

Union of Taxation Employees Local 00013
Central Council Minutes
Wednesday, November 07, 2012 @ 5:30 pm

In Attendance:

	<i>Presiding</i>		<i>Clerk</i>
Linda Collins	President	Ryan Ward	Secretary
Robert Hamilton	Vice-President – TSO	Eric Range	Treasurer
Lloyd Brown	Director – TSO	Manni Mifsud	Director – TSO
John Woodburne	Acting Director – TSO	Dian Wright	Director – TSO
Sandra Cribar	Director – TCC	Sheila Reuben	Director – TCC
Patrick Tanedo	Acting Director – TCC		

Absent

Kevin Dalton	Acting Director – TSO	Dave Taylor	Director – TCC
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1. Call to Order

Linda Collins called the meeting to order @ 5:30 pm.

2. Approval of Agenda

THAT the agenda for November 7, 2012 be approved.

Moved: Robert Hamilton / Seconded: John Woodburne / Carried

3. Approval of Past Minutes

THAT the minutes for October 3, 2012 be approved.

Moved: Ryan Ward / Seconded: Patrick Tanedo / Carried

4. President's Report

Linda Collins reported that:

WFA: The affected staff in Enforcement and the Library have received their GRJO and RJO letters. The committee has continued to meet on a regular basis. The Director is keeping the committee updated by email when there are changes that don't require a full meeting.

Christmas Party: Manni and I went to Samko and chose the gifts for the kids party. The Hall is booked and it looks like the numbers will be higher this year.

IAD: There are still three outstanding IAD reports that members are wanting on a final result. Both the Natinoal Office and our Director are aware of the lengthy time and follow-up is being done.

Fact Finding:

- There was an incident between a TL and a Staff member that will result in discipline against the TL for inappropriate behaviour.
- Member accused of being inappropriate with a client.
- Member abusing time (audits). This is also a breach of confidentiality by the TL.
- Member's absence and conflict with TL - resolved by moving the member to another team.

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- Member with an accommodation to work at home - high absence and refusing to come into the office.
- I have been asked to make a presentation at the Mental Health Forum in January. I have prepared a powerpoint that has been approved for presentation.

We continue to have regular UMA meetings with the AD's which is proving to be a good ground for resolving stuff at the lowest level. There is additional training coming for all managers and union reps that have not had the UMA training. There are 400 TL and managers who require the training.

Our relationship with Management (at all levels) has proven to be beneficial for our members. We are able to discuss all situations with them and this only helps our members. It is not necessary to be adversarial all the time. We have to pick our battles and ensure that we deal with each situation in a way that will benefit the member. But we also have to be mindful of the fact that the member does not always tell the truth.

One of Bob Campbell's biggest worries is the infighting that is taking place in some of the Locals. He has mentioned this at President's Conference and has asked that we all remember we are elected by the members to work for the members. Our Local has a good reputation of working well together and I hope that this continues.

PIPSC had regional and national executive who met with members who are WFA affected. UTE will only have a meeting such as this if we had members who were affected and did not have many options such as a future change to the membership.

The UTE tags that were given out to members were appreciative of the tags given out at the end of October.

5. Vice-President Reports

Robert Hamilton reported that:

Regular business: continuing matters, Performance Review challenges (1), Staffing Recourse (3 cases DR) Injury on Duty case underway, Accommodation on re-assignment

Tuition reimbursement: One Grievance now underway (Dian Wright handling) second to follow, be alert to what members are being told, it basically looks just like a budget cut

Counter closing: Be on the alert for any Security issues for Officers in interview area at Toronto Centre

Job Hazard Analysis: Time to ask for progress on this again

Collective Bargaining Presentation by Morgan Gay: October 23/12 was well attended on short notice

Building Emergency Organization Training: Oct 22 clarified all responsibilities and outlined legislation; Laura May Elston has taken over from Michelle Fenney as Building Emergency Officer, Director is the RBA

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Resources: Doorey's Law Blog, great info source

N.B. Be on lookout for Acting Appointments extensions beyond the policy!
Suggest "training for rehires" to be brought up in a future UMA.

6. Call Centre Report

Call Centre directors reported that:

The call centre is in the process of bringing back rehires, and preparing for the next filing season. There were 30 rehires brought back over 3 weeks on 30 hour contracts during October. This was to cover the losses of the members that applied for positions in TORE – ARNI, Front Street ARNI and Front Street CVITP. I just received information that TORC ARNI may be looking for more of our agents by the end of November.

The call centre is planning on hiring 75 agents for filing season, of which there are 30 students, and 45 new hires. Of the 45 new hires, there will be 15 bilingual agents. HQ has increased our forecast for the 4th quarter by 5% to 10%. This allowed us to increase our hiring from 60 to 75 agents.

Management advised the TM's about how acting assignments will work in the future. As of January if a member accepts a contact with another department, they will belong to that department with no guarantee of a job back at the call centre. If the CC needs them they will gladly accept them back. Since the call centre provides much needed help to other departments it is very important that our members are aware of these changes.

Counter Closures: The counter closures are causing some problems with our members in their ability to do their jobs effectively. Currently we have 2 members that are assigned to Barrie Office, 2 to TORW and 2 to TORN. The TORW and Barrie have meetings set up only on Wednesdays and the members only go if they are needed. Our two members that work at TORN are there from Wednesday to Friday. The problem is their ability to print documents. HQ has been advised, and TORW has been resolved, but TORN was still having problems. This is causing a great deal of stress to our members and needs to be resolved.

Workloads: Members are becoming increasingly aware of the fact that they are doing more complex work for the same pay as other members. This is especially true when you have a fully trained Tier 1, 2, CoE, ITSO, Credit, and PRP agent who was hired at the same time as someone who answers only Tier 1 calls.

Processes: There is a MG03 formal process ongoing with an anticipation of completion within the specified 90 days. Members are also getting frustrated by the length of time for competency review. It appears that their processing time frames have been being removed, and members don't know how long it will take for completion.

WPHS: The WPHS meeting was postponed from the original date due to absence of the Management. We managed to have a meeting but without Management co-chair due to a family emergency. As a result many of the items presented were carried over until I could speak to the co-chair. The inspections were done on October 31.

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The WPHS co-chair attended the WPHS Conference in Ottawa as the delegate with another committee member as observer. There was a great deal of information brought to light which was presented at our monthly meeting. I anticipate many changes to come.

Construction: The lunchroom construction on the 8th floor was approved and during the WPHS meeting I requested all drawings, WHMIS sheets and documentation of the plans. I received the plans and forwarded them to Linda Collins to ensure they meet the Canada Labour Code standards. Painting, which were originally advised would happen, has been put on hold.

Fire Alarm: A fire alarm was triggered on October 31st. A request was sent to the BEO for a report. I noted that the alarm was still ringing in Fresh Start but could not be heard in the lobby. This could account for the elevators not working.

UMA: The UMA which was cancelled on November 6th has not been rescheduled to date.

Union Representation: There was one member who has received a written reprimand, but it has been quiet otherwise. No grievances or other disciplinary action.

Other: The pass holders are being distributed by the Executive and the Stewards and the UTE calendars which were being requested have been distributed to the great enjoyment of all members who all happily rejoiced at the fact that there are 3 paydays in January!

7. Treasurer's Report

Eric Range reported that:

Reimbursement for Veronica Eastman and Vona Martin are to be paid back to the Local by the end of the year. The total amount should be about \$4,000.

8. Children's Christmas Party

Linda Collins reported that:

Volunteers are being put together by Ryan, tickets are being sold by the Call Centre and Front Street, pizza's will be ordered by Ryan, Linda is picking up the drinks.

Sugar, milk, cream are still needed. Also, we need paper plates and napkins, table cloths.

Coffee needs to be purchased for the large coffee maker.

Put together full cost of Christmas Party with breakdown.

Suggestion is depending on how much it will cost for party to determine if Marriott can do this reasonably for next year.

9. Y280's

Sandra Cribar reported that:

Please make sure you have a look at your Y280 - There should not be code of ethics, CRA values, submitting of timesheets. These are things that you cannot be rated on and exceed on. If you do not do these you can be disciplined but not exceed expectations.

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10. Call Centre Vacation Time

Sandra Cribar reported that:

Agents are not receiving their full vacation time which is leaving them close to the 262.5 hours. More and more members are having vacation denied due to operational requirements and they have many hours available to use. Management should be requesting more vacation time at peak times to avoid this. I do understand that we may have to deny some, but I saw many that have been here for a while and they had two weeks' vacation already approved and then were denied time around Christmas because they've already had 2 weeks. This isn't fair.

11. Roundtable

Lloyd Brown: Attended PSAC Anti-Harassment course that was very informative. If anyone has questions, they can talk to Lloyd Brown. Lloyd Brown has volunteered to be the anti-harassment representative for Front Street.

Patrick Tanedo: National Pride Conference is coming up in 2013.

Dian Wright: PSAC WSIB training session.

12. Adjournment

That the meeting be adjourned forthwith.

Moved: Sandra Cribar / Seconded: Patrick Tanedo / Carried