



Labour Management Relations Committee (LMRC)

**June 11th, 2020, 3:00 p.m.
By Zoom Meeting**

Present: Mike Carriere, Noah Austin, Karla Pacheco, Nick Soave
Absent: Nina Joyce, Jeff Armour

1. Working from Home Policy & Procedure

K. Pacheco explained the Working from Home Policy & Procedure process. Jeff Armour had been tasked by the Board of Directors to create the Policy & Procedure. The HR Committee of the Board will be reviewing it and hopefully approving it after this meeting. It will then be outlined at the upcoming Town Hall which Jeff Armour will be inviting staff to in the internal e-mail going out today.

K. Pacheco showed a draft of the Policy to the Committee and explained that it was not tailored to COVID-19 specifically but was an overarching policy for any time and for any reason that could include things like parental leave, caregiver leave etc. It was for anyone that was electing or needing to work from home. The Policy talks about the commitment the USC has to alternative work arrangements and the support that will be given to individuals participating in them. Also included is information about availability and hours of work, who will be involved in the approval of work plans, the length of time for a request and reason for the request. There is a link to Canadian Centre for Occupational Health and Safety regarding working safely from home and the Policy also speaks to responsibilities and expectations of those working from home. The Policy should be reviewed quarterly for the first year since it is new.

K. Pacheco outlined the accompanying Working from Home Procedure. She said it was important to note that at least 50% of an employee's roles and responsibilities must be able to be done from home in order for them to qualify. During 'normal times', if someone requests to work from home the situation will be reviewed but, for now, everyone is eligible in order to keep everyone working. It is important for everyone to have access to the internet and a reliable device to work from. There are two parts to the Working from Home Procedure. Part I will begin after the Town Hall and will start with union staff in order to find something for everyone to be doing. Each staff member will meet with Karla and their manager and they will outline short term work and

responsibilities. Work deadlines will be broken down into ongoing work (which will meet a customer service standard of response within 24 hours ex.), deadline driven work with deadlines varying depending on the outcomes required, and project work that may have a longer deadline. There will be no core hours as there will be different work and demands for each person. We will try to come to a common understanding of what works for each person. It is intended that the process will start next week with Finance up first because of the audit and year end and then move on to Nina Joyce after that. A sheet will be shared with the employee and a meeting set up with their manager, the senior manager, and Karla. Geoff Pimlatt will assess the need for hardware and software. A tactical plan will be created based on work responsibilities and tasks for the next month or two.

M. Carriere – Are there certain pieces of software that can be accessed through a work computer instead of installing them on a home computer?

N. Austin – There are definitely ways of doing that. There could be some latency in the connection but it can be done.

M. Carriere – It would be for maintenance of inventory and online orders etc.

N. Austin – It can definitely be done. Security and compliance with western would need to be considered however.

K. Pacheco – There needs to be a global understanding of what people are doing and what the priorities are. We feel if people get back to working they will feel good so it is important to not getting bogged down by details but to move forward. These discussions will help in figuring out what is worth the investment. The Working from Home timeline would be from June 16th to August 16th for now. At the end of July, we will consider what August 16th to November 16th will look like. By then, we can hopefully determine who needs to be in the office and who will work from home long term. We will need to look at things like how we set up triaging IT from home for example or how to support retail in person and online. Right now we are creating scenarios and setting up contingencies.

M. Carriere – We would consider things like bringing product to his house to ship from there for example.

K. Pacheco – Yes, once we know what we can do and what can we open, we can look at scenarios based on those parameters. We will look at the cost benefit for all of these things. We can be creative and open to what could be. We do not have to make any long term decisions at the moment. Patience is the best way since we could end up spending a lot of money up front and find out we did not need to do it that way. We need the creativity and expertise of the union staff in knowing what can be done going forward. It took a lot of time to put the Policy and Procedure together and to make a plan and create a structure. Management is thankful for the union members' patience during this time. Everything will be outlined in the upcoming Town Hall. They hope to

get support from the Board and HR committee. There might be some insightful comments and small changes but hopefully nothing major.

2. Town Hall – June 16th at 11:00 a.m.

3. June 16th and Beyond for Workflow

K. Pacheco - The change to 75% pay will start on June 16th. In addition, there will be a stipend implemented to cover internet costs etc. The stipend will be \$20 per pay starting for the June 16th to the June 30th work period. They will look at a more permanent stipend for August to November depending on what goes on. The stipend is tax free. Also, Phase 2 of the Working from Home Procedure will be taking place during the next pay period. Kate Holmes and Andrea Klooster will be meeting with each staff member to assess their workstations at home and to review some other safety aspects of working from home. If anyone requires anything in the meantime, hopefully the stipend will help with that.

4. Changing E-Mail Auto Reply

K. Pacheco – As of June 16th everyone can go back to normal e-mail and take off their COVID-19 message as they should be monitoring their e-mails regularly by then. A customer service standard of response will be covered in the Working from Home Assessment with their manager.

5. JHSC Revival

K. Pacheco – The JHSC will be revived and will be engaged in the ergonomic (Part 2) of the Working from Home Assessment. They will also be involved in the policy revisions that are to come and those will then be brought to the Board for approval. The JHSC meeting will be scheduled for June 18th.

6. Process for Time Off

K. Pacheco - We are looking to mirror Western's summer shutdown taking place the week of Canada Day. That should help with everyone needing vacation time. After August 16th we will deal with people who are running out of vacation time on an ad hoc basis. In the meantime, everyone should use the normal process for requesting time off.

7. Health & Dental Plan RFP Results

K. Pacheco – We have chosen a new provider for the health and dental plan. People Corporation will act as our BPA consultant and Gallivan will take care of the adjudication part of the plan. We will transition staff to the new plan over the summer with a hard start date of September 1st. We are setting up a USC-only trust so that we do not have to deal with other schools that have different needs and budgets.

N. Austin – Sounds good but please reach out to Nina if you can about it before making the announcement.

K. Pacheco - Nick Vassiliou had planned to do that. The interactions with these companies were very pleasant so it looks positive going forward.

8. Other Business

N. Austin – The membership has been pretty quiet and he has had no calls for a meeting. It would be a good idea to remind people about what kind of mental health resources there are going forward.

K. Pacheco – We can definitely include some mental health resource information in the internal e-mail and we will also send a question sheet out with the Town Hall invite. In the meantime, we are just asking for patience with the process. The Executive is excited and positive about the year ahead despite the challenges.

N. Austin – This is shared by the membership. We are all attempting to make the best of a bad situation. People want to get back to some sort of structure. It will help everyone's mental health and more interaction with managers will be good as well.

K. Pacheco – Senior Managers are missing the help and expertise of their staff. It will be great to get people set up so they can get going.

N. Austin – Would it be possible to have a union rep join in on the Working from Home meetings with managers if the individual wants it? We would like to give them the option.

K. Pacheco – Of course, that is always an option.

K. Pacheco – Showed everyone the form for Part One of the Assessment and the sign off. She reiterated that work schedules and hours will be totally different depending on the person. Any further questions?

N. Austin and M. Carrier – No questions, everything looks good.