is known more than 24 hours but less than 72 hours in advance, the employees shall have two hours to respond, and the shift(s) shall be rewarded to the senior employee who responds confirming they will take the shifts or block of shifts within the time limit.
- e) Where a vacancy is known more than 72 hours in advance, the casual employees shall have 24 hours to respond, and the shift(s) shall be awarded to the senior employee who responds confirming they will take the shifts or block of shifts within the time limit.

	a)	b)	c)	d)	e)
Vacancy known in advance:	Less than 2 hours	Greater than 2 hours but less than 4 hours	More than 4 hours but less than 24 hours	More than 24 hours but less than 72 hours	More than 72 hours
Response time:	7 mins	15 mins	30 mins	2 hours	24 hours

- (2) Where a block of shifts remains unfilled after exhausting the registry, the block may be broken up and the casual employees shall be called/contacted again in order of seniority.
- (3) All text messages shall also be retained/recorded as part of the call records or log book. In the event of a dispute, the Union shall have reasonable access to the log book/contact information (including texts) and shall be entitled to make copies. Any phone calls made shall be recorded in the log book, as per Article 27.08.
- (4) A casual employee who accepts an assignment shall be deemed to have the same obligation to fulfil the assignment as a regular employee.
- (5) All electronic communications regarding relief work shall include the following in the message:
 - a) Current date and time of text;
 - b) Details of relief work being offered, including date, shift, position, location and shift times;
 - c) Appropriate response time (see point 1 a, b, c, d, and e above);
 - d) Phone number for employees to respond to;

- e) The following statements:
“Employer must confirm with successful applicant.
Successful applicant must re-confirm with Employer.”

EXAMPLE TEXT:

Date & Time: June 21, 1:50 p.m.

Open shift: June 21, 3-11 p.m.

Position: RCA

Respond by: 1:57 p.m. (window 7 min.)

Response Number: 250-555-5555

Employer must confirm with successful applicant.

Successful applicant must re-confirm with Employer.

LETTER OF UNDERSTANDING

BETWEEN

**CARE CORP SENIORS SERVICES
PINE GROVE CARE CENTRE**

AND

HOSPITAL EMPLOYEES' UNION

Re: Employee Workload Task Force

The Employer and the Union shall meet within thirty (30) days of ratification to jointly develop a comprehensive plan to re-order duty priorities, when the absence of one or more staff may present significant increases in workload, utilizing the language of Article 22.06 as a guide. Each party may appoint up to two (2) representatives each to the task force.

Employee members of the task force shall be granted leave without loss of pay or receive straight-time regular wages to participate in task force meetings.

**SIGNED ON BEHALF OF
THE UNION:**



Bill Pegler
Coordinator of Private Sector
& Special Projects

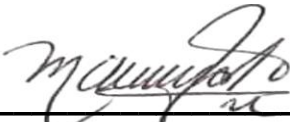
**SIGNED ON BEHALF OF
THE EMPLOYER:**

Peter Kafka
Chief Spokesperson



Nina Dhillon
Director of Organizing &
Private Sector Bargaining

Andrew Olson
Vice President of Operations
and Human Resources



Maria Rodriguez
Negotiator

Daniela Frasca
Bargaining Committee

Kerri Moores
Bargaining Committee

Date: August 21, 2025

Date: _____