

**COLLECTIVE AGREEMENT**  
**BETWEEN**  
**AUGUSTINE HOUSE SOCIETY**  
**AND**  
**HOSPITAL EMPLOYEES' UNION**



**July 1, 2024 – June 30, 2027**

Note: underlined text is new language for 2024-2027

**Augustine House**

3820 Arthur Drive  
Delta, B.C. V4K 5E6

Phone: (604) 940-6005  
Toll-free: 1-866-940-6005  
Fax: (604) 940-6015

**Hospital Employees' Union**

**Provincial Office**

5000 North Fraser Way  
Burnaby, B.C. V5J 5M3

Phone: (604) 438-5000  
Toll-free: 1-800-663-5813  
Fax: (604) 739-1510

# TABLE OF CONTENTS

## Contents

## Page #

<b>ARTICLE 1 - PURPOSE OF THE AGREEMENT.....</b>	<b>1</b>
1.01    PREAMBLE.....	1
1.02    NON-DISCRIMINATION AND RESPECTFUL WORKPLACE .....	1
1.03    COMPLAINTS PROCEDURE.....	3
1.04    RESPECTFUL CONDUCT IN THE WORKPLACE.....	3
<b>ARTICLE 2 - RECOGNITION OF THE UNION .....</b>	<b>4</b>
2.01    SOLE BARGAINING AGENCY.....	4
2.02    UNION SHOP.....	4
2.03    UNION CHECK-OFF .....	5
2.04    INDUCTION .....	6
2.05    SHOP STEWARDS .....	6
2.06    BADGES AND INSIGNIA .....	7
2.07    BULLETIN BOARDS.....	7
2.08    MEETING ROOM.....	7
2.09    NOTICE OF UNION REPRESENTATIVE VISITS .....	7
<b>ARTICLE 3 - DEFINITIONS .....</b>	<b>7</b>
<b>ARTICLE 4 - MANAGEMENT RIGHTS.....</b>	<b>8</b>
<b>ARTICLE 5 - LEGAL PICKET LINE .....</b>	<b>8</b>
5.01    STRIKES OR LOCKOUTS .....	8
5.02    LEGAL PICKET LINES.....	8
<b>ARTICLE 6 - DISCUSSION OF DIFFERENCES .....</b>	<b>8</b>
6.01    UNION COMMITTEE.....	8
6.02    UNION/MANAGEMENT MEETINGS.....	9
<b>ARTICLE 7 - GRIEVANCE PROCEDURE .....</b>	<b>9</b>
7.01    UNION REPRESENTATION.....	9
7.02    GRIEVANCE INVESTIGATIONS .....	9
7.03    RIGHT TO GRIEVE DISCIPLINARY ACTION .....	10
7.04    EVALUATION REPORTS .....	10
7.05    PERSONNEL FILE .....	11
7.06    GRIEVANCE PROCEDURE.....	11
7.07    DISMISSAL/SUSPENSION FOR ALLEGED CAUSE .....	12
7.08    TIME LIMITS.....	13
7.09    EXPEDITED ARBITRATIONS.....	13
7.10    TROUBLESHOOTER.....	14
<b>ARTICLE 8 - ARBITRATION.....</b>	<b>14</b>
8.01    COMPOSITION OF BOARD .....	14

# TABLE OF CONTENTS

<b>Contents</b>	<b>Page #</b>
8.02 AUTHORITY OF ARBITRATION BOARD .....	15
8.03 EMPLOYEE CALLED AS A WITNESS.....	15
8.04 EXPENSES OF ARBITRATION BOARD.....	16
<b>ARTICLE 9 - DEFINITION OF EMPLOYEE STATUS .....</b>	<b>16</b>
9.01 REGULAR FULL-TIME EMPLOYEES .....	16
9.02 REGULAR PART-TIME EMPLOYEES .....	16
9.03 CASUAL EMPLOYEES .....	16
9.04 RESTRICTION OF EMPLOYEE STATUS.....	17
<b>ARTICLE 10 - PROBATIONARY PERIOD .....</b>	<b>17</b>
<b>ARTICLE 11 - JOB POSTINGS AND APPLICATIONS .....</b>	<b>17</b>
11.02 TEMPORARY VACANCIES LESS THAN 60 DAYS.....	18
11.08 POSTING.....	20
<b>ARTICLE 12 - SENIORITY .....</b>	<b>20</b>
12.01 PROMOTION, TRANSFER, DEMOTION .....	20
12.02 QUALIFYING PERIOD .....	21
12.03 TEMPORARY PROMOTION OR TRANSFER .....	21
12.04 SENIORITY DATES .....	22
12.06 LOSS OF SENIORITY .....	22
12.07 EMPLOYMENT ABANDONED .....	22
<b>ARTICLE 13 - JOB DESCRIPTIONS .....</b>	<b>22</b>
<b>ARTICLE 14 - NEW AND CHANGED POSITIONS .....</b>	<b>23</b>
14.01 NOTICE OF NEW POSITIONS .....	23
<b>ARTICLE 15 - SHIFT PREMIUMS .....</b>	<b>23</b>
<b>ARTICLE 16 - RESPONSIBILITY PAY .....</b>	<b>24</b>
<b>ARTICLE 17 - TECHNOLOGICAL CHANGE.....</b>	<b>24</b>
17.03 TECHNOLOGICAL DISPLACEMENT.....	24
<b>ARTICLE 18 - REDUCTION IN WORK FORCE .....</b>	<b>24</b>
18.03 BUMPING .....	25
<b>ARTICLE 19 - SCHEDULING PROVISIONS.....</b>	<b>27</b>
19.02 UNUSUAL JOB REQUIREMENTS OF SHORT DURATION .....	28
<b>ARTICLE 20 - HOURS OF WORK .....</b>	<b>29</b>
20.01 CONTINUOUS OPERATION.....	29
20.02 HOURS OF WORK.....	29

# TABLE OF CONTENTS

<b>Contents</b>	<b>Page #</b>
20.03 REST AND MEAL PERIODS .....	29
20.04 DAYLIGHT SAVINGS TIME CHANGE.....	30
<b>ARTICLE 21 - OVERTIME .....</b>	<b>30</b>
<b>ARTICLE 22 - CALL-BACK .....</b>	<b>32</b>
<b>ARTICLE 23 - CALL-IN STATUTORY REQUIREMENT .....</b>	<b>32</b>
<b>ARTICLE 24 - RELIEVING IN HIGHER AND LOWER-RATED POSITIONS .....</b>	<b>32</b>
<b>ARTICLE 25 - TRANSPORTATION ALLOWANCE .....</b>	<b>32</b>
<b>ARTICLE 26 - PAID HOLIDAYS .....</b>	<b>33</b>
26.01 STATUTORY HOLIDAYS.....	33
<b>ARTICLE 27 - VACATIONS .....</b>	<b>34</b>
27.01 VACATION ENTITLEMENT .....	34
27.02 SPLITTING OF VACATION PERIODS.....	34
27.03 VACATION PAY .....	35
27.04 VACATION ENTITLEMENT UPON DISMISSAL .....	35
27.06 VACATION CARRYOVER.....	35
<b>ARTICLE 28 - BEREAVEMENT LEAVE .....</b>	<b>35</b>
<b>ARTICLE 29 - FAMILY RESPONSIBILITY LEAVE .....</b>	<b>36</b>
29.02 COMPASSIONATE CARE LEAVE .....	36
29.03 LEAVE RESPECTING THE DISAPPEARANCE OF A CHILD.....	36
29.04 LEAVE RESPECTING DEATH OF A CHILD .....	37
29.05 GENDER TRANSITION LEAVE .....	37
29.06 CANADIAN ARMED FORCES LEAVE .....	37
<b>ARTICLE 30 - JURY DUTY .....</b>	<b>37</b>
<b>ARTICLE 31 - LEAVE - UNPAID .....</b>	<b>38</b>
31.01 UNPAID LEAVE.....	38
31.02 UNPAID LEAVE - AFTER THREE YEARS.....	38
31.03 UNPAID LEAVE - AFFECTING SENIORITY AND BENEFITS.....	38
31.04 UNPAID LEAVE - UNION BUSINESS.....	39
<b>ARTICLE 32 - MATERNITY LEAVE .....</b>	<b>40</b>
32.01 MATERNITY LEAVE.....	40
32.02 PARENTAL LEAVE FOR BIRTH AND ADOPTING PARENTS .....	41
<b>ARTICLE 33 - ADOPTION LEAVE.....</b>	<b>42</b>
<b>ARTICLE 34 - PERSONAL AND EMPLOYER PROPERTY .....</b>	<b>42</b>

# TABLE OF CONTENTS

<b>Contents</b>	<b>Page #</b>
<b>ARTICLE 35 - VACCINATION AND INOCULATION .....</b>	<b>43</b>
35.01      VACCINATION .....	43
<b>ARTICLE 36 - OCCUPATIONAL HEALTH AND SAFETY .....</b>	<b>43</b>
36.01      OCCUPATIONAL HEALTH AND SAFETY COMMITTEE.....	43
36.02      TRAINING AND ORIENTATION.....	44
36.03      REPORTING UNSAFE CONDITIONS AND REFUSAL OF UNSAFE WORK .....	45
36.04      WORKLOAD PROBLEMS .....	45
36.05      WORKING ALONE OR IN ISOLATION.....	46
36.06      PROTECTIVE CLOTHING AND EQUIPMENT .....	46
36.08      PROFESSIONAL RESPONSIBILITY FOR LPN'S.....	47
36.09      DUTY TO ACCOMMODATE/GRADUAL RETURN TO WORK .....	47
36.10      ELECTRONIC MONITORING .....	48
<b>ARTICLE 37 - BENEFIT PLAN AND HEALTH CARE PLANS .....</b>	<b>48</b>
37.02      HEALTH CARE PLANS.....	49
<b>ARTICLE 38 - PAY DAYS .....</b>	<b>49</b>
<b>ARTICLE 39 - UNIFORMS .....</b>	<b>50</b>
<b>ARTICLE 40 - PRINTING OF THE AGREEMENT .....</b>	<b>50</b>
<b>ARTICLE 41 - EFFECTIVE AND TERMINATING DATES .....</b>	<b>50</b>
41.01      EFFECTIVE AND TERMINATING DATES .....	50
41.02      EFFECTIVE DATE OF WAGES AND BENEFITS.....	51
<b>ARTICLE 42 - SAVINGS CLAUSE.....</b>	<b>51</b>
<b>ARTICLE 43 - CASUAL ENTITLEMENT AND CALL IN PROCEDURE .....</b>	<b>51</b>
<b>ARTICLE 44 - REGISTERED RETIREMENT SAVINGS PLAN .....</b>	<b>54</b>
<b>ARTICLE 45 - VOLUNTEERS.....</b>	<b>54</b>
<b>WAGE SCHEDULE.....</b>	<b>55</b>
<b>ADDENDUM – ELECTRONIC CASUAL CALL OUT .....</b>	<b>57</b>
RE:      CONTRACTING OUT .....	61
<b>LETTER OF UNDERSTANDING #2 .....</b>	<b>62</b>
RE:      ASSIGNMENTS OF 2 HOURS OR MORE.....	62

**ARTICLE 1 - PURPOSE OF THE AGREEMENT**

**1.01 PREAMBLE**

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

And whereas, the Union is a trade Union formed by and including certain employees of the Employer;

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

Now therefore, this agreement witnessed that the parties hereto in consideration of the mutual covenants hereinafter contained, agree each with the other as follows:

**1.02 Non-Discrimination and Respectful Workplace**

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

The Employer and the Union agree that there shall be no discrimination, interference, restriction or coercion exercised or practised with respect to any employee for reason of membership or activity in the Union.

The Union and the Employer recognize the right of employees to work in an environment free from discrimination, personal and/or sexual harassment and bullying, and the Employer shall take such

actions as are necessary with respect to any person engaging in these behaviours in the workplace.

- (a) Discrimination is an action or a decision that treats a person negatively for reasons because of:
- i. race,
  - ii. colour,
  - iii. ancestry,
  - iv. place of origin,
  - v. political beliefs,
  - vi. religion,
  - vii. marital status,
  - viii. physical or mental disability,
  - ix. sex,
  - x. gender expression,
  - xi. age,
  - xii. sexual orientation.
- (b) Bullying and harassment includes any inappropriate conduct or comment by a person towards an employee that the person knew or reasonably ought to have known would cause that worker to be humiliated, degraded or intimidated, but excludes any reasonable action taken by the Employer or supervisor relating to the direct management and direction of employees in the workplace.

The Union and The Employer agree that employees who engage in any discrimination, personal and/or sexual harassment or bullying may be disciplined up to and including termination.

The Employer's policies shall be followed and will be consistent with this Article and governing laws and regulation.

The Employer will provide workplace orientation, instruction and/or in-service regarding the Employer's policy and procedure to all employees. This shall include but is not limited to discrimination, bullying and personal and/or sexual



harassment.

### **1.03 Complaints Procedure**

- (a) An employee who witnesses or experiences personal or sexual harassment, bullying or discrimination, may complain by filing any of the following:
  - A verbal or written complaint with the Employer for investigation.
- (b) The employee who complains of harassment may file a grievance or a human rights complaint.
- (c) The Employer, the employees, and the Union agree that where there is a complaint that could be adequately remedied in a single forum, no multiple forum complaints shall be filed.
- (d) All persons involved with the complaint shall hold all aspects of the complaint and all related information in the strictest confidence.
- (e) Both the complainant and alleged harasser shall be entitled to Union representation if they are members of the bargaining unit.
- (f) The Employer shall investigate the allegations within thirty (30) days of initiation of the complaint. The Employer shall notify the Union upon conclusion of the investigation, whether or not the allegations were substantiated and indicate what action if any, they intend to take. The Union and the Employer agree that timelines for the purposes of the grievance procedure will be held in abeyance until the conclusion of the thirty (30) day investigation. At the conclusion of the investigation, any grievance filed shall commence at Step Three (3) of the grievance procedure.

### **1.04 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.

**ARTICLE 2 - RECOGNITION OF THE UNION**

**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.

The Employer shall provide the current on-site space for the Union to store a filing cabinet with a lock for the sole use of the Union. No other space shall be provided without the consent of the Employer.

**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 jurisdiction of the Union's Certificate of Bargaining Authority, including newly hired employees, shall become members of the Union by the first day of the third bi-weekly 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.

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

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

- Article 7.06 - Grievance Procedure
- Article 7.07 - 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 in a period not to exceed twenty-one (21) days after the date of deduction.

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.

Every three months commencing in January, the Employer shall provide to the Secretary-Business Manager of the Union a list of all employees in the bargaining unit, including their name, home address, home phone number, home email address (if known to the Employer), job title/class, date of hire and seniority. Such information shall be provided in an electronic format, such as Microsoft Excel, and will be provided securely in an agreed upon

fashion to [memberupdates@heu.org](mailto:memberupdates@heu.org).

## **2.04 Induction**

The Employer shall provide a copy of this agreement to newly hired employees within the first fifteen (15) days of employment and shall introduce newly hired employees to a Union shop steward in the workplace.

The Union shall provide sufficient copies of the Collective Agreement to the Employer for distribution to new employees.

The Employer shall inform the local union within 15 days of hire of all new employees.

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.

## **2.05 Shop Stewards**

The Employer agrees to the operation of a shop steward system which shall be governed by the following:

- (a) Shop stewards may be appointed by the Union on the basis of 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 lead 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.

### **2.06 Badges and Insignia**

Employees are permitted to wear Union pins or shop steward badges.

### **2.07 Bulletin Boards**

The Employer shall provide a bulletin board in a conspicuous location for the sole use of the Union. The use of the bulletin board shall be restricted to the business affairs of the Union and for the display of Union shop cards. The bulletin board shall be located in the staff room.

### **2.08 Meeting Room**

The Employer shall provide the Union reasonable access to an on-site conference room upon request, based upon availability and notice received.

### **2.09 Notice of Union Representative Visits**

The Union shall inform the Employer with as much notice as possible when the Secretary-Business Manager or their designated representative intends to visit the Employer's place of business for the purpose of conducting Union business. Approval of the visit shall not be unreasonably denied by the Employer. Such visits shall not interrupt the operation of the facility and shall not disrupt residents or their families.

## **ARTICLE 3 - DEFINITIONS**

### **Common-Law Spouse**

Two people who have cohabited as spousal partners for a period of not less than one (1) year. Employees may not have more than one person designated as a spouse at the same time.

**ARTICLE 4 - MANAGEMENT RIGHTS**

The management of the Employer's business and the direction of the working forces including but not limited to, the hiring, firing, promotion, discipline, discharge and demotion of employees, is vested exclusively in the Employer, except as may be otherwise specifically provided in this Agreement.

Without limiting the generality of the foregoing, the Union agrees that all employees shall be governed by all rules of general application 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.

**ARTICLE 5 - LEGAL PICKET LINE**

**5.01 Strikes or Lockouts**

There shall be no strikes or lockouts of any kind so long as the agreement continues to operate. Any such strike or lockout must meet the criteria established by the Labour Relations Board.

**5.02 Legal Picket Lines**

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

**ARTICLE 6 - DISCUSSION OF DIFFERENCES**

**6.01 Union Committee**

The Union shall appoint and maintain a committee comprising 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.

## **6.02 Union/Management Meetings**

The parties shall as occasion warrants, meet for the purpose of discussing and negotiating a speedy settlement of any grievance or dispute arising between the Employer and the employee(s). All meetings shall be held as promptly as possible on request of either party.

The employee, member(s) of the committee, shall be granted leave without loss of pay or receive straight-time regular wages while attending meetings of the joint committee. Members of the committee who attend meetings of the committee shall accrue seniority only up to the full-time scheduled annual hours of work for an employee in their classification.

## **ARTICLE 7 - GRIEVANCE PROCEDURE**

### **7.01 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, subject to Article 2.05.

No Union steward or employee shall leave their work area without obtaining the permission of their immediate supervisor. Employee-Union steward discussions shall take place when and where the delivery of resident services is not affected.

### **7.02 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 2.05.

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.

### **7.03 Right to Grieve Disciplinary Action**

Disciplinary action grievable by the employee shall include written censures, letters of reprimand, and adverse reports or performance evaluation. An employee shall be given a copy of any such document placed on the employee's file which might be the basis of disciplinary action. Should an employee dispute any such entry in their file, they shall be entitled to recourse through the grievance procedure, and the eventual resolution thereof shall become part of their personnel record. Any such document other than official evaluation reports shall be removed from the employee's file after the expiration of eighteen (18) months from the date it was issued, provided there is no further infraction. Any document pertaining to resident abuse shall remain on the file for twenty-four (24) months, provided there are no further infractions. The Employer agrees not to introduce as evidence in any hearing any document from the file of an employee, the existence of which the employee was not aware at the time of filing or within a reasonable period thereafter.

### **7.04 Evaluation Reports**

Where a formal evaluation of an employee's performance is carried out, the employee shall be provided with a copy to read and review. The form shall provide for the employee's signature in two (2) places, one indicating that the employee has read and accepts the evaluation, and the other indicating that the employee disagrees with the evaluation. The employee shall sign in one of the places provided within seven (7) calendar days. The employee shall receive a copy of the evaluation report at the time



of signing. An evaluation report shall not be changed after an employee has signed it, without the knowledge of the employee, and any such changes shall be subject to the grievance procedure.

### **7.05 Personnel File**

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 designated shall give the Employer up to seven (7) days written notice prior to having access to the 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.

While a letter of expectation is non-disciplinary and may not be relied upon as discipline. The Employer will remove a letter of expectation from an employees' personnel files after eighteen (18) months have expired from the date such document was placed in the employee's personnel file, provided no further similar issues have been documented.

### **7.06 Grievance Procedure**

#### **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, suspension, or adverse performance appraisal or report. 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.

Grievances shall be processed in the following manner:

**STEP ONE (1)**

The employee with or without a shop steward (at the employee's option), shall first discuss the grievance with the immediate supervisor or their designate within seven (7) calendar days after the date on which they became aware of the action or circumstances giving rise to the grievance. If the grievance is not settled at this step, then;

**STEP TWO (2)**

The grievance shall be reduced to writing and signed by the employee and a shop steward, and shall be presented to the Executive Director or their designate by a shop steward who shall discuss the grievance. Within seven (7) calendar days of receipt of the written grievance, the Executive Director or their designate shall give them a written reply. If the grievance is not settled at this step, then;

**STEP THREE (3)**

The Union committee and representatives appointed by the Employer shall meet within fourteen (14) days or at another mutually agreed to time to discuss the grievance. At this step of the grievance procedure, each party shall provide to the other a statement of facts and copies of all relevant documents. The findings or decisions of the Employer shall be presented to the Union in writing within fourteen (14) calendar days of the meeting. If the grievance is not settled at this step, either party may refer the grievance to arbitration under Article 10 within thirty (30) days.

**7.07 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.

## **7.08 Time Limits**

The time limits prescribed in the grievance and arbitration procedures may be extended by mutual agreement of the parties. Requests for time limit extensions shall not be unreasonably denied by either party. Failure to comply with the time limits will result in a grievance being deemed abandoned. This shall not prejudice either party on future grievances.

## **7.09 Expedited Arbitrations**

By mutual agreement, the parties may refer a grievance to Expedited Arbitration.

- (a) Grievances for expedited arbitration shall be scheduled to be heard on a date and at a location mutually agreed by the parties.
- (b) As the process is intended to be non-legal, lawyers will not be used to represent either party. 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. Where mediation fails or is not appropriate, a decision shall be rendered as contemplated herein.
- (d) 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.
- (e) The parties shall equally share the costs of the fees and expenses of the arbitrator.
- (f) The expedited arbitrators, who shall act as sole arbitrators, shall be:
  - Amanda Rogers
  - Chris Sullivan
  - Elaine Doyle
  - Irene Holden
  - or a substitute agreed to by the parties

- (g) The expedited arbitrator shall have the same powers and authority as an arbitration board established under the provisions of Article 8 excepting Article 8.03.
- (h) It is understood that it is not the intention of either party to appeal a decision of an expedited arbitration proceeding.

## **7.10 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 during the term of the Collective Agreement:

- Amanda Rogers
- Chris Sullivan
- Irene Holden
- Joan Gordon
- or a substitute agreed to by the parties, shall by mutual agreement:
  - a) Investigate the difference,
  - b) Define the issue in the difference, and
  - c) Make written recommendations to resolve the difference.

In the event the parties are unable to agree on a 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.

## **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 instance of 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. In the event that the representatives of the Employer and the Union cannot agree on an Arbitrator within thirty (30) calendar days after the referral to Arbitration, the matter shall be referred to one of the following:

**List of Arbitrators:**

- Amanda Rogers
- Chris Sullivan
- Elaine Doyle
- Irene Holden

The parties by mutual agreement, will appoint an arbitrator from this list, may amend the list of arbitrators at any time, or choose an arbitrator who is not on this list.

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 Board may order the reinstatement of an employee with or without benefits or under such circumstances as they deem equitable in consideration of all the circumstances.

**8.03 Employee Called as a Witness**

Each party shall bear the expenses of its witnesses and participants, and for the preparation and presentation of its case.

#### **8.04 Expenses of Arbitration Board**

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

**8.05** 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.

**8.06** Nothing in this Agreement shall preclude settlement of a grievance by mutual agreement in any manner whatsoever.

**8.07** The time limits in both the grievance and arbitration procedures are binding, but may be extended by mutual agreement, and shall be confirmed in writing.

### **ARTICLE 9 - DEFINITION OF EMPLOYEE STATUS**

#### **9.01 Regular Full-Time Employees**

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

#### **9.02 Regular Part-Time Employees**

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

#### **9.03 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 to perform emergency or non-recurring temporary workload or short-term relief work as required by the Employer. Casual employees accumulate seniority on an hourly basis and are entitled to such benefits as outlined in this Collective Agreement.

#### **9.04 Restriction of Employee Status**

The status of all employees covered by this Agreement shall be defined under one of the preceding three definitions.

- (a) If a dispute arises over the proper allocation of employee status, such dispute shall be resolved through Article 7, section 7.06 - Grievance Procedure.
- (b) In the event that it is determined that an employee has been improperly classified, such employee shall be reclassified effective immediately, and the Employer shall restore such benefits as may be capable of being restored.
- (c) In addition, such employee shall be paid the equivalent of the cost of any benefits that are not restored to which that employee would have been entitled if the employee had been properly classified.

### **ARTICLE 10 - PROBATIONARY PERIOD**

**10.01** For the first four-hundred-and-fifty-five (455) hours of continuous service with the Employer, an employee shall be a probationary employee. By written mutual agreement between the Employer and the Union, the probationary period may be extended by 150 hours, provided written reasons are given for requesting such extension. During the probationary period, an employee may be terminated. If it is shown on behalf of the employee that the termination was not for just and reasonable cause, the employee shall be reinstated.

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

### **ARTICLE 11 - JOB POSTINGS AND APPLICATIONS**

#### **11.01**

- (a) When a regular position has been vacant and filled on a temporary basis for a period exceeding 19 months, the position may be posted as a regular position. Should the incumbent

who is on leave wish to return, they shall be placed in a vacant equivalent position. Should no vacant position be available, they will bump the most junior employee in an equivalent position.

- (b) Regular and casual employees shall be required to complete their temporary assignment prior to accessing other temporary assignments, unless the new temporary position assignment:
  - i. included higher rates of pay,
  - ii. more hours of work, or
  - iii. the new temporary assignment extends three (3) months or longer beyond their current assignment.
- (c) Applications for regular positions and temporary vacancies greater than one (1) year may be considered by qualified employees from departments other than from which the vacancy arises from.

#### **11.02 Temporary Vacancies less than 60 Days**

- (a) Notwithstanding clause 11.01, if the vacancy is a temporary one of less than sixty (60) calendar days, the position shall not be posted and instead shall be filled as follows:
  - i. In order of seniority, by qualified regular employees within the department the position is from, who have indicated in writing their desire to work additional hours; any vacancy created by the application of this article will be filled by a qualified casual employee;
  - ii. By casual employees within the department the vacancy is occurring in;
  - iii. In cases of unanticipated or unplanned temporary absences with notice of less than three (3) days, such temporary absences may be first filled by casual employees under part (ii) for a period of up to seven (7) days.
  - iv. 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 12.01.

- (c) It is understood and agreed that all employees, full-time, part-time and casual, who accept a temporary position, have an obligation to complete the assignment and are expected to be available to work the entire period of that assignment, unless the employee applies for and is successful in a posted position that this a different status from their current status.

**11.03** The Employer shall also consider applications from those employees with the required seniority, who are absent from their normal places of employment because of sick leave, annual vacation, unpaid leave, Union leave, bereavement leave, or education 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.

**11.04** Where operational requirements make it necessary, the Employer may make temporary appointments pending the posting and consideration of Union personnel pursuant to paragraph (a) above.

**11.05** The Employer shall, within seven (7) calendar days of the successful applicant being notified, inform all applicants of the name of the successful applicant by posting the name of the successful applicant in the same manner in which the vacancy or new job was posted.

**11.06** 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.

**11.07** One (1) copy of all postings shall be sent to the Local Union designate within the aforementioned seven (7) calendar days.

### **11.08 Posting**

Where the Employer intends to fill a vacancy in an existing or new classification, the Employer shall email an electronic copy of the posting to all employees, including those who are on active leaves. The posting shall include the classification, wage rate, qualification, and a brief outline of the position, the department concerned, the work area, the shift to be worked, the normal number of shifts per pay period, and the closing date for applications.

A change in the starting or quitting times, shift schedules, or scheduled days off shall not constitute a vacancy.

## **ARTICLE 12 - SENIORITY**

Seniority shall be defined as the total accumulated straight-time paid hours calculated from the last date the employee entered the service of the Employer.

For the purposes of this article, “straight-time paid hours” shall include the first twenty (20) days of a leave of absence without pay in a single calendar year, or an accumulation of leaves of absence without pay that total twenty (20) days in a single calendar year.

Employees will accrue a maximum number of seniority hours per year including pay statutory holidays and vacations as per the hours outlined in Article 9.01.

Employees paid for a meal break as a result of being on call will not accrue seniority for the paid meal break time.

There will be no interruptions in the accrual of seniority consistent with the requirements under the *Employment Standards Act*.

### **12.01 Promotion, Transfer, Demotion**

In the promotion, transfer, or voluntary demotion of employees, seniority shall be the determining factor where the required

qualifications, skills and abilities are relatively equal between two (2) or more employees.

### **12.02 Qualifying Period**

If a regular employee is promoted, voluntarily demoted, or transferred to a job, the classification for which the Union is the certified bargaining authority, then the promoted, voluntarily demoted, or transferred employee shall be considered a qualifying employee in their new job for a period of three (3) months.

In no instance during the qualifying period shall such an employee lose seniority or benefits. However, if a regular employee has been promoted, voluntarily demoted or transferred and during the aforementioned three (3) month period is found unsatisfactory in the new position, then the promoted, voluntarily demoted or transferred employee shall be returned to their former job and increment step before the promotion, voluntary demotion or transfer took place, without loss of seniority, and any other employee hired, promoted, voluntarily demoted or transferred because of the rearrangement of jobs, shall be returned to their former job and pay rate without loss of seniority and accrued benefits.

An employee who requests to be relieved of a promotion, voluntary demotion, or transfer during the qualifying period in the new job shall return to the employee's former job without loss of seniority or benefits on the same basis as outlined in paragraph 2 of this section. The Employer may then make a selection from the existing applications or repost the position.

### **12.03 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.

#### **12.04 Seniority Dates**

Seniority lists shall be reviewed and posted every six (6) months. Such seniority dates 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 dates of any employees covered by this agreement.

**12.05** The Employer shall supply the Union with a seniority list by department in January and July of each year, showing employees' names alphabetically and their seniority start dates. Up-to-date information of any interim seniority changes will be available to the lead shop steward at the Administrator's office during regular day-time hours.

#### **12.06 Loss of Seniority**

An employee's seniority rights shall cease to exist and the employee shall be terminated if an employee:

- a) Voluntarily resigns, retires, is retired, or is discharged for just cause; or
- b) Is absent from work by reason of layoff for more than twelve (12) months.

#### **12.07 Employment Abandoned**

An employee who fails to report for work and does not notify their manager within three (3) days of the scheduled shift, and who cannot give an acceptable reason for their absence, shall be considered to have abandoned the position and their seniority rights shall cease and their employment shall be deemed terminated.

### **ARTICLE 13 - JOB DESCRIPTIONS**

- (a) The Employer shall draw up job descriptions for all jobs and classifications in the Bargaining Unit.
- (b) The said job descriptions shall be presented in writing to the

Secretary-Business Manager or their designate and the shop steward, and shall become the recognized job descriptions unless written notice of objection thereto is given by the Union within sixty (60) days.

- (c) Where the Union objects, it shall provide specific details of its objection which shall be generally limited to whether:
- i. The job description accurately describes the type of duties, level of responsibilities and required qualifications of the job;
  - ii. The job is properly remunerated in relation to the existing wage schedule; and,
  - iii. Any qualifications established for the job are relevant and reasonable.

## **ARTICLE 14 - NEW AND CHANGED POSITIONS**

### **14.01 Notice of New Positions**

In the event the Employer shall establish a new position, the classification and wage rate for this new position shall be established by the Employer, and written notice shall be given to the Union; unless written notice of objection thereto by the Union is given to the Employer within thirty (30) calendar days after such notice, such classification and wage rate shall be considered as agreed to.

**14.02** 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.

## **ARTICLE 15 - SHIFT PREMIUMS**

Employees working the evening shift (working the majority of hours between 4:00 PM and 12:00 AM) shall be paid a shift differential of thirty cents (\$0.30) per hour for the entire shift worked.

Employees working the night shift (working the majority of hours between 12:00 AM and 8:00 AM) shall be paid a shift differential of one-dollar-and-fifty-cents (\$1.50) per hour for the entire shift worked.

Employees working the weekend shift (working the majority of hours between 0001 hours Saturday and 2400 hours Sunday) shall be paid a shift differential of fifteen cents (\$0.15) per hour for the entire shift worked.

## **ARTICLE 16 - RESPONSIBILITY PAY**

One Nurse designated by the Employer, shall be responsible for the residence on nights and weekends, and statutory holidays. The Nurse shall receive premium of \$1.25 per hour for hours worked.

## **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 employees, the Employer shall give notice consistent with the *Labour Relations Code*.

**17.02** The Employer and the Union shall meet within twenty-one (21) days of the date of the notice, and shall make every reasonable effort to reach an agreement

### **17.03 Technological Displacement**

The Employer agrees that whenever possible, no employee shall lose employment because of technological change, utilizing normal turnover of staff to absorb such displaced employees. However, when necessary to reduce staff, it shall be done as outlined in Article 17 and Article 18.

## **ARTICLE 18 - REDUCTION IN WORK FORCE**

**18.01** In the event of a reduction in the work force, regular

employees shall be laid off in reverse order of seniority, provided that there are available employees with greater seniority who are qualified and willing to do the work of the employees laid off. A reduction or increase of 20% or more of an employee's original scheduled hours of work per week shall be considered a layoff.

The above article notwithstanding, when there is any proposed reduction or increase in hours, the Union will be consulted, and discussion will ensue between Union and Employer to ensure that this process is undergone in a fair and reasonable way. The affected employees have the right to choose lay off.

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

- One (1) week's pay in lieu of notice, after three (3) months;
- Two (2) weeks' pay in lieu of notice, after twelve (12) months;
- Three (3) weeks' pay in lieu of notice, after three (3) years,

plus an 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 significantly changed, the following shall apply:

- (a) Employees shall be laid off in reverse order of seniority.
- (b) A laid off employee may accept the layoff or bump the most junior employee with the same hours or a less senior employee with less hours, provided the employee possesses the ability and is qualified to perform the job of the less senior employee. The Employer shall supply to the employee and the Union designates a list of all employees that may be bumped by the employee. Bumping rights must be exercised within seven (7) days of notification of lay and receipt of eligible bumping options. An employee cannot bump into a position which would constitute a promotion.

A transfer under this section shall not be deemed to effect a promotion unless it results in an increase in the pay rate of the transferring employee in excess of three percent (3%) of their existing pay rate.

- (c) Employees on lay off shall be recalled in order of seniority subject to ability to do the work available. Employees will be notified of recall by registered mail or its equivalent and must report for work within seven (7) calendar days of receiving notification.

**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 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 rehired if the employee possesses the capability and qualifications of performing the duties of the vacant job, on the basis of last off - first on. Laid off employees failing to report for work of an ongoing nature within seven (7) days of the date of receipt of notification by registered mail shall be considered to have abandoned their right to re-employment. Employees requiring to give two (2) weeks' notice to another Employer shall be deemed to be in compliance with the seven (7) day provision. In the exercise of rights under this section, employees shall be permitted to exercise their rights in accordance with Article 18.03 of this Agreement.

**18.06** Where a notice of displacement or layoff actually results in a layoff, and prior to the layoff 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.

**18.08** Employees on recall have the right to pick up casual hours.

## **ARTICLE 19 - SCHEDULING PROVISIONS**

### **19.01**

- (a) (i) The Employer shall arrange the times of all on-duty and off-duty shifts, including statutory holidays, and post these at least fourteen (14) calendar days in advance of their effective date.
- (ii) If the Employer alters the scheduled work days and/or start and stop times of an employee without giving at least fourteen (14) calendar days advanced notice, such employee shall be paid overtime rates for the first shift worked pursuant to Article 22. Notice of the alteration shall be confirmed in writing to the affected employee(s) before it takes place. The Employer may change an employee's start and stop times with less than fourteen (14) days' notice in cases of emergency or circumstances beyond the Employer's control.
- (b) There shall be a minimum of ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of the next, unless otherwise mutually agreed.
- (c) When it is not possible to schedule ten (10) consecutive hours off-duty between work shifts, all hours by which such changeover falls short of ten (10) consecutive hours shall be paid at overtime rates in accordance with Article 21.
- (d) If a written request for a change in starting time is made by an employee which would not allow ten (10) consecutive hours off-duty between the completion of one work shift and the commencement of another, and such request is granted, then the application of paragraphs (b) and (c) of this section shall be waived for all employees affected by the granting of such a request provided they are in agreement.

- (e) The exchange shall receive prior approval of at least 24 hours in advance, which shall not be unreasonably withheld from the Manager and/or their designate. The Manager and/or designate shall also consider urgent shift requests with less than 24 hours notice in cases of emergency.

Shift exchanges will not be approved that will result in working a double shift.

An exchanged shift shall be worked and cannot be further exchanged.

Shift exchanges cannot result in an employee working in excess of 6 consecutive days'.

- (f) If the Employer changes a shift schedule without giving a minimum of fourteen (14) calendar days' advance notice and such change requires an employee to work on a scheduled day off, then such hours worked shall be paid at overtime rates pursuant to Article 21. Notice of the change shall be confirmed in writing as soon as possible.
- (g) An employee shall have the right to cancel their leave request within 3 calendar days prior to their leave. The Employer shall have the right to cancel any replacement without compensation.

## **19.02 Unusual Job Requirements of Short Duration**

The nature of the retirement home industry is such that at times it is necessary for an employee to perform work not normally required in their job, and therefore, the requirements of the moment shall determine the type of work to be performed.

It is understood that an employee shall not be expected to perform a task for which they are not adequately trained.

## **ARTICLE 20 - HOURS OF WORK**

### **20.01 Continuous Operation**

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

### **20.02 Hours of Work**

- (a) The hours of work for each regular full-time employee covered by this Agreement exclusive of meal times, shall be 35 to 40 hours per week, 7 to 8 hours per day, or an equivalent mutually agreed by the parties. Hours of work for each regular full-time employee working extended hours shall be 44-48 hours per week, 11 to 12 hours per day.
- (b) Employees who are required to be on-call during a meal period or who are required to remain in the facility shall have their meal period included within their scheduled shift.
- (c) Regular employees shall receive no less than two (2) consecutive rest days off each week, unless mutually agreed between the Employer and the employee and the Union. Every employee shall have at least one (1) day off in a seven (7) day period.
- (d) Regular employees may register for casual shifts if their hours of work do not exceed (a) and (c) above.

### **20.03 Rest and Meal Periods**

#### **(a) Rest Periods**

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

Employees working an extended hours shift shall receive three (3) fifteen (15) minute rest periods.

#### **(b) Meal Periods**

All employees covered by this Collective Agreement working more than five (5) hour shift shall receive a one-half (½) hour meal period, no more, no less. The Employer shall attempt to schedule the meal period as close as possible to the middle of

the shift.

Employees working an extended hours shift shall receive two (2) one-half ( $\frac{1}{2}$ ) hour meal periods.

## **20.04 Daylight Savings Time Change**

Employees shall be paid for actual hours worked when scheduled to work the nights of the standard/daylight savings time changes. It is understood that this pay will be at straight-time.

## **ARTICLE 21 - OVERTIME**

**21.01** Employees requested to work in excess of the normal daily full shift hours as outlined in Article 20.02, or who are requested to work on their scheduled off-duty days shall be paid:

- (a) The rate of time-and-one-half ( $1\frac{1}{2}x$ ) of their basic hourly rate of pay for the first four (4) hours of overtime and double-time ( $2x$ ) thereafter;
- (b) The rate of time-and-one half ( $1\frac{1}{2}x$ ) of their basic hourly rate of pay for all hours worked on a scheduled day off, provided the employee has completed their regular schedule (subject to Article 20.02).

**21.02** Employees required to work on a scheduled day off shall receive the overtime rate as provided, but shall not have the day off rescheduled. An employee who is required to work overtime shall be entitled to overtime compensation when the overtime worked is authorized in advance by their Manager or their designate.

**21.03** If an employee works overtime on a statutory holiday which calls for a premium rate of pay as provided at Article 26, the employee shall be paid overtime at the rate of time-and-one-half ( $1\frac{1}{2}x$ ) the premium statutory holiday rate for all hours worked beyond the normal daily full shift hours in that day.

**21.04** An employee who works two-and-one-half ( $2\frac{1}{2}$ ) hours of

overtime immediately before or following their scheduled hours of work shall receive a meal. One-half (½) hour with pay shall be allowed the employee in order that they may take a meal break either at or adjacent to their place of work.

- (a) This clause shall not apply to part-time employees until the requirements of Article 21.07 have been met.
- (b) In the case of an employee called out on overtime to work on a rest day, this clause will apply only to hours worked outside their regular shift times for a normal work day.

**21.05** When an employee is requested to work overtime on a scheduled work day or on a scheduled day off, the employee may decline to work such overtime except in cases of emergency. Only in cases of emergency may an employee be required to work overtime.

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

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

**21.08** An employee required to work overtime 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.

## **ARTICLE 22 - CALL-BACK**

Employees called back to work on their regular time off shall receive a minimum of two (2) hours' overtime pay at the applicable overtime rate, whether or not they actually commence work, or shall be paid at the applicable overtime rate for the time worked, whichever is greater.

## **ARTICLE 23 - CALL-IN STATUTORY REQUIREMENT**

Any employee, except those covered by Article 22 reporting for work at the call of the Employer, shall be paid their regular rate of pay for the entire period spent at the Employer's place of business, with a minimum of two (2) hours' pay at their regular rate of pay if they do not commence work, and a minimum of four (4) hours' pay at their regular rate if they commence work.

## **ARTICLE 24 - RELIEVING IN HIGHER AND LOWER-RATED POSITIONS**

**24.01** In the event of an employee relieving in a higher-rated job, the employee shall receive the hourly rate of the position they are relieving for any and all hours relieving.

**24.02** 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 25 - TRANSPORTATION ALLOWANCE**

An employee who is required to use their own motor vehicle to conduct business on behalf of and at the request of the Employer shall receive an allowance of Canada Revenue Agency per kilometre.

**ARTICLE 26 - PAID HOLIDAYS**

**26.01 Statutory Holidays**

The following shall be recognized as statutory holidays and such other holidays as may be in future proclaimed or declared by either the Provincial or Federal Governments:

New Year's Day	B.C. Day
Family Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	Boxing Day

All regular employees will accrue statutory holiday pay and time off at the rate of 5.2% of all straight-time hours paid. Statutory holiday lieu pay accrual can be taken in pay or used to take as paid day(s) off to be scheduled at a mutually agreed time between the Employer and the employee. Any monies remaining in the employee's statutory holiday lieu pay accrual will be paid out at the end of the calendar year.

**26.02** Regular employees who are required to work on a statutory holiday, except Christmas day, shall be paid at the rate of time-and-one-half (1½ x) in addition to a day off with pay, or pay in lieu at the option of the employee.

Regular employees who are required to work Christmas day shall be paid at double-time (2x) in addition to a day off with pay, or pay in lieu at the option of the employee.

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

**26.04** All employees scheduled to work on any of the statutory holidays as listed in Article 26 shall not have their normal hours of work reduced.

**26.05** Except as otherwise provided in this Agreement, employees on leave of absence, excluding vacation, will not be eligible for paid holidays.

**26.06** For the purposes of the holiday, the night shift is the first shift of the day.

## **ARTICLE 27 - VACATIONS**

### **27.01 Vacation Entitlement**

All employees shall be credited for and granted vacations earned up to June 30<sup>th</sup> each year.

Employees will receive vacation time based on total completed calendar months employed from July 1<sup>st</sup> to June 30<sup>th</sup>.

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

- 1<sup>st</sup> and 2<sup>nd</sup> years of regular employment - 10 work days at 4%;
- 3<sup>rd</sup> to 6<sup>th</sup> years of regular employment - 16 work days at 6%;
- 7<sup>th</sup> and subsequent years of regular employment - 20 work days at 8%.

This provision applies when the qualifying date occurs on or before June 30<sup>th</sup> in each year.

For the purposes of determining vacation entitlement, unpaid leaves of absence shall not constitute a break in service in accordance with 31.03 (b).

### **27.02 Splitting of Vacation Periods**

Employees shall submit their annual vacation requests to the Employer by February 1<sup>st</sup> of each year. The Employer shall respond to vacation requests submitted by February 15<sup>th</sup>. Employees wishing to split their vacations 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 posted. Seniority shall also prevail in the choice of the third vacation period, but only after all other "first" and "second" vacation periods have been posted. Seniority shall also prevail in the choice of the fourth vacation period, but only after all other "first", "second", and "third" vacation periods have been posted.

Employees must take at least one (1) period of vacation which is at least seven (7) consecutive calendar days in duration.

**27.03 Vacation Pay**

Vacation pay shall be paid in accordance with Article 38.

**27.04 Vacation Entitlement Upon Dismissal**

Employees dismissed for cause shall be paid their unused earned vacation allowance pursuant to Article 27.01.

**27.05** Employees who have commenced their annual vacation shall not be called back to work, except in cases of extreme emergency. If such occurs, an employee shall receive two (2) times their applicable rate of pay for all hours worked and shall have vacation period so displaced rescheduled with pay at a mutually agreeable time.

**27.06 Vacation Carryover**

An employee who is entitled to a minimum of fifteen (15) work days' vacation may elect to carry over no more than five (5) vacation days to the following calendar year. The vacation carried over must be taken by March 31<sup>st</sup> of that following calendar year.

**ARTICLE 28 - BEREAVEMENT LEAVE**

Bereavement leave of absence of three (3) days with pay shall be granted to a regular employee at the time of notification of death upon application to the Employer in the event of a death of a member of the employee's immediate family. This shall include

parent (or alternatively step-parent or foster parent), spouse, child, step-child, brother, sister, step-brother, step-sister, brother in-law, sister in-law, father-in-law, mother-in-law, son in-law, daughter in-law, grandparent, grandchild, legal guardian, ward and relative permanently residing in the employee's household or with whom the employee permanently resides. Bereavement leave shall be provided to an employee who has experienced a loss of pregnancy after twenty (20) weeks. An additional two (2) consecutive workdays without pay may be granted to employees who are required to travel in order to attend the funeral. One day of the above entitlement may be saved for use on the date of interment, including funeral, wakes, or other celebrations of life. Bereavement leave shall not apply when an employee is on any unpaid leave of absence.

## **ARTICLE 29 - FAMILY RESPONSIBILITY LEAVE**

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

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

The provisions of this leave shall be consistent with the *Employment Standards Act* of BC.

### **29.02 Compassionate Care Leave**

Employees are entitled to take unpaid compassionate leave to provide care and support to a family member in situations where a family member is gravely ill with a significant risk of death within 26 weeks. The provisions of this leave shall be consistent with the *Employment Standards Act* of BC.

### **29.03 Leave Respecting the Disappearance of a Child**

Employees are entitled to an unpaid leave of absence in the event

that their child under 19 years of age has gone missing and it is probable the child's disappearance is the result of a crime. The provisions of this leave shall be consistent with the *Employment Standards Act* of BC.

#### **29.04 Leave Respecting Death of a Child**

An employee whose child under 19 years of age dies in entitled to an unpaid leave from work. The provisions of this leave shall be consistent with the *Employment Standards Act* of BC.

#### **29.05 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. The provisions of that leave will follow an unpaid leave of absence. The Union, the Employer, and the employee will work together to tailor the transition plan to the employee's particular needs.

#### **29.06 Canadian Armed Forces Leave**

Regular employees who are deployed into active service with the Canadian Armed Forces shall be granted a leave of absence without pay in accordance with the *Employment Standards Act* of BC.

### **ARTICLE 30 - JURY DUTY**

An employee who is subpoenaed by the Crown for jury duty, or as a witness for the Crown or the defence (not being themselves a party to the proceeding), shall continue to receive their regular pay and benefits, to a maximum of five days. The employee shall turn over to the Employer any monies they received from the court on the days they are normally scheduled to work, provided this do not exceed their regular pay rate. The employee shall not be required to turn over allowances received for travelling and meals received from the court. Employees who are relieved of Jury Duty with four (4) hours or more remaining in their shift shall report to work and

complete their shift. The employee shall be required to furnish proof of Jury Duty requirement and duty pay received.

## **ARTICLE 31 - LEAVE - UNPAID**

### **31.01 Unpaid Leave**

- (a) Requests by employees for unpaid leave of absence shall be made in writing to the department 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.
- (b) Unpaid leaves of absence will be granted once there are no benefit bank funds available to the employee.
- (c) Unpaid leaves of absence will be granted subject to operational requirements.
- (d) Requests for vacation will take priority over requests for unpaid leaves of absence.

### **31.02 Unpaid Leave - After Three Years**

For every three (3) years' continuous service, a regular employee may request in writing, an extended unpaid leave of absence, giving the longest possible advance notice with a minimum of two calendar weeks' notice. The duration of the leave of absence shall not exceed one calendar year.

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

### **31.03 Unpaid Leave - Affecting Seniority and Benefits**

- (a) Any employee granted unpaid leave of absence shall continue to accumulate seniority, benefits, and continuous service for the first twenty (20) days of the leave of absence without pay, or an accumulation of leaves of absence without pay in a single

calendar year which total twenty (20) days of an employees' current posted regular work schedule.

- (b) If an unpaid leave of absence or an accumulation of unpaid leaves of absence exceeds twenty (20) working days in any calendar year, the employee shall not accumulate further seniority or benefits until the employee returns to work.
- (c) Subsequent to the twenty (20) days leave of absence without pay referred to in this article, employees may opt to pay the full health benefit premiums for a maximum of an additional three (3) months of coverage.

### **31.04 Unpaid Leave - Union Business**

- (a) Leave of absence without pay shall be granted upon request for the reasons set out below, unless it would unduly interrupt the Employer's operations.
  - i. To an elected or appointed representative of the Union to attend conventions of the Union and bodies to which the Union is affiliated, to a maximum of twenty-one (21) days per occurrence;
  - ii. For elected or appointed representatives of the Union to attend to Union business which requires them to leave their general work area;
  - iii. Members of the Provincial Executive of the Union shall be granted leave of absence to attend the regular meetings of such executive;
  - iv. For employees who are representatives of the Union on a bargaining committee.
- (b) Long-term leave of absence without pay shall be granted to employees designated by the Union to transact Union business for periods of not less than twenty-one (21) days, unless this would unduly interrupt the operation of the department. Such requests shall be made in writing sufficiently in advance to minimize disruption of the department. Employees granted such leave of absence shall retain all rights and privileges accumulated prior to obtaining such leave. Seniority shall continue to accumulate during such

leave and shall apply to such provisions as annual vacations, increments and promotions.

- (c) When leave of absence without pay is granted pursuant to part (a) or (b), the leave shall be given with pay and the Union shall reimburse the Employer for salary and benefit costs, including travel time incurred, within sixty (60) 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. The pay and benefits received by the employee and reimbursed by the Union under this article shall be based on the number of hours to which the Union indicates in writing the employee is entitled.

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

- (d) 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 seven (7) days' notice prior to the commencement of leave under (a) or (b) above. The Employer agrees that any of the above leaves of absence shall not be unreasonably withheld.

## **ARTICLE 32 - MATERNITY LEAVE**

### **32.01 Maternity Leave**

- (a) An employee is entitled to maternity leave of up to seventeen (17) weeks without pay. The duration of the maternity leave of absence before confinement and subsequent to confinement shall be at the option of the employee.
- (b) Pregnancy shall not constitute cause for dismissal.
- (c) Employees shall make every effort to give at least fourteen (14) days' notice prior to the commencement of maternity leave of absence without pay, and employees shall give at least fourteen (14) days' notice of their intention to return to

work prior to the termination of the leave of absence.

- (d) 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.
- (e) 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.
- (f) Upon return to work, the employee shall continue in their former position without loss of any entitlements.

### **32.02 Parental Leave for Birth and Adopting Parents**

- (a) Upon written request, an employee shall be entitled to parental leave of up to sixty-two (62) consecutive weeks without pay {or sixty-one (61) consecutive weeks in the case of birth mother who takes maternity leave under Article 33.01}. The leave period may be extended by an additional five (5) weeks where the employee's claim is extended pursuant to Section 12(7) of the *Employment Insurance Act*.
- (b) Where both parents are employees of the Employer, the employees shall determine the apportionment of the sixty-two (62) weeks parental leave between them {or sixty-one (61) consecutive weeks in the case of birth mother who takes maternity leave under Article 33.01}. In such case, the Employer shall be advised of the arrangements at least four (4) weeks prior to the commencement of the leave.
- (c) Such written request pursuant to (a) above must be made at least four (4) weeks prior to the proposed leave commencement date.
- (d) Leave taken under this clause shall commence:
  - i. In the case of a mother, immediately following the conclusion of leave taken pursuant to Article 33.01 or following the adoption;
  - ii. In the case of the other parent, following the adoption or the birth of the child and conclude within the seventy-eight (78) 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.

These provisions shall be consistent with the *Employment Standards Act* of BC.

If the child has a physical, psychological or emotional condition requiring an additional period of parental care, an employee who requests leave under this subsection is entitled to up to an additional 5 consecutive weeks of unpaid leave, beginning immediately after the end of parental leave.

**32.03** Seniority and continuous service will continue to accumulate during the full period of maternity and parental leave. The Employer shall maintain the employee's benefit coverage during maternity and parental leave provided the employee maintains their share of the cost of the plan.

## **ARTICLE 33 - 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.

## **ARTICLE 34 - PERSONAL AND EMPLOYER PROPERTY**

**34.01** 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.

**34.02** Upon submission of reasonable proof, the Employer will repair or indemnify with respect to clothing and personal property, including eyeglasses of an employee incurred while the employee



is on duty and caused by the actions of a resident.

## **ARTICLE 35 - VACCINATION AND INOCULATION**

### **35.01 Vaccination**

- (a) Any employee refusing without sufficient medical grounds to take medical or x-ray examination at the request of the Employer, or to undergo vaccination, inoculation, and other immunization, or follow established public health policies and recommendations when deemed necessary by the Medical Health Officer, may be dismissed by the Employer.
- (b) Where an employee is required by the Employer to take a medical or x-ray examination, or undergo vaccination, inoculation or other immunization, it shall be at the Employer's expense and on the Employer's time.

## **ARTICLE 36 - OCCUPATIONAL HEALTH AND SAFETY**

### **36.01 Occupational Health and Safety Committee**

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.

- (a) The parties agree that a Joint Occupational Health and Safety committee will be established. The committee shall govern itself in accordance with the provisions of the Occupational Health and Safety Regulations made pursuant to the *Workers' Compensation Act*. The committee shall be as between the Employer and the Union, with two representatives each from the Employer and the Union, and with each party appointing its own representatives.
- (b) The employee member(s) of the committee shall be granted leave without loss of pay or receive straight-time regular wages while attending meetings of the joint committee. The member(s) of the committee shall be granted leave without loss of pay or receive straight-time regular wages to participate

in workplace inspections and accident investigations at the request of the committee pursuant to the WCB 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.

- (c) The Occupational Health and Safety committee may use the resources 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/residents, WHMIS, and the role and function of the Occupational Health and Safety committee. The committee will foster knowledge and compliance with the Occupational Health and Safety Regulations by all staff.
- (d) The 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.

### **36.02 Training and Orientation**

- (a) The Employer will provide orientation, instruction, or in-service, which is necessary for the safe performance of work, the safe use of equipment, safe techniques for lifting and supporting residents, and the safe handling of materials and products. The Employer will also make readily available information, manuals, and procedures for these purposes.
- (b) In-service and/or instruction in caring for aggressive residents will be made available to employees. When the Employer is aware that a resident has a history of aggressive behavior, the Employer will make such information available to those employees who may be required to care for that resident. The information will include specific instructions on the approach to take when providing care to that aggressive resident. Employees who encounter an unsafe situation involving an aggressive resident are encouraged to seek assistance from

any other available staff.

- (c) No employee shall be required to work on any job or operate any piece of equipment until they have received proper training and instruction.
- (d) The Employer shall provide sufficient and adequate training and/or orientation to any employee working in a new or unfamiliar work area or position.

### **36.03 Reporting Unsafe Conditions and Refusal of Unsafe Work**

The BC Occupational Health and Safety (OH&S) Regulation requires that whenever a person observes what appears to be an unsafe or harmful condition or act, the person must report in as soon as possible to a supervisor or to the Employer, and the person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.

The OH&S Regulation also requires that a person must not carry out or cause to be carried out any work process or operate or cause to be operated any tool, appliance or equipment, if that person has reasonable cause to believe that to do so would create an undue hazard to the health and safety of any person.

A worker who refuses to carry out a work process or operate a tool, appliance or equipment, must immediately report the circumstances of the unsafe condition to their supervisor or Employer. Where a worker does so in compliance with the OH&S Regulation, they shall not be subject to disciplinary action.

(The procedure referenced above can be found in Sections 3.12 and 3.13 of the Occupational Health and Safety Regulations, *Workers Compensation Act*).

### **36.04 Workload Problems**

The Joint Occupational Health and Safety (JOH&S) committee will receive complaints and concerns related to safety related

workload problems, and have the mandate to investigate those concerns and define the issue. The JOH&S committee will inform the Employer with a recommendation for a solution, and the Employer will respond to those recommendations at the following JOH&S committee meeting.

### **36.05 Working Alone or in Isolation**

The Joint Occupational Health and Safety committee shall have the mandate to review procedures established by the Employer for checking the well-being of employees working alone, or in isolation under conditions which present a risk of disabling injury where the employee might not be able to secure assistance in the event of injury. The committee shall have the right to make recommendations to the Employer regarding such procedures.

### **36.06 Protective Clothing and Equipment**

- (a) The Employer shall provide such safety clothing and safety equipment as is required by the WorkSafeBC Occupational Health and Safety Regulations.
- (b) All such clothing, tools, and equipment shall comply with applicable WorkSafeBC regulations concerning same.

### **36.07**

#### **(a) WorkSafeBC**

Employees who are absent from work and in receipt of WorkSafeBC wage-loss replacement benefits, shall be considered as being at work and shall receive benefits as if they were employed to a maximum of seventeen (17) weeks.

#### **(b) Employee to Contact Employer**

Employees who are absent from work due to WorkSafeBC related injury, shall contact their supervisor or the designated person in charge on a regular basis regarding the status of their condition and/or the anticipated date of return to work.

#### **(c) Return to Work Following Illness or Injury**

Prior to returning to work, employees who have been absent

from work and in receipt of WorkSafeBC wage-loss replacement benefits may be required to produce a medical certificate certifying that they have fully recovered from the compensable injury and are able to perform the full scope of their duties.

### **36.08 Professional Responsibility for LPN's**

LPN concerns relative to nursing practice and safety of residents will be addressed as follows:

- (a) Employee Concerns – In the interest of resident safety and safe care practice, the parties agree to the following problem-solving process to address employee concerns relative to resident care including:
  - i. care practice conditions
  - ii. safety of residents and staff
  - iii. workload
- (b) Discussion with Care Leader – The employee will discuss the matter with the Care Leader with the objective of resolving the concern. At their request, the employee may be accompanied by a steward.
- (c) Report Form – If the matter is not resolved to their satisfaction, the employee may complete a Report Form within seven (7) calendar days of their discussion with the Care Leader or designate. One report will be forwarded to the Labour/Management committee for review along with a copy being provided to the steward, and a further copy being forwarded to the Union Labour/Management committee Meeting. The Labour Management committee shall meet with regard to the matter within fourteen (14) calendar days of receiving the Report Form.

### **36.09 Duty to Accommodate/Gradual Return to Work**

Employees are entitled to a Union representative during the duty to accommodate and gradual return to work process, so long as it doesn't unreasonably delay the return to work process.

### **36.10 Electronic Monitoring**

When the Employer becomes aware of any audio or video surveillance device placed in residents' room, the Employer will discuss the need for such device's presence with the party who placed the device to see if the reasons for why the device placed can be relieved. Where the resident or party who placed the device continues to require its placement, they will be advised that the device must be inoperative or covered up when care is been provided by staff.

## **ARTICLE 37 - BENEFIT PLAN AND HEALTH CARE PLANS**

### **37.01**

- (a) Regular employees shall have a sick leave bank established that will appear on each statement of earnings. Regular employees will receive seven percent (7%) of their regular earnings, which shall be used for paid leaves related to sick and medical absences.
- (b) Employees must apply for sick pay to cover periods of actual time lost from work due to sickness, medical, or accident(s) prior to applying for an unpaid leave of absence due to illness.
- (c) Employees shall be paid out any accumulated sick leave pay in excess of the banked 7% of annual regular earnings, based on December 31 statements. Payment shall be made no later than January 31 of the subsequent year.
- (d) Casual employees shall receive sick leave according to the Employment Standards Act. These days do not accrue and will not be paid out or carried over from year to year.
- (e) Part-time employees shall accrue a sick leave bank on a prorated basis based upon their scheduled FTE. Employees accruing less than the prescribed number of paid sick days under the ESA are entitled to the ESA days. These days do not accrue and will not be paid out or carried over from year to year.

### **Effective date of ratification (May 6, 2025):**

- Chiropractor, physiotherapy, and massage therapy coverage

of \$550 per calendar year.

- Clinical counselling/psychologist coverage at \$500 per calendar year.
- Vision care coverage at \$215 every 24 months.

### **37.02 HEALTH CARE PLANS**

The following Health Care Plans as contained in the current Employee Benefits Booklet shall be available to all regular employees, spouses, and dependents:

- (a) Medical Services Plan (MSP).
- (b) Added Health Care Plan (Dental, Life, AD&D, Dependent Life, and Extended Health Benefits).

The Employer shall pay 65% of the benefit premium; and eligible employees shall pay 35% of the benefit premium for any of the above plans that employees may enroll in.

### **ARTICLE 38 - PAY DAYS**

Employees shall be paid bi-weekly, by direct deposit, subject to the following provisions:

- (a) The statements given to employees with their pay cheques shall include the designation of statutory holidays paid, the listing of all adjustments including overtime and hourly rate, the designation of vacation paid, and an itemization of all deductions.
- (b) When a payday falls on a non-banking day, the deposit shall be made prior to the established payday.
- (c) In the event an employee's pay is short of money owed for the pay period as a result of an Employer payroll error and the employee brings the issue to the attention of Human Resources, the following shall apply:
  - If the money owed is less than \$100, the pay shall be added to the next pay period.
  - If the money is \$100 or greater, the Employer will make every reasonable effort to correct the error and provide

payment within 5 business days.

## **ARTICLE 39 - UNIFORMS**

The Employer shall repair or replace shirts and vests as required if damaged at work. After one-hundred (100) hours of work, the Employer shall supply two (2) shirts or one (1) vest to employees who are required to follow a specific dress code. For regular full-time employees, one (1) new shirt will be provided every six (6) months thereafter if required. Regular part-time and casual employees will be provided an additional shirt after every eight-hundred (800) hours worked.

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

## **ARTICLE 40 - PRINTING OF THE AGREEMENT**

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.

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 41 - EFFECTIVE AND TERMINATING DATES**

### **41.01 Effective and Terminating Dates**

- (a) The Agreement shall be effective July 1, 2024 and shall remain in force and be binding upon the parties until June 30, 2027, and thereafter until a new Collective Agreement has been reached.
- (b) The Employer agrees that the terms and conditions set out in



the Collective Agreement between the Union and the Employer shall remain in force and effect until a new Collective Agreement comes into effect.

#### **41.02 Effective Date of Wages and Benefits**

All non-compensatory provisions, wages and benefits shall be effective from date of ratification (May 6, 2025), unless otherwise specified in this Collective Agreement.

**41.03** 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 42 - SAVINGS CLAUSE**

In the event that present or future legislation renders null and void or materially alters any provision of this Collective Agreement, the following shall apply:

- (a) The remaining provisions of the Collective Agreement shall remain in full force and effect for the term of the Collective Agreement.
- (b) The Employer and the Union shall as soon as possible, negotiate mutually agreeable provisions to be substituted for the provisions so rendered null and void or materially altered.
- (c) If a mutual agreement cannot be struck as provided in (b) above, the matter shall be arbitrated pursuant to Article 8 of the Collective Agreement.

### **ARTICLE 43 - CASUAL ENTITLEMENT AND CALL IN PROCEDURE**

**43.01** 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.
- (d) Intermittent and non-recurring work.

**43.02** Where the Employer is aware that the position that is being filled by a casual employee will be in excess of sixty (60) calendar days, the position shall be posted and filled pursuant to Article 11.

**43.03** Regular employees may also register for casual work provided there are no overtime costs.

**43.04** Employees called in as casuals will be called in to work in order of seniority, provided that they are qualified and capable of performing the work being assigned in the job classification for which they are registered.

**43.05** Upon request from the Employer, a casual employee will provide the Employer with their availability to work in writing. If availability is provided, the Employer shall only be obliged to call an employee on days and shifts that the employee has indicated their availability for.

**43.06** For employees working a casual shift, there shall be a minimum of eight (8) consecutive hours off-duty between the completion of one work shift and the commencement of the next.

**43.07** Seniority List – A master casual employee seniority list shall be revised and updated every three (3) months as of the last date of the payroll period immediately prior to January 1, April 1, July 1, and October 1 in each year (the “adjustment” dates). 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.

**43.08** Call in procedure – All calls shall be recorded in a log book maintained for the purpose which shall show the name of the employee called, the time of vacancy, the time that the call was made, the job required to be done, whether the employee accepts or declines the invitation to work or fails to answer the telephone, and the signature of 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 it at a mutually agreeable time.

**43.09** Regular employees may at any time, transfer from regular to casual status without any loss of seniority.

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

**43.11** Casual employees shall receive 8.8% of their straight-time pay in lieu of scheduled vacations and statutory holidays.

**43.12** A casual employee who accepts an assignment shall have the same obligation as a regular employee to complete the assignment.

**43.13** A casual employee may be removed from the casual list if they have not accepted a shift for a period of three (3) months.

**43.14** When an employee accepts voluntarily casual work hours at a higher or lower rated position, they will be paid at the rate of the position.

**ARTICLE 44 - REGISTERED RETIREMENT SAVINGS PLAN**

Regular employees are eligible for a defined contribution pension plan (RRSP), providing for employee contributions starting from one percent (1%) of straight-time regular earnings for the first two (2) years of regular contributions.

- After 2 years of continuous contributions, the Employer shall match the employees' contributions up to a maximum of 2.50%.
- After 5 years of continuous regular employment, the Employer shall match the employees' contributions up to a maximum of 2.75%.

Enrollment in the RRSP will be optional for employees.

Regular employees will be eligible to contribute to the RRSP upon completion of six (6) calendar months of employment.

**ARTICLE 45 - VOLUNTEERS**

It is agreed that volunteers have a role in health care and are an important link to the community being served.

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

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

**WAGE SCHEDULE**

<b>Position</b>	<b>Steps</b>	<b>Current Wage</b>
<b>Care Aide</b>	Start	\$21.19
	1,872 Hours	\$21.91
	3,744 Hours	\$22.55
	5,616 Hours	\$23.20
<b>LPN</b>	Start	\$27.80
	1,872 Hours	\$28.51
	3,744 Hours	\$29.21
	5,616 Hours	\$29.92
<b><u>LPN Care Coordinator</u></b>	Start	\$29.80
	1,872 Hours	\$30.51
	3,744 Hours	\$31.21
	5,616 Hours	\$31.92
<b>Cook</b>	Start	\$19.90
	1,872 Hours	\$20.56
	3,744 Hours	\$21.19
	5,616 Hours	\$21.91
<b>Chef</b>	Start	\$22.37
	1,872 Hours	\$22.96
	3,744 Hours	\$23.56
	5,616 Hours	\$24.14
<b>Housekeeping / Laundry / Dining</b>	Start	\$17.96
	1,872 Hours	\$18.59
	3,744 Hours	\$19.26
	5,616 Hours	\$19.90
<b><u>Housekeeping Team Lead</u></b>	Start	\$19.21
	1,872 Hours	\$19.84
	3,744 Hours	\$20.51
	5,616 Hours	\$21.15

**Augustine House Society / Hospital Employees' Union**  
**July 1, 2024 to June 30, 2027**

Position	Steps	Current Wage
Reception	Start	\$18.59
	1,872 Hours	\$19.26
	3,744 Hours	\$19.90
	5,616 Hours	\$20.56
Recreation	Start	\$22.37
	1,872 Hours	\$22.96
	3,744 Hours	\$23.56
	5,616 Hours	\$24.14
Maintenance	Start	\$19.90
	1,872 Hours	\$20.56
	3,744 Hours	\$21.19
	5,616 Hours	\$21.91

**ADDENDUM – ELECTRONIC CASUAL CALL OUT**

The following is 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. The manner in which casual employees will be contacted for relief work shall be as follows:

- (a) Each casual employee shall submit a phone number to the Employer at which they can be contacted for relief work. At the employee's option, they may also submit a text number and indicate their preference (text or phone) of how they wish to be contacted for relief work.
- (b) The Employer shall commence by calling/contacting the most senior qualified employee or by electronically contacting a group of employees in the registry. Only one call need be made to any one casual employee provided that the phone shall be permitted to ring eight (8) times. Where an answering machine is in place, a message will be left relaying the date and time of the call, as well as the details of the relief work being offered. If the message is not returned within the time limits set out in section (d) below, the next senior casual who responds within the time limits shall be awarded the relief work.
- (c) If the casual employee who is being called/contacted fails to answer, does not return the message within the time limits, declines the invitation to work or is unable to work, the Employer shall then call/contact the next most senior employee registered in that job classification and so on until a casual employee is found who is ready, willing and able to work.
- (d) When a casual employee has indicated a preference for text, the Employer may contact those employees by text message instead of by phone as per i, ii, and iii below.

Where the Employer uses group texting it shall be done in a manner that ensures confidentiality of employee information.

- i. Where a vacancy occurs with more than 3 hours but less than 4 hours in advance, the casual employees shall have 5 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.
  - ii. Where a vacancy occurs more than 4 hours, but less than 48 hours in advance, the employees shall have 10 minutes to respond, and the shift(s) shall be awarded to the senior employee who responds confirming they will take the shifts or blocks of shifts within the time limit.
  - iii. Where a vacancy occurs with more than 48 hours advance, the casual employee shall have 5 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.
  - iv. Where a vacancy occurs with more than 72 hours and less than 4 weeks in advance, the casual employees shall have 6 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.
  - v. Where a vacancy is known more than 4 weeks in advance, the 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 blocks of shifts within the time limit.
  - vi. The Employer shall ensure a process will be put in place to enable the canvassing of employees who are on shift at the time of the call out.
- (e) 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.
- (f) All calls/texts as per the above shall be recorded and maintained for the purpose, which shall show the name of the



employee called, the time the vacancy was known, the time that the contact was made, the job required to be done, whether the employee accepts or declines the invitation to work, or fails to answer the telephone/text or if a message was left, and the signature/contact information of the person who initiated the text. 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.

- (g) A casual employee who accepts an assignment shall be deemed to have the same obligation to fulfill the assignment as a regular employee.
- (h) All electronic communications regarding relief work shall include the following in the message:

  - i. Time of the electronic call out.
  - ii. Details of relief work being offered, including date, location and shift times.
  - iii. Appropriate response time {see point (d) i, ii, iii and iv above}.
  - iv. Numbers of employees to respond to.
  - v. The Employer shall confirm with the successful applicant as soon as the assignment is made.
- (i) The seniority list for call-in shall be updated quarterly, commencing July 1. Time accumulated in a current period shall not be recognized until the next adjustment date. Within 2 weeks of each adjustment date, the Employer shall provide the Union a revised electronic copy of the call-in seniority list.
- (j) Casual employees hired after a seniority adjustment date shall be added to the list in the order that they were hired.

A casual employee who accepts an assignment shall be deemed to have the same obligation to fulfil the assignment as a regular employee.

**MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**AUGUSTINE HOUSE SOCIETY**

**AND**

**HOSPITAL EMPLOYEES' UNION**

**Re: Rates of Pay**

---

The parties acknowledge that they have not entered into wage rate discussions. The parties further agree that should wage levelling be terminated by the Government prior to the Collective Agreement expiring, the parties will re-open the Collective Agreement to discuss wage rates. Such discussions must commence within 45 days of the notice that wage levelling is terminated.

No other Article of the Collective Agreement will be subject to the wage reopener discussions, unless mutually agreed to by the parties.

Either party has the right to apply for mediation through the LRB if the parties reach an impasse.

**SIGNED ON BEHALF OF  
THE UNION:**



**Parm Sandhar**  
Bargaining Representative

**Date:** November 6, 2025

**SIGNED ON BEHALF OF  
THE EMPLOYER:**



**Peter Kafka**  
Chief Spokesperson

**Date:** Nov 24/2025

**LETTER OF UNDERSTANDING #1**

**BETWEEN**

**AUGUSTINE HOUSE SOCIETY**

**AND**

**THE HOSPITAL EMPLOYEES' UNION**

**Re: Contracting Out**

---

This letter shall remain in force and effect for a term coincidental with the term of this Collective Agreement (July 1, 2024 – June 30, 2027) and shall terminate unless it is specifically renewed by the parties.

During the term of the Collective Agreement, the Employer will not contract out bargaining unit work that results in the layoff of regular employees within the bargaining unit, as defined in Article 18.

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.

**SIGNED ON BEHALF OF  
THE UNION:**

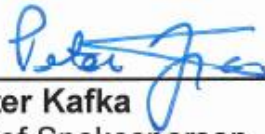


---

**Parm Sandhar**  
Bargaining Representative

**Date:** November 6, 2025

**SIGNED ON BEHALF OF  
THE EMPLOYER:**



---

**Peter Kafka**  
Chief Spokesperson

**Date:** NOV 24/2025

**LETTER OF UNDERSTANDING #2**

**BETWEEN**

**AUGUSTINE HOUSE SOCIETY**

**AND**

**THE HOSPITAL EMPLOYEES' UNION**

**Re:   Assignments of 2 hours or more**


---

Notwithstanding Article 23, employees registered for the casual list may be called into work for assignments of two (2) hours or more at straight-time rates of pay.

**SIGNED ON BEHALF OF  
THE UNION:**

  
**Parm Sandhar**  
Bargaining Representative

**SIGNED ON BEHALF OF  
THE EMPLOYER:**

  
**Peter Kafka**  
Chief Spokesperson

**Date:** Nov 24/2025

**Date:** November 6, 2025

**SIGNED ON BEHALF OF  
THE UNION:**



**Bill Pegler**  
Coordinator of Private Sector  
& Special Projects



**Nina Dhillon**  
Director of Organizing &  
Private Sector Bargaining



**Parm Sandhar**  
Bargaining Representative



**Mehnaaz (Naaz) Sattler**  
Bargaining Committee



**Sashi Deo**  
Bargaining Committee



**Uma Uppal**  
Bargaining Committee

**Date:** November 6, 2025

**SIGNED ON BEHALF OF  
THE EMPLOYER:**



**Peter Kafka**  
Chief Spokesperson



**Naaz Khan**  
Executive Director

**Date:** November 25, 2025