

Ministry Employee Relations Committee - Corrections

Ministry of the Solicitor General

Minutes

Wednesday, September 23, 2020

Via Microsoft Teams

Attendees

For the Union

- Chris Jackel (Co-chair)
- Chad Oldfield
- Scott McIntyre
- Janet Lavery
- Adam Cygler
- Sandra Harper

For the Ministry

- Daryl Pitfield (Co-chair)
- Barb Forbes (Co-chair)
- Christopher Moore
- David Wilson
- Christie Hayhow

Resources

- Bart Novak, Manager, Community Safety and Strategic Labour Relations, HR SBU
- Kevin Sawicki, Director, HR Strategic Business Unit
- James Cheng, Employee Relations Advisor, Employee Relations Branch, TBS

Guests

- Melissa Djurakov, Director, Service Management and Oversight Branch (SMOB)
- Jodi Melnychuk, Director, Corrections Policy and Procedures Branch (CPPB)
- Adam Kain, Senior Policy Advisor, CPPB
- George Christie, Project Lead, SMOB
- Mike Kinnee, President Canadian Operations, Synergy Inmate Phone Solutions
- Dan Szakacs, Executive Consultant, Synergy Inmate Phone Solutions
- Glenn Deroy, Program Manager, Synergy Inmate Phone Solutions



Observers

- Lisa O'Brien, co-chair Employer, Provincial Joint Occupational Health and Safety Committee (PJOHSC)
- Michelle MacLean, member Union, PJOHSC
- Joely Price, member Union, PJOHSC
- Denise Sidsworth, member Union, PJOHSC

Note Taker

- Lise Ledoux, Employee Relations Committee Coordinator

Previous Business

Institutional Services items

1. **17 06 12 OTIS Access for Correctional Officers** – Employer continues to review the Union's comment/feedback.

Action: Employer will respond to the Union by October 30th.

2. **17 06 12 Recreation Officers Training/Job Competitions** – Employer is drafting an ADM directive.

Action: Employer will share the draft directive and draft posting with the Union prior to the upcoming recreation officer position postings.

3. **18 09 06 Segregation Unit Workload** – Awaiting update from the Modernization Division on the rollout plan for the electronic tracking for time out of cell.

Action: Update regarding the rollout plan to be provided to MERC upon receipt.

4. **19 04 25 Dog Handler Pilot** – Employer advised that this is still a pilot project.

Action: Employer to schedule a meeting with the Union to discuss the Union's concerns by October 15th.

5. **19 06 20 Personal Electronic Devices** – Employer drafting an ADM directive stating that electronic devices are only to be utilized in specific areas.

Action: Employer to draft a directive and share with the field upon approval.

6. **19 12 11 Agency Nurses in Institutions** – Union reviewed the rollup provided by the Employer and identified some inaccuracies. Union requested for a description of the duties of the agency PSW at the Toronto South DC. Union also requested a status on the retention/atraction of nurses.

Action: Employer will follow up with Corporate Health Care and respond.

7. **19 12 11 Staffing Level Analysis** – Internal Employer discussions are ongoing regarding an appropriate audit process for Institutional Services.

Action: Deferred until the current Canadian Civil Liberties Association (CCLA) positions are filled. Move to Standing Items and combine with Staffing Audits for future updates.

8. **19 12 11 Issues referred from Thunder Bay Jail LERC** – Employer requested that a meeting at the local level be scheduled to discuss issues. Employer and Union co-chairs to be included in the meeting.

Action: Discussions are ongoing. Update to be provided at the next meeting.

9. **20 02 12 Entry level training for new institutional non-correctional officer hires** – No update at this time.

Action: Parties to follow up.

10. **20 02 12 Security Threat Group Training** – Employer advised that they are supportive of the concept of the training; however, there needs to be a review on whether it can be facilitated in addition to the current training needs.

Action: Deferred until the new fiscal year.

11. **20 06 24 Appendix COR10/Appendix COR17/Fact Finding Investigations** – No further discussions as it is currently at the GSB.

Action: Move to Standing Item for future updates.

ARC
Cmf
xx

12.20 06 24 GAIN Q3 Assessment Tool (Addiction Counsellor training) – Union provided additional information to the Employer.

Action: Employer to review and respond.

Community Services items

1. **14 09 10 PPO Staffing Issues** – CS confirmed with IS regarding staffing situations in all regions with the exception of the Northern Region at this time.

Action: Planning for the Backfill Pool can proceed in three regions. Parties will commence the expression of interest process.

2. **20 06 24 Monitoring Technology-Based Supervision Conditions** – Union shared written examples with the Employer on September 14th.

Action: Employer to review the Union's submission and respond.

Given this item involves both CS and IS, move item to Both Institutional and Community Services Items.

Both Institutional and Community Services Items

1. **18 12 12 Transition Exit Initiative (Appendix 46 Central Agreement)** – As of July 31st, 92 OPSEU-Corrections only applications were approved, 447 total applications and 20.6% approval rate.

Action: Update to be provided at the next meeting.

2. **19 09 25 Monitoring of Adult Correctional Offenders** – a one-month extension to October 31st was granted.

Action: Update to be provided at the next meeting.

Standing Items

1. **Employment Stability List** – No active members on the list.

ARC
cmf
m

2. Modernization Division – Presentation on the modernization of discipline and misconduct.

Action: Employer will share the presentation with MERC. MERC is encouraged to provide feedback to the Employer.

Given that the policy branch has moved to another Division, rename item to Modernization.

3. Women Secure Treatment Unit (WSTU) – Employer continues to review options.

4. Transition Updates – Working through the CCLA positions. Union seeking information on next steps regarding the temporary closure of OCI.

Action: Employer will provide information regarding OCI when available.

5. JAHN Settlement and Remedies – No update at this time.

6. Statistics – No update at this time.

7. New builds for Ottawa-Carleton DC and Thunder Bay CC/Jail –

Project Specific Output Specifications (PSOS): Covid-19 has caused some delays on the review of the material for the PSOS. Continue to review the Project Specific Output Specifications and work towards completion for the 90% review.

New Ministry Lead: There has been a new ministry project lead assigned to support the “New Builds”, Eastern Region Strategy and the Canadian Civil Liberties Association (CCLA) Nick Liantzakis, Manager, Major Capital Projects Unit.

Thunder Bay is currently moving along and we will continue with staff engagement. Some team members were in Thunder Bay on August 21st and 22nd for tours of both facilities and met with Union presidents and staff.

Eastern Region has announced the location of a new institution in Kemptville. An engagement plan in in progress for the Eastern Region Strategy (ERS) and the Greater Ottawa Correctional Complex (see attached announcement). Institutional Service Engagement Team (ISET) planning and engagement strategy is currently under review and will be forwarded for approval.

Action: Rename item to New builds for Thunder Bay and Eastern Region.

- 8. Staffing Audits** – Internal Employer discussions are ongoing regarding an appropriate audit process for Institutional Services.

Action: Rename item to Staffing with subtitles a) Audits (for operational managers and correctional officers) and b) Site Specific Workflow Analysis (all departments).

- 9. Memorial Event** – Moved to Standing Items titled Correctional Services Memorial Oversight Committee for future updates.

Action: Remove item from the agenda.

- 10. Community Hubs/Justice Centres** – The Western Region is arranging for a virtual presentation to RERC. Employer extended an invitation to the Union MERC representative.

- 11. Correctional Officer Performance Appraisals** – The initial launch of the performance reviews for fixed-term COs initiative ended June 30, 2020 with an 86% compliance rate. Initiative was positively received. Feedback was received and will be incorporated into the 2020-21 launch which is anticipated in October. Employer welcomes feedback from MERC that will assist with improving the process.

Union asked if this will be rolled out to other groups.

Action: Union to discuss with their local presidents and provide feedback to the Employer.

- 12. eRoster** – Elgin-Middlesex DC scheduled for September 23rd.

- 13. New IT Improvements: Northern Remote Reporting/Counselling** – In August of 2020, Union and Employer participated in video demonstration. Beginning in fall 2020, CS is working towards piloting the OPS' Justice Video Network (JVN) technology for the purposes of PPO client supervision and reporting. OS is working with Justice Technology Services (JTS) and selected four Program Delivery Officers to commence a pilot on virtual core program delivery via the JVN. Training session for these staff on the JVN features in mid-October.

ARC

xy cmf

14. Issues Affecting Correctional Nurses – Due to the COVID impact, the Employer is not supportive of establishing a working group at this time.

Action: Union to provide a list of concerns from previous submission dating back to 2017 to the Employer prior to the next meeting.

15. Standing Policy Updates

a) **Suicide Policy** – Waiting on the new policy.

Action: Rename item to Suicide Prevention Policy Employer prior to the next meeting.

16. Institutional Security Teams (IST) – No update at this time.

17. Community Services Review – The Employer has started undertaking targeted initiatives that include but not limited to leveraging technology to modernize service delivery (i.e., cell phones, VPNs, digital design advancement); enhancing: community reintegration planning for sentenced offenders and remanded inmates; developing a technology enhanced and fiscally sustainable made-in-Ontario CBI training model that is tailored to our needs and the demographics of our clients; and working with justice partners to expand the availability of Indigenous-specific intimate partner violence programs.

Action: Employer to provide more information in advance of engagement opportunities with frontline staff and MERC. Updates to be provided at the next meeting.

18. Institutional Services HPP Subcommittee – Union continues to raise concerns regarding the status of the local worksite committees (complement, training) resulting in issues with local committees. The Union asserts that this is directly impacting employees' accommodation status. Union requests a training schedule and approved delivery method be implemented immediately.

Employer recognizes the importance of this program and is committed to moving forward.

Action: Union to submit a list of concerns to the Employer.

ARC
Cmf
m

19. OTIS External Program Tracking – Has been released to the field.

Action: Remove item from the agenda.

The following four agenda items were added as Standing Items per the MOA titled Corrections MERC and PJOHSC Subcommittee Review dated May 14, 2020.

20. Provincial Overtime Protocol – Union requested that the Provincial Overtime Protocol information be updated on the Correctional Services Intranet Site.

Action: Employer to follow up.

21. Fixed-Term Issues – No concerns at this time.

22. Inmate Management Issues – No concerns at this time.

23. Correctional Services Memorial Oversight Committee – Anticipate commencement of event planning in December.

New Business

1. Approved Complement – Union requests a report of approved non-CO position complement by institution, classification and positions.

Action: Employer to review and respond.

2. Use of Agency Cleaners in Institutions – deferred.

Action: Discussions ongoing.

3. South West DC Staffing Allocation (referred from LERC-Union) – Union requests a report of approved non-CO position complement by classification and positions.

Action: Employer to review and respond.

- 4. OAG Position Description Reports (referred from LERC-Union)** – Union requested the position description reports for OAG positions at Quinte DC.

Action: Employer to review and respond.

- 5. Health Care Unit Audit (referred from LERC-Union)** – Corporate Health Care completed an audit of the health care unit at the Ontario Correctional Institute. Union raised concerns with local operational issue impacts regarding the delivery of health care services and requested a meeting with representation from Corporate Health Care at OCI to address concerns.

Action: Union to submit written concerns to the Employer to review and respond.

- 6. Offender Telephone Management System (OTMS)** – Presentation by the service provider Synergy Inmate Phone Solutions on the new system.

Action: Presentation to be shared with MERC. Remove item from the agenda.

- 7. P&P Workload WAT Best Practices** – Appendix COR11 P&P MERC Workload Subcommittee members worked collaboratively to achieve a joint recommendation on revisions to the WAT Best Practices Guide which was submitted to MERC and subsequently reviewed and approved by the ADM, CS. A memorandum will be released to the field shortly announcing the revisions.

There remain two outstanding Union recommendations to the WAT Best Practice Guide that the Parties are continuing to discuss with the collective goal of reaching a resolution.

Action: Update to be provided at the next meeting.

- 8. Corrections Business Cards** – Union requested that the Ontario Trillium be replaced with the Corrections logo.

Action: Employer to review and respond.

- 9. Ministry Awards and Recognition Program** – Concerns raised from the field regarding inconsistency of recognition, engagement, etc. Employer is working on a strategy to rollout the program.

In regarding to the Corrections Exemplary Service Medal and Long Service Awards, there's been a Delay in forwarding 2018 & 2019 recognition material to managers due to COVID. Approximately 50% of the material has been shipped to managers and the rest has not. The 2020 long service material has also been delayed due to COVID. The SBU has not yet received all the material.

- Based on the Employee Experience Survey Results of 2018, SolGen staff indicated:
 - Recognition is most important coming from their manager (40%)
 - Receiving recognition is important:
 - for individual job performance (69%)
 - Team performance (78%)
 - Recognition is most important when it comes in the form of:
 - Personal written acknowledgement (46%)
 - Verbal Thank you (46%)
 - Immediate feedback (38%)
- Recognition was also a significant factor identified in the Occupational Stress and Injury survey.

Action: Information on the rollout of the program will be shared with staff when available. Update to be provided at the next meeting.

10. Subcommittee Annual Reports – A reminder that the following subcommittees must submit a summary report to the MERC by November 15th to ensure the mandate is maintained and work is being completed in a timely and effective manner.

- CS – health and productivity program
- IS – health and productivity program
- Direct Supervision
- MERC Diversity
- P&P Staffing Issues
- P&P Workload
- Training and Development

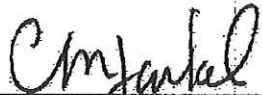
Action: Employer will share a standard template with all co-chairs.

Next Meeting

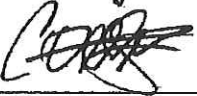
- Wednesday, November 4, 2020 via Microsoft Teams

Signatures

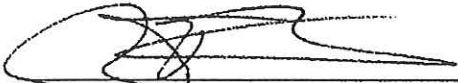
For the Union:



Chris Jackel



Chad Oldfield



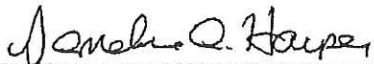
Scott McIntyre



Janet Laverty



Adam Cygler



Sandra Harper

For the Ministry:



Daryl Pitfield



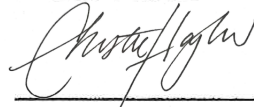
Barb Forbes



Christopher Moore



David Wilson



Christie Hayhow