



# COMMUNITY SOCIAL SERVICES **Comprehensive Report**

## **COMMUNITY SOCIAL SERVICES BARGAINING ASSOCIATION**

Hospital Employees' Union

British Columbia General Employees' Union

Canadian Union of Public Employees

Laborers' International Union of North America

Health Sciences Association

United Food and Commercial Workers

United Steelworkers

Christian Labour Association of Canada

British Columbia Nurses' Union



# Highlights

1. **General wage increase** of 3% each year for a total of 12% over the four year term.
2. **Closing the wage gap** between Grid 10 CSSBA employees and their comparable grids in the Facilities Bargaining Association (FBA).
3. **Elimination of Step 1 on the wage grid**, for all employees currently at that step.
4. **Committed fund for shift premiums.**
5. **Removal of dual-coverage restrictions** allowing members to be covered by two different benefits plans.
6. **Retention incentive benefits** for regular status employees.
7. **Increased coverage** for psychologist and vision care.
8. **Mileage rate increased** to \$0.65/km.
9. **New supports and education for gender affirming care.**

# Background

On April 23, the multi-union Community Social Services Bargaining Association (CSSBA) and the Community Social Services Employers' Association (CSSEA) reached a tentative four-year agreement covering more than 23,000 community social services workers across B.C., including about 1,500 HEU members.

The tentative deal includes annual wage increases of three per cent in each year for a total of 12 per cent over the four-year term, closes the wage gap for Grid 10 employees in the CSSBA and Facilities Bargaining Association (FBA), obtained new shift premium language, along with a dedicated fund for shift premiums, eliminates Step 1 of the wage grid, and eliminates dual-coverage restrictions for extended health coverage.

Hospital Employees' Union (HEU) secretary-business manager Lynn Bueckert says this tentative agreement continues the work of bringing community social service workers' wages in line with their health sector counterparts in the (FBA).

"Workers in the social services sector have long been undervalued, and their collective agreements have always lagged behind the other public sector agreements," says Bueckert. "While there is more work to be done, this tentative agreement recognizes these gaps and provides a good starting point to meaningfully address them."

In addition, for the first time in CSSBA bargaining, the bargaining committee secured shift premium language in the agreement, committing both employers and workers to develop a shift-premium structure that caters to this sector.

This comprehensive report outlines the full details of the tentative agreement, including monetary improvements, enhanced workplace protections and new provisions that strengthen fairness and equity across the sector.

Voting for HEU members will be open from May 13 at 9:00 a.m. (Pacific) to May 15 at 4:00 p.m. (Pacific).

## HEU Bargaining Committee Representatives

David Huespe, Brenda Orenca and Cheryl McLachlan, and Christina Lloyd-Jones (staff) and Shawna Lockhart (staff).

# Monetary

## Wage Increases

Members will see a three per cent general wage increase in each year of the agreement retroactive to April 1, 2025, for a total of 12 per cent over the four-year term.

These wage increases will be retroactive to the first full pay period on or after April 1, 2025.

The process for severed employees can be found Article 32.7.

## Wage Comparability

- Six months after ratification, the wage gap between CSSBA members in Grid 10 and their health sector counterparts in the FBA will be closed and Grid 10 employees will see a wage increase that brings their wages in line with FBA comparators. The wage gap is currently around seven per cent.
- In addition, \$10.5 million will be allocated to continue comparability during the term of the collective agreement.
- A joint classification tech committee will be engaged (as has been done in previous collective agreements) to make low-wage comparability recommendations by April 1, 2028.

## Elimination of Step 1 of the Wage Grid

- This will take place six months after ratification.
- Members currently at Step 1 will be moved to Step 2 (the new Step 1). They will be eligible to move to the next steps after working for an additional 2,000 hours.

# Shift Differential

- Shift differential language has been added to the agreement.
- \$5.5 million in ongoing annual funding will be allocated towards the implementation of shift premiums.
- A working group will be formed within three months of ratification and will start gathering data to make recommendations on sector-specific premiums.
- Sector-specific shift differentials will be effective at the beginning of the first full pay period on or after September 1, 2028.

# Retention Incentive Benefit

- A \$15.5 million fund will be established for a one-time incentive for members to stay and hold regular status employment in the sector (to a maximum of \$1,100 per employee).
- Members must have regular status on December 31, 2026, and still be employed on January 1, 2027.
- The incentive will be prorated for regular status members who are part-time.

# Health and Welfare Benefits Improvements:

- Dual-coverage restrictions will be eliminated and will be implemented by 2028.
- Psychologist expenses increased to \$1,500.
- Vision wear increased to \$500.
- Transportation allowance increased to \$0.65/km, effective two months after ratification.

## **Other Monetary**

- Grid 11 temporary market adjustments for specific classifications.
- A me-too clause has been added to this collective agreement.

## **Non-Monetary**

### **Lay-off and Bumping Language**

- Members who have been laid off can choose to be placed in a vacancy selected by the employer by seniority.

### **Rights to a Steward**

- Members are now entitled to be notified of the purpose of a meeting and nature of issues.
- In investigations, employers are now obligated to advise members of the nature of the allegations. The union is also entitled to receive a written summary of the findings.

### **Added Language Regarding Transfers**

- For temporary transfers, employers are now required to provide written reasons for the transfer, and confirm the expected dates for the end of the transfer.
- Employers are now required to consult with workers on permanent transfers to mitigate any impacts of the transfer.

## **Shift Schedules**

- There is now a consultative process for changes in schedules that require the employer to make an effort to discuss the schedule change with members.
- Float position language has been implemented into the collective agreement.

## **Vacation Schedule**

- Added language confirming the employer's ability to offer and fill vacation requests for coverage immediately following the request closure period.
- This is intended to improve the approval and coverage of member vacation requests.

## **Sick Notes**

- Added language to align with Employment Standards Act.

## **Emergency Service Leave**

- A new leave has been added for members who are deployed under the Emergency and Disaster Management Act (such as local volunteer firefighters). The leave is covered as long as they are deployed and are needed.

## **Health and Safety**

- Improved language on entitlements, the work of the health and safety committee, workplace violence and psychological safety (Article 22).
- New language on safety-related workload.

# Harassment Language

- Bullying and lateral violence language included.

# Equity

- A number of improvement and changes were made to the Indigenous Services Collective Agreement (which does not currently cover any HEU members).
- The word “residential” has been removed and replaced with “residence”.
- Gender neutral language has been applied throughout the collective agreement.

# Gender Affirming Care

- While leave for gender-affirming care has not been achieved, there is language that commits employers to work with employees who would like to tailor a graduated return-to-work or workplace transition plan.
- A one-time fund of \$600,000 to provide employees with financial supports related to gender affirming care and to develop educational resources for the worksite.

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**MEMORANDUM OF SETTLEMENT  
Tentative Agreement**

**between the**

**Community Social Services Employers' Association (CSSEA)**

**and the**

**Community Social Services Bargaining Association (CSSBA)**

The above parties agree to recommend to their principals the following amendments to the 2022 to 2025 Indigenous Services, Community Living Services, and General Services Collective Agreements, to constitute the renewed Collective Agreements for each for the 2025 to 2029 term. Parts 1, 3, and 4 apply to all three Collective Agreements as applicable. Part 2 applies only to the Indigenous Services Collective Agreement.

**PART 1 – TERM AND MONETARY ADJUSTMENTS**

**All monetary adjustments will be effective in the first full pay period that starts on or after the dates noted in this package.**

**1. Term**

**4 year agreement: April 1, 2025 to March 31, 2029**

**2. General Wage Increases**

**APPENDIX A  
Wage Grid**

**The following general wage increase will be granted to all employees\*:**

- **Effective the first full pay period beginning on or after April 1, 2025 – 3.0%**
- **Effective the first full pay period beginning on or after April 1, 2026 – 3.0%**
- **Effective the first full pay period beginning on or after April 1, 2027 – 3.0%**
- **Effective the first full pay period beginning on or after April 1, 2028 – 3.0%**
  
- ~~Effective the first full pay period following April 1, 2022:
  - o ~~Low Wage Redress of \$22,366,929 (see below; this allocation to be applied first);~~
  - o ~~25¢/hour increase to all wage grids (to be applied second);~~
  - o ~~3.24% increase to all wage grids.~~~~
  
- ~~Effective the first full pay period following April 1, 2023 – 5.5% increase, plus up to another 1.25% if the COLA clause \*\* as set out below is triggered;~~

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~~Effective the first full pay period following April 1, 2024 – 2% increase, plus up to another 1% if the COLA clause **\*\*** as set out below is triggered.~~

\* An employee paid above the wage grid **for their classification** will be granted the same wage increases at ~~the that~~ time when the wage grid meets or exceeds the employee's current wage rate for ~~the their~~ classification. Until that time, their wage rates continues to be maintained at current levels, subject to receiving 50% of the above general wage increases for the term of this collective agreement, **in accordance with this Appendix**. No other wage adjustments will be granted.

**\*\* Cost of Living Adjustments (COLA):**

**Definitions**

~~“General Wage Increase” or “GWI” means the overall general wage increase expressed as a percentage.~~

~~“Cost of Living Adjustment” or “COLA” means a percentage based general wage increase adjustment provided in accordance with this memorandum of agreement. COLA is an upward adjustment applied to and folded into all wage rates.~~

~~The “annualized average of BC CPI over twelve months” (AABC CPI) means the Latest 12 month Average Index % Change reported by BC Stats in March for British Columbia for the twelve months starting at the beginning of March in the preceding year and concluding at the end of the following February.~~

~~The “Latest 12 month Average Index”, as defined by BC Stats, is a 12 month moving average of the BC consumer price indexes of the most recent 12 months. This figure is calculated by averaging index levels over the applicable 12 months.~~

~~The Latest 12 month Average Index % Change is reported publicly by BC Stats in the monthly BC Stats Consumer Price Index Highlights report. The BC Stats Consumer Price Index Highlights report released in mid-March will contain the applicable figure for the 12 months concluding at the end of February. The percentage change reported by BC Stats that will form the basis for determining any COLA increase is calculated to one decimal point. For reference purposes only, the annualized average of BC CPI over 12 months from March 1, 2021 to February 28, 2022 was 3.4%.~~

**COLA**

~~The COLA will be applied as applicable to the GWI effective on the first pay period after April 1, 2023 and April 1, 2024. The COLA will be calculated by determining the difference between the AABC CPI and the annual general wage increase to the maximum COLA prescribed that year in Wage Schedule (Grids).~~

**April 2023**

~~If the 2023 AABC CPI exceeds the April 2023 GWI of 5.5%, then, on the first pay period after April 1, 2023 the April 2023 GWI will be adjusted upwards to reflect a COLA equal to the difference between the April 2023 GWI and the 2023 AABC CPI up to a maximum of 1.25%.~~

**April 2024**

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If the 2024 AABC CPI exceeds the April 2024 GWI of 2%, then, on the first pay period after April 1, 2024 the April 2024 GWI will be adjusted upwards to reflect a COLA equal to the difference between the April 2024 GWI and the 2024 AABC CPI up to a maximum of 1%.

Details of timing and application of increases can be found in the Appendices that follow. New wage grids will be posted on both the Union's and CSSEA's websites once they are known. Pursuant to Memorandum of Agreement #9 (Joint Job Evaluation Plan), the parties agree that the following wage grids will be in effect. Sections A through D of Appendix A (Wage Grid) will continue to apply.

*Tables will be updated during finalization of the collective agreement.*

*Maintain other current language*

### **3. Low Wage Redress and Flexible Allocation**

#### **APPENDIX A1 Details of Wage Increases**

The timing and percentages of the increases are as set out above, effective at the start of the first pay period **beginning on or** after the respective dates.

#### **Low Wage Redress and Flexible Allocation**

**Effective the first full pay period that is six months following the date of ratification, a total of \$2,000,000 in ongoing funding will be allocated for health sector comparability adjustments to the Grid 10 JJEP Wage Grid to address the wage gap with comparable jobs in the Facilities and Community Health Subsector Collective Agreements.**

**Effective the first full pay period that is six months following the date of ratification, a total of \$600,000 in ongoing funding will be allocated for health sector comparability adjustments to Paraprofessional Supervisors and Layered-Over employees to address the wage gap with the Health Science Professionals Collective Agreement Wage Schedule.**

**Effective the first full pay period that is six months following the date of ratification, the current Step 1 of the JJEP Wage Grid will be eliminated. This will impact the wage rates only of employees at Step 1 on the effective date of implementation. For clarity, the effective date of implementation will become those employees' new increment progression date so that they will move to the new Step 2 rate after working an additional 2000 hours. For further clarity, these adjustments do not apply to the Paraprofessional Wage Grid.**

Within 30 days after ratification, the **The** parties will convene their current Joint Classification Technical Committee (the Committee) to review the compensation of CSSEA occupations similar to occupations under the **Community and Health** Facilities **and/or Community** Health collective agreement **Collective Agreement** and CSSEA paraprofessional occupations similar to occupations under other Health Sector collective agreements. The review will be for the purpose of updating the JJEP and improving upon comparability with the Health Sector, while maintaining the integrity of the JJEP classification system. **The parties agree that the priority of the Committee will be to review the JJEP classifications in relation to**

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**similar occupations under the Facilities and Community Health Collective Agreements during the 2025 to 2029 Collective Agreement.**

The above review will commence ~~within 7 days of ratification and must be completed within 4 weeks~~ **no later than November 1, 2027 and must be completed by December 1, 2027. The Committee will provide recommendations to CSSBA and CSSEA on how to apply the available funds, so that further low wage redress and flexible allocation adjustment wage increases are effective the first full pay period beginning on or after April 1, 2028.**

The expenditure resulting from the Committee’s review must be fully utilized but cannot exceed a total ongoing amount at the end of the collective agreements of **\$10,500,000.**

**Wage Rate Review** – Low Wage Redress **and Flexible Allocation wage** increases shall be determined using the following principles:

- The Committee will refer to comparator occupations from the ~~2019 – 2022~~ **2022 - 2025** Collective Agreements.
- The difference in wage rates is adversely affecting the provision of service to clients.
- There is a reasonable expectation that the ~~comparability~~ wage adjustment will reduce this adverse impact, and
- The ~~comparability~~ wage adjustment will not create additional demands in other sectors.

**Low Wage Redress and Flexible Allocation - Child Care Employee Adjustment**

**MEMORANDUM OF AGREEMENT #25  
Non-Provincially Funded ~~Childcare~~ **Child Care** Positions**

The parties acknowledge that the Provincial Government is undertaking a process to make quality child care affordable and accessible to all British Columbians. As part of implementing an affordable universal child care program in British Columbia, the Provincial Government has made a commitment to provide fair compensation for child care workers within the Province of BC **through low wage redress.**

**As a result, effective the first full pay period beginning on or after April 1, 2026, child care classifications covered by a non-provincial agreement will be classified and paid in accordance with the JJEP Wage Grid. The classifications to be included in this initiative are: ECE, ECE Senior, ECE Assistant, School Aged Child Worker, and Child Care Resource and Referral Worker.**

The parties agree that access to quality child care is a priority. The parties agree to the following:

1. Within 30 days of a government announcement of new or enhanced programs to increase compensation for child care workers, the parties will convene to resolve how the program can be used to increase the compensation for eligible ~~childcare~~ **child care** positions, taking into account such factors as:
  - inequities experienced by employees covered by this collective agreement;
  - maintaining the integrity of the JJEP system; and
  - other factors as they may arise.

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2. This may require the parties to reopen the locally negotiated agreements as it pertains to the child care positions targeted by Government for compensation funding.

The parties will reconvene within 60 days if any subsequent targeted funding for compensation from government is confirmed.

**MEMORANDUM OF AGREEMENT #26**  
**Child Care Employees – Lump Sum Payment**

1. ~~— \$2/hour will be paid to child care classifications as set out in the Early Childhood Educator Wage Enhancement Funding Guidelines for each hour paid by the Employer from September 21, 2021 to March 31, 2022. (Note that the 2018 and 2020 \$1/hour Wage Enhancements x2 were addressed by Low Wage Redress payments in the 2019–2022 Collective Agreements, and from 2022 onward, further Low Wage Redress payments are being made).~~

2. ~~— This lump sum payment will be paid to eligible employees in either provincially funded or non provincially funded (NPF) programs, who:~~

(a) ~~— are governed by the JJEP,~~

(b) ~~— were otherwise eligible for the ECE Wage Enhancement of \$2 per hour payable to eligible Childcare Workers starting September 2021, and~~

(c) ~~— did not receive the payments.~~

3. ~~— This lump sum payment will originate from a \$400,000 Fund (the “Fund”). Once the Fund is depleted, no further payments shall be required to be made by any employer. Should there be residual monies remaining in the Fund, it shall be redirected to the Other Training Fund.~~

**4. One Time Monies**

***The parties agree to establish the following One-Time Funds to be spent in accordance with specific Memoranda of Agreement and/or Terms of Reference:***

<u>Category</u>	<u>Amount</u>	<u>Year Available</u>
<u>IS Retention Incentive Benefit</u>	<u>\$1.7M</u>	<u>2026</u>
<u>IS Education Fund</u>	<u>\$2.0 M</u>	<u>2027</u>
<u>Fund for Support for Gender Affirming Care (MOA 16)</u>	<u>\$0.6 M</u>	<u>2026</u>
<u>Retention Incentive Benefit Fund</u>	<u>\$15.5M</u>	<u>2027</u>
<u>Labour Adjustment and Education Fund (MOA 20)</u>	<u>\$2.5 M</u>	<u>2027</u>
<u>Occupational Health and Safety Fund</u>	<u>\$2.3 M</u>	<u>2027</u>
<u>Miscellaneous Fund (for use when Other Funds are depleted)</u>	<u>\$0.5 M</u>	<u>2027</u>

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**MEMORANDUM OF AGREEMENT #16**  
**Support for Gender Affirming Care**

~~Leaves and supports for gender affirming care for employees were discussed in the 2022 round of bargaining.~~ Supports for 2SLGBTQIA+ employees are a shared priority for the CSSEA and the CSSBA. This letter confirms the Employers' continued support for employees who may require time off or other accommodations related to gender affirming care. **The Employer will work with an employee so desiring to tailor a graduated return to work plan and/or workplace transition plan for them.**

The Employers will continue to make available supports to those employees including providing access to leaves, paid or unpaid, for **trans or non-binary gender-affirming** medical care and recovery.

**A One-Time Fund of \$600,000 will be established for the purpose of:**

- 1. providing financial support for employees who are undergoing gender affirming care, and**
- 2. producing educational resources for the workplace.**

**CSSEA and CSSBA will be responsible for determining the appropriate financial supports and educational resources during the life of this agreement. The support and resources will be limited to the Funds available and will not include paid leaves. CSSEA will be responsible for administering this Fund.**

**MEMORANDUM OF AGREEMENT [XX]**  
**Retention Incentive Benefit**

**The parties agree to establish a One-Time Fund for the purpose of paying regular status employees a retention incentive benefit (the "Benefit") should they be employed at a CSSEA member employer as of January 1, 2027. The Fund amount will be set at \$15,500,000.**

**Employees who hold regular employment status as of December 31, 2026 will be paid the Benefit of up to \$1,100.00 based on all of the following criteria being met:**

- 1. The employee holds regular status as of December 31, 2026;**
- 2. The calculation period is based on hours paid at straight-time rates, including union leaves, from January 1, 2026 to December 31, 2026. Overtime hours worked are not included but normal daily hours worked on a paid holiday are included.**
- 3. All hours counted during the calculation period will be recognized only while holding regular employment status. Periods of employment as a casual employee are excluded;**
- 4. Regular status employees on protected leaves under the *Employment Standards Act, Part 6*, during the calculation period will have those hours counted;**
- 5. The above hours in the calculation period will be compared against full-time employee hours paid at straight-time rates in the same calculation period in the program in which the employee is employed as of December 31, 2026 to determine the prorated amount of the Benefit. Note: Where a program has a range of full-time hours as defined in a Local Issues**

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**MOA (MOA#1), the lowest full-time hours in the program will be used to calculate the prorated Benefit for employees in the program.**

**It is understood that the Benefit is not pensionable and no pension deductions/contributions are to be made.**

**CSSEA will administer this Fund and transfer the necessary funds to Employers to facilitate the payments of this Benefit to eligible employees.**

## **5. Health and Welfare Benefits**

**Effective October 1, 2026, the following changes shall be made to the health and welfare benefit plans in Appendix C (Health and Welfare Benefits Plans Provisions):**

[...]

### **Eligible Expenses**

[...]

- psychologist - fees of a registered psychologist, registered clinical counsellor or registered social worker up to a combined annual maximum of 80% of ~~\$1,000~~ **\$1,500**/person/calendar year, effective ~~April 1, 2023~~

[...]

- vision care - cost of prescribed eyeglasses and/or frames and/or prescribed contact lenses or equivalent corrective laser surgery to a maximum of 80% of ~~\$350~~ **\$500**/person every 24 months

[...]

**Effective April 1, 2028, the following changes shall be made to the health and welfare benefit plans in Appendix C (Health and Welfare Benefits Plans Provisions):**

[...]

### **DENTAL**

[...]

#### **~~Dual Coverage Restriction~~**

- ~~• employees and/or dependants are ineligible for coverage if enrolled in another dental plan that is equal or better to this dental plan~~

[...]

### **EXTENDED HEALTH**

[...]

#### **~~Dual Coverage Restriction~~**

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~~employees and/or dependants are ineligible for coverage if enrolled in another extended health plan~~

## **6. Transportation Allowance**

### **26.9 Transportation Allowance**

**Effective the first full pay period that is two months after the date of ratification, or an earlier date based on employers’ payroll cycles:**

(a) An employee who uses their own motor vehicle to conduct business, on behalf of and at the request of the Employer, will receive the following allowance per kilometre ~~effective the first pay period following March 28, 2023: 61~~ **65¢** per kilometre

Prior to submitting a claim, employees must accrue their mileage expenses until their claim is a minimum of \$10.

## **7. JJEP Benchmark Review**

### **MEMORANDUM OF AGREEMENT [XX]** **Benchmark Review**

**The matter of JJEP benchmarks for supportive housing work and for work involving the administration of medication is referred to the Joint Classification Technical Committee. The Committee will provide a report, including any recommendations, to the bargaining principals by January 31, 2028.**

## **8. CSSEIP Coordinator**

*The parties agree to the elimination of the CSSBA CSSEIP Coordinator position.*

*CSSBA acknowledges the consequential need to return the first installment paid for the CSSBA CSSEIP Coordinator position.*

### **APPENDIX C** **Health and Welfare Benefits Plans Provisions**

[...]

#### **LONG-TERM DISABILITY (LTD)**

[...]

#### **Early Intervention Program (EIP)**

11. The EIP Provider will copy the Employer, the Union, and the **CSSEA** CSSEIP Coordinators on correspondence to the employee. Such correspondence will be sent immediately upon:

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[...]

## **9. Shift Premiums**

### **26.14 Shift Premiums (NEW)**

**Shift premiums will be implemented during the life of the 2025 to 2029 Collective Agreement in accordance with MOA XX – Shift Premiums. The implementation of this provision will not result in any eligible employee having their existing shift premium(s) reduced, whether arising under MOA #2 – Superior Benefits and Provisions or otherwise.**

### **MEMORANDUM OF AGREEMENT XX** **Shift Premiums**

**\$5,520,331 in ongoing annual funding will be allocated for the implementation of shift premiums to be effective the beginning of the first full pay period on or after September 1, 2028 subject to the process timelines below.**

**Within three months of ratification, CSSBA and CSSEA will form a shift premiums working group to recommend sector-specific shift premiums to the bargaining principals. The Shift Premiums Working Group will consist of an equal number of CSSBA and CSSEA appointees. The Shift Premiums Working Group will make its recommendations to the bargaining principals by January 1, 2028.**

**The following factors will be considered for sector-specific shift premiums:**

- **The physical, psychological, and social impacts of shift work on employees;**
- **Service delivery, including recruitment and retention issues, and ability to fill shifts/overtime;**
- **Health sector comparability; and**
- **Other factors: Service Division, programs, classification, types of work schedules, etc.**

**The listing of factors identified above is not intended to imply any specific weighting to be assigned to any of them.**

**The Working Group will be responsible for gathering empirical data via surveying CSSEA member Employers and employees to gather data relating to the above factors. Based on the data gathered, and other sources of information it may consider, the Working Group will provide its Report and Recommendations to the bargaining principals by January 1, 2028.**

**The ongoing annual cost of implementation must not exceed the amount specified in the first paragraph of this MOA. Any residual amount that cannot be allocated to shift premiums will be reallocated by the bargaining principals.**

**Where the Shift Premiums Working Group does not make recommendations to the bargaining principals by January 1, 2028 and/or where the parties do not agree by March 1, 2028 on shift premiums for implementation, either party may refer the matter to mediation and ultimately interest arbitration for resolution. The dates in this paragraph may be amended by written mutual agreement**

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**of the parties. In the event the matter is forwarded to interest arbitration, and a decision is not rendered within the prescribed timeline, the shift premiums will come into effect for the full pay period that starts no later than 60 days after the arbitration decision, or the first full pay period starting on or after September 1, 2028, whichever is later.**

## **10. Minimum Wage**

### **26.15 Minimum Wage**

**Despite the wage grid in Appendix A (Wage Grid), the minimum hourly pay rate for any position in the bargaining unit will be the current BC Minimum Wage plus 2.3%, rounded up to the nearest penny.**

## **11. Supportive Housing - TMA**

### **MEMORANDUM OF AGREEMENT XX** **Supportive Housing – Temporary Market Adjustments (TMAs)**

#### **Whereas:**

CSSEA and CSSBA have continued to negotiate Low Wage Redress (LWR) adjustments to Collective Agreement Wage Grids and the Parties have substantially achieved comparability in wage rates at the top steps of the Wage Grids in relation to the targeted wage grids in the Health Sector;

Government has continued to be supportive of the LWR initiative in the most recent rounds of provincial bargaining to achieve comparability in wage rates for employees in the Community Social Services Sector and the Health Sector, **and in particular has supported equitable compensation for supportive housing workers by funding temporary adjustments to wage rates and shift premiums for specified supportive housing workers in the social services sector through temporary market adjustments;**

Government has recently been informed of some classifications in the supportive housing subsector of CSSEA whose wage grids and shift premiums do not align with terms in the Community Health Subsector in the Health Sector;

**Government transferred eligible supportive housing agencies to the health sector in July, 2025;**

Government wishes to **continue to** support the temporary adjustment of the wage rates and shift premiums for specific classifications **remaining in the Community Social Services sector,** pending a more complete and sustainable solution; that could be explored by CSSEA and CSSBA in the next round of bargaining;

CSSEA and CSSBA reached agreement **on August 28, 2024 (attached) on July 23, 2024** that addressed identified temporary market adjustments in wage rates **and shift premiums. This memorandum of agreement continues that agreement and allows for adjustment in wage rates and shift premiums to remain in alignment with those found in the Community Health Collective Agreement, while recognizing that wage and shift premium adjustments must not exceed those of similarly classified employees under the Community Health Collective Agreement;**

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**Funding for temporary market adjustments under the August 28, 2024 Agreement is fixed and ongoing; and**

**Ongoing low wage redress and successive rounds of bargaining are expected to achieve equity with similarly classified roles under the Community Health Agreement.**

~~Government wishes to support the payment of additional temporary market adjustments in wage rates and shift premiums to achieve equality with similarly classified employees in the Community Health Sub-sector; and~~

~~The government has allocated a defined amount of funding to support outcomes consistent with this MOA.~~

**Therefore, the Parties agree as follows:**

1. The Memorandum of Agreement signed by the Parties on ~~July 23, 2024~~ **August 28, 2024** is extinguished and of no force and effect, and is replaced in full by this Memorandum of Agreement (MOA) **upon ratification of the 2025 to 2029 CSSEA/CSSBA Collective Agreement.**
- ~~2. The terms of this MOA will take effect no later than the first full pay period following October 1, 2024 (the “Effective Date”), but Employers may implement the MOA in September if they have the capacity to do so.~~
3. This MOA will only apply to on-site positions/jobs in fully provincially funded supportive housing programs of Employers that provide supportive housing programs funded by BC Housing. Supportive housing is defined as subsidized housing with on-site supports (shelters and housing programs) for single adults, seniors and people with disabilities at risk of or experiencing homelessness. These supports help people find and maintain stable housing. Supportive housing provides a range of on-site, non-clinical supports such as: life skills training, connections to health care, mental health or substance-use services. For clarity this MOA applies only to these provincially funded programs delivered by the attached list of Employers, each of which provides a BC Housing funded supportive housing program, and does not extend to other types of programs such as assisted living, community living, or child and youth residences.
4. This MOA will only apply to the following classifications of employees working in the above programs which have been identified as having wage rates that do not align with the targeted Community Health Sub-sector classifications:
  - a) Adult, Youth and/or Child Worker – Grid 11;
  - b) Residential Child and Youth Worker – Grid 11;
  - c) Special Services Worker – Grid 11;
  - d) Victim Service Worker – Grid 11;
  - e) Unique positions (comparable to Community Health Advocate, Detox Worker 2, Shelter Support Worker, or Support Worker 2) – Grid 11;
5. For each of the above classifications, employees will receive a Temporary Market Adjustment (TMA), (to reach the wage rate noted) as follows. ~~as of the Effective Date:~~ **Effective the first full pay period on or after April 1, 2025, these amounts are as follows:**

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- ~~☉ \$ 4.02 at Step 1 (\$31.56);~~
- ~~☉ \$ 3.07 at Step 2 (\$31.56);~~
- ~~☉ \$ 2.39 at Step 3 (\$32.42); and~~
- ~~☉ \$ 1.88 at Step 4 (\$33.49).~~

The following is added for clarification:

	JJEP Grid 11	TMA	JJEP Grid 11 + TMA
Step 1 – N/A	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Step 2	<b>\$29.34</b>	<b>\$3.17</b>	<b>\$32.51</b>
Step 3	<b>\$30.93</b>	<b>\$2.46</b>	<b>\$33.39</b>
Step 4	<b>\$32.56</b>	<b>\$1.72</b>	<b>\$34.28</b>

**The TMAs for the 2026, 2027, and 2028 years are still to be determined and will be finalized upon finalization of wage rates under the Community Health Collective Agreement.**

6. For further clarification, and with the exception of paragraph #8 below, increment progression to the next Steps on the Wage Grid will continue to be in effect in accordance with the terms of the Collective Agreement (the TMAs are deemed to be an “add to base pay”). Subject to the Municipal Pension Plan (MPP) rules, the parties intend the TMAs to be included in pensionable earnings under the MPP. All other normal deductions from base pay will apply.
7. For each of the above classifications, employees will also receive a Temporary Shift Premium Market Adjustment as follows ~~as of the Effective Date:~~
  - (a) “Afternoon shift” is any shift in which 50% or more occurs between 4:00 p.m. and 12:00 midnight. Employees working the Afternoon shift shall be paid a shift premium of 25¢ per hour for the entire Afternoon shift worked. **Effective the first pay period on or after April 1, 2026, this shift premium is increased to 45 cents per hour, and effective the first pay period on or after April 1, 2028 this shift premium is increased to 75 cents per hour.**
  - (b) “Night shift” is any shift in which 50% or more occurs between 12:00 midnight and 8:00 a.m. Employees working the Night shift shall be paid a shift premium of two dollars and fifty cents (\$2.50) per hour for the entire shift worked.
  - (c) An employee shall be paid a weekend premium of 50¢ per hour of each hour worked between 00:01 hours Saturday and 24:00 hours Sunday. **Effective the first pay period on or after April 1, 2028, this shift premium is increased to \$1.00 per hour.**
  - (d) Where an employee is entitled to more than one premium they shall be compensated for all premiums that apply.

The implementation of this provision will not result in any eligible employee having their existing shift premium(s) reduced.

- ~~8. Effective the first full pay period following December 1, 2024 and as a further TMA, the parties will adopt the three-step Wage Schedule structure of the Community Health Subsector~~

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~~Collective Agreement by removing Step 1 of the Wage Grid. Employees at Step 1 immediately prior to this effective date shall be placed at the new Step 1 and the employee's increment anniversary date shall then become the effective date of this change.~~

The following is added for clarification:

	JEP Grid 11 + TMA
Step 1	\$31.56
Step 2	\$32.42
Step 3	\$33.49

- The TMAs will apply until the expiration of the current **2025 to 2029** ~~2022 to 2025~~ collective agreement, **or until low wage redress and negotiated adjustments result in equity with similar positions under the community health agreement, whichever comes first. At the expiry of the 2025 to 2029 collective agreement** after which this Agreement will be extinguished and will be of no further force or effect. For clarity, the TMAs will apply throughout the period of collective bargaining and until the effective date of the renewal collective agreement. At that time, and subject to any new express agreements in writing between CSSEA and CSSBA, all employees will revert to the Collective Agreement.

**Attachment - List of Employers (E&OE)**

Archway Society for Domestic Peace
Burnaby Association for Community Inclusion
Canadian Mental Health Association for the Kootenays
Chilliwack Community Services
Chimo Community Services Society
Connective Support Society
Connective Support Society Kamloops
Family Dynamix Association
First Unitarian Fellowship of Nanaimo
Fraserside Community Services Society
Haida Gwaii Society for Community Peace
Interior Community Services
Kamloops and District Elizabeth Fry Society
Lii Michif Otipemisiwak Family & Community Services Society
Nelson CARES Society
Nelson Community Services Society
North Coast Community Services
Options Community Services Society
Penticton and District Society for Community Living
PLEA Community Services Society of British Columbia
Prince George and District Elizabeth Fry Housing Society
Rivercity Inclusion Society

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Salt Spring and Southern Gulf Islands Community Services Society
Sea to Sky Community Services Society
Sources Community Resources Society
South Peace Community Resources Society
The Cridge Centre for the Family
The John Howard Society of North Island
Victoria Women's Transition House Society

## **12. CSSBA Net Compensation Increases**

Delete Memorandum of Agreement 27 (*Public Sector Wage Increases*) and replace it with the following Letter of Agreement:

### **LETTER OF AGREEMENT** **CSSBA Net Compensation Increases**

1. **If a public sector employer, as defined in s. 1 of the *Public Sector Employers Act*, enters into a collective agreement in respect of a bargaining unit for which a trade union is certified under the BC *Labour Relations Code*, with an effective date after December 31, 2024 and the first four years of the collective agreement under the Balanced Measures Mandate includes cumulative nominal (not compounded) net compensation increases (NCIs) that, in accordance with how NCIs are defined and calculated in this LOA, are paid out and exceed the sum of the NCIs that are paid out in the 2025 CSSBA Agreement, the total NCIs paid out will be adjusted on the fourth anniversary of the collective agreement so that the cumulative nominal NCIs are equivalent.**
2. **Unless otherwise specified in this LOA, an NCI is an increase to the total compensation envelope in the form of a wage or benefit increase that is expressed as a percentage increase to the combined wages and wage-impacted benefits (W&WIB) compensation base for the bargaining unit. For clarity, a 3% GWI also equals a 3% NCI as it increases wages and wage-impacted benefits by 3%. For further clarity, if an increase is only applied to wage-impacted benefits (WIB) in a collective agreement, such as a 5% increase to WIB, it would be the percentage increase it represents to the overall W&WIB compensation base, e.g. 0.1%, that would be treated as the NCI.**
3. **For the purposes of this LOA, the value of any flexibility allocations and any increase to non-wage impacted benefits shall be determined in accordance with the following steps:**
  - a) **The value shall be calculated based on the percentage increase represented to the overall total compensation base, including non-wage-impacted benefits;**
  - b) **The value in (i) above shall then be treated as the NCI value. For clarity, a 0.2% flexibility allocation shall be treated as a 0.2% NCI, notwithstanding the fact that a 0.2% flexibility allocation is applied to the overall compensation base and may be greater than a 0.2% increase to the W&WIB compensation base.**

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4. The sum of all GWIs and the flexibility allocation for the CSSBA under the four-year Balanced Measures Mandate equals 12.4% for the purpose of this LOA. The overall NCI for the CSSBA shall also comprise of all other negotiated increases contained in the four-year 2025 CSSBA collective agreement, including any low wage and benefit redress adjustments.
5. For clarity, NCIs do not include low wage and benefit redress adjustments for the CBA or any BCGEU bargaining unit; mid-contract labour market adjustments for specific occupations agreed to post-ratification to address critical skills shortages that have emerged or worsened since bargaining; increases for the CUPE 873 Ambulance Paramedics bargaining unit; compensation increases that are funded by equivalent collective agreement savings; policy funding that is not directly tied to a collective agreement; increases resulting from an employer being designated as a public sector employer under the *Public Sector Employers Act*; relief from provisions in a prior collective agreement that were to become effective after the term of the prior collective agreement for the NBA collective agreement only; increases awarded through binding interest arbitration; or any grievance resolutions.
6. Subject to paragraph 10 below, it is understood that the costing decisions and assumptions made by the Public Sector Employers' Council (PSEC) Secretariat in relation to the NCIs in any collective agreement are based on the information available at the time the PSEC Secretariat reviewed the changes to the collective agreement prior to the parties reaching a tentative agreement. All decisions made by the PSEC Secretariat must be in good faith and all costing assumptions must be reasonable. Any costing review conducted in accordance with paragraph 10 must be based on the utilization rates and other assumptions that were reasonably available at the time, rather than unforeseen subsequent changes or newer data.
7. During the term of the 2025 CSSBA Agreement, PSEC Secretariat shall notify the CSSBA of any mid-contract labour market adjustment provided to other public sector bargaining units, and, in accordance with paragraph 2 of the LOA, the corresponding value of the net compensation increase it represents.
8. For clarity, a GWI is an increase that applies to all members of a bargaining unit (e.g. everyone receives an additional \$0.30 per hour, \$400 per year, or 1% increase).
9. If this LOA is triggered pursuant to paragraph 1, the manner in which the NCI adjustment is paid out must be agreed to by the parties. If the parties cannot agree, the matter will be referred to an arbitrator as per paragraph 10.
10. Any disputes related to the interpretation, application, or alleged violation of this LOA, including any decisions made by the PSEC Secretariat in relation to it, may be referred directly to an arbitrator mutually agreed to by the parties.
11. This Letter of Agreement will be effective during the term of the 2025 CSSBA Agreement.

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## **PART 2 – INDIGENOUS SERVICES COLLECTIVE AGREEMENT**

### **ARTICLE 20 – SPECIAL AND OTHER LEAVES**

#### **20.1 Bereavement Leave**

~~(a) — Bereavement leave of absence of three days with pay will 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 will include parent (or alternatively stepparent, or foster parent), spouse, common-law spouse, child, stepchild, brother, sister, parent-in-law, grandparent, grandchild, legal guardian, ward and relative permanently residing in the employee's household or with whom the employee permanently resides. Up to an additional two days without loss of pay may be taken associated with travel.~~

~~The above leave will apply to an employee's miscarriage or an employee's partner's miscarriage.~~

~~(a)(b)~~ **Effective April 1, 2024, B** bereavement leave of absence of three days with pay will be granted to a regular employee for the purpose of grieving or attending a funeral, burial, or other ritual, upon applications to the Employer, in the event of a death of a member of the employee's immediate family. This will include parent, stepparent, foster parent, spouse, common-law spouse, child, stepchild, foster child, sibling, stepsibling, parent-in-law, grandparent, grandchild, the sibling of a parent **or their spouse**, legal guardian, ward and any person who lives with an employee as a member of the employee's family. Up to an additional two days without loss of pay may be taken associated with travel.

The above leave will apply to an employee's miscarriage or an employee's partner's miscarriage.

~~(b)(c)~~ When established ethno-cultural or religious practices provide for ceremonial occasions other than the bereavement period outlined above, the balance of the bereavement leave as provided above, if any, may be taken at the time of the ceremonial occasion.

~~(c)(d)~~ Such bereavement leave will be granted to employees who are on other paid leaves of absence, including sick leave and annual vacations. When bereavement leave of absence with pay is granted, any concurrent paid leave credits will be restored.

~~(d)(e)~~ In the event of the death of the employee's friend, client they work with, co-worker or other relative of the employee, the employee will be entitled to bereavement leave without pay for up to one day for the purpose of attending the funeral or other ceremonial occasion.

#### **20.10 Ceremonial, Cultural, and Spiritual Leave for Indigenous Employees**

Indigenous employees have a right to manifest, practice, develop and teach their spiritual **ways of being**, ~~and~~ religious and **cultural** traditions, customs, and ceremonies ~~and that~~ may require leave from work to exercise these rights.

Definitions:

A ceremonial, cultural, or spiritual ~~activity event~~ under this section includes any ~~activity event~~ that is significant to an Indigenous employee's **ways of knowing and being** culture. ~~Examples of significant~~

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~~cultural events include, but are not limited to, Hobiye, Pow wows, Sundance, participation in a sweat lodge, coming of age events, feasts or ceremonies held following a significant family event (including the death of a family member).~~

(a) ~~Advancing Reconciliation and following up on the Truth and Reconciliation Calls to Action, an~~ **An** Indigenous employee may request up to two days of leave per calendar year without loss of pay to participate in **an Indigenous employee's ways of knowing and being** ~~ceremonial, cultural, or spiritual event(s)~~. The leave may be taken in one or more blocks of time. Where such leave is requested, the leave shall not be unreasonably denied. Leave under this provision is in addition to an Indigenous employee's entitlement to leave under Clause 20.1 (Bereavement Leave).

(b) Where an employee applies to **participate attend**, as a responsibility or obligation, ~~an Indigenous spiritual/ceremonial event~~ **in a ceremonial, cultural, or spiritual activity event under this section**, the Employer will grant up to an additional two days of paid leave per year provided:

(1) The employee takes or has taken **one day** ~~two days~~ unpaid leave pursuant to Clause 20.2(j);

(2) ~~The employee identifies in writing the spiritual/ceremonial event, the customary practice involved, and the employee's role in the event.~~

(c) Where an Indigenous employee requires more than the days of leave as set out in this clause ~~for a ceremonial, cultural, or spiritual event~~, the leave shall not be unreasonably denied. This additional leave is unpaid, however, an employee may draw from their available vacation and overtime banks, as applicable.

When requesting the leave, ~~particularly for annual or recurring ceremonial, cultural, or spiritual events~~, the employee will provide as much advance notice to the Employer as possible; for unexpected ceremonies or events, the employee will make every effort to provide at least seven calendar days' notice of the leave.

~~Note: Leaves outlined in this clause are effective April 1, 2024.~~

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## ARTICLE 21 - MATERNITY AND PARENTAL LEAVE

### 21.1 to 21.9 *Maintain Current Language*

### 21.10 Supplemental Employment Benefit (SEB) Plan Allowances

#### **(a)** *Benefit Waiting Period Allowance*

**(1)** An employee who qualifies for and takes leave pursuant to 21.1 or 21.2 and is required by Employment Insurance to serve a one-week waiting period for Employment Insurance Maternity/Parental benefits, shall be paid a leave allowance equivalent to one week at 85% of the employee's basic pay.

**(2)** An employee who qualifies for and takes leave pursuant to 21.1 or 21.2 and takes the maximum leave entitlement shall be paid a leave allowance equivalent to one week at 85% of the employee's basic pay for the last week of the leave entitlement.

#### **(b)** *Maternity Leave Allowance*

**(1)** An employee who qualifies for maternity leave pursuant to Clause 21.1, shall be paid a maternity leave allowance in accordance with the Supplemental Employment Benefit (SEB) Plan. In order to receive this allowance, the employee must provide to the Employer, proof that the employee has applied for and is eligible to receive employment insurance benefits pursuant to the *Employment Insurance Act*. An employee disentitled or disqualified from receiving employment insurance benefits is not eligible for maternity leave allowance.

**(2)** Pursuant to the Supplemental Employment Benefit (SEB) Plan, the maternity leave allowance will consist of 15 weekly payments equivalent to the difference between the employment insurance gross benefits and any other earnings received by the employee and 85% of the employee's basic pay.

#### **(c)** *Parental Leave Allowance*

**(1)** An employee who qualifies for ~~maternity~~ **parental** leave pursuant to Clause 21.2, shall be paid a parental leave allowance in accordance with the Supplemental Employment Benefit (SEB) Plan. In order to receive this allowance, the employee must provide to the Employer proof of application and eligibility to receive employment insurance benefits pursuant to the *Employment Insurance Act*. An employee disentitled or disqualified from receiving employment insurance benefits is not eligible for parental leave allowance.

**(2)** Pursuant to the Supplemental Employment Benefit (SEB) Plan, for those who opt for standard parental leave, the standard parental leave allowance will consist of a maximum of 35 weekly payments, equivalent to the difference between the employment insurance gross benefits and any other earnings received by the employee and 75% of the employee's basic pay. Where both parents are employees of the Employer, the employees shall determine the apportionment of the 35 weeks standard parental leave allowance between them.

**(3)** Pursuant to the Supplemental Employment Benefit (SEB) Plan, for those who opt for extended parental leave, the extended parental leave allowance will consist of a maximum of 61

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weekly payments equivalent to the overall amount the employee would have received with 35 weekly payments calculates under the standard parental leave allowance. Where both parents are employees of the Employer, the employees shall determine the apportionment of the 35 weekly payments spread out over 61 weeks extended parental leave between them.

**(d)** *Maternity and/or Parental Leave Allowance Repayment*

**(1)** To be entitled to the maternity, parental, benefit waiting period and/or pre-adoption leave allowances pursuant to this clause (Clause 21.10), an employee must sign an agreement that they will return to work and remain in the Employer's employ for a period of at least six months or equivalent to the leaves taken, whichever is longer, after their return to work.

**(2)** Should the employee fail to return to work and remain in the employ of the Employer for the return-to-work period in (a) above, the employee shall reimburse the Employer for the maternity, parental, and/or benefit waiting period leave allowance received under this clause (Clause 21.10) on a pro rata basis.

**26.10 Meal Allowance – Effective the first full pay period on or after July 1, 2026**

Employees on the Employer's business away from their worksite or out of their region and with the approval of the Employer will be entitled to reimbursement for meal expenses incurred to the maximum set out below. This article will not apply to employees who, on a day-to-day basis, do not work in a fixed location.

Breakfast	<del>\$40.56</del> <b>15.47</b>
Lunch	<del>\$42.94</del> <b>17.90</b>
Dinner	<del>\$22.44</del> <b>30.93</b>

Receipts are not required when claim meal allowance.

**MEMORANDUM OF AGREEMENT 29 - Probationary Period for Delegated Employees and Benefits - RENEW**

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**MEMORANDUM OF AGREEMENT #30**

**Retention Incentive Payments**

The parties recognize that Indigenous Service Agencies covered by the Indigenous Services Collective Agreement face additional complexity in delivering services to Indigenous clients and communities.

Staff at the Indigenous Service Agencies require additional knowledge and training on the delegation process, Indigenous ways of life and cultural differences. Staff must also have the training or knowledge to effectively engage with the traumas associated with the past colonial practices of residential schools and with the different layers of racism and systemic racism that Indigenous children, youth, families, and communities face.

The parties agree that additional measures to assist in staff recruitment and retention will support these objectives. As such, the parties agree to implement the following retention incentive payments for the term of the ~~2022 to 2025~~ **2025 to 2029** Indigenous Services Collective Agreement:

1. Eligible employees are regular and casual ~~provincially funded~~ Indigenous Services bargaining unit employees and employees seconded to eligible positions ~~from provincially funded employers~~.
2. The maximum retention incentive payments are:

	<b>Wage Group</b>	<b>Maximum Benefit</b>
Wage Tier 1	JJEP Grid 1 to JJEP Grid 12; 5 (PCPSA BCGEU) to <del>42</del> <b>13</b> (PCPSA BCGEU)	\$1,500
Wage Tier 2	JJEP Grid 13 to JJEP Grid 16 <del>13-14</del> (PCPSA BCGEU) to 23 (PCPSA BCGEU)	\$1,900
Wage Tier 3	JJEP Grid 17 & up; JJEP 13P and up 24 (PCPSA BCGEU) and up	\$2,400

3. An eligible employee’s entitlement to the appropriate retention bonus is based on their wage rate on March 31. The retention incentive payment is payable annually at the beginning of the applicable fiscal year for eligible employees who are employed at an Indigenous Services employer as of March 31 of the previous fiscal year. The memorandum of agreement will commence for the ~~2022/23~~ **2025/26** fiscal year such that the first retention payment will ~~be due occur~~ in April ~~2026~~ **2023**.

4. An eligible employee is entitled to the maximum incentive payment where the employee has been paid for 1,750 hours by the Employer during the prior fiscal year (April 1 to March 31). Hours paid in the year less than 1,750 will be divided by 1,750 hours to calculate the prorated payment. The incentive payment will be calculated based on total hours paid at a straight-time rates. For the purposes of calculating this incentive, overtime hours will also be included and will be calculated by the hours worked, not multiplied by the rate of overtime pay.

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5. In respect of employees becoming eligible for the retention incentive payment during a fiscal year, the payment will be prorated for partial years based on first day of eligibility. With exception of maternity and parental leave without pay, for clarity, periods of absences on leave without pay, including periods on long-term disability, shall not be included in the calculation of the number of paid hours.
6. Employees who move between agencies within the Indigenous Services Division into a position that is also eligible for the retention incentive payment will port their hours and entitlement for the incentive to their new agency.
7. Employees who become ineligible by no longer being employed on the last day of the fiscal year (e.g., by resignation or termination) shall not receive any payment for that fiscal year. Notwithstanding the foregoing, an employee scheduled to retire and receive a pension benefit under the applicable Pension Plan Rules, will have the retention incentive prorated based on the number of paid hours during the fiscal year. Employees who are moved out of an eligible position as a result of an Employer initiated transfer or hired into an excluded position at an Indigenous Services employer prior to the end of the fiscal year shall also receive a prorated payment for the year.
8. It is understood that the retention incentive payments are not pensionable, and do not form part of base pay.
9. This agreement is extinguished and expires following the payment of retention incentives for the ~~2024/25~~ 2028/29 fiscal year.

**MOA 31 Delegated Wage Rate Classification Process**

- Indigenous Services Job Evaluation Plan (ISJEP) Maintenance Agreement and Classification Manual (MACM)
- Indigenous Services Temporary Market Adjustment MOA

*Both of the above documents to be included in the Collective Agreement*

**MEMORANDUM OF AGREEMENT #31**

**Delegated Wage Rate Classification Process**

1. Within 90 days of ratification, the joint classification technical committee will meet for the purpose of developing a job evaluation process or a maintenance agreement and classification manual for jobs that are rated under the Public Service Job Evaluation Plan (PSJEP).
2. The committee will finalize and make recommendations to the principals on a job evaluation process by no later than April 1, 2024. The parties will agree on the effective date of implementation of any agreed upon job evaluation process and any wage adjustments that flow from it.
3. Part of the joint classification technical committee's work will be to evaluate all jobs in the Indigenous Services subsector agreement that have been classified under the JJEP so that those jobs can be reclassified in accordance with the Public Service Job Evaluation Plan (PSJEP). The parties ~~will agree on an effective date for any wage adjustments due to these reclassifications, which shall be prospective only~~

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and no earlier than the first pay period following April 1, 2024. agree that the effective date of implementation of the new Indigenous Services Job Evaluation Plan and the wage adjustments resulting from reclassifications will be the first full pay period following five (5) months after the date of ratification of the 2025 to 2029 Collective Agreement.

Wage appendix – To be updated and included in the collective agreement

Appendix XX – Growth Series

Indigenous Delegated Social Worker (SPO) Growth Progression (Appendix A1)

The parties agree to maintain wage parity with the public service for all delegated positions employed by employers who are party to the Indigenous Services collective agreement.

Effective August 1, 2026 Indigenous Delegated Social Worker (SPO) Growth Progression is as follows:

<u>Full Working Level</u> <u>SPO R24</u> <u>Grid 24, Step 1</u>
<u>Level 2</u> <u>Grid 23, Step 1</u> <u>913 hours</u>
<u>Level 1</u> <u>Grid 23, Step 1</u> <u>913 hours</u>
<u>Training Placement</u> <u>Grid 21, Step 1</u> <u>6 month</u>

[The following is adapted from: [Social program officer growth to 24 - Province of British Columbia](#) ]

The growth model applies only to employees appointed to positions established as Delegated Social Workers (SPO) classified at Grid 24 of the ISJEP. Jobs that do not require delegation are not eligible for Growth Progression.

IS Agencies that are able to attract fully qualified and experienced applicants to the Delegated Social Worker (SPO) classified at Grid 24 level may hire directly to the Grid 24 level.

Appointment to and movement through the growth model will be per the growth plan set out above. The employer will determine when the growth model is required.

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**It's the responsibility of the employer to determine the staffing qualifications when hiring for Delegated Social Worker (SPO) positions inclusive of the staffing qualifications for each level of the growth model to which individual applicants will be placed.**

**Training activities such as the 20-week training program for new Delegated Social Workers (SPO) will be compensated at a training rate during the training, which is a prerequisite for placement at the appropriate level in the growth model. Placement in the growth model is not a 'reclassification' for the purpose of salary treatment upon completion of the training phase.**

**Increments are not applicable until an employee attains the 'Full Working Level'. The increment date shall be set at the date of attaining the 'Full Working Level' and the first increment will occur one year later, consistent with the employer's policy on increments.**

**Each level on the new growth model is to be 'the equivalent of 6 months full-time employment. Once placed on the model, employees who meet agency standards of performance will be eligible to move to the next level of the model at the end of the shift during which 913 hours paid at the straight time rate are accumulated.**

**If 913 hours are reached in the middle of the day, the new level will be applied at the end of the shift and accumulation of hours toward the next level will start at the beginning of the following work shift.**

**Some examples of jobs eligible for Growth Progression are: Resource Social Worker, Guardianship Social Worker, Child Protection Social Worker and any other Grid 24 jobs that require delegation by the Province of BC.**

**For added clarity, once the 'Full Working Level' is reached any applicable Temporary Market Adjustments (TMAs) would be applied and increment progression begins.**

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**MEMORANDUM OF AGREEMENT #32 - Delete**

~~Loan Forgiveness, Scholarships and Bursaries for Indigenous Services Workers~~

~~Within 90 days of ratification, the parties agree to establish a joint working committee to explore how Indigenous Services employers may have access to or establish a program similar to the Pacific Leaders program available to direct government employees. The committee will engage with government stakeholders.~~

~~The joint committee will establish terms of reference and will report to the Sector Committee.~~

**MOA 32 ~~Loan Forgiveness, Scholarships and Bursaries~~ – Joint Indigenous Services Education Fund**

The CSSEA and the CSSBA agreed to MOA #32 Re Loan Forgiveness, Scholarships, and Bursaries for Indigenous Services (IS) Workers in the 2022-2025 Community Social Services Indigenous Services (IS) Collective Agreement, after the Indigenous Services negotiating teams identified a common interest in finding ways to recruit and retain workers for Indigenous Services ~~delegated~~ agencies. This ~~and that this~~ continues to be a significant concern.

The Parties agree to ~~establish~~ continue the Joint Indigenous Services Education Fund established under the 2022 to 2025 Collective Agreement for the purpose of ~~incenting workers covered by the Community Social Services Indigenous Services Collective Agreement to~~ further their education to accept positions and stay working in IS agencies. Access to the fund ~~Fund~~ will support workers in meeting education requirements for specific roles in IS agencies, ~~and act as an incentive to recruit and retain workers.~~

The bargaining principals will establish the Terms of Reference for the Joint IS Education Fund Committee. will recommend the Terms of Reference to the bargaining principals. The Education Fund will be spent in accordance with its Terms of Reference to the extent that funds remain in it and will be based on eligibility criteria and commitments outlined for the Pacific Leaders Program, adjusted for CSS- IS members, ~~with~~ Members can access the Fund for eligible tuition reimbursements and required books being the primary focus. There will be no further requirement to allocate funding once the Fund is depleted nor will Employers have any liability to reimburse eligible expenses.

The Fund will be replenished for the term of the 2025 to 2029 collective agreement with a one-time transfer of \$2,000,000. Once the Fund is depleted, no further allocations will be required to be made. The financial liability of CSSEA and its member employers in respect of the Fund is limited to this transfer. For the Fund to be held in trust by CSSBA, a 10% administration fee will be added.

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### MOA 33 Service Delivery and Recruitment and Retention

#### MEMORANDUM OF AGREEMENT #33 Service Delivery and Recruitment and Retention

The parties recognize that Indigenous Service Agencies covered by the Indigenous Services Collective Agreement face complexities in delivering services to Indigenous clients and communities.

Staff at the Indigenous Service Agencies require specialized knowledge and training on the delegation process, Indigenous ways of life, culture and traditions. Staff must also have the training or knowledge to effectively engage with the traumas associated with the past colonial practices of residential schools and with the different layers of racism and systemic racism that Indigenous children, youth, families, and communities face.

There are chronic shortages of qualified and skilled staff at the Indigenous Service Agencies to deliver child and family services to Indigenous clients and communities in a manner that promotes positive outcomes.

The parties wish to continue the collaborative discussions held in this round of bargaining, and explore and address where possible and appropriate the causes of staff shortages in an effort to deliver sustainable services in the context of advancing Reconciliation. These discussions would include considering topics such as:

- the aspects of parity or “*parity plus*” with the Main Public Service collective agreement that might be most effective for recruitment and retention in the Community Social Services setting,
- the compensatory recognition of the cultural competency required of staff at Indigenous Services Agencies, and
- further Indigenousization of the IS subsector collective agreement, **by means such as exploring:**
  - **the role of Elders and Knowledge Keepers,**
  - **how to best support the granting of culturally specific leaves balanced against service delivery constraints,**
  - **cultural competency and cultural safety,**
  - **concerns about mobility of employees in certain positions where service delivery is impacted,**
  - **the role of Indigenous Communities in the appointment of employees who serve them,**
  - **integration of the United Nations Declaration on the Rights of Indigenous Peoples and Truth and Reconciliation Commission’s Calls to Action.**

Therefore, the parties agree as follows:

1. The parties will ~~establish~~ **reconvene** a working group within 90 days of ratification of the **2025 to 2029** collective agreement.
2. The mandate of the working group is to explore barriers to and potential solutions for the effective and sustainable delivery of services to Indigenous clients and communities, and the recruitment and retention of qualified and skilled staff to deliver the services.

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3. The working group will be comprised of diverse participants including but not limited to three Executive Directors from CSSEA’s Indigenous Services Division, three Union representatives, two representatives from CSSBA, two representatives from CSSEA (one of CSSEA’s spots will be filled by a PSEC Secretariat representative).
4. Through mutual agreement, the parties may invite and expand the composition of the working group to include two representatives from the Ministry of Children and Family Development, and two Indigenous Elders **or Knowledge Keepers** (one representing the **Métis Nation** and one representing First Nations of BC).
5. The working group may invite resource people and/or subject matter experts as needed, including from government ministries, to advise and explore solutions to issues raised.
6. The working group will develop and finalize its report with recommendations to government and the bargaining principals by ~~October 31, 2024~~ **October 31, 2028**.

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## Grievances, MOA 34 and Indigenous Dispute Resolution Process

### Article 9 - Grievances MOA #34 Re Review of Indigenous Alternate Dispute Resolution Process Information Appendix D

#### ARTICLE 9 - GRIEVANCES

##### 9.1 Indigenous Alternate Dispute Resolution Process (IDRP)

(a) The Indigenous alternate dispute resolution process is a flexible, inclusive process intended to facilitate the peaceful, respectful resolution of disagreements between parties to this collective agreement. It is intended to be a guiding process to assist people with relating in harmony. For example, the Indigenous alternate dispute resolution process could include an Elder's council or peace-making circle. **The parties recognize there are a number of resolution processes that are unique to Indigenous cultures. As such, the Indigenous alternate dispute resolution process is not limited to a single process.**

**(b) At any point in time where a dispute emerges in relation to the interpretation, application, implementation or operation of this agreement, the IDRP shall be considered for use in resolving the dispute, however, its use shall be by mutual agreement of the parties.**

(c) The process may consist of participation of the parties in a resolution circle intended to foster trust, honesty, respect, equality and consensus. Participants in the circle will be chosen in each individual case, by each party, based on the individual's ability to assist in the resolution process and may include external cultural support. (See also Memorandum of Agreement #34 Information Appendix D for more information).

As with arbitrations, each party will pay one-half of the costs associated with the Indigenous alternate dispute resolution process.

**(d) Where the employee and Employer have engaged in IDRP and the matter is not resolved to their satisfaction, the Union may then advance the matter to Step 2 of the grievance procedure. Where a grievance has been initiated using the grievance procedure outlined in this article, and the employee and Employer subsequently choose to use IDRP, grievance time limits will be placed on hold pending the outcome of the IDRP.**

**(e) The parties agree the IDRP will begin within 30 days of the agreement between the employee and the employer to engage in the process.**

**(f) IDRP resolutions are without prejudice, and the Union will be notified of the outcome.**

**(g) It is understood that the employee has the right to union representation.**

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## **Renumber article 9**

### **9.1 Grievance Procedure**

**Subject to Article 9.1 above,** The Employer and the Union agree that disputes arising from:

- (a) the interpretation, application or alleged violation of the agreement, including all memoranda, letters and addenda attached to the collective agreement including the question of arbitrability; or
  - (b) the dismissal, suspension or discipline of any employee in the bargaining unit;
- will be resolved in accordance with the following procedures.

### **9.2 Step 1**

In the first step of the grievance procedure, every effort will be made to settle the dispute with the designated local supervisor. The aggrieved employee will have the right to have a steward present at such a discussion. If the dispute is not resolved orally, the aggrieved employee may submit a written grievance, through the union steward, to Step 2 of the grievance procedure. When the aggrieved employee is a steward, they will not, where possible, act as a steward in respect of their own grievance, but will submit the grievance through another steward or union staff representative.

### **9.3 Time Limits to Present Initial Grievance**

An employee who wishes to present a grievance at Step 2 of the grievance procedure, in the manner prescribed in Clause 9.4 (Step 2), must do so not later than 30 days after the date:

- (a) on which they were notified orally or in writing of the action or circumstances giving rise to the grievance; or
- (b) on which they first became aware of the action or circumstances giving rise to the grievance.

### **9.4 Step 2**

- (a) Subject to the time limits in Clause 9.3 (Time Limits to Present Initial Grievance), the employee may present a grievance at this level by:
  - (1) recording the grievance on the appropriate grievance form, setting out the nature of the grievance and the circumstances from which it arose;
  - (2) stating the article or articles of the agreement violated or alleged to have been violated, and the remedy or correction required; and
  - (3) transmitting this grievance to the designated local supervisor through the union steward.
- (b) The local supervisor will:
  - (1) forward the grievance to the representative of the Employer authorized to deal with grievances at Step 2; and

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- (2) provide the employee with a receipt stating the date on which the grievance was received.

#### **9.5 Time Limit to Reply to Step 2**

(a) Within 10 days of receiving the grievance at Step 2, the representative of the Employer, the employee and the steward will meet to examine the facts, the nature of the grievance and attempt to resolve the dispute. The steward and the representative of the Employer will fill out a "shared fact sheet" [see Information Appendix G (Shared Fact Sheet)] listing an agreed statement of facts. The "shared fact sheet" is on a "without prejudice" basis and will not be referred to by either party in any third-party proceedings.

~~(b) — An employee, with the mutual consent of the Employer may have their grievance heard through an Indigenous alternate dispute resolution process. The parties recognize there are a number of resolution processes that are unique to Indigenous cultures. As such, the Indigenous alternate dispute resolution process is not limited to a single process. Recommendations to resolve the difference, made through the Indigenous alternate dispute resolution process are, without prejudice. As part of the Indigenous alternate dispute resolution process the parties, including the Union, will be notified of the outcome. Where the recommendations are unacceptable, either party may then advance the grievance to the next step of the grievance procedure. Time limits will be extended by the time taken through the Indigenous alternate dispute resolution process to make written recommendations to resolve the difference. The parties agree that the hearing of the grievance through an Indigenous alternate dispute resolution process shall take place with 30 days of the request.~~

~~It is understood that the employee has the right to have union representation involved in this process.~~

(c) The Employer's designate at Step 2 will reply in writing to the Union within 14 days of receiving the grievance at Step 2.

#### **9.6 — Indigenous Alternate Dispute Resolution Process**

~~The Indigenous alternate dispute resolution process is a flexible, inclusive process intended to facilitate the peaceful, respectful resolution of disagreements between parties to this collective agreement. It is intended to be guiding process to assist people with relating in harmony. For example, the Indigenous alternate dispute resolution process could include an Elder's council or peace making circle.~~

~~Where parties have been unable to come to an agreement in respect to the interpretation, application, implementation or operation of this agreement, the Indigenous alternate dispute resolution process may be commenced at any one of the steps of the grievance procedure by mutual agreement of the parties. The parties recognize there are a number of resolution processes that are unique to Indigenous cultures. As such, the Indigenous alternate dispute resolution process is not limited to a single process.~~

~~The process may consist of participation of the parties in a resolution circle intended to foster trust, honesty, respect, equality and consensus. Participants in the circle will be chosen in each individual case,~~

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~~by each party, based on the individual's ability to assist in the resolution process and may include external cultural support. (See Information Appendix D for more information).~~

~~As with arbitrations, each party will pay one half of the costs associated with the Indigenous alternate dispute resolution process.~~

### **9.7 Step 3**

The President of the Union, or their designate, may present a grievance at Step 3:

- (a) within 14 days after the reply has been conveyed to them by the representative designated by the Employer to handle grievances at Step 2; or
- (b) within 14 days after the Employer's reply was due.
- (c) At this step of the grievance procedure, each party shall provide to the other copies of their supporting documents (see also Section 12 of the Shared Fact Sheet).

### **9.8 Time Limit to Reply to Step 3**

The representative designated by the Employer to handle grievances at Step 3 will reply in writing to the grievance within 30 days of receipt of the grievance at Step 3.

### **9.9 Time Limit to Submit to Arbitration**

(a) Failing satisfactory settlement at Step 3, and pursuant to Article 10 (Arbitration), the President, or their designate, may inform the Employer of their intention to submit the dispute to arbitration within:

- (1) 30 days after the Employer's reply at Step 3 has been received; or
- (2) 30 days after the Employer's reply was due.

(b) Once the Employer has been informed of the intention to submit the dispute to arbitration, the parties will exchange particulars and documents that have not already been provided. Where either party believes a document is confidential or private in nature, that party may withhold the document, or produce it subject to mutually agreed conditions. A good-faith failure to identify and produce a relevant document at this stage does not prejudice a party's subsequent conduct of its case. Nothing in this article precludes a party from obtaining a disclosure order from an appointed arbitrator.

## **ARTICLE 29 – HARASSMENT**

### **29.3 Indigenous Dispute Resolution Process (New)**

**(a) At any point in time where a harassment complaint emerges, the IDRP shall be considered for use in resolving the complaint, however, its use shall be by mutual agreement of the Complainant and Respondent.**

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**(b) Where the complainant and respondent have engaged in IDRP and the matter is not resolved to their satisfaction, then the complainant may advance the matter through the Complaints Procedure outlined in Clause 29.4.**

**(c) Where the complaint procedure has been initiated in Clause 29.4 and the complainant and the respondent subsequently choose to use IDRP, time limits will be placed on hold pending the outcome of the IDRP.**

**(d) The parties agree the IDRP will begin within 30 days of the agreement between the complainant and the respondent to engage in the process.**

**(e) IDRP resolutions are without prejudice, and the Union will be notified of the outcome.**

**(f) It is understood that the complainant and respondent (if they are a member of the Union) have the right to union representation.**

**MEMORANDUM OF AGREEMENT #34**  
**~~Review of Indigenous Alternate Dispute Resolution Process~~**  
**Indigenous Dispute Resolution Process (IDRP)**

The parties agree to establish a joint committee within 60 days of ratification to review the effectiveness of the existing Indigenous Alternative Dispute Resolution Process (IADRP) Guidelines as described in Information Appendix D, in the context of the unique settings of each Indigenous agency. The Committee will be comprised of one representative from each agency from the Union and from each Employer, one representative from the CSSBA and one representative from CSSEA.

The purposes of the Committee will be to:

- Define the circumstances in which the IADR would be used;
  - Identify the attributes that would support an effective, meaningful and more frequently used process, in the context of each agency's cultural setting;
  - examine the existing guidelines in consideration of the identified attributes to determine what changes would better support the process for each agency;
  - determine how the process guidelines can be revised and updated based on consensus;
  - identify aspects of the existing guidelines that cannot be revised to better support each agency's needs, and;
  - develop a draft that includes agency specific alternate dispute resolution process guidelines.
- The CSSEA and the CSSBA will provide regular updates on the committee work at Sector Committee meetings. The parties agree to provide support to the committee where necessary.

The Committee will make every effort to conclude its work and fulfill its purposes within one year.

**The parties wish to elevate awareness and use of Indigenous dispute resolution processes (IDRP) to resolve differences arising under the terms of the Collective Agreement. The IDRP may not be**

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**appropriate for resolving all disputes. However, the Employer and the employee at the agency level will consider use of IDRP upon such disputes arising (reference Article 9). Likewise, the IDRP will be considered for matters arising out of Article 29 – Harassment and Bullying.**

**Employers will have IDRP processes that are based in their own Indigenous traditions, cultures, and ways of being and so will not be identical. Employers that have such written processes will share them with CSSEA and the Union. These agency-specific processes will be made available to the parties under this Collective Agreement.**

**While IDRP processes are not uniform across Peoples and Nations, some principles that may be used to guide the establishment of the processes are provided below for information purposes only.**

*Move the content of Information Appendix D to MOA #34, revise as agreed, and then delete the Information Appendix:*

The Indigenous Alternate Dispute Resolution Process (**IDRP**) (~~IADRP~~) is a process that brings together individuals who wish to engage in conflict resolution.

**IDRP** ~~IADRP~~ intentionally creates a space to work towards possibilities for collaboration and mutual understanding.

**IDRP** ~~IADRP~~ can be understood in terms of the values and principles upon which it operates, and the structures used to support these values and principles.

Values and Principles - Though each **IDRP** ~~IADRP~~ develops its own values and principles, **they all** ~~IADRP~~ generally:

- are designed by those who use them
- are guided by a shared vision
- call participants to act on their personal and shared values
- include all interests, and are accessible to all
- offer everyone an equal, and voluntary, opportunity to participate
- take a holistic approach, including the emotional, mental and physical and spiritual
- maintain respect for all
- encourage exploring instead of conquering differences
- invite accountability to others and to the process

Structure - **IDRP** ~~IADRP~~ provides effective support to groups seeking to stay on course with the values and principles they have established for their process. These processes may vary according to custom.

Healing Circles informed by cultural protocol are one example of **IDRP** ~~IADRP~~ and must be experienced to be fully grasped and replicated. However, there are some key structures that help to define them.

- Participants are seated as dictated by custom focusing on the centre where cultural medicines are placed to remind participants of values shared among those in the circle.

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- A talking piece is used as a way to ensure respect between speakers and listeners. The talking piece is passed from person to person and only the person holding the piece may speak.
- A designated and mutually agreed person will act as "keeper", to guide the participants and maintain a safe space.
- Cultural protocol and custom are used to create safety, understanding and collaboration.

**Benefits of IDRP ~~IADRP~~**

Some of the benefits of IDRP ~~IADRP~~ are that it:

- builds relationships
- fosters open dialogue
- encourages values based action
- provides a space to acknowledge responsibility
- facilitates innovative problem solving
- addresses the deeper causes of conflict
- empowers participants and communities
- breaks through isolation
- brings healing and transformation

**INFORMATION APPENDIX D**

**Indigenous Alternate Dispute Resolution Process Guidelines - Delete**

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### **MOA 27 Cultural Competency**

~~The inclusion of the cultural competence criteria in Article 24.3 will become effective no later than July 1, 2019.~~

Employer will develop its own definition of "cultural competence" and discuss it as the local level in its Labour Management Committee. Each Employer will ensure that its definition and manner of implementation in Clause ~~24.2~~ **24.3** is communicated to employees prior to implementation.

Each Employer's definition of "cultural competence" will be guided by the following explanation of it is social work practice where it is multi-faceted and where many definitions exist. The *National Association of Social Workers* (2015) refers to cultural competence as the "process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, spiritual traditions, immigration status, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families and communities and protects and preserves the dignity of each" (p.13). Cultural competence may also consider how social and historical contexts, structural and interpersonal power imbalance shape quality service delivery. It may further consider evidence-based research on Indigenous families and child welfare.

According to Kohli, Huber & Faul (2010) "Cultural competence engages the developmental of abilities and skills to respect differences and effectively interact with individuals from different backgrounds. This involves awareness of one's biases or prejudices and is rooted in respect, validation, and openness toward differences among people. Cultural competence begins with an awareness of one's own cultural beliefs and practices, and the recognition that others believe in different truths/realities than one's own. It also implies that there is more than one way of doing the same thing in a right manner". (p.257)

Cultural competence in these standards is an umbrella term for the knowledge and skills social workers require in working within the cultural context of clients. It incorporates cultural sensitivity, awareness, humility and safety. Cultural competence is an on-going process of learning, reflection and professional growth.

*Renewed*

### **MOA 28 Cultural Competency at Labour Management**

The parties agree that the following items may be placed by either party as agenda items for discussion at the Labour Management Committee pursuant to Clause 8.3 of the collective agreement for the duration of this collective agreement.

1. Legislative, Policy and Practice Standard Provisions for Indigenous Children and Families (eg. AOPSI Practice Standards) (for discussion of current practices, challenges with compliance, suggested solutions and sharing of best practices).
2. Cultural practices and how they may be integrated with Legislative, Policy and Practice Standard Provisions for Indigenous Children and Families, recognizing the diversity of Indigenous peoples, and the provision of services appropriate to the client's culture. The Labour Management Committee will

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consider and where appropriate establish and/or access a cultural committee by mutual agreement, to include excluded staff, bargaining unit employees, knowledge keepers and elders, and selected persons from the community(ies) being served to assist employees working directly with clients to improve and develop their cultural competence in serving those clients; and

3. How to best develop and implement safe client/resident care and Indigenous child safety and family preservation practices.

Upon request, the Employer will provide a status report to the ~~BCGEU~~ CSSBA and CSSEA.

This letter will expire upon the termination of the **2025 to 2029** collective agreement unless the parties agree to continue it.

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**Memorandum of Agreement on review of Article 31 of  
Indigenous Services Collective Agreement (ISCA)**

**WHEREAS:**

- **It is in the best interests of CSSEA and the CSSBA (the Parties) to ensure employers covered by the ISCA employers (Employers) are well positioned to recruit and retain employees with the requisite specialized skills and experience.**
- **A primary recruitment source for Employers is the BC Public Service, employees of which are enrolled in the Public Service Pension Plan (PSPP).**
- **Employers are required to provide the Municipal Pension Plan (MPP) to all eligible employees, meaning that if an employee from the BC Public Service is recruited by an Employer and ends employment with the BC Public Service, that employee will cease to be an active member of the PSPP and be enrolled in the MPP.**
- **The Parties believe that the ISCA requirement that Employers enroll all eligible employees in the MPP, rather than providing employers with the choice of enrolling in the MPP or the PSPP, is negatively impacting recruitment and retention.**
- **The Parties agree to the following framework to inform discussions concerning potential modifications to the ISCA to address recruitment and retention concerns caused by the ISCA requirement that Employers enroll all eligible employees in the MPP.**
- **PSEC Secretariat is responsible for working with employers' associations in bargaining and compensation matters and providing policy advice to public sector employers on pension-related matters.**

**THEREFORE, the Parties agree to the following actions:**

1. **The Parties will consult with the Employers and affected unions with the aim of reaching a common understanding of the recruitment and retention challenges Article 31 of the ISCA may be causing, supported by specific examples.**
2. **The Parties will confirm support from the Employer and affected unions for investigating the feasibility and impacts of modifying Article 31 of the ISCA to allow optional participation in the PSPP, as described below.**
3. **The Parties will share with PSEC the outcomes of steps 1 and 2, referenced above.**
4. **Subject to receiving support from PSEC, the Parties will request written confirmation from the BC Pension Corporation and/or Public Service Pension Board of Trustees and Municipal Pension Board of Trustees on:**

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- The feasibility, timing and steps required for Employers to voluntarily apply to modify its participation in the MPP enabling its employees enrolled in the MPP by virtue of their employment by the Employer, to individually opt to remain in the MPP or instead be enrolled in the PSPP at any time after the Employer begins participating in the PSPP (subject to approval to participate in the PSPP).
  - The feasibility, timing and steps required for Employers to voluntarily apply to participate in the PSPP for all eligible employees employed on or after the date the Employer begins participation in the PSPP (employer enrolment date), but for those employed before the employer enrolment date and enrolled in the MPP who may (a) opt to remain enrolled in the MPP or; (b) end participation in the MPP and join the PSPP at any time after the employer enrolment date.
  - Key restrictions that may affect those employees who opt to join the PSPP, including but not limited to the ability to purchase past service.
  - Confirmation of the differences in cost for Employers and members who choose to participate in the PSPP compared to the MPP.
5. Subject to support from PSEC and informed by the information received under Action 4, above, the Parties will consult with the Employers and affected unions to:
- a. Explain the feasibility and impacts of modifying the ISCA to allow optional enrolment in the PSPP, including but not limited to employer / employee costs and pension board representation.
  - b. Provide details of the proposed changes to the ISCA.
  - c. Obtain support from the Employers and unions for the Parties to enter negotiations to modify Section 31 of the ISCA to achieve the intent as outlined in the MOA and with the understanding that the negotiations are exclusively limited to this issue.
6. The work conducted under this Memorandum of Agreement is without prejudice or precedence and shall not be used by either party in any other negotiations.
7. The conditions of PSEC’s support referred to in paragraph 4, include, but are not limited to, confirmation to its satisfaction of the following: the government supports the proposal; employers acknowledge that there will be no additional funding provided for any additional costs associated with the proposal; and any “me-too” clauses that have been entered into in this round of public sector bargaining will not be triggered if the pension plan flexibility that is contemplated by this MOA is implemented.

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### **PART 3 - NON-MONETARY PROVISIONS TO BE ADDRESSED IN THIS PACKAGE**

#### **3.10 Time Off for Union Business**

**Leave requests must be submitted to the Employer as soon as the need for the leaves are known.**

Leave of absence without loss of seniority will be granted:

- (a) *Without Pay*
- (1) to an elected or appointed representative of the Union to attend conventions of the Union and bodies to which the Union is affiliated;
  - (2) to elected or appointed representatives of the Union to attend to union business which requires them to leave their premises of employment;
  - (3) to employees who are representatives of the Union on a bargaining committee, to attend meetings of the Bargaining Committee;
  - (4) to employees called by the Union to appear as witnesses before an arbitration board or any other Labour Relations body;
  - (5) to stewards to maintain all bulletin boards;
  - (6) to employees designated by the Union to sit as observers on interview panels;
  - (7) to the grievor to attend an arbitration board or any other Labour Relations body;
  - (8) Any employee required to attend a hearing who is scheduled to work night shift prior to the hearing will be granted that shift off without pay at the employee's request. Any employee required to attend a hearing for over three hours who is scheduled to work the evening shift the day of the hearing will be granted that shift off without pay at the employee's request.

**Note: See Memorandum of Agreement XX (Union Leaves Discussion Commitment)**

*A new MOA will be added as follows, replacing the 2018 union leaves discussion commitment letter:*

**MEMORANDUM OF AGREEMENT [XX]**  
**Union Leaves Discussion Commitment**

**Whereas Clause 3.10 (Time Off for Union Business) of the collective agreement addresses time off for union business;**

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**And whereas employers in some circumstances have reported challenges in granting leaves without impacting upon the delivery and quality of services;**

**And whereas the unions wish to assure that their members can properly participate in union business;**

**The parties therefore commit to working together at the local level in order to address on a case-by-case basis these unique situations in order to seek mutually agreeable resolution:**

- 1. Either the Employer or the Union may make a request in writing in order to start the discussion.**
- 2. The parties will discuss concerns regarding the granting of these leaves, including challenges faced, impacts experienced, and suggested solutions.**
- 3. The parties will participate in such discussion in good faith.**
- 4. If not resolved to either party's satisfaction, either party may submit the matter to mediation to assist with resolution.**

#### ARTICLE 5 - CHECK-OFF OF UNION DUES

**Except in the case of (j), the revised provisions of this article are effective January 1, 2027, until which time the former provisions remain in effect.**

**(a)** The Employer will, as a condition of employment, deduct from the gross salary of each employee in the bargaining unit, whether or not the employee is a member of the Union, the amount of the regular dues payable to the Union by a member of the Union.

**(b)** The Employer will deduct from the gross salary of an employee who is a member of the Union any assessments levied in accordance with the Union Constitution and/or Bylaws and owing by the employee to the Union.

**(c)** Deductions will be made in each payroll period of each month and membership dues or payments in lieu thereof will be considered as owing in the month for which they are so deducted.

**(d) *Timing of Dues Remittance and Employee Information to be Provided***

All deductions will be remitted to the Union not **Not** later than 28 days after the date of deduction, and the Employer will:

- (1) remit all deductions to the Union; and**
- (2) also provide a list of names of those employees from whose salaries such deductions have been made, together with the amounts deducted from data report containing the following fields for each employee in the bargaining unit in a Microsoft Excel or other mutually agreed format:**
  - **Unique employee ID**
  - **Last name**
  - **Preferred first name**
  - **Job classification**
  - **Dues paid for the pay period**
  - **Personal email address as submitted by the employee**

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- Personal mobile phone number as submitted by the employee
- Home phone number as submitted by the employee
- Personal mailing address as submitted by the employee
- Personal mailing address municipality as submitted by the employee
- Personal mailing address postal code as submitted by the employee

The Union will provide a secure data transfer solution, or the parties will otherwise mutually agree to appropriate secure transmission measures, for the submission of the employee information under this clause.

The Union recognizes its obligations under the *Personal Information Protection Act* in respect of the employee information received under this clause.

**(e)** Before the Employer is obliged to deduct any amount under this article, the Union must advise the Employer in writing of the amount of its regular monthly dues or assessments. The amount so advised will continue to be the amount to be deducted until changed by further written notice to the Employer by the Union. Upon receipt of such notice, such changed amount will be the amount deducted.

**(f)** From the date of the signing of this agreement and for its duration, no employee organization other than the Union will be permitted to have membership dues or other monies deducted by the Employer from the pay of the employees in the bargaining unit.

**(g)** The Employer will supply each employee, without charge, a T4 ~~receipt~~ slip for income tax purposes ~~in~~ reflecting the amount of the deductions paid to the Union by the employee in the previous year. Such receipts will be provided to the employee prior to March 1<sup>st</sup> of the succeeding year.

**(h)** An employee will, as a condition of continued employment, complete an authorization form providing for the deduction from an employee's gross ~~monthly~~ wages or gross salary the amount of the regular ~~monthly~~ dues payable to the Union by a member of the Union.

**(i)** Where the parties mutually agree, the Employer may submit union dues remittance by electronic funds transfer (EFT) to an email address specified by the Union, including the date and amount of transfer (which is typically automatically generated by the EFT platform).

**(j)** By December 15<sup>th</sup> of each year, the Employer will provide the Union with the following information for each pay period in the upcoming year:

- Pay period number
- Pay period ending date
- Pay period pay date

#### **8.4 Technical Information**

~~(a)~~ The Employer agrees to provide to the Union such information as is available relating to employees in the bargaining unit, as may be required by the Union for collective bargaining purposes.

~~(b)~~ In January of each year the Employer will provide to the Union a list of all employees in the bargaining unit, their job titles, addresses and their phone numbers.

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### 13.3 Layoff

Both parties recognize that job security will increase in proportion to length of service.

- (a) Non-residential: In the event of a layoff, employees will be laid off by classification, in reverse order of seniority.
- (b) Residential Programs as defined in Clause 2.2(l): In the event of a layoff, employees will be laid off by classification, in reverse order of seniority within the appropriate shift within their worksite.
- (c) Layoff notice will be provided in electronic format as appropriate and will identify the date that the layoff will commence, and also that the affected employee may choose one of the following by a specified deadline date:
- (1) to be placed on the casual call-in and recall lists with no loss of seniority;
  - (2) to be laid off and be placed on recall status with no loss of seniority;
  - (3) to bump a junior employee from a current list of junior positions available to bump under Clause 13.4 (Bumping); ~~or~~
  - (4) to be placed in a vacancy offered by the Employer, on the basis of seniority where more than one employee expresses interest; or**
  - ~~(5)~~ (4) to apply for an available vacancy, with reference to the list of vacancies. If the employee applies but is not the successful applicant, this does not prejudice their right to options (1) to ~~(3)~~ (4) above.

**Note: See Memorandum of Agreement XX (Layoff and Bumping)**

#### **MEMORANDUM OF AGREEMENT [XX]** **Layoff and Bumping**

**The parties recognize that receipt of notice of layoff and subsequent displacement resulting from bumping can be a source of anxiety and frustration for affected employees. Unfamiliarity with collective agreement layoff and bumping procedures can also be a source of confusion and concern. The parties agree that working together cooperatively during the layoff and bumping process may result in less employee anxiety and disruption. To this end, the parties agree to the following in respect of layoff and bumping.**

#### **1. Communication**

**The Union will welcome the Employer involving it early in, and throughout, the layoff and bumping process.**

**Where the Employer consults with the Union in accordance with Clause 13.2 (Pre-Layoff Discussions and Canvass), the Union will give due consideration to other voluntary options the Employer may propose to lessen disruption to employees and clients.**

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**The Employer and the Union may hold joint information sessions and the like for employees affected by layoff and bumping. The purpose of this participation will be to help employees understand the layoff and bumping procedures.**

**2. Bumping Implementation**

**The parties agree that incumbent employee names shall not be provided in bumping lists.**

**The Employer may wait to implement all bumping choices at the same time so that all workplace adjustments occur simultaneously, or it may phase in bumping choices.**

**3. Discussion at Sector Committee**

**CSSBA and CSSEA will agree to discuss matters related to layoff and bumping at the Sector Committee when either party wishes.**

**INFORMATION APPENDIX G  
Information Required for Clause 13.4 (Bumping)**

The Employer will provide to the affected employee the following information:

1. ~~Name,~~
2. Seniority **of incumbents,**
3. Nature of position (regular full-time, regular part-time, temporary full-time, temporary part time),
4. Classification (in accordance with Appendix A [Wage Grid]),
5. Grid level (in accordance with Appendix A [Wage Grid]),
6. Program or location,
7. Current shift schedule, including hours per week, and
8. Employer contact information.

**28.5 Copies of Agreement**

(a) The Association of Unions and the Employer desire every employee **and manager** to be familiar with the provisions of this agreement, and their rights and obligations under it. For this reason, the parties will make electronic copies available ~~to employees and print sufficient copies of the agreement for distribution to employees.~~

(b) The Community Social Services Employers' Association and the Association of Unions will ~~share the cost of printing and distribution~~ **each pay for their own copies of the collective agreements ordered and for their distribution.**

(c) The agreements will be printed in a union shop and bear a recognized union label.

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## ARTICLE 32 – TERM OF AGREEMENT

### 32.1 Duration

This agreement will be binding and remain in effect until midnight, March 31, ~~2025~~ **2029**.

### 32.2 Notice to Bargain

(a) This agreement may be opened for collective bargaining by either party giving written notice to the other party on or after December 1, ~~2024~~ **2028**.

(b) Where no notice is given by either party prior to ~~December 31, 2024~~ **January 1, 2029**, both parties will be deemed to have been given notice under this article on ~~December 31, 2024~~ **January 1, 2029**.

(c) All notices on behalf of the Unions will be given by the Association of Unions and similar notices on behalf of the Employer will be given by the Community Social Services Employers' Association.

### 32.3 Commencement of Bargaining

Where a party to this agreement has given notice under Clause 32.2 (Notice to Bargain), the parties will, within 14 days after the notice was given, commence collective bargaining.

### 32.4 Changes in Agreement

Any change deemed necessary in this agreement may be made by mutual agreement at any time during the life of this agreement.

### 32.5 Effective Date of Agreement

The provisions of the agreement will come into full force and effect on the date of ratification, unless specified otherwise.

### 32.6 Agreement to Continue in Force

Both parties will adhere fully to the terms of this agreement until a strike or lockout occurs.

### 32.7 Retroactivity

**Employees who have severed employment prior to the date of ratification of this collective agreement will be paid retroactivity. The Employer will notify all such employees once, in writing, at their last known address, that such retroactivity is payable upon written application. Written application must be received by the Employer within 60 days of notification. Retroactivity will be calculated on paid hours.**

## MEMORANDUM OF AGREEMENT [XX]

### Workplace Violence/Aggressive Conduct and Psychological Safety and Health

**During the term of the 2025 to 2029 collective agreement, the Provincial Safety and Health Working Committee under Memorandum of Agreement 17 (Provincial Occupational Safety and Health Working Committee) will consider the matters of workplace violence/aggressive conduct and psychological**

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**safety and health, including the matter of secondary trauma. The Working Committee will make recommendations to the bargaining principals on these matters by April 1, 2028.**

#### **PART 4 – AGREEMENTS PREVIOUSLY REACHED AND MOA RENEWALS**

*A final settlement includes all agreements previously reached in this round of bargaining, to be appended.*

- COMP (Formatting, Housekeeping, Minor Language)
- COMP (Residential)
- COMP CLA 3.6, MOA (Recognition and Rights of Stewards, Union Stewards)
- ART 6 (Employer and Union Will Acquaint New Employees)
- CLA 10.9 (Expedited Arbitration)
- CLA 11.6 (Right to Have Union Representative Present)
- CLA 11.9 (Employee Investigations)
- CLA 15.5 (Work Schedules)
- CLA 17.5 (Holiday Falling on a Workday)
- CLA 18.5 (Vacation Schedules)
- CLA 19.2 (Employee to Inform Employer)
- CLA 20.1 (Bereavement Leave)
- CLA 20.2 (Special Leave)
- CLA 20.XX (Emergency Service Leave)
- ART 22 (Safety and Health)
- CLA 22.4 (Unsafe Work)
- CLA 22.5 (Workplace Violence/Aggressive Conduct)
- CLA 24.4 (Transfers)
- COMP CLA 24.15, MOA 22 (Float Positions)
- COMP ART 27, CLA 20.7, MOAs 5, 15, APP C (HK+) (Health and Welfare Benefits)
- COMP ART 29, MOA 24 (Harassment and Bullying, Lateral Violence)
- COMP CLA 30.4, 30.6 (Leaves of Absence, Application of Agreement to Casual Employees)
- APP B (List of Arbitrators)
- APP [X] (Maintenance Agreement and Classification Manual)

*A final settlement includes confirmation of the renewal, deletion, or amendment of the following MOAs from the 3 collective agreements:*

- MOA 1 (Local Issues) – amended
- MOA 2 (Superior Benefits and Provisions) – renewed
- MOA 3 (New Certifications and Variances) – amended
- MOA 4 (Clause 27.6 Exemption) – renewed
- MOA 5 (Long-Term Disability Plan) - amended
- MOA 6 (Health and Welfare Benefits Entitlement Threshold) – renewed
- MOA 7 (Advance Payment of Group Life Benefits) – renewed
- MOA 8 (Bargaining Unit Work) – renewed

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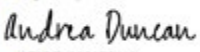
- MOA 9 (Joint Job Evaluation Plan) – renewed
- MOA 10 (Continuity of Service and Employment)\* - amended
- MOA 11 (Dismissals and Mediation) – renewed
- MOA 12 (Community Social Services Sector Committee) – renewed
- MOA 13 (Sick Leave, Illness and Injury Plans and Benefit Improvement Costs) – amended
- MOA 14 (Benefits While on Certain Leaves of Absence) – renewed
- MOA 15 (Health and Welfare Benefits) – amended
- MOA 17 (Provincial Occupational Safety and Health Working Committee) – amended
- MOA 18 (Schedules to Meet Emerging Client Needs) – renewed
- MOA 19 (Social Services Retention and Portability Clause) – renewed
- MOA 20 (Labour Adjustment, Education and Training Fund [LAEF]) – amended
- MOA 21 (Other Training Initiatives) – amended
- MOA 22 (Float Positions) – deleted
- MOA 23 (Memorandum of Agreement #1 [Local Issues]) – renewed
- MOA 24 (Lateral Violence) – amended


\* MOA 10 subject to agreement of and tripartite execution with the Government of the Province of British Columbia

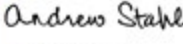
- renewal of all IS collective agreement MOA's/attachments not specifically amended.

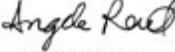
**Only matters expressly agreed to in this document will be included in the renewed collective agreements. All proposals not expressly agreed to in this document are withdrawn without prejudice. E&OE.**


**Agreed for CSSBA:**

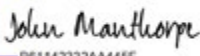
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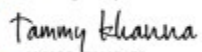
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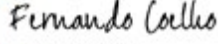
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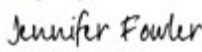
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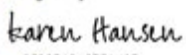
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**Agreed for CSSBA cont'd:**

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- **ARTICLE: VARIOUS**
- **SUBJECT: FORMATTING, HOUSEKEEPING & MINOR LANGUAGE**
- **TYPE: HOUSEKEEPING+**

**Formatting Protocols**

*Note: These formatting protocols will not form part of the collective agreement and will instead govern the parties' production of the renewed collective agreement:*

The collective agreement will be formatted during finalization of the renewed collective agreement using the BCGEU standard formatting template as appended to this proposal and as below.

All references to a specific article, clause, appendix or appended memorandum, letter and the like will be formatted as follows: Article/Clause/Etc. # (Article/Clause/Etc. Name), e.g. "Article 1 (Preamble)". "Article" will apply to an entire article, e.g. "Article 1 (Preamble)", while "Clause" will apply to any subsidiary part of an article, e.g. "Clause 1.1 (Purpose of Agreement)" or "Clause 1.1(a)".

All article and clause numbering and references to the same will be updated during finalization of the collective agreements to reflect any corrections, additions, deletions, or reordering.

Naming and numbering of any memoranda of agreement, memoranda of understanding, letters of agreement, letters of understanding, and the like, appended to these agreements will be standardized and updated during finalization.

Information Appendix B (Unsafe Work) will be updated for completeness and accuracy.

Information Appendix D (List of Certifications in Each Bargaining Unit) will be updated for completeness and accuracy.

Information Appendix E (Contact Information for Unions and CSSEA) will be updated for completeness and accuracy.

Information Appendix F (Shared Fact Sheet) will be updated for accuracy and currency.

Information Appendix G (Information Required for Article 13.4 - Bumping), flow charts specifically, will be updated for consistency with the Article 13 (Layoff and Recall) process.

Other references to external resources, organizations, persons, etc., will be updated for accuracy and currency, including of any type of link to such reference.

The parties may make other formatting changes by mutual agreement during finalization of the collective agreement.



BCGEU Standard  
Formatting Guide.pdf

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**Language Changes**

**1.1 Purpose of Agreement**

The purpose of this agreement is to ~~provide orderly collective bargaining between the Employer and the Association of Unions~~ **set forth terms and conditions of employment affecting employees covered by this agreement.** Both the Employer and the Association of Unions agree that it is in the best interest of both parties to cooperate fully, individually and collectively with one another and ~~thereby~~ **therefore** agree to abide by the terms set out in this agreement.

The parties to this agreement share a desire to improve the quality of the services provided by the Employer. Accordingly, they are determined to establish, within the framework provided by the law, an effective working relationship at all levels in which members of the bargaining unit are employed.

**1.4 Use of Terms**

(a) *Gender Neutral Terms*

Throughout this agreement, gender neutral terms will be used.

(b) *Singular or Plural*

Wherever the singular is used the same will be construed as meaning the plural, **and conversely**, if the facts or context so require.

**3.2 Bargaining Agent Recognition**

The Employer recognizes the Community Social Services Bargaining Association ("**CSSBA**") ~~of Unions~~ as the exclusive bargaining agent for all employees covered by the certification.

**9.1 Grievance Procedure**

(a) The Employer and the Union agree that disputes arising from:

~~(a)(1)~~ the interpretation, application or alleged violation of the agreement, including all memoranda, letters and addenda attached to the collective agreement including the question of arbitrability; or

~~(b)(2)~~ the dismissal, suspension or discipline of any employee in the bargaining unit;

will be resolved in accordance with the ~~following procedures~~ **grievance procedure in this article.**

**(b) When the aggrieved employee is a steward, they will not, where possible, act as a steward in respect of their own grievance but will submit the grievance through another steward or union representative.**

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**9.2 Step 1**

In the first step of the grievance procedure, every effort will be made to settle the dispute with the designated local supervisor. The aggrieved employee will have the right to have a steward present at such a discussion. If the dispute is not resolved orally, the aggrieved employee may submit a written grievance, ~~through the union steward, at Step 2, of the grievance procedure. When the aggrieved employee is a steward, they will not, where possible, act as a steward in respect of their own grievance, but will submit the grievance through another steward or union staff representative.~~

**9.4 Step 2**

(a) Subject to the time limits in Clause 9.3 (Time Limits to Present Initial Grievance), the employee may present a grievance at this level by:

- (1) recording the grievance on the appropriate grievance form, setting out the nature of the grievance and the circumstances from which it arose;
- (2) stating the article or articles of the agreement ~~violated or~~ alleged to have been violated, and the remedy or correction required; and
- (3) transmitting this grievance to the designated local supervisor through the union steward.

(b) The local supervisor will:

**(1) provide the employee with a receipt stating the date on which the grievance was received; and**

~~(1)(2) forward the grievance to the representative of the Employer authorized to deal with grievances at Step 2, and~~

~~(2) provide the employee with a receipt stating the date on which the grievance was received.~~

**19.1 Sick Leave Credits**

(a) Premium Reduction

The following sick leave provision may be varied by mutual agreement between the Association of Unions and the Employer in the event further Employment Insurance premium reductions for eligible sick leave plans are attainable under the *Employment Insurance Act*.

(b) Sick Leave Credits

All employees, whether regular or casual status, after 90 consecutive days of employment shall be entitled to paid sick leave, in accordance with the Illness or Injury Leave provisions of the *Employment Standards Act*. The *Act* currently prescribes by regulation up to five days in each calendar year.

Additional sick leave may follow for regular status employees provided that the regular status employee has met all the eligibility and entitlement requirements under this article. The sick leave benefits in this article will be adjusted to be inclusive of any period of leave taken in the paragraph above (i.e. sick credits earned will be reduced by any period of leave taken in each calendar year).

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Regular employees who have completed their probationary period will accrue sick leave credits at the rate of one day per month to a maximum of 156 days. Upon completion of their probationary period, an employee will be credited with sick leave back to the employee's starting date, although the employee would be entitled to paid sick leave in accordance with paragraph 1 above after 90 consecutive days of employment. Upon request, an employee will be advised in writing of the balance of their sick leave credits.

~~Each sick leave day will be compensated at 80% of the employee's regular rate of pay. Effective April 1, 2024, e~~ Each sick leave day will be compensated at 100% of the employee's regular rate of pay.

(d) All sick leave credits are cancelled when an employee's employment is terminated.

Note: Employees hired prior to April 1, 2004 will have their existing sick banks, as of April 1, 2004, converted at a ratio of one day = one point two five days credited to their sick leave credits. In the event that this adjustment results in an employee's sick leave bank exceeding 156 days, no further sick leave accumulation will apply until such time as the sick leave bank falls below 156 days, in which case the employee's maximum accumulation will not again exceed 156 days.

~~Note: As of April 1, 2024, all sick bank credits accrued in employees' sick banks will be converted to maintain actual values of the credits (sick credits accrued multiplied by 80%).~~

**20.1 Bereavement Leave**

~~(a) — Bereavement leave of absence of three days with pay will be granted to a regular employee at the time of notification of death, upon applications to the Employer, in the event of a death of a member of the employee's immediate family. This will include parent (or alternatively stepparent, or foster parent), spouse, common-law spouse, child, stepchild, brother, sister, parent-in-law, grandparent, grandchild, legal guardian, ward and relative permanently residing in the employee's household or with whom the employee permanently resides. Up to an additional two days without loss of pay may be taken associated with travel.~~

~~(b)~~**(a)** Effective April 1, 2024, ~~b~~**B**ereavement leave of absence of three days with pay will be granted to a regular employee for the purpose of grieving or attending a funeral, burial, or other ritual, upon application to the Employer, in the event of a death of a member of the employee's immediate family. This will include parent, stepparent, foster parent, spouse, common-law spouse, child, stepchild, foster child, sibling, stepsibling, parent-in-law, grandparent, grandchild, legal guardian, ward and any person who lives with an employee as a member of the employee's family. Up to an additional two days without loss of pay may be taken associated with travel.

The above leave will apply to an employee's miscarriage or an employee's partner's miscarriage.

~~(c)~~**(b)** When established ethno-cultural or religious practices provide for ceremonial occasions other than the bereavement period outlined above, the balance of the bereavement leave as provided above, if any, may be taken at the time of the ceremonial occasion.

~~(d)~~**(c)** Such bereavement leave will be granted to employees who are on other paid leaves of absence, including sick leave and annual vacations. When bereavement leave of absence with pay is granted, any concurrent paid leave credits will be restored.

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~~(e)~~(d) In the event of the death of the employee's friend, client they work with, co-worker or other relative of the employee, the employee will be entitled to bereavement leave without pay for up to one day for the purpose of attending the funeral or other ceremonial occasion.

**ARTICLE 21 - MATERNITY AND PARENTAL LEAVE**

Employees are eligible for unpaid leave of absence from employment subject to the conditions in this article. Every employee who intends to take a leave of absence under this article will give at least four weeks' notice in writing to the Employer unless there is a valid reason why such notice cannot be given and will inform the Employer in writing of the length of leave intended to be taken.

Each employee who wishes to change the effective date of approved leave will give four weeks' notice of such change unless there is a valid reason why such notice cannot be given.

**21.1 Maternity Leave**

- (a) The employee will be granted leave for a period of 17 consecutive weeks.
- (b) The period of maternity leave will commence not earlier than 13 weeks before the expected **birth** date ~~of delivery~~ and ends no earlier than six weeks following the ~~actual~~ **birth** date ~~of birth~~ unless the employee requests a shorter period.
- (c) A request for shorter period under ~~Clause 21.1(b)~~ **above** must be given in writing to the Employer at least one week before the date that the employee indicates they intend to return to work, and the employee must furnish the Employer with a certificate of a qualified medical practitioner **or nurse practitioner** stating that the employee is able to resume work.
- (d) The Employer will, upon the request of the employee, modify the commencement of maternity leave for any period approved in writing by a qualified medical practitioner **or nurse practitioner**.
- (e) An employee may be required to commence a maternity leave where the duties of the employee cannot reasonably be performed because of the pregnancy and to continue the leave of absence until the employee provides a certificate from a qualified medical practitioner **or nurse practitioner** stating that they are able to perform their duties. However, where practical, the Employer will provide the employee with an opportunity to continue employment with appropriate alternative duties, before requiring an employee to take a leave of absence.

**(f) An employee who requests maternity leave under this clause after the termination of the employee's pregnancy will be granted up to six consecutive weeks of leave beginning on the date of the termination of the pregnancy and ending no more than six weeks after the leave begins.**

~~(f)~~(g) Maternity leave may be extended for up to an additional six months for health reasons where a qualified medical practitioner's **or nurse practitioner's** certificate is presented.

**21.2 Parental Leave**

- (a) Upon application, an employee will be granted leave of absence ~~for up to 62 weeks~~ following the birth or adoption of the employee's child. The **Employer may require the** employee ~~will have~~ to furnish a medical certificate or other evidence stating the date of birth of the child or, where applicable, proof of adoption.
- (b) Upon application, employees will be granted parental leave as follows:

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- (1) in the case of the birth mother, commencing immediately following the end of the maternity leave under Article 21 (Maternity and Parental Leave), the employee is also eligible for a further leave of absence of **a parent who takes maternity leave, up to 61 consecutive weeks commencing immediately following the end of the maternity leave unless the employee and the Employer agree otherwise.**
- (2) in the case of the birth father or the common law partner of the birth mother, including a same sex partner **a parent who does not take maternity leave, up to 62 consecutive weeks of leave** commencing within the 78-week period following the birth of the child.
- (3) in the case of an adopting parent, **up to 62 consecutive weeks** commencing within the 78-week period following the date the adopted child comes into the actual care and custody of the parent or within the two-week period preceding the date the adopted child comes into the actual care and custody of the parent.
- (c) If the child lives with a physical, psychological, or emotional condition, the employee is entitled to an additional period of parental leave of up to five weeks. The employee's qualified medical practitioner **or nurse practitioner** or the agency that placed the child must certify that such an additional period of parental leave is required.

[...]

### 23.1 Definition

"Technological change" means:

- (a) the introduction by the Employer into its work, undertaking, or business, of equipment or material of a different nature or kind than that previously used by the Employer in that work, undertaking, or business; or
- (b) a change in the manner, method or procedure in which the Employer carries on its work, undertaking, or business that is directly related to the introduction of that equipment or material that significantly decreases the number of regular employees;
- ~~(c)~~ ~~Equipment or materials that have been provided or required by a contract in Vocational Services that has been secured by the Employer will not be considered as the introduction of technological change for the purposes of this article.~~

Technological change will not include normal layoffs caused by budget limitations, decreases in the amount of work done or other temporary seasonal or sessional interruptions of work.

### 27.6 Extended Health Plan

- (a) The Employer will pay 100% of the monthly premiums for the extended health care plan that will cover the employee, their spouse and dependent children, provided they are not enrolled in another plan.
- (b) Eligible regular employees will be provided with an extended health plan covering 80% of eligible expenses, \$45 deductible per person or family.

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(c) ~~There will be coverage for eyeglasses and hearing aids. The allowance for eye exams will be a maximum of \$100 per person per 24 months and the allowance for prescribed eyeglasses or equivalent corrective laser surgery will be to a maximum of 80% of \$350 per person per 24 months.~~ **For details of eligible expenses under the Extended Health Plan, see Information Appendix A.**

(d) The Extended Health Plan will include access to an Employee and Family Assistance Plan (EFAP) which includes counselling and referral services.

**MEMORANDUM OF AGREEMENT #13  
Sick Leave, Illness and Injury Plans and Benefit Improvement Costs**

The Community Social Services Sector Committee will form a Joint Disability Committee (JDC) that will ~~replace the current C.S.S.E.I.P. Steering Committee and Working Group to:~~

- evaluate the current sick leave provisions of the collective agreement, the illness and injury plans and the cost of sustaining and improving benefits;
- support employees and employers to reduce claim duration by facilitating and streamlining early intervention and appropriate return to work programs for employees with occupational and non occupational disabilities **under the Community Social Services Early Intervention Program (CSSEIP).**

Specifically, the JDC will:

- Ensure that the policies and procedures for CSSEIP are current, including the forms, timelines, and communications processes;
- Approve the consent and medical forms used by the CSSEIP Providers;
- Review quarterly reports and statistics provided by the benefit service providers;
- Meet with the benefits service providers when necessary to ensure accountability to both CSSEA and CSSBA for the administration of the program.

The parties may invite participation of additional representatives with technical expertise and may also obtain external advice. Where the parties agree to obtain external advice, any related costs will be shared equally.

**MEMORANDUM OF AGREEMENT #17  
Provincial Occupational Safety and Health Working Committee**

The parties agree to ~~establish~~ **maintain** a Provincial Safety and Health Working Committee that reports to the CSSEA/CSSBA Sector Committee for the Community Social Services Community Living Services, General Services and Indigenous Services collective agreements ~~by December 31, 2022.~~

[...]

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- **ARTICLE: VARIOUS**
- **SUBJECT: USE OF WORD "RESIDENTIAL"**
- **TYPE: AMEND**

Clause 2.2(l) will be amended as follows:

(l) "~~Residential~~ **Residence** program" in Clause 13.3 (Layoff) means a group home or a transition house.

Clause 13.3(a) and (b) will be amended as follows:

Both parties recognize that job security will increase in proportion to length of service.

(a) ~~Non-residential~~ **Residence**: In the event of a layoff, employees will be laid off by classification, in reverse order of seniority.

(b) ~~Residential~~ **Residence** Programs as defined in Clause 2.2(l): In the event of a layoff, employees will be laid off by classification, in reverse order of seniority within the appropriate shift within their worksite.

Appendix A (Wage Grid) classification titles will be amended as follows:

Asleep ~~Residential~~ **Residence** Night Worker

Awake ~~Residential~~ **Residence** Night Worker

~~Residential~~ **Residence** Child & Youth Worker

Information Appendix C (Maintenance Agreement and Classification Manual), Schedule A (Benchmark Class Specification and Job Families), Front Line Workers will be amended as follows:

Activity Worker, Adult, Youth and/or Child Worker, Asleep ~~Residential~~ **Residence** Night Worker, Awake ~~Residential~~ **Residence** Night Worker, Child and Youth Transition House Worker, Child Care Resource and Referral Worker, Community Connector, Community Support Worker, Early Childhood Educator, Early Childhood Educator Assistant, Early Childhood Educator Senior, Emergency Shelter Workers, Family Support Worker, Group Facilitator, Reconnect Worker, Residence Worker, Residence Worker Senior, ~~Residential~~ **Residence** Child and/or Youth Worker, School Aged Child Worker, School Based Prevention Worker, Settlement and Integration Worker, Special Services Worker, Supervised Access Worker, Transition House Worker, Victim Service Worker, Vocational Worker

Benchmark titles on the three benchmarks themselves will also be amended accordingly.

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- ARTICLE: CLAUSE 3.6 & MOA [XX]
- SUBJECT: RECOGNITION AND RIGHTS OF STEWARDS
- TYPE: AMEND CLAUSE/NEW MOA

*Clause 3.6 will be amended as follows:*

### **3.6 Recognition and Rights of Stewards**

(a) The Employer recognizes the Union's right to select stewards **employed by the Employer** to represent employees. The Employer and the Union will agree on the number of stewards, taking into account both operational and geographic considerations. The Union agrees to provide the Employer with a list of the employees designated as stewards.

(b) Where an employee requests steward representation, and the Union has determined an appropriate steward **employed by the Employer** is unavailable, a union staff person, or local union officer designated by the Union will represent the employee.

[...]

**See also Memorandum of Agreement [XX] (Union Stewards)**

*A new MOA will be added to the collective agreement as follows:*

#### **MEMORANDUM OF AGREEMENT [XX]** **Union Stewards**

**The parties agree that at some employers, having a greater number of stewards representing employees would assist the parties in performing duties set out in the collective agreement.**

**CSSBA believes that stewards are the backbone of union member representation and support labour relations in important ways, including the representation of members in meetings. To this end, its member unions will continue efforts to have sufficient numbers of stewards in place. CSSEA and its member employers will support these efforts.**

**The Unions commit to the following:**

- **Union members are encouraged to participate in the steward election/selection process to help ensure there are enough stewards to fulfill representation responsibilities.**
- **Stewards are union members' primary points of contact for many labour relations matters, including providing representation in disciplinary and other meetings.**
- **If a union member requests steward representation and the Union determines an appropriate steward is not available, it is solely the Union that may designate a union staff person or local union officer to represent the employee. For clarity, union members will utilize their workplace steward(s) unless the Union determines there is no appropriate steward available who is employed by the same employer, e.g. because the position is vacant, the steward is absent, there is a conflict of interest, etc.**
- **Clause 3.6 (Recognition and Rights of Stewards) provides for union leave only for stewards to perform their duties directly related to the steward's employer. For clarity, a steward cannot**

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use leave under Clause 3.6 (Recognition and Rights of Stewards) to represent an employee of a different employer.

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- ARTICLE: 6
- SUBJECT: EMPLOYER AND UNION WILL ACQUAINT NEW EMPLOYEES
- TYPE: AMEND

**ARTICLE 6 - EMPLOYER AND UNION WILL ACQUAINT NEW EMPLOYEES**

The Employer agrees to acquaint new employees with the fact that a collective agreement is in effect and with the conditions of employment set out in the articles dealing with Union Security and Dues Check-off. The Employer agrees to provide the stewards' names, worksite phone numbers, and location(s), and email addresses as provided to the Employer, of the new employee's steward to newly hired employees in their letters of hiring hire. Whenever the a steward is employed in the same work area as the a new employee, the employee's immediate supervisor will introduce them to their that steward.

The Employer will notify the steward of new employees and of their primary work location within 10 days of the start date of the new employee. The Employer agrees that a union steward will be given an opportunity to interview each new employee within regular working hours, without loss of pay, for 30 minutes sometime during the first 30 days of employment for the purpose of acquainting the new employee with the benefits and duties of union membership and the employee's responsibilities and obligations to the Employer and the Union.

**Agreed for CSSBA:**

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- **ARTICLE: CLAUSE 10.9**
- **SUBJECT: EXPEDITED ARBITRATION**
- **TYPE: AMEND**

**10.9 Expedited Arbitration**

(a) The CSSEA and CSSBA desire an efficient and effective means of resolving grievances. The parties may meet, to review outstanding grievances filed at arbitration to determine those grievances suitable for this process, and will set dates and locations for hearings of groups of grievances considered suitable for expedited arbitration.

(b) All grievances will be considered suitable for and resolved by expedited arbitration except grievances in the nature of:

- (1) dismissals;
- (2) rejection on probation;
- (3) suspensions in excess of 20 workdays;
- (4) policy grievances;
- (5) grievances requiring substantial interpretation of a provision of the collective agreement;
- (6) grievances requiring presentation of extrinsic evidence;
- (7) grievances where a party intends to raise a preliminary objection;
- (8) demotions.

By mutual agreement, a grievance falling into any of these categories may be placed into the expedited arbitration process. A grievance that falls within one of these categories that was referred to expedited arbitration may be removed by either party from the expedited arbitration process prior to hearing and forwarded to full arbitration pursuant to Clause 10.2 (Appointment of the Arbitrator).

(c) The parties will mutually agree upon single arbitrators who will be appointed to hear and resolve groups of grievances. See Appendix B for the list of arbitrators approved to hear expedited arbitrations.

(d) Expedited arbitration hearings may be conducted in person or virtually by agreement of the parties or as determined by the Arbitrator.

The hearing is intended to be informal and expeditious and, therefore, external legal counsel will not be used. Multiple matters may be heard on the same day. All presentations are to be short and concise reviewing the pertinent facts and documents surrounding the grievance. Case authorities, if relied upon, will be limited to those from leading commentators and leading cases.

~~(d)~~(e) The Arbitrator may attempt to mediate a resolution and if one is not achieved, The Arbitrator will hear the grievances and will render a decision within two ~~weeks~~ working days of such hearings. No written reasons for the decision will be provided beyond that which the Arbitrator deems appropriate to convey a decision.

~~(e)~~(f) Expedited arbitration awards are limited in application to the particular grievance, will be of no precedential value and will not thereafter be referred to by the parties in respect of any other matter.

~~(f)~~(g) All settlements of expedited arbitration cases prior to hearing will be without prejudice.

~~(g) A grievance determined by either party to fall within one of the categories listed in (b) above, may be removed from the expedited arbitration process at any time prior to hearing and forwarded to a regular arbitration hearing pursuant to Clause 10.2 (Appointment of the Arbitrator).~~

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(h) The parties will equally share the cost of the fees and expenses of the Arbitrator and hearing rooms.

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- ARTICLE: CLAUSE 11.6
- SUBJECT: RIGHT TO HAVE UNION REPRESENTATIVE PRESENT
- TYPE: AMEND

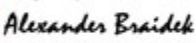

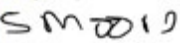
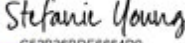
**11.6 Right to Have Union Representative Present**

(a) An employee will have the right to have a steward present at any interview with supervisory personnel, which the employee believes might be the basis of disciplinary action. Where a supervisor intends to interview an employee for disciplinary purposes, the supervisor will notify the employee in advance of the ~~purpose of the interview~~ **meeting's purpose as well as the general nature of the issue(s) to be discussed** in order that the employee may contact a steward, providing that this does not result in an undue delay of the interview. This clause will not apply to those interviews that are of an operational nature and do not involve disciplinary action.

(b) A steward will have the right to consult with a staff representative of the Union and to have a local union representative present at any interview with supervisory personnel which might be the basis of disciplinary action against the steward, providing that this does not result in an undue delay of the interview.

(c) An employee has the right to select the steward they wish to represent them providing that this does not result in an undue delay.

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- ARTICLE: CLAUSE 11.9
- SUBJECT: EMPLOYEE INVESTIGATIONS
- TYPE: AMEND

**11.9 Employee Investigations**

(a) The parties agree that in certain situations it may be in the best interest of both clients and employees that employees be reassigned or removed from all job sites during an investigation of conduct. In cases where an employee cannot be reassigned, then the employee will be considered to be on leave of absence without loss of pay until the Employer has determined there is a prima facie case for imposing discipline.


**(b) The Employer will notify the union designate when an investigation of conduct has been initiated. Any employee who is interviewed in the course of an investigation will have the right to union representation at such an interview.**

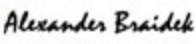
**(c) The Employer will provide to the employee the nature of the allegations being investigated.**

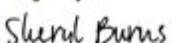
~~(b)~~**(d)** The Employer will make every effort to complete its investigation within 14 days. **Upon conclusion of the investigation, the Employer will provide the Union with a written summary of the substance of the investigation report and the findings.** This summary sheet is on a "without prejudice" basis and will not be referred to by either party in any third-party proceedings.

~~(c)~~ The Employer will notify the union designate when an investigation of conduct has been initiated. Any employee who is interviewed in the course of an investigation will have the right to union representation at such an interview.

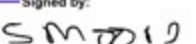
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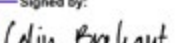
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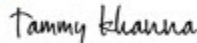
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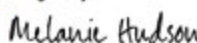
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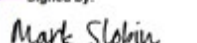
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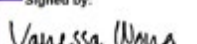
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**CSSBA and CSSEA  
September 22, 2025**

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- ARTICLE: CLAUSE 15.5
- SUBJECT: WORK SCHEDULES
- TYPE: AMEND

**15.5 Work Schedules**

(a) Work schedules must be posted 14 calendar days in advance of the beginning of the work schedule.

(b) Changes to the posted work schedule may only be made for bona fide operational requirements.

(c) With the exception of (d) below, if the change to the employee's schedule is initiated by the Employer with less than 48 hours' notice, the employee will be paid a premium of 85¢ per hour for work performed on the first shift of the revised schedule.

(d) The penalty in (c) above does not apply if the change is initiated by the Employer with less than 48 hours' notice because of an unanticipated absence of a scheduled employee, and no casual employee is available.

**(e) Where the Employer plans to implement a change in the shift schedule of one or more regular employees by changing the days of work or changing the shift start/stop times by two hours or more, it will discuss the details of the change with the affected employees to identify and potentially mitigate the impacts of the change.**

~~(e)~~(f) If child care or other serious personal circumstances do not permit such a change, employees may choose to transfer to casual status. An employee who transfers from regular to casual status will have their regular sick bank frozen and inaccessible until such time as the employee posts back to regular status or posts to a vacancy under Clause 24.11 (Temporary Vacancies).

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CSSBA and CSSEA  
February 18, 2026

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- ARTICLE: CLAUSE 17.5
- SUBJECT: HOLIDAY FALLING ON A WORKDAY
- TYPE: AMEND

**17.5 Holiday Falling on a Workday**

An employee who is required to work on a designated holiday will be compensated at one point five times their regular hourly rate of pay for the hours worked. Regular employees will also receive a day off in lieu. Regular part-time employees receive a day off in lieu as per Clause 17.11 (Paid Holidays for Part Time Employees). The lieu day will be scheduled by mutual agreement or in accordance with Clause 18.5 (Vacation Schedules) or where the Employer and the employee mutually agree, be paid out. The lieu day will be scheduled by mutual agreement and taken within six months of the day in which it was earned, **with the Employer making every reasonable effort to accommodate such scheduling requests within the six-month period,** or where the Employer and the employee mutually agree, be paid out. **Any unused lieu days will be paid out after six months of the day on which it was earned.** An employee may, by mutual agreement, take lieu days off together with their vacation in accordance with Clause 18.5 (Vacation Schedules).

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CSSBA and CSSEA  
February 5, 2026

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Page 1 of 1

- ARTICLE: CLAUSE 18.5
- SUBJECT: VACATION SCHEDULES
- TYPE: AMEND

**18.5 Vacation Schedules**

(a) Employees will submit their vacation requests to the supervisor on or before:

- (1) November 1st for the period January 1st through April 30th, and
- (2) March 1st for the period May 1st through December 31st.

The Employer will approve the vacation schedules within two weeks of the closing dates for vacation requests. Employees will have a further two weeks to raise any concerns with the Employer about any vacation that may not have been scheduled by seniority.

**For clarity, on or after December 1<sup>st</sup> and April 1<sup>st</sup>, the Employer may commence offering work to employees to cover approved vacation schedules in accordance with relevant collective agreement and local issues memoranda provisions.**

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- ARTICLE: CLAUSE 19.2
- SUBJECT: EMPLOYEE TO INFORM EMPLOYER
- TYPE: AMEND

**19.2 Employee to Inform Employer**

(a) The employee will inform the Employer as soon as possible of their inability to report to work because of illness or injury. The employee will make every reasonable effort to inform the Employer of their return to duty in advance of that date.


(b) The Employer may request proof of illness in accordance with the *Employment Standards Act and Regulation*. The Employer's request will not be unreasonable or discriminatory. The Employer will not request a diagnosis of the employee's condition.

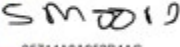
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- ARTICLE: CLAUSE 20.1
- SUBJECT: BEREAVEMENT LEAVE
- TYPE: AMEND

**20.1 Bereavement Leave**

(a) Bereavement leave of absence of three days with pay will be granted to a regular employee for the purpose of grieving or attending a funeral, burial, or other ritual, upon application to the Employer, in the event of a death of a member of the employee's immediate family. This will include parent, stepparent, foster parent, spouse, common-law spouse, child, stepchild, foster child, sibling, stepsibling, parent-in-law, grandparent, grandchild, legal guardian, ward and any person who lives with an employee as a member of the employee's family. Up to an additional two days without loss of pay may be taken associated with travel.

The above leave will apply to an employee's miscarriage or stillbirth or an employee's partner's miscarriage or stillbirth.

(b) When established ethno-cultural or religious practices provide for ceremonial occasions other than the bereavement period outlined above, the balance of the bereavement leave as provided above, if any, may be taken at the time of the ceremonial occasion.

(c) Such bereavement leave will be granted to employees who are on other paid leaves of absence, including sick leave and annual vacations. When bereavement leave of absence with pay is granted, any concurrent paid leave credits will be restored.

(d) In the event of the death of the employee's friend, client they work with, co-worker or other relative of the employee, the employee will be entitled to bereavement leave without pay for up to one day for the purpose of attending the funeral or other ceremonial occasion.

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CSSBA and CSSEA  
February 18, 2026

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Page 1 of 2

- ARTICLE: CLAUSE 20.2
- SUBJECT: SPECIAL LEAVE
- TYPE: AMEND

**20.2 Special Leave**

Where leave from work is required, a regular employee who has completed probation will be entitled to special leave without pay to a maximum of 10 days per year for the following:

- (a) Marriage of the employee five days;
- (b) Birth or adoption of the employee's child two days;
- (c) Serious household or domestic emergency including illness in the employee's immediate family up to two days;
- (d) Attend wedding of employee's child one day;
- (e) Moving household furniture and effects one day;
- (f) Attend their formal hearing to become a Canadian citizen one day;
- (g) Court appearance for hearing of employee's child one day;
- (h) ~~An employee is entitled to up to five days of unpaid leave during each employment year to meet~~ Responsibilities related to:
  - (1) ~~the care, health or education of a child in the employee's care, or~~
  - (2) ~~the care or health of any other member of the employee's immediate family,.....up to~~ **five days;**
- (i) In the event of the death of the employee's friend or other relative or to attend as a pallbearer or mourner, ~~the employee will be entitled to leave for up to one day~~ for the purpose of attending the funeral or other ceremonial occasion, .....**up to one day;**
- (j) To attend/celebrate Indigenous spiritual/ceremonial events two days.

Employees may utilize their vacation and paid banks, excluding sick leave, for the purposes of ~~(c) and (h)~~ **special leave** above.

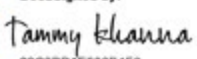
**For the purpose of (h), an employee does not need to complete their probation to be entitled to the leave in accordance with the *Employment Standards Act*.**

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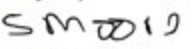
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February 18, 2026

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Page 1 of 1

- ARTICLE: CLAUSE 20.[XX]
- SUBJECT: EMERGENCY SERVICE LEAVE
- TYPE: NEW

**20.[XX] Emergency Service Leave**

**Where an employee’s services are required for local emergency operations by request for deployment under the British Columbia *Emergency and Disaster Management Act*, leave from work for a duration as required will be granted without pay.**

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September 11, 2025

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- ARTICLE: 22
- SUBJECT: SAFETY AND HEALTH
- TYPE: AMEND

## ARTICLE 22 - SAFETY AND HEALTH

### 22.1 Conditions

The Association of Unions and the Employer agree that regulations made pursuant to the *Workers Compensation Act* or any other statute of the Province of British Columbia pertaining to the working environment, will be fully complied with. First aid kits will be supplied in accordance with this ~~section~~ **clause**.

**The Employer, the Union and employees are committed to ensuring a safe and healthy workplace for all. The parties recognize that safety and health is both physical and psychological. The parties agree to cooperate in the promotion of safe working conditions and practices, and the prevention of accidents, injuries including mental health injuries, and occupational diseases. The parties recognize and affirm their respective rights and responsibilities under the *Workers Compensation Act* and the *Occupational Health and Safety Regulation*. For reference, WorkSafeBC information on health and safety programs may be found here: [www.worksafebc.com/en/health-safety/create-manage/health-safety-programs](http://www.worksafebc.com/en/health-safety/create-manage/health-safety-programs).**

### 22.2 Working Environment

The parties agree that a safe and clean working environment is essential in order to carry out work assignments in a satisfactory manner. The Employer commits to investigate the use of environmentally friendly products.

It will be the Employer's responsibility to ensure that all working areas and employer-owned vehicles are maintained in a safe and clean condition.

### 22.3 Joint Occupational Safety and Health Committee

(a) The Employer and the Union agree that policies and guidelines relating to safety and health will be recommended by the **Joint Occupational Safety and Health (JOSH)** Committee. The **JOSH** Committee will meet at least once per month or, to deal with urgent situations, at the call of either party to make recommendations on hazardous, dangerous or unsafe conditions including workload and ergonomic requirements with the aim of preventing and reducing risk of occupational injury and illness including related training.

Where warranted, and where an Employer has locations in more than one geographic area, a separate ~~Joint Safety and Health~~ **JOSH** Committee may be established for each of those geographic areas (~~see definition below~~).

(b) The **JOSH** Committee will be notified of each accident or injury and will investigate and report to the Union and Employer on the nature and cause of the accident or injury.

(c) **JOSH** Committee membership will be as follows:

- (1) the **JOSH** Committee will be comprised of a minimum of two members appointed by the Union and two members appointed by the Employer. In no case will the Employer's members outnumber those of the Union.

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(2) ~~a chairperson and secretary will be elected from and by the members of the Committee. Where the Chairperson is an employer member, the secretary will be an employee member, and vice versa.~~ **two committee members will serve as co-chairs, one selected by the worker representatives and the other selected by the employer representatives.**

**(d) The Employer will provide the JOSH Committee with clerical personnel necessary for carrying out its duties and functions.**

~~(d)~~(e) Worker Representatives who attend meetings of the **JOSH** Committee will be without loss of pay for the time spent on this Committee. Time spent to prepare for meetings and fulfill other duties and functions of the committee, as outlined in section(s) 36 - 40 (Joint Committees and Worker Representatives) and 70 (Investigation Process) of the *Workers Compensation Act*, will be compensated as prescribed by section 40 of the *Act*. Where the meeting or required duties are conducted outside the committee members' regular working hours, committee members will receive straight-time pay.

~~(e)~~(f) All minutes of the **JOSH** Committee will be recorded in a mutually agreed format and copies will be forwarded to the union representatives of the Committee. These minutes will be posted on safety and health boards at all worksites, and electronic boards if available, or as otherwise agreed to by the Committee. **The minutes will also contain:**

- (1) a list of each active JOSH Committee;**
- (2) the areas that each committee is responsible for, e.g. worksite or program;**
- (3) where and when each committee meets; and**
- (4) the names of the committee members.**

**Where there is a worker representative but no committee, the Employer will provide to the worker representative(s) every six months, or more frequently if required by the relevant law or regulation, the equivalent information to that specified in (1), (2), and (4) above as if the worker representative were a member of a joint committee.**

~~(f)~~(g) A worker appointed by the Union as a workplace safety and health representative will be granted leave without pay to attend a union sponsored Workplace Health and Safety Training course.

~~(g)~~(h) Each union committee member **and worker health and safety representative** is entitled to an annual educational leave as prescribed by section 41 of the *Workers Compensation Act*, without loss of pay or benefits for the purposes of attending occupational health and safety training courses conducted by or with the approval of WorkSafeBC.

~~(h)~~(i) Each new joint Occupational Safety and Health **JOSH** ~~e~~Committee member and **Worker Safety and Health worker health and safety** representative selected following April 3, 2017 will receive training as outlined in section 3.27 of the ~~Worker Compensation~~ *Occupational Health and Safety Regulation*, without loss of pay or benefits.

~~(i)~~(j) Information Appendix B (Unsafe Work) will be posted on safety and health boards in all worksites, and electronic boards if available, or otherwise agreed to by the **JOSH** Committee.

~~(j)~~(k) Where a worksite does not meet the threshold for a joint committee, a less formal program shall be maintained in accordance with the *Occupational Health and Safety Regulations* Part 3, Section 3.2. For the purpose of assisting in the administration of this program, the Employer will recognize an employee properly appointed in accordance with the *Regulations* and WorkSafeBC (~~WSBC~~), who will function as a safety and health worker representative of the employees. Records of any meetings shall be forwarded to the worker representative.

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September 11, 2025

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(l) The JOSH Committee may use the resources of WorkSafeBC, the Union and/or other sources to provide information to the committee members in relation to their roles and responsibilities. A worker representative may contact WorkSafeBC in accordance with Section 48 of the Workers Compensation Act.

(m) The JOSH Committee may request from the Employer information that it considers necessary to identify workplace hazards and make recommendations. Such information will be provided in a timely manner and will not be unreasonably withheld.

(n) The JOSH Committee will assist in increasing the awareness of all employees on such topics as: workplace safety, safe lifting techniques, dealing with aggressive clients/residents, WHMIS, and the role and function of the JOSH Committee. The JOSH Committee will assist in fostering knowledge and compliance with the Occupational Health and Safety Regulation by all employees.

(o) The JOSH Committee will annually review its mandate to ensure compliance with relevant laws. The JOSH Committee will maintain updated awareness and knowledge of occupational health and safety news and trends and requirements and recommendations of WorkSafeBC.

(p) The Employer will consult with the Union before making a proposal to WorkSafeBC for a variation to joint occupational safety and health committee requirements under the Workers Compensation Act.

**22.4 Unsafe Work**

(a) An employee may exercise their right to refuse to do unsafe work pursuant to Section 3.12 of the *Occupational Health and Safety Regulations* outlined in Information Appendix B **(Unsafe Work)**.

(b) An employee must not be subject to discriminatory or disciplinary action pursuant to Section 3.13(1) of the *Occupational Health and Safety Regulations* outlined in Information Appendix B **(Unsafe Work)**.

**[Housekeeping changes in (a) and (b) above agreed to. Parties still discussing. Additional language may be added.]**

**22.5 Workplace Violence/Aggressive Conduct**

**[moved to monetary]**

**22.6 Injury Pay Provision**

An employee who is injured on the job during working hours and is required to leave for treatment or is sent home for such injury will receive payment for the remainder of their shift.

**22.7 Transportation of Accident Victims**

Transportation to and from the nearest qualified medical practitioner or hospital for employees requiring medical care as a result of an on-the-job accident will be at the expense of the Employer.

**22.8 Check-In for Employees Working Alone or in Isolation**

(a) Check-in procedures will be implemented to ensure the safety of all employees who work alone or in isolation. The JOSH Committee will have the mandate to review such procedures established by the Employer on an annual basis. The designated worker representative or JOSH Committee may make recommendations to the Employer regarding such procedures.

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**(b)** The Employer will assess the degree of risk in any workplace where an employee is required to work alone. The Employer must develop and implement a written procedure for checking the well-being of a worker assigned to work alone or in isolation under conditions which present a risk of disabling injury, if the worker is not able to secure assistance in the event of injury or other misfortune. The assessment will be reviewed by the ~~Joint Safety and Health Committee~~ **JOSH** Committee, or the designated worker representative where there is no ~~Committee~~. ~~The designated worker representative or Safety and Health Committee may make recommendations to the Employer regarding such procedures.~~

**22.9 Communicable Diseases and Parasitic Infestations**

(a) The parties to this agreement share a desire to prevent acquisition and transmission where employees may come into contact with a person and/or possessions of a person with a communicable disease or parasitic infestations.

(b) Where the Employer is aware of a client or resident with a communicable disease or parasitic infestation, including bed bugs, the Employer will immediately inform the primary care givers about the inherent risk of the communicable disease or parasitic infestation, including bed bugs.

(c) Where a vaccination is, or may become available as a preventative measure, such vaccination will be made available to all employees who may be at risk of contracting the disease, at no cost to the employee.

(d) Where an employee has contracted scabies, lice, bed bugs, or any other parasitic infestation as a result of direct exposure in the workplace, they will be entitled to leave without loss of pay for any scheduled shifts during the 24-hour period immediately following the detection to deal with personal matters arising from the exposure and will be provided with an appropriate treatment.

(e) The Employer will, in consultation with the **JOSH** Committee, develop and implement a program and procedure to work to prevent acquisition and transmission where employees may come into contact with a person and/or the possessions of a person with a communicable disease. The Employer will ensure all employees are provided up to date information regarding known risk(s) and/or potential transmission of a communicable disease.

(f) The Employer may provide, as needed, information sessions/in-services to educate employees regarding communicable diseases as part of the program. Time spent by employees at these sessions will be without loss of pay.

**22.10 Protective Clothing and Supplies**

The Employer will supply protective clothing supplies as required by regulation or WorkSafeBC. The Employer will maintain and replace such supplies and tools as required.

**22.11 Psychological Safety and Health**

**[moved to monetary]**

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CSSBA and CSSEA  
September 26, 2025

AGREED TO  
Page 1 of 2

- ARTICLE: CLAUSES 22.4
- SUBJECT: UNSAFE WORK
- TYPE: NEW

22.4 Unsafe Work

(a) An employee may exercise their right to refuse to do unsafe work pursuant to Section 3.12 of the Occupational Health and Safety Regulations outlined in Information Appendix B (Unsafe Work).

**(b) Where occupational health and safety related workload is a concern to an employee, they will discuss the concern with their supervisor and the Employer will provide direction on prioritization of work.**

**Employees may also refer occupational health and safety related workload concerns to the JOSH Committee for investigation under Clause 22.3 (Joint Occupational Safety and Health Committee).**

~~(b)~~(c) An employee must not be subject to discriminatory or disciplinary action pursuant to Section 3.13(1) of the *Occupational Health and Safety Regulations* outlined in Information Appendix B (Unsafe Work).

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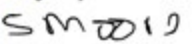
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**CSSBA and CSSEA**  
**September 26, 2025**

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**Page 2 of 2**

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CSSBA and CSSEA  
April 10, 2026

AGREED TO  
Page 1 of 2

- ARTICLE: CLA 22.5
- SUBJECT: WORKPLACE VIOLENCE/AGGRESSIVE CONDUCT
- TYPE: AMEND

**22.5 Workplace Violence/Aggressive Conduct**

(a) Employees who, in the course of their duties, may be exposed to violence or aggressive conduct will receive training at the Employer's expense in recognizing and handling such episodes.

(b) The Employer will provide, and review with the employee as appropriate, pertinent information, including information as soon as it is updated, relative to the potential for experiencing violence, physical aggression, and/or verbal abuse within any particular workplace by any persons present at the workplace. The employee will be informed of specific instruction on the approach to be taken when providing care for the client.

(c) Immediate defusing, debriefing, culturally appropriate supports and, where deemed appropriate by a qualified medical practitioner or nurse practitioner, post traumatic counselling for individuals who have been exposed to violence, including physical, sexual, or verbal assault, will be made available to employees by culturally appropriate individuals or qualified outside practitioners where such services are available at no cost to the Employer. Where an employee requires time off to attend defusing or debriefing, it will be without loss of pay.

(d) At the request of an employee who has been exposed to violence, including physical aggression, sexual or verbal abuse, the parties will meet as soon as possible to determine remedies up to and including transfer. The parties will make every reasonable effort to find a remedy. Once the remedy is agreed it will be implemented within 15 days.

(e) Where repeated incidents of violence occur, including physical aggression, sexual or verbal abuse, the ~~Joint Safety and Health~~ JOSH Committee, after review of the circumstances, may request a review by WorkSafeBC.

(f) Where an employee has experienced a critical incident related to their work responsibilities, the Employer will assist the employee to obtain WorkSafeBC counselling and such other support as may be reasonably available.

(g) An employee in need of assistance may contact the WorkSafeBC Critical Incident Response (CIR) Program phone number. The Employer will post the current CIR Program contact information at all worksites.

Agreed for CSSBA:

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CSSBA and CSSEA  
April 10, 2026

AGREED TO  
Page 2 of 2

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CSSBA and CSSEA  
September 4, 2025

AGREED TO  
Page 1

- ARTICLE: CLAUSE 24.4
- SUBJECT: TRANSFERS
- TYPE: AMEND

24.4 Transfers

(a) It is understood by the parties that ~~the~~ employees may request a transfer on a temporary basis, in cases where it is unsafe for the ~~unborn child~~ fetus of a pregnant employee.

(b) In certain other cases, relocation may be in the best interest of the employee and/or the Employer. In such cases, and where bona fide reasons exist, transfers may take place.

(c) In the case of temporary transfers (e.g. in relation to Clause 11.9 [Employee Investigations]), the Employer will provide written reasons and will include the expected date of return.

(d) Other than where Clause 11.9 (Employee Investigations) applies In the case of permanent transfers, the Employer will provide written reasons for permanent transfers, a minimum of 15 days prior to transfer and discuss the details of the transfer with the employee to identify and potentially mitigate the impacts of the transfer.

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**CSSBA and CSSEA  
September 4, 2025**

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- ARTICLE: CLAUSE 24.15 & MOA 22
- SUBJECT: FLOAT POSITIONS
- TYPE: NEW CLAUSE/DELETE MOA

Note: MOA 22 is deleted and becomes a new Clause 24.15 as amended below

**MEMORANDUM OF AGREEMENT #22**

**24.15 Float Positions**

**Except as expressly set out in local issues memoranda, the following provisions shall apply:**

~~1-~~**(a)** It may be operationally more efficient and cost effective to utilize regular float positions to backfill regular employees as set out in Clause 14.2 (**Hours of Work**), local issues agreements, and Clause 30.1 (Casual Employees), or to address other workload needs. Further, this matter may be discussed at any time with local union representatives or by the Labour Management Committee which shall consider factors such as utilization of casual employees.

~~2-~~**(b)** Where the Employer establishes float positions, they will be posted in accordance with Article 24 (**Promotion and Staff Changes**). The posted FTE will be as high as practicable given anticipated need and, in any event, the position will be eligible for health and welfare benefits under Clause 27.1 (**Eligibility**).

~~3-~~**(c)** The information in the vacancy posting shall include the matters identified in Clause 24.2 (**Information in Postings**), to ensure that applicants are aware of the expectations around work locations, shift schedules and hours per week, with the following variations:

~~(a)~~**(1)** *Location* - this may include multiple work locations within a reasonable distance from each other. The workplaces will be identified in the posting so that applicants are aware of the locations they may be assigned. Float positions will be entitled to the transportation allowance in accordance with Clause 26.9 (**Transportation Allowance**) should they be required to travel after reporting to work.

~~(b)~~**(2)** *Shift schedule* - the job posting (whether full-time or part-time) will include designated workdays and hours of work. However, in order to accommodate the scheduling of a float employee to shifts with different start and stop times at the work location(s), the ~~job posting~~ **position** may also include a required period of daily availability during which the float employee will be scheduled, **and this period shall be included on the job posting**. The required period of daily availability will be no more than two hours greater than the daily posted hours for float employees with shifts of seven hours or more, and will be no more than one hour greater than the daily posted hours for float employees with shifts of less than seven hours.

~~(c)~~**(3)** *Extended Hours* - If the employee is expected to work extended hours, based on existing schedules, the hours and rotation will also be identified in the posting.

~~4-~~**(d)** Float pool employees are entitled to all the provisions of the collective agreement including Article 15 (Shifts). In relation to Clause 15.4 (Split Shifts), the parties agree that a float employee may, based on existing schedules, work split shifts if assigned to work in a program where split shifts are already established. Further, in relation to Clause 15.5(a) (~~Work Schedules~~), due to the nature of float positions, the requirement to post precise work schedules does not apply.

~~5-~~**(e)** Float positions will report to a single designated supervisor.

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February 18, 2026**

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~~6.(f)~~ Where no work is available, employees in float positions shall be utilized productively, including having priority to work casual shifts in substitution of casual status employees who may have already been scheduled. However, employees who have commenced work for the day will not have their shift cancelled.

~~7.~~ This MOA will not apply where there are local issues agreements addressing the establishment of float positions.

**Agreed for CSSBA:**

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CSSBA and CSSEA  
March 25, 2026

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- ARTICLE: 27, CLA 20.7, MOAs #5, #15 & INFO APP A/APP C
- SUBJECT: HEALTH AND WELFARE BENEFITS
- TYPE: HOUSEKEEPING+

Article 27 will be amended as follows:

**ARTICLE 27 - HEALTH AND WELFARE BENEFITS**

Health and Welfare benefits will be provided by the Healthcare Benefit Trust (HBT) or another competitive carrier who is able to supply equivalent coverage.

Note: See Memorandum of Agreement # 2 (Superior Benefits and Provisions) **and Appendix C (Health and Welfare Benefits Plans Provisions)**

**27.1 Eligibility**

Coverage for a regular employee under these Plans will commence on the first day of the month following the month in which the employee successfully completes their probation period.

Coverage for an employee in a trial period, who did not have benefit coverage prior to being awarded a temporary or permanent position, will commence on the first day of the month following the month in which the employee completes work in their trial period, not to exceed three months. **For clarity, an employee who has posted into a benefit eligible position will commence benefit coverage on the first day of the month following successful completion of the probation period and will not need to wait until the completion of the trial period.**

Coverage under the provisions of these plans will apply to regular full-time and regular part-time employees who are scheduled to work 20 regular hours or more per week.

Note: See Memorandum of Agreement #6 (Health and Welfare Benefits Entitlement Threshold)

[...]

**27.3 Definition of Spouse and Other Dependents**

"Common-law spouse" means two people who have cohabited as spousal partners for a period of not less than one year.

"Couple" for the purposes of benefits coverage, will be as defined by the individual plan carriers.

"Dependent child" for the purposes of benefits coverage, means an unmarried child until the end of the month in which the child attains the age of 19 years of age if the child is mainly dependent on and living with the employee or their spouse. Coverage may be extended to age 25 years where the dependent child is a full-time student. An unmarried child with ~~physical or developmental~~ disabilities will be covered to any age if they are mainly dependent on and living with the employee or their spouse.

"Family" means the employee's spouse as defined above and below and their dependant(s) as defined above.

"Spouse" means ~~wife, husband~~ **a married** or common-law spouse.

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Clause 20.7 will be amended as follows:

**20.7 Benefits While on Unpaid Leave of Absence**

The Employer will continue to pay its share of the applicable health and welfare benefits for a maximum of 20 work shifts in any calendar year. For any leave of absence or accumulation of leaves of absence in excess of 20 work shifts in any calendar year, benefit coverage may be continued by the employee, provided the employee pays, in advance, the monthly cost of all the benefit premiums to the Employer in accordance with the procedures outlined by the Employer. Any employee granted an unpaid leave of absence totalling up to 20 working days in any year will continue to accumulate seniority and all benefits.

If an unpaid leave of absence or an accumulation of unpaid leaves of absence exceeds 20 working days in any year, the employee will not accumulate benefits from the 21<sup>st</sup> day of the unpaid leave, but will accumulate seniority and receive credit for previously earned benefits upon expiration of the unpaid leave.

Payment of benefit premiums will be prorated for partial months.

**The Employer will continue to pay its share of the applicable health and welfare benefits while the employee is on a leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required.**

MOA #5 will be renewed with amendment:

**MEMORANDUM OF AGREEMENT #5  
Long-Term Disability Plan**

[...]

4. Coverage Amount (as of April 1, 2024) -70% of the first \$4,492 \$4,966 [CLS] | \$5,436 [GS] | \$5,905 [IS] of the pre-disability monthly earnings and 50% of the pre-disability monthly earnings above \$4,492 \$4,966 [CLS] | \$5,436 [GS] | \$5,905 [IS] or 66⅔% of the pre-disability monthly earnings, whichever is more.

[...]

MOA #15 will be renewed with amendment:

**MEMORANDUM OF AGREEMENT #15  
Health and Welfare Benefits**

**Definitions:**

1. "Benefits" means: LTD, AD&D, EHC, Dental and Life;

"Employer" means any employer certified to the CSSEA bargaining unit;

"Joint Benefits Working Group" ("JBWG") means a committee formed by CSSEA, the CSSBA, and the government;

**The JBWG**

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**CSSBA and CSSEA**  
**March 25, 2026**

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2. The purpose of the JBWG is to monitor and make recommendations to control the cost of benefits in the social services sector.
3. The JBWG will be comprised of an equal number of members appointed by CSSEA and by the CSSBA. In addition, the parties will invite the Ministry of Finance to appoint one member. The parties agree that they will not appoint any member to the JBWG who sits as a board member of any of the CSSBA benefit providers for health and welfare benefits.
4. The JBWG members will appoint a chair from within the committee. Each party will have the same number of votes and the Ministry of Finance appointee will have one vote.
5. The JBWG may invite subject-matter experts to its meetings.
6. Upon formation of the JBWG, CSSEA will provide all data the Committee determines to be required to support the work and decisions of the JBWG. CSSEA will request additional information as needed, or required thereafter, as requested by the JBWG.
7. All the parties and their respective members on the JBWG will maintain strict confidentiality in respect of the data.
8. The cost of participation in the JBWG will be borne by the respective parties.
9. ~~By April 1, 2024 or a later date as agreed, the~~ **The** JBWG will recommend to the parties, including the funding ministries, general strategies to control the cost of benefits in the social services sector and provide a report to the Sector Committee **by a date mutually agreed by CSSEA and CSSBA.**

**Determination of the Fixed Percentage**

10. "Fixed percentage" is the percentage that benefits are of the straight-time payroll on November 30<sup>th</sup> ~~of any given year, 2018~~ as determined by the JBWG. This fixed percentage is agreed as follows:
  - Community Living Services - ~~7.89% as of 2021~~ **9.39% as of 2023**
  - General Services - ~~7.46% as of 2021 (note: 7.91% for 2020)~~ **8.96% as of 2023**
  - Indigenous Services - ~~8.06% as of 2021 (note: 7.6% for 2020)~~ **9.56% as of 2023**

The fixed percentage will remain in effect unless and until it is amended by negotiations for any renewal collective agreement.

**Mitigation**

11. If the cost of benefits exceeds the fixed percentage, only the CSSBA representatives of the JBWG will determine the necessary mitigation measures to restore the fixed percentage, deciding what cost saving measures to adopt, and they will notify the CSSEA and government of their decision for implementation.

*Information Appendix A will be amended and become Appendix C as follows:*

**INFORMATION APPENDIX A C**  
**Health and Welfare Benefits Plans Provisions**

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
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~~The following has been appended to the collective agreement for information purposes only Group Benefits Plan Equivalency Provisions.~~

**GROUP LIFE**

[...]

**Effective Date**

- first day of the month following the month in which the employee successfully completes their probation or trial period ~~not to exceed three months~~
- first day of the month following the month in which the employee completes work in their trial period, not to exceed three months (See Clause 27.1 [Eligibility])

[...]

**Continuation of Coverage**

- the Employer will continue to pay the Group Life contributions while the employee is receiving sick pay, is on maternity or parental leave or in accordance with any other leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required, or during the first 20 work shifts in any calendar year of unpaid leave

[...]

**ACCIDENTAL DEATH & DISMEMBERMENT (AD&D)**

[...]

**Effective Date**

- first day of the month following the month in which the employee successfully completes their probation or trial period ~~not to exceed three months~~
- first day of the month following the month in which the employee completes work in their trial period, not to exceed three months (See Clause 27.1 [Eligibility])

[...]

**Continuation of Coverage**

- the Employer will continue to pay the AD&D contributions while the employee is receiving sick pay, is on maternity or parental leave or in accordance with any other leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required, or during the first 20 work shifts in any calendar year of unpaid leave

[...]

**LONG-TERM DISABILITY (LTD)**

[...]

**Effective Date**

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
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- first day of the month following the month in which the employee successfully completes their probation or trial period ~~not to exceed three months~~
- first day of the month following the month in which the employee completes work in their trial period, not to exceed three months (See Clause 27.1 [Eligibility])

**Early Intervention Program (EIP)**

[...]

*Paragraph 6 will be moved to the end of the section which will be renumbered accordingly:*

**611.** The EIP Provider will copy the Employer, the Union, and the CSSEIP Coordinators on correspondence to the employee. Such correspondence will be sent immediately upon:

- (a) the employee not communicating with the EIP Provider in accordance with the above timelines, or the employee not providing sufficient information, and the EIP Provider intends to close, or closes, the employee files;
- (b) an enrolled employee no longer participating in the Case Management Plan;
- (c) the EIP Provider completing a return-to-work plan with an expected return date;
- (d) the EIP Provider referring the employee to long-term disability;
- (e) the EIP Provider closing the employee’s file.

[...]

**Amount of Benefit (as of April 1, 2024)**

- 70% of the first ~~\$4,492~~ **\$4,966 [CLS] | \$5,436 [GS] | \$5,905 [IS]** of basic pre-disability monthly earnings plus 50% of basic pre disability monthly earnings in excess of \$4,492 or 66⅔% of basic pre-disability monthly earnings, whichever is greater
- the ~~\$4,492~~ **\$4,966 [CLS] | \$5,436 [GS] | \$5,905 [IS]** level is to be adjusted annually for new claims based on the increase in the weighted average wage rate in effect following review by the underwriter
- the ~~\$4,492~~ **\$4,966 [CLS] | \$5,436 [GS] | \$5,905 [IS]** level is to be adjusted every four years based on the increase in the weighted average wage rate in effect following review by the underwriter

[...]

**Continuation of Coverage**

- the Employer will continue to pay the LTD contributions while the employee is receiving sick pay, is on maternity or parental leave or in accordance with any other leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required, or during the first 20 work shifts in any calendar year of unpaid leave

[...]

**DENTAL**

[...]

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**Dependants**

- ~~husband, wife~~ **spouse**, common law spouse (spousal partners who have co-habited for a period of not less than one year)
- unmarried children until the end of the month in which they turn the age of 19 years, if they are mainly dependent on and living with the employee or the employee's spouse
- unmarried children until the end of the month in which they turn the age of 25 years, if they are in full-time attendance at a recognized school, college or university, if mainly dependent on the employee or the employee's spouse
- unmarried ~~physically or mentally handicapped~~ children **with disabilities** to any age, if mainly dependent on and living with the employee or the employee's spouse

**Effective Date**

- first day of the month following the month in which the employee successfully completes their probation ~~or trial period not to exceed three months~~
- **first day of the month following the month in which the employee completes work in their trial period, not to exceed three months (See Clause 27.1 [Eligibility])**
- orthodontic coverage for the employee and dependants takes effect 12 months after enrolment of the employee in the dental benefit

[...]

**Continuation of Coverage**

- the Employer will continue to pay the Dental contributions while the employee is receiving sick pay, is on maternity or parental leave **or in accordance with any other leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required**, or during the first 20 work shifts in any calendar year of unpaid leave

[...]

**EXTENDED HEALTH**

[...]

**Dependants**

- ~~husband, wife~~ **spouse**, common law spouse (spousal partners who have co-habited for a period of not less than one year)
- unmarried children until the end of the month in which they turn the age of 19 years, if they are mainly dependent on and living with the employee or the employee's spouse
- unmarried children until the end of the month in which they turn the age of 25 years, if they are in full-time attendance at a recognized school, college or university, if mainly dependent on the employee or the employee's spouse
- unmarried ~~physically or mentally handicapped~~ children **with disabilities** to any age, if mainly dependent on and living with the employee or the employee's spouse

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**Effective Date**

- first day of the month following the month in which the employee successfully completes their probation or trial period ~~not to exceed three months~~
- first day of the month following the month in which the employee completes work in their trial period, not to exceed three months (See Clause 27.1 (Eligibility))

[...]

**Eligible Expenses**

[...]

- psychologist - fees of a registered psychologist, registered clinical counsellor or registered social worker up to a combined annual maximum of 80% of \$1,000/person/calendar year, ~~effective April 1, 2023~~

[...]

- vision care - cost of prescribed eyeglasses and/or frames, and/or prescribed contact lenses and/or equivalent corrective laser surgery to a maximum of 80% of \$350/person every 24 months

[...]

**Continuation of Coverage**

- the Employer will continue to pay the Extended Health contributions while the employee is receiving sick pay, is on maternity or parental leave or in accordance with any other leave arising under Part 6 of the Employment Standards Act for which benefit continuation is required, or during the first 20 work shifts in any calendar year of unpaid leave

[...]

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March 25, 2026

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- ARTICLE: 29 & MOA #24
- SUBJECT: HARASSMENT AND BULLYING
- TYPE: AMEND

**ARTICLE 29 – HARASSMENT AND BULLYING**

**Preamble**

The Employer and the Association of Unions agree that every person working in the social services sector has the right to work in an environment free from harassment **and bullying**. The parties will work jointly to support and implement education and prevention efforts to address harassment **and bullying, recognizing the Employer is responsible for the safety and health of the worksite. The Employer will take such actions as are necessary respecting harassment and bullying of an employee.**

**29.1 Personal and Psychological Harassment Definitions**

~~(a) — Personal and psychological harassment, which may include lateral violence, of a repeated, persistent, or singular incident, is conduct that an individual would reasonably conclude:~~

- ~~(1) — creates a risk to a worker's psychological or physical well being, causes a worker substantial distress, or results in an employee's humiliation or intimidation; or~~
- ~~(2) — is discriminatory behaviour that causes substantial distress and is based on a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age, sexual orientation or gender identity; or~~
- ~~(3) — is seriously inappropriate and serves no legitimate work-related purpose.~~

**(a) “Harassment and bullying” occurs when someone takes an inappropriate action that they knew or reasonably ought to have known would cause a worker to be humiliated or intimidated. This may be repeated, persistent, or a singular incident. Harassment and bullying includes discriminatory behaviour, sexual harassment, and lateral violence.**

**For reference, examples of behaviour or comments that might constitute harassment and bullying may be found here: [www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment](http://www.worksafebc.com/en/health-safety/hazards-exposures/bullying-harassment).**

**(b) “Discriminatory behaviour” is based on a person's Indigenous identity, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, age, or criminal or summary conviction offence that is unrelated to employment.**

**(c) “Sexual harassment” refers to sexually oriented behaviour initiated by any person and directed toward any other person, regardless of sex, sexual orientation, or gender identity or expression. Persons may be Two-Spirit, cisgender, transgender, non-binary, agender, and/or gender nonconforming.**

**Sexual harassment could include, but is not limited to:**

- **touching, patting or other physical contact;**
- **leering, staring or the making of sexual gestures;**
- **demands for sexual favours;**
- **verbal abuse or threats;**
- **unwanted sexual invitations;**

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- physical assault of a sexual nature;
- distribution or display of sexual or offensive pictures or material;
- unwanted questions or comments of a sexual nature;
- practical jokes of a sexual nature.

Sexual harassment may be accompanied by an expressed or implied threat of reprisal or promise of reward.

(d) "Lateral violence" refers to harassment and bullying as defined in (a) above. While the definition is the same, the causes and power dynamics may be different, as lateral violence is directed from employee to employee, particularly among those with similar levels of power, where each is a member of the same or another marginalized or oppressed group. Lateral violence is distinguished from general harassment and bullying by virtue of its causes and the similar power level and/or marginalized or oppressed status of the complainant and respondent. Addressing and resolving this form of harassment and bullying may benefit from tailored resources and strategies, such as the establishment of alternate dispute resolution processes. [See MOA #24 (Lateral Violence)]

~~(b)~~(e) Good faith actions of a manager or supervisor relating to the management and direction of employees - such as assigning work, providing feedback to employees on work performance, and taking reasonable disciplinary action - do not constitute harassment **and bullying**.

**29.2 — Sexual Harassment**

~~(a) — Sexual harassment, whether a repeated, persistent, or singular incident, includes sexually oriented verbal or physical behaviour which an individual would reasonably find to be unwanted or unwelcome, giving consideration to all surrounding circumstances and which may detrimentally affect the work environment. Such behaviour could include, but is not limited to:~~

- ~~(1) — touching, patting or other physical contact;~~
- ~~(2) — leering, staring or the making of sexual gestures;~~
- ~~(3) — demands for sexual favours;~~
- ~~(4) — verbal abuse or threats;~~
- ~~(5) — unwanted sexual invitations;~~
- ~~(6) — physical assault of a sexual nature;~~
- ~~(7) — distribution or display of sexual or offensive pictures or material;~~
- ~~(8) — unwanted questions or comments of a sexual nature;~~
- ~~(9) — practical jokes of a sexual nature.~~

~~(b) — Sexual harassment will often, but need not, be accompanied by an expressed or implied threat of reprisal or promise of reward.~~

~~(c) — Sexual harassment refers to behaviour initiated by any person and directed toward any other person. Persons may be Two Spirit, cisgender, transgender, non binary, agender, and/or gender nonconforming.~~

**29.329.2 Harassment and Bullying Complaints**

(a) An employee with an allegation of harassment **and bullying** is called the complainant and the person who they are making a complaint against is called the respondent.

(b) A harassment **and bullying** complaint **under this article** is not a grievance. The complainant must follow this complaint process. However, any action taken by the Employer as a result of the complaint process may be grieved.

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- (c) All complaints will be kept confidential by the complainant, the respondent, the Employer, the Union and witnesses.
- (d) The complainant and the respondent (if they are a member of the Union) have the right to union representation.
- (e) A complainant may try to informally resolve their complaint with the assistance of a supervisor, manager, steward, union staff representative or mediator. If the complainant is satisfied with the outcome reached at this point, the complaint is resolved.
- (f) Until a harassment complaint is resolved, the Employer may take interim measures, including separating the complainant and respondent.
- (g) A complainant has the right to file a complaint under the *Human Rights Code* of British Columbia.

**29.429.3 Complaints Procedure**

(a) **(1)** A formal complaint must be submitted in writing within six months of the ~~last~~ **latest** alleged occurrence.

~~(b)~~**(2)** A complaint must be submitted through the Union and/or directly to the Executive Director (or the equivalent or designate). When the Executive Director has received a complaint, they will notify the respondent and the union staff representative of the substance of the complaint in writing within 15 days.

~~(c)~~**(3)** The complaint must contain the specific instance(s) and date(s) that the alleged harassment **and bullying** occurred, the names of any witnesses, an explanation of how the action constitutes a violation of Article 29 (Harassment **and Bullying**), and the remedy sought.

~~(d)~~**(b)** **(1)** The Executive Director or their designate will investigate the complaint and will complete their report in writing within 30 days **of receipt**.

~~(e)~~ The Employer will take action to resolve the complaint within 10 days of receiving the investigator's report.

~~(f)~~ The Employer will advise the respondent, the complainant and the Union in writing of the substance of the investigator's report and the resolution of the complaint.

~~(g)~~**(2)** If the resolution involves separating employees, reasonable efforts will be made to relocate or reschedule the respondent. The complainant may agree in writing to be transferred or rescheduled.

~~(h)~~ If the resolution involves separating an employee and a respondent who is not an employee, reasonable efforts will be made to remedy the situation.

~~(i)~~**(c)** If the respondent is the Executive Director **or Chief Executive Officer (CEO)** (or equivalent **highest-ranking administrative official**), or where there are possible systemic issues or multiple complaints, the following process will be used:

(1) The complainant will contact the Union.

(2) As soon as possible but within 30 days the Union will notify the Executive Director **or CEO** (or equivalent **highest-ranking administrative official**) and CSSEA. Clause ~~29.4 (a) and (c)~~

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**29.3(a)(1) and (3)** apply to the notice. CSSEA will inform the Employer's Board of Directors or Owner.

(3) CSSEA and the Union will appoint an investigator to resolve the complaint from Appendix B (List of Arbitrators). (The person appointed is referred to below as "the Appointee Investigator".)

(4) After consultation with the parties involved, the Appointee Investigator will establish the process to resolve the complaint. The process may include - at the Appointee's Investigator's discretion - any of the following (or any combination of them): fact-finding, mediation, making recommendations or a full report, or conducting an expedited arbitration. In exercising their discretion with respect to the process, the Appointee Investigator will consider the parties' desire that the process be fair and expeditious, that it minimizes disruption in the workplace, that it respects individual privacy to the degree possible in the circumstances, and that it keeps costs to a reasonable level.

(5) The Appointee Investigator will submit any report or recommendations **within 60 days of their appointment** to CSSEA and the Union. The report and recommendations will remain confidential, except for distribution to the Employer's Board of Directors or Owner, the complainant and the respondent. The Appointee Investigator may stipulate conditions ~~she/he~~ **they** deems appropriate with respect to distribution. Any outcomes of the process are without prejudice or precedent for other proceedings.

~~(5)(6)~~ The Appointee's Investigator's fees and expenses will be shared by the Employer and the Union.

~~(j)(d)~~ The Employer may take appropriate action, including discipline, against a complainant if the investigation determines that the complaint is frivolous, vindictive or vexatious.

MOA #24 will be amended as follows:

**MEMORANDUM OF AGREEMENT #24  
Lateral Violence**

The CSSBA and CSSEA agree and acknowledge that "*lateral violence*" is a recognized form of ~~personal and psychological harassment~~ **and bullying** as stated defined in Clause 29.1 (**Definitions**). ~~The parties also agree that in order to recognize, address and prevent lateral violence from occurring in the workplace, further discussion on the definition and causes is necessary.~~

**The parties agree that lateral violence is a product of systemic oppression, colonization, and intergenerational trauma, that perpetuates internalized biases such as racism, ableism, homophobia, transphobia, and sexism, and reinforces structural inequities. It is these causes, and the power level and/or marginalized or oppressed status of the persons involved, as opposed to differences in the inappropriate actions themselves, that distinguish lateral violence from harassment and bullying. [See the definition of "lateral violence" in Clause 29.1(d).]**

**Although "lateral violence" refers to harassment and bullying as defined in Clause 29.1(a) and may be addressed under the existing Article 29 (Harassment and Bullying) provisions, the parties wish to explore alternate dispute resolution processes for addressing such complaints.**

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Within ~~30 days of ratification of the collective agreement, the~~ **The** CSSBA and CSSEA will form continue a lateral violence joint committee to further discuss and ~~develop language on the definition, causes and potential~~ **make recommendations on resources and strategies, including** alternate dispute resolution, ~~process~~ **that may be appropriate for preventing and** addressing lateral violence in the workplace.

The **Lateral Violence** Joint Committee will consist of an equal number of representatives from the unions and employers and will report to the Sector Committee. The Joint Committee may also invite **Indigenous and equity-seeking** subject-matter experts **on lateral violence and/or alternate dispute resolution** to its meetings.

No later than ~~eight months prior to the end of the term of the agreement~~ **December 31, 2026**, the Joint Committee will make recommendations to the bargaining principals on ~~a definition and~~ **resources and strategies, including** alternate dispute resolution processes ~~to include in a renewal agreement.~~

Agreed for CSSBA:

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*Tammy Khanna* \_\_\_\_\_  
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CSSBA and CSSEA  
March 24, 2026

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- ARTICLE: CLAUSES 30.4, 30.6
- SUBJECT: APPLICATION OF AGREEMENT TO CASUAL EMPLOYEES & LEAVES OF ABSENCE
- TYPE: AMEND

Clause 30.4 will be amended as follows:

**30.4 Leaves of Absence**

- (a) The Employer will grant, on written request, leave of absence without pay and seniority:
- (1) for casual employees to seek election in a federal, provincial, municipal, First Nations or other Indigenous election for a maximum period of 90 days; ~~and~~
  - (2) for casual employees selected for a paid position with the Union or any body to which the Union is affiliated for a period of up to one year and will be renewed upon request of the Union;**
  - ~~(2)(3)~~ for casual employees elected to a public office for a maximum period of five years;
  - (4) for casual employees elected to a full-time position of the Union or any body to which the Union is affiliated, the leave will be for the period of the term and will be renewed upon request of the Union; and**
  - (5) for casual employees appointed or elected to a full-time position with a First Nations or other Indigenous organization, the leave will be for the period of the term and will be renewed upon request of the Union.**
- (b) A casual employee eligible to vote in a federal, provincial, municipal or First Nations or other Indigenous election or a referendum will have four consecutive clear hours during the hours in which polls are open in which to cast their ballot.
- (c) In the case of bereavement leave, casual employees are entitled to leave as per Clause 20.1 (Bereavement Leave) without pay.
- (d) Attendance at court arising from employment will be with pay and travel expenses if required.
- (e) Notwithstanding any provision for leave in this agreement, the Employer may grant a leave of absence without pay to an employee requesting leave for an emergency or other unusual circumstances. All requests and approvals for leave will be in writing. Upon request, the Employer will give reasons for withholding approval.
- (f) An employee who resigns their position and within 60 days is re-employed, will be granted a leave of absence without pay covering those days absent and will retain all previous rights in relation to seniority.

Clause 30.6 will be amended as follows:

**30.6 Application of Agreement to Casual Employees**

**The following provisions do not apply to casual employees:**

The provisions of

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- (a) Article 13 (Layoff and Recall);
- (b) **These clauses of Article 14 (Hours of Work):**
  - (1) Clause 14.5 (Flextime);
  - (2) Clause 14.7 (Standby Provisions);
- (c) Article 17 (Holidays);
- (d) Article 18 (Annual Vacations);
- (e) **These clauses of Article 19 (Sick Leave):**
  - (1) **Clause 19.3 (Medical/Dental Appointments)**
  - (2) **Clause 19.4 (Workers' Compensation Benefit), except 19.4(a) (re. wage loss benefits)**
- (f) **These clauses of Article 20 (Special and Other Leaves):**
  - (1) **Clause 20.1 (Bereavement Leave)**
  - (2) **Clause 20.2 (Special Leave), except 20.2(h) (re. family responsibility leave)**
  - (3) **Clause 20.3 (Full-Time Union or Public Duties)**
  - (4) **Clause 20.4 (Leave for Court Appearances)**
  - (5) **Clause 20.6 (General Leave)**
  - (6) **Clause 20.7 (Benefits While on Unpaid Leave of Absence)**
  - (7) **Clause 20.10 (Ceremonial, Cultural, and Spiritual Leave for Indigenous Employees)**
- (g) Article 23 (Technological Change);
- (h) Article 27 (Health and Welfare Benefits) and
- (i) Article 31 (Municipal Pension Plan) except as set out in the Plan Rules, ~~do not apply to casual employees.~~

Agreed for CSSBA:

Agreed for CSSEA:

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CSSBA and CSSEA  
March 24, 2026

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CSSBA and CSSEA  
October 21, 2025

AGREED TO  
Page 1

- ARTICLE: APPENDIX B
- SUBJECT: LIST OF ARBITRATORS
- TYPE: AMEND

**APPENDIX B**  
**List of Arbitrators**

**Full Arbitrators**

Pursuant to Clause 10.2 (Appointment of Arbitrator), the following individuals will hear arbitration cases.

Corinn Bell	<del>John Hall</del>	Vince Ready
<del>Mark Brown</del>	Koml Kandola	Chris Sullivan
Elaine Doyle	Wayne Moore	
<u>Jacque de Aguayo</u>	<u>Stephen Kelleher</u>	
	<u>Allison Matacheskie</u>	
	<u>Julie Nichols</u>	

**Expedited Arbitrators**

Pursuant to Clause 10.9 (Expedited Arbitration) and Clause 24.9 (Expedited Process), the following individuals will hear expedited arbitration cases.

Megan Ashbury	Koml Kandola	Amanda Rogers
Corinn Bell	Wayne Moore	Ken Saunders
Paula Butler	<u>Brett Matthews</u>	<del>Chris Sullivan</del>
<u>Tonie Beharrell</u>	Julie Nichols	<u>Trevor Sones</u>
<u>Najeeb Hassan</u>		

**Harassment and Bullying Investigators**

The following Appointees are named by the parties on a trial, without prejudice basis, to address complaints filed under Clause 29.4(i)(3). These appointments are extinguished upon the expiration of the collective agreement unless their extension is agreed to in writing.

- Jessica Bowering
- Robyn Gervais
- Sarah Lumsden
- Yuki Matsuno
- ~~Arvin Asadi~~
- Fiona McFarlane

**Interest Arbitrator**

- ~~Mark Brown~~ Brett Matthews

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CSSBA and CSSEA  
October 21, 2025

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CSSBA and CSSEA  
April 12, 2026

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- ARTICLE: APP [X] (FORMER INFO APP C)
- SUBJECT: MAINTENANCE AGREEMENT AND CLASSIFICATION MANUAL
- TYPE: AMEND

~~INFORMATION~~ APPENDIX C[X]  
Maintenance Agreement and Classification Manual

**MAINTENANCE AGREEMENT**

**Preamble**

Whereas the parties agreed to Section 5 of the Munroe Recommendations ("*Munroe*") and the Memorandum of Agreement on Job Evaluation Plan, the parties **further** agreed to the following Maintenance Agreement, including the Classification Manual ("*this agreement*"). **Any material changes to this agreement are without prejudice to any disputes that remain unresolved under the previous version of this agreement.**

**1. Introduction**

1.1 The purpose of this Maintenance Agreement is to provide a standard procedure for the description and classification of jobs and the evaluation of work in the Community Social Services Sector.

**2. Coverage**

2.1 The provisions of this agreement will apply to all work that is now or will come within the scope of the Community Social Services Sector Joint Job Evaluation Plan (JJEP).

2.2 This agreement will be subject to the dispute resolution process under Article 7 of this agreement.

**3. Existing Rights**

3.1 Without intending to create any new rights and obligations but only for greater certainty it is agreed that:

(a) Subject to the collective agreement and subject to the procedures of this agreement, the Employer has the right to organize its work in a manner that best suits its operational requirements and to establish new jobs and to change existing jobs.

(b) The Union has the right to enforce this agreement and in particular may ensure that:

(i) a job has been established in a proper manner under the terms of the collective agreement and this agreement;

(ii) a job description accurately describes the work required to be done;

(iii) the qualifications established by the Employer for a job are reasonable and relevant to the work required to be done;

(iv) a job is properly classified in relation to the benchmarks;

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- (v) unique jobs are properly identified and rated; and
- (vi) a position is assigned to an appropriate job description.
- (c) Where a conflict arises between the collective agreement and this agreement, the collective agreement will take precedence.

**4. Benchmark Class Specifications and Joint Job Evaluation Plan**

4.1 The benchmark class specifications (the "*benchmarks*") and the JJEP, in existence at the date of this agreement and agreed to by the parties and listed in Schedule A, will constitute the sole criteria for classifying work covered by the collective agreement. Except as provided for in Clause 7.7(d) of the Maintenance Agreement, no new benchmark will be introduced and no existing benchmark will be changed except by mutual agreement between CSSEA and the CSSBA. Neither party will withhold mutual agreement unreasonably.

4.2 Each benchmark will be rated using the JJEP and assigned to an appropriate classification grid, which will be deemed to comprise part of the benchmark.

**5. Job Descriptions**

5.1 The Employer will prepare job descriptions for all jobs for which the Union is the certified bargaining agent.

5.2 The Employer will have the right to determine the content of job descriptions subject to the requirements of this agreement and the collective agreement.

5.3 All job descriptions will include:

- (a) job title
- (b) benchmark to which the job has been classified
- (c) point value rating and the rating rationale in the case of unique jobs
- (d) classification grid level
- (e) job summary
- (f) listing of the typical job duties
- (g) qualifications required by the Employer.

5.4 Each regular employee is entitled to a copy of the recognized job description for their position.

**6. Classification of New Jobs and Changes to Existing Jobs**

6.1 Where the Employer makes a material change to an existing job it will revise the job description. The completed job description will be forwarded to the designated union representative and CSSEA within 20 calendar days.

6.2 Where the Employer establishes a new job it will write a new job description. The completed job description will be forwarded to the designated union representative and CSSEA within 20 calendar days.

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6.3 Where the Employer makes a material change to an existing job and the Employer has not revised the job description, the designated union representative or an employee may identify the change to the Employer, CSSEA, and the Union by submitting a ~~classification review form~~ **Classification Review Form**. The Employer will provide a written response to the designated union representative and the employee within 20 calendar days. The designated union representative may refer the issue, including the classification of the job, to the Classification Arbitrator pursuant to the process outlined in Clauses 6.4 to 6.9.

6.4 Within 45 calendar days of receipt of a notice in accordance with Clause 6.1, 6.2, or 6.3 of the Maintenance Agreement, the designated union representative will notify the Employer and CSSEA in writing if they object to the job description and/or classification grid **level** on the basis of Clause 3.1(b) of ~~the~~ **this** agreement and the relevant provisions of the collective agreement. Notification will include specific details of the objection, and the resolution sought.

6.5 Where the designated union representative does not object, in writing, in accordance with Clause 6.4 of the Maintenance Agreement, the job description and classification will be deemed agreed.

6.6 Within 45 calendar days of the receipt of an objection under Clause 6.4 of the Maintenance Agreement, the Employer will review the objection and notify the designated union representative and CSSEA of its determination in writing.

6.7 If the Employer's written determination is not acceptable or not provided within the time limit, the designated union representative may, within a further period of 30 calendar days, notify CSSEA and the Employer of the intent to refer the dispute to a classification arbitrator for a final and binding decision in accordance with Article 7 of the Maintenance Agreement. Notification will include a written submission outlining the basis of the objection and the resolution sought.

6.8 Within 45 calendar days of receipt of notification of the intent to refer a dispute to a Classification Arbitrator for a final and binding decision, CSSEA, the Employer, and the designated union representative will attempt to resolve the dispute.

6.9 If the parties are unable to resolve the dispute **within 45 calendar days of receipt of notification of the intent to refer a dispute to a Classification Arbitrator for a final and binding decision**, the designated union representative or CSSEA may refer the matter to a classification arbitrator for a final and binding decision. CSSEA and the designated union representative will, within 30 calendar days of the referral, submit an Agreed Statement of Facts to the Classification Arbitrator outlining the dispute and the issue(s) that are the subject of the dispute. If the parties are unable to agree on an Agreed Statement of Facts each party will submit, to the Classification Arbitrator and to all parties to the dispute, a separate Statement of Facts outlining the dispute, and the issue(s) that are the subject of the dispute.

## **7. Dispute Resolution Process**

7.1 ~~The Classification Arbitrators Rick Coleman, John Hall and Julie Nichols have been mutually~~ **classification arbitrators will be agreed to upon** by CSSEA and the CSSBA **for any dispute falling under this agreement**. ~~By mutual agreement between the parties another classification arbitrator may be named.~~

7.2 The parties will meet every month, or as often as required, to review outstanding matters.

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7.3 CSSEA and the CSSBA will make every effort to agree to the expedited arbitration process to resolve disputes. The parties recognize that where the matter is precedential, results in the development of a new benchmark or where the parties are unable to agree, the matter will be resolved using a full arbitration process.

7.4 The expedited arbitration process will be governed by the following principles:

- (a) The location of the hearing will be agreed to by the parties.
- (b) Unless otherwise mutually agreed, each party will be limited to a four-hour presentation.
- (c) The parties will utilize staff representatives of the Union and CSSEA to present cases, and will not utilize outside legal counsel.
- (d) The parties agree to make limited use of authorities during their presentations.
- (e) The decision of the Classification Arbitrator will be final and binding on both parties.
- (f) All decisions of the Classification Arbitrator are to be limited in application to the particular dispute and are without prejudice. Arbitration awards will be of no precedential value and will not thereafter be referred to by the parties in respect of any other matter. **The Arbitrator will include the preceding two sentences at the beginning of their Decision.** All settlements made prior to hearing will be without prejudice.

7.5 Within 45 calendar days of the receipt of an Agreed Statement of Facts or the separate Statements of Facts, the Classification Arbitrator will make every effort to hear the full or expedited arbitration and render a final and binding decision in writing.

7.6 The Classification Arbitrator will have sole jurisdiction and their jurisdiction will be limited to the application and interpretation of this agreement. Where there is an alleged violation of the collective agreement, the collective agreement grievance procedure will apply.

7.7 With respect to Classification of New Jobs and Changes to Existing Jobs, the decision of the Classification Arbitrator will be based upon the same criteria applicable to the parties themselves. The decision of the Classification Arbitrator will be limited to a direction that:

- (a) the position be assigned to another existing job description;
- (b) a new job description be prepared by the Employer that more accurately describes the type of duties, the overall scope and level of responsibility, and the required qualifications of the job;
- (c) except as outlined in Clause 7.7(d) of the Maintenance Agreement, the job be appropriately classified, provided that the Classification Arbitrator will not have jurisdiction to classify a job except within the existing benchmarks including the existing classification ~~grids~~ **grid levels** and wage rates;
- (d) where the Classification Arbitrator concludes that a job does not conform to an existing benchmark, the Classification Arbitrator will notify CSSEA and the ~~Union~~ **CSSBA** of their decision. CSSEA, ~~and~~ **and** the CSSBA ~~and the Union~~ will endeavour to establish an appropriate benchmark and benchmark point value rating for the job. If the parties agree

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that the job is a unique job, the parties will endeavour to rate the job using the JJEP. Failing mutual agreement by the parties, each party will make a submission within 30 calendar days to the Classification Arbitrator as to the appropriate benchmark, benchmark point value rating and/or unique job point value rating to be established. The Classification Arbitrator will establish a new benchmark or amend an existing benchmark or establish an appropriate point value rating in the case of unique jobs and the decision of the Classification Arbitrator will be binding on the parties. The Classification Arbitrator will also establish, through rating, an appropriate Classification grid **level** and existing wage rate for the new or revised benchmark, with jurisdiction limited to existing classification ~~grids~~ **grid levels** and wage rates. The Classification Arbitrator will not have the jurisdiction to establish new wage rates or classification ~~grids~~ **grid levels**.

7.8 Arbitration hearings called by the Classification Arbitrator will have the same status as an arbitration pursuant to the collective agreement.

7.9 The fees and expenses of the Classification Arbitrator for expedited arbitration and arbitration hearings will be borne equally by the Employer and the Union.

**8. Pay Adjustments**

8.1 Where the rate of pay of a job is adjusted upward, the employee will be placed in the appropriate pay grid **level**.

8.2 The effective date of pay rate adjustments is determined as follows:

(a) Where a pay rate adjustment occurs as a result of the application of Clause 6.3 initiated by the Union or the employee, the increase will take effect on the date the Employer receives the Classification Review Form identifying the issue from the Union or the employee.

(b) Where a pay rate adjustment occurs as a result of the Employer revising an existing job (Clause 6.1), or creating a new job (Clause 6.2), or negotiation or arbitration related to same, the adjustment will take effect on the first day an employee occupies the position after it was established or revised.

8.3 Where the rate of pay of a job is adjusted downward, the employee will continue to be paid at the employee's current rate of pay until the wage rate in the new job equals or exceeds it. **For the purpose of applying general wage increases to these wage-protected employees, the collective agreement will apply.**

**9. Definitions**

(a) Position: a group of duties and responsibilities regularly assigned to one person. It may be occupied or vacant and may be created, changed, or deleted in order to meet operational requirements.

(b) Job: one or more positions performing essentially the same duties, similar scope and level of responsibility, and required qualifications covered by the same job description.

(c) Other Related Duties: the phrase "*Other Related Duties*" will include those additional duties related to the job and/or the operation of the organization that may be assigned to the employee.

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- (d) Unique Job: a unique job is a single job which does not match any existing benchmark because the job is uncommon in the Sector, or it involves a type of work not already included in the benchmarks, or because it involves duties and responsibilities that are not essentially similar to an existing benchmark in terms of scope and level of responsibility.
- (e) CSSEA: the Community Social Services Employers' Association of British Columbia.
- (f) Employer: a community social service organization that is a member of CSSEA.
- (g) Union: a single union that is a member of the CSSBA.
- (h) CSSBA: Community Social Services Bargaining Association.
- (i) Collective Agreement: a collective agreement in force between CSSEA and the CSSBA.

**CLASSIFICATION MANUAL**

**1. Introduction**

1.1 The Classification Manual, which forms part of the Maintenance Agreement, outlines the definitions, format and principles of classification to be followed in rating benchmark class specifications, hereafter called benchmarks, in matching jobs to the benchmarks, and in rating unique jobs.

**2. Benchmarks**

- 2.1 Benchmarks set forth the overall scope and level of responsibility and the typical duties by which jobs are distinguished and classified under the Classification System.
- 2.2 Benchmarks also set forth the level of qualifications appropriate for the scope and level of responsibility specified in the benchmark(s).
- 2.3 Benchmarks do not describe jobs. They are used to classify a wide diversity of jobs by identifying the scope and level of responsibilities.
- 2.4 Benchmarks are rated using the JJEP to establish their point value rating and relative value.

**3. Format of Benchmarks**

3.1 *Job Families*

All benchmarks are grouped together on the basis of closely related functional activities, fields of work, or occupations. Each of these groups is called a "*job family*". There are six job families in the Classification System:

- (a) Administrative, Finance and Technical
- (b) Counsellors and Consultants
- (c) Front Line Workers
- (d) Graduate Degrees & Licensed Professionals
- (e) Operation Support
- (f) Supervisors and Coordinators.

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3.2 *Benchmark Title*

Each benchmark within a job family is identified by a benchmark title. For example (note: this is for illustrative purposes only):

- Job Family: Administrative, and Finance **& Technical**
- Benchmark Title: ~~Receptionist/General Office Clerk~~ **Administrative Assistant 1**
- Benchmark Title: Bookkeeper

3.3 *Benchmark Duties*

- (a) The duties listed in a benchmark are a representative sampling of the functions being performed at the scope and level of responsibility that result in a job being classified at the benchmark level.
- (b) The listing of typical duties identified on a benchmark is not intended to be exhaustive or all-encompassing. Job duties or responsibilities that are not specifically mentioned in the relevant benchmark are deemed to be encompassed by that benchmark if that job duty or responsibility is essentially similar to the benchmark in terms of scope and level of responsibility, as described in the job summary.

3.4 *Benchmark Qualifications*

- (a) The qualifications set forth in a benchmark reflect the level of education and/or training and the experience appropriate to the scope and level of responsibility of the benchmark.
- (b) The parties agree that different qualifications may be required for jobs that are matched to the same benchmark, or for different benchmarks matched to the same classification grid **level** in order to meet the unique work organization in the Community Social Services Sector.
- (c) Membership in a professional association or group is not a required qualification for any job under the Classification System unless required by legislation or regulation.

4. **Unique Jobs**

- 4.1 Job descriptions for unique jobs set forth the scope and level of responsibility, the duties and the appropriate level of qualifications for jobs which do not match any existing benchmark because the jobs are uncommon in the Sector, or they involve a type of work not already included in the benchmarks, or because they involve duties and responsibilities that are not essentially similar to an existing benchmark in terms of scope and level of responsibility.
- 4.2 Jobs which can be integrated are not considered unique jobs.
- 4.3 Unique jobs are rated using the JJEP to establish their point value rating and relative value.

5. **Wage Rate**

5.1 Each benchmark and unique job will be assigned to a Classification grid **level**. Each Classification grid **level** has a corresponding wage rate, which is listed in the collective agreement. For example (note: this is for illustrative purposes only):

~~Benchmark Title: Residence Worker~~ **Administrative Assistant 3** - Classification grid **level**:  
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**6. Principles of Classification**

- 6.1 The JJEP is used to rate benchmarks and unique jobs and thereby establish their point value rating and relative value.
- 6.2 The purpose of benchmarks is to establish the means whereby jobs may be properly classified and distinguished. To that end a job should be classified on the basis of best fit according to the overall type of duties and scope and level of responsibilities which are performed to an extent material for a reasonable standard of job classification.
- 6.3 Unique jobs are rated using the JJEP and assigned to a classification grid **level** in accordance with their point value rating.
- 6.4 Where the parties identify essentially similar duties and responsibilities for a group of unique jobs, a benchmark will be created.
- 6.5 Integrated Jobs: Where a job encompasses work in two or more benchmarks, and where it is administratively impractical to keep track or even identify when the incumbent is working within one or the other of the classifications, the job will be classified at the highest classification of the jobs being performed.
- 6.6 Special Licences and Certificates: Where the employee is required by the Employer to carry a special licence, certificate or qualification, they should be classified consistently with such licence, certification or qualification.
- 6.7 Incumbent employees in positions who do not possess the qualifications set out in the benchmark to which their jobs have been matched will continue to be so classified as long as they continue to occupy the jobs.
- 6.8 Jobs are classified only by comparison to the benchmarks and not by comparison to other jobs.
- 6.9 Throughout the whole process of evaluating jobs, it is the job that is evaluated and not the employee.
- 6.10 Layering Over: Supervisors and lead hands must be compensated at a rate higher than those they supervise or lead. Where this cannot be accomplished by classification to an existing benchmark, positions designated as layered over will be compensated at a rate of two additional grids above the highest position supervised for positions at pay grade 12 or below OR one additional grid for those positions at pay grade 13 or above. A supervisor or lead hand, for the purpose of this article, is defined as a worker who reviews, assigns and monitors the work of other assigned workers.

**SCHEDULE A**

**Benchmark Class Specifications and Job Families**

**Administrative, Finance & Technical**

Accountant, Accounting Clerk, Administrative Assistant 1, Administrative Assistant 2, Administrative Assistant 3, Administrative Assistant 4, Bookkeeper, Computer Technical Support Specialist, Database Clerk

**Counsellors & Consultants**

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**CSSBA and CSSEA**  
**April 12, 2026**

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Addictions Counsellor, Adult, Youth and/or Child Counsellor, Children Who Witness Abuse Counsellor, Children Who Witness Abuse Counsellor-Art Specialist, Employment Counsellor, ESL Instructor, Family Counsellor, Infant Development Consultant, Stopping the Violence Counsellor, Supported Child Care Consultant, Vocational Counsellor

**Front Line Workers**

Activity Worker, Adult, Youth and/or Child Worker, Asleep ~~Residential~~ **Residence** Night Worker, Awake ~~Residential~~ **Residence** Night Worker, Child and Youth Transition House Worker, Child Care Resource and Referral Worker, Community Connector, Community Support Worker, Early Childhood Educator, Early Childhood Educator Assistant, Early Childhood Educator Senior, Emergency Shelter Workers, Family Support Worker, Group Facilitator, Reconnect Worker, Residence Worker, Residence Worker Senior, ~~Residential~~ **Residence** Child and/or Youth Worker, School Aged Child Worker, School Based Prevention Worker, Settlement and Integration Worker, Special Services Worker, Supervised Access Worker, Transition House Worker, Victim Service Worker, Vocational Worker

**Graduate Degrees & Licensed Professionals**

Behavioural Consultant, Clinical Counsellor, Licensed Practical Nurse, Nurse, Nutritionist, Occupational Therapist, Physiotherapist, Speech Language Pathologist

**Operation Support**

Building Maintenance Worker, Cook, Housekeeper, Janitor, Passenger Vehicle Driver, Retail Supervisor, Retail Worker, Truck Driver

**Supervisors & Coordinators**

Crisis Line Coordinator, Program Coordinator 1, Program Coordinator 2, Residence Coordinator, Volunteer Coordinator

**Agreed for CSSBA:**

Signed by:  
*Andrea Duncan* \_\_\_\_\_  
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Signed by:  
*Dave Lance* \_\_\_\_\_  
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Signed by:  
*Sheryl Burns* \_\_\_\_\_  
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Signed by:  
*Duncan Telford* \_\_\_\_\_  
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**Agreed for CSSEA:**

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*Tammy Khanna* \_\_\_\_\_  
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*Judy Valsonis* \_\_\_\_\_  
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*Melanie Hudson* \_\_\_\_\_  
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*Mark Slobin* \_\_\_\_\_  
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*Vanessa Wong* \_\_\_\_\_  
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CSSBA and CSSEA  
April 12, 2026

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- ARTICLE: MOA #1
- SUBJECT: LOCAL ISSUES
- TYPE: AMEND

**MEMORANDUM OF AGREEMENT #1**  
**Local Issues**

1. CSSEA and CSSBA agree that the following are local issues:
  - (1) Clause 14.2(a) (b)(4), (e), and (f) (Hours of Work);
  - (2) "Programme" or "Worksite" - as identified in Clauses 13.3(a) (Layoff), 14.2(e) (Hours of Work), 16.4 (Sharing of Overtime), 18.2(a) (Vacation Preferences), 24.1(c) (Job Postings);
  - (3) Clause 30.3 (Casual Call-In Procedure);
  - (4) Client Vacations and Out of Town Assignments;
  - (5) School Based or Seasonal Program Employees;
  - (6) Special Project Employees;
  - (7) Any other issues agreed to by the Union and CSSEA.
  - (8) Clause 15.4(b) (Split Shifts)
  - (9) Student employment and work experience programmes: (this item can be incorporated into the local issues agreements at any time by mutual agreement.
  
2. Local issues agreements are effective the date that they are signed, unless the parties agree otherwise, and remain in effect until a new agreement is signed.
  
3. Notice to negotiate local issues, along with the proposals to amend the local issues MOA, must be served on the Employer and CSSEA (if served by the Union) and on the Union (if served by the Employer), no later than ~~September 15th the year before expiry~~ **four months after the date of ratification of the collective agreement by both parties.** Negotiations must be concluded ~~by December 15th~~ **no later than seven months after the date of ratification of the collective agreement** and, if not, will be referred to interest arbitration. All negotiations, including interest arbitrations, must be concluded ~~by January 31st of the following calendar year~~ **no later than eight months after the date of ratification of the collective agreement.** ***Transition note: This provision does not apply during the term of the agreement commencing April 1, 2025 as local issues renegotiations were recently concluded in spring 2025. This provision will be effective in the next renewal collective agreement.***
  
4. Written notice to bargain local issues must include the proposals to amend the local issues MOA and, if both are not provided by the ~~September 15<sup>th</sup>~~ **four-month** deadline above, the current local issue agreement will be automatically renewed. Further, any items that are not addressed in the notice and in the proposals will be automatically renewed. **A local issues MOA that is automatically renewed will be re-signed in each round, with only the date of signing and names of signatories being updated, so that the parties can reference a current version of their local issues MOA.**
  
5. Local issues agreements must be approved and signed by CSSEA and the Union.

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**CSSBA and CSSEA  
September 19, 2025**

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6. All local issues agreements that are not agreed upon will be referred to Interest Arbitration ~~before Mark Brown or, if not available, the parties will mutually agree to another arbitrator~~ (see Appendix B [List of Arbitrators]).

Interest Arbitration will be conducted as follows:

- (a) the process will be expedited with no reliance on witnesses;
- (b) the presentations will be short and concise and will include a comprehensive opening statement;
- (c) prior to rendering a decision, the Arbitrator may assist the parties in mediating a resolution to the dispute.
- (d) In rendering a decision, the Arbitrator may consider:
  - (1) consistency across the sector;
  - (2) fairness and equitable treatment of employees and Employers in the sector;
  - (3) progress towards standardization in the sector.

7. Once local issues negotiations have been successfully concluded, or when a decision has been issued by the Arbitrator, local issues agreements, including all issues automatically renewed, will remain in effect until further amended.

**Agreed for CSSBA:**

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Signed by: Alexander Braidek \_\_\_\_\_  
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Signed by: Sheryl Burns \_\_\_\_\_  
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Signed by: Stefanie Young \_\_\_\_\_  
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**Agreed for CSSEA:**

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**CSSBA and CSSEA**  
**September 19, 2025**

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**Agreed for CSSBA cont'd:**

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*Ed Cabral* \_\_\_\_\_  
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*RK Stewart* \_\_\_\_\_  
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**CSSBA and CSSEA**  
**March 25, 2026**

**AGREED TO**  
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- **ARTICLE: MOA 2**
- **SUBJECT: SUPERIOR BENEFITS AND PROVISIONS**
- **TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)**

**MEMORANDUM OF AGREEMENT #2**  
**Superior Benefits and Provisions**

The parties agree that the following existing superior provisions contained in previous collective agreements, memoranda and other attachments, will be maintained as outlined in the March 23, 2000 joint newsletter.

The existing superior provisions referenced in the March 23, 2000 joint newsletter are limited to:

1. Meal Allowance
2. Vehicle Allowance
3. On Call
4. Pay In Lieu of Benefits
5. Compassionate Leave
6. Sick Leave Payout
7. Shift Premiums
8. Callback
9. Required Certifications
10. Vacation

The parties further agree that the following existing superior provisions will be maintained as outlined in previous collective agreements that contain such a provision:

1. Long Service Retirement Allowance
2. Article 23 - Special Days from Southern Okanagan Association for Integrated Community Living
3. Cell Phone and Pager Reimbursement
4. Seasonal Closure
5. Qualification Differential

The existing superior provisions listed above will apply to those employees who are on record as of April 1, 2004.

Article 27 (Health and Welfare Benefits) and Clause 20.2 (Special Leave) will be standardized and the following will apply for transitional purposes:

- (a) Eligible costs related to superior health and welfare benefits provided in Article 27 (Health and Welfare Benefits) incurred prior to April 1, 2004 will be reimbursed in accordance with the provisions of the health and welfare benefits plans in the previous collective agreement.
- (b) For those Employers that had a weekly indemnity/short-term disability plan, all eligible claims incurred prior to April 1, 2004 will be honoured in accordance with the terms and conditions of the weekly indemnity/short-term disability plan in the previous collective agreement.

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**CSSBA and CSSEA  
March 25, 2026**

(c) All eligible illness/disability leaves approved prior to April 1, 2004 and that result in an eligible long-term disability claim will be honoured in accordance with the terms and conditions of the previous Long-Term Disability Plan.

(d) All special leave requests approved prior to April 1, 2004 will be honoured in accordance with terms and conditions in the previous collective agreement.

**Agreed for CSSBA:**

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*Andrea Duncan* \_\_\_\_\_  
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Signed by:  
*Alexander Braideh* \_\_\_\_\_  
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*Sheryl Burns* \_\_\_\_\_  
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CSSBA and CSSEA  
February 18, 2026

AGREED TO  
Page 1 of 2

- ARTICLE: MOA #3
- SUBJECT: NEW CERTIFICATIONS AND VARIANCES
- TYPE: RENEW/AMEND

**MEMORANDUM OF AGREEMENT #3  
New Certifications and Variances**

The parties agree to the following:

(1) New Certifications

(a) The non-monetary provisions of the collective agreement will become effective four months from the date of certification or the date of the Order-in-Council designating the agency a member of CSSEA whichever is first. **For clarity, where the date of certification precedes the date of the Order in Council by four months or more, the non-monetary provisions will become effective on the date of the Order in Council.**

(b) The monetary provisions of the collective agreement will become effective four months from the date of the Order-in-Council, making the agency a member of CSSEA.

**(c) The Union and Employer will begin negotiating a local issues agreement no later than four months after the issuance of the Order in Council making the agency a member of CSSEA. Where a local issues agreement has not been reached within seven months after the issuance of the Order in Council, or a later date as the parties may agree, the matter will be referred to interest arbitration. The interest arbitration must be concluded no later than eight months less a day after the issuance of the Order in Council, or a later date as the parties may agree. Such local issues agreement will be effective eight months after the issuance of the Order in Council unless the parties agree otherwise. In the event a local issues agreement is forwarded to interest arbitration, and a decision is not rendered within the prescribed timeline, terms and conditions of the outstanding issues will come into effect as of the date of the decision.**

(2) Variances

The following will not apply to variances of a strictly administrative nature.

(a) The non-monetary provisions of the collective agreement will become effective two months from the date of the variance issued by the Labour Relations Board.

(b) The monetary provisions of the collective agreement will become effective four months from the date of the variance issued by the Labour Relations Board.

**(c) Where the certification for an existing CSSEA member employer is varied, the existing local issues agreement will apply to the expanded portion of the bargaining unit. Where provisions of the existing local issues agreement require amendment to apply to the expanded portion of the bargaining unit, only those provisions will be subject to negotiations, while all other provisions will apply. Where the parties do not agree, the matter may be referred to interest arbitration.**

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CSSBA and CSSEA  
February 18, 2026

AGREED TO  
Page 2 of 2

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
Page 1 of 1

- ARTICLE: MOA 4
- SUBJECT: CLAUSE 27.6 EXEMPTION
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

MEMORANDUM OF AGREEMENT #4  
Clause 27.6 Exemption

An employee who is in receipt of the health and welfare benefits under the federal *Indian Act* will not be subject to the restrictions in Clause 27.6(a) (Extended Health Plan).

*Note: the parties intend to remove the word "Indian" as a term used to refer to Indigenous peoples from the collective agreement. The parties agree to immediately amend this MOA once the name of the federal Act is changed.*

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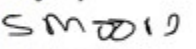
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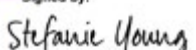
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CSSBA and CSSEA  
February 17, 2026

AGREED TO  
Page 1 of 1

- ARTICLE: MOA 6
- SUBJECT: HEALTH AND WELFARE BENEFITS ENTITLEMENT THRESHOLD
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #6  
Health and Welfare Benefits Entitlement Threshold**

The parties agree that the health and welfare benefits entitlement threshold will be as follows:

- (a) Notwithstanding Clause 27.1 (Eligibility), employees hired prior to April 1, 2004 will retain their eligibility for health and welfare benefits provided they are in a posted position of 15 or more regularly scheduled hours per week. For these employees, the eligibility for health and welfare benefits will be 15 or more regularly scheduled hours per week.
- (b) Future certifications, variances, and existing certifications as defined in MOA #3 (Re: New Certifications and Variances) will be governed by Clause 27.1 (Eligibility).

**Agreed for CSSBA:**

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
Page 1 of 2

- ARTICLE: MOA 7
- SUBJECT: ADVANCE PAYMENT OF GROUP LIFE BENEFITS
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #7  
Advance Payment of Group Life Benefits**

The guidelines regarding payment of group life benefits for terminally ill employees pursuant to Clause 27.7 (Group Life and Accidental Death and Dismemberment) are as follows:

1. Death must be "expected" within 12 months. The employee's attending physician will be required to provide sufficient medical information, including the employee's diagnosis and prognosis, to allow the group life insurance carrier to assess the life expectancy.
2. Requests for advance payments must be in writing.
3. Authorization from the Employer must be submitted with the employee's request.
4. The amount of the payment will be 50% of the life insurance coverage, subject to a maximum of \$25,000.
5. A signed release will be obtained from the insured employee prior to payment being made. A release is not required from designated revocable beneficiaries, as they have no legal rights to life insurance proceeds until after the insured's death. Situations involving irrevocable beneficiaries or divorce judgements will require special releases.
6. The advance payment will be deducted from the final payout in accordance with the terms, conditions and limitations of the Life Insurance Policy.

**Agreed for CSSBA:**

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
Page 2 of 2

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CSSBA and CSSEA  
April 10, 2026

AGREED TO  
Page 1 of 1

- ARTICLE: MOA 8
- SUBJECT: BARGAINING UNIT WORK
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #8  
Bargaining Unit Work**

The following will apply as a local agreement where the current collective agreement contains an express provision addressing bargaining unit work:

Excluded staff will not work on any jobs which are included in the bargaining unit, except for the purposes of instruction, temporary experimentation not to exceed 90 days without mutual agreement, or in emergencies when regular employees are not available, and provided that the work performed does not reduce the hours of work or pay of any regular employee in the bargaining unit.

**Agreed for CSSBA:**

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**CSSBA and CSSEA**  
**March 30, 2026**

**AGREED TO**  
**Page 1 of 2**

- **ARTICLE: MOA 9**
- **SUBJECT: JOINT JOB EVALUATION PLAN**
- **TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)**

**MEMORANDUM OF AGREEMENT #9**  
**Joint Job Evaluation Plan**

**A. JOB EVALUATION**

A classification system for the Community Social Services Sector has been established pursuant to the following excerpt from the "RECOMMENDATIONS FOR SETTLEMENT BY THE MEDIATOR DONALD R. MUNROE, QC (JUNE 9, 1999)":

*"The purpose of this section is to set out a process and framework to achieve:*

1. *Wage parity with Community Health Workers;*
2. *Standardization of wages in the Social Services Sector; and*
3. *Elimination of gender-based wage discrimination.*

*Recognizing that wage inequities currently exist within the Social Services Sector and that parties are committed to implementing equity changes as quickly as possible to eliminate the inequities, the parties agree to the following:*

*(a) The job evaluation plan will be developed as per the Memorandum of Agreement (Addendum - Job Evaluation Plan)"*

The parties agree that the classification system established by the Joint Job Evaluation Committee will be in effect for all employees covered by this collective agreement.

**B. JOINT TECHNICAL COMMITTEE**

The parties subscribe to the principle of equal pay for work of equal value.

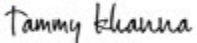
The parties will continue a Joint Technical Committee to review and update the Joint Job Evaluation Plan (JJEP) and distribute the low wage redress funds following the criteria in Appendix A1 to close the wage gap with comparator classifications in the Health Sector, while maintaining the integrity of the JJEP classification system. It will provide recommendations on how to apply the available low wage redress funds in each year of the collective agreement.


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CSSBA and CSSEA  
March 30, 2026

AGREED TO  
Page 2 of 2

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CSSBA and CSSEA  
February 18, 2026

AGREED TO  
Page 1 of 3

- **ARTICLE: MOA 10**
- **SUBJECT: CONTINUITY OF SERVICE AND EMPLOYMENT**
- **TYPE: RENEW/AMEND**

*Note: Subject to agreement of and formal execution with the Government of the Province of British Columbia*

**MEMORANDUM OF AGREEMENT #10  
Continuity of Service and Employment**

**between the**

**Government of the Province of British Columbia**

**and the**

**Community Social Services Employers' Association (CSSEA)**

**and the**

**Community Social Services Bargaining Association (CSSBA)**

The parties agree to abide by the Continuity of Service and Employment Memorandum which was signed by the provincial government, CSSEA, and CSSBA, on June 13, 2013 and renewed in subsequent rounds of bargaining, which is revised for the current round, and reads as follows:

**Definitions**

To the extent that this memorandum of ~~understanding~~ **agreement** ("~~the MOU~~ **MOA**") does not otherwise define a word or phrase, the definitions in the *Labour Relations Code* and the *Community Services Labour Relations Act* apply.

In the ~~MOU~~ **MOA**:

"CLBC" means Community Living British Columbia.

"Contracting" includes requests for proposals, other tendering activity, and contracts entered into, where the successful proponent will provide substantially the same services as those being provided by a CSSEA member. The term does not include, however, arrangements to provide new programs or services; the use of volunteers or family home providers; the direct funding of individuals or families; or the awarding of contracts or transferring services or programs to Indigenous agencies.

"CSSEA member" means an employer designated as a social services employer under the *Public Sector Employers Act*, and includes agencies and Authorities.

"Employee" means a regular employee (full-time or part-time) in a bargaining unit of a CSSEA member.

"Province" means any provincial Ministry to the extent the Ministry funds into the community social services sector.

**General Principles**

The purpose of the ~~MOU~~ **MOA** is to promote client service and employment continuity.

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Contracting must comply with the principles and processes set out in the MOU MOA.

No party to the MOU MOA will ask an arbitrator or other tribunal to find that the province, CLBC, an Authority or an agency is a "true employer" or "common employer" as a result of provisions of the MOU MOA.

No party to the MOU MOA will apply to the Labour Relations Board for a variance under this MOU MOA without giving notice to all the affected parties, including individual unions that may be affected.

The MOU MOA does not operate with respect to any contracting commenced prior to December 1, 2013, and it expires for all purposes on ~~October 31, 2025~~ **March 31, 2029 subject to the collective agreement continuing to be in effect under Clause 32.6 (Agreement to Continue in Force)**.

**Service and Employment Continuity**

The following provisions apply to contracting by the Province, CLBC, Authorities and by CSSEA members.

1. Where services are being provided by CSSEA members as of December 1, 2013, the Province, CLBC, an Authority and CSSEA members will enter into contracts with respect to those services only:
  - (a) with CSSEA member, or
  - (b) with proponents who, although not current CSSEA members, agree to be designated as CSSEA members (i.e. for purposes of the employees providing the contracted services) if and when they are awarded the contract.
  
2. Where an employee's services are no longer required as a result of contracting, the employee is entitled to priority hiring over external applicants, with the successful proponent (hereinafter "the receiving Employer") in accordance with the following provisions:
  - (a) The receiving Employer will determine the number and manner of vacancies created in the program.
  - (b) Displaced employees wishing priority access must submit an application for employment. This provision does not preclude casual employees from receiving work where work is available.
  - (c) Displaced employees, **including those on a leave arising from or related to a protected characteristic under the Human Rights Code, at the time of the contracting,** will be interviewed and assessed. ~~and to To~~ **to be eligible for hire, they must meet the receiving Employer's required qualifications, as per the collective agreement, and have the present capability to perform the work, aside from being on a leave as referred to above. Employees on leave arising from or related to a protected leave under the Human Rights Code may opt to be interviewed and assessed at the time of contracting or at the end of their leave.** ~~Employees~~ **Other employees** on leave at the time of contracting will be assessed by the receiving Employer for a vacancy, at the end of their leave, per the collective agreement.
  - (d) Accepted employees will receive credit for service and port their seniority. This will include casual employees where they are offered work.
  - (e) In the event several employees are interested in a single position, the successful candidate will be determined by the receiving Employer, pursuant to the collective agreement.

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- (f) Where employees are integrated into an existing certification, the employees will be represented by the union representing the employees in that certification and will receive the terms and conditions of employment applicable to that certification.
- (g) Grievances arising from ~~this Memorandum~~ the MOA are with the receiving Employer.
- (h) ~~This memorandum~~ The MOA will also apply to agencies ~~who~~ that become members of CSSEA by virtue of the Order in Council (OIC) six months following such order.
- (i) A displaced employee who is enrolled in a pension plan that is the same as the pension plan at the receiving Employer will have access to the pension plan only in accordance with the plan rules. If the pension plan is different the employee will have the right to participate in the new plan consistent with the terms of the plan. This language does not confer a right to a pension plan where no such plan exists, nor does it expand the rules of any pension plan.

This memorandum of agreement is subject to the ratification by CSSEA and CSSBA of their tentative agreements pursuant to their memorandum of settlement dated ~~February 3, 2023~~ [date of MOS].

Agreed for CSSBA:

Agreed for CSSEA:

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CSSBA and CSSEA  
March 25, 2026

AGREED TO  
Page 1 of 2

- ARTICLE: MOA 11
- SUBJECT: DISMISSALS AND MEDIATION
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #11**  
**Dismissals and Mediation**

Whereas the parties wish to resolve as effectively as possible disputes arising out of dismissals;

And whereas the parties wish to codify their current practice in relation to the early resolution of these disputes;

The parties therefore agree as follows:

In the case of a dispute arising from an employee's dismissal, the grievance may be referred directly to mediation within 30 days of the date on which the dismissal occurred, or within 30 days of the employee receiving notice of dismissal. The parties are to appoint a mediator within 30 days of the written referral. If either the Employer or Union believe that mediation will not be effective in resolving the grievance, it may instead be filed directly at arbitration in accordance with Clause 9.11(a) (Dismissal or Suspension Grievance).

This agreement will remain in effect until the expiration of the collective agreement.

**Agreed for CSSBA:**

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**CSSBA and CSSEA**  
**March 25, 2026**

**AGREED TO**  
**Page 2 of 2**

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**CSSBA and CSSEA**  
**March 27, 2026**

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**Page 1 of 2**

- **ARTICLE: MOA 12**
- **SUBJECT: COMMUNITY SOCIAL SERVICES SECTOR COMMITTEE**
- **TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)**

**MEMORANDUM OF AGREEMENT #12**  
**Community Social Services Sector Committee**

1. *The Committee*

The Community Social Services Employers' Association (CSSEA) and the Community Social Services Bargaining Association (CSSBA) agree to continue the Community Social Services Sector Committee.

2. *Purpose and mandate of the Committee*

(a) The purpose of the Committee is:

- to establish effective relations between the parties;
- to facilitate dialogue and co-operation between the parties.

(b) The mandate of the Committee includes discussions on:

- occupational health and safety issues, including prevention of violence in the workplace;
- orientation, training, education and professional development of the workforce, based on existing and emerging needs;
- service delivery models;
- labour relations, including joint training initiatives;
- administration of health and welfare benefits;
- precarious work including part-time and casual employment;
- the sustainability of the sector and the effects of changes in service needs and delivery on employees and the continuity of care, including the administration of small contracts and recruitment and retention issues;
- Indigenous recognition and reconciliation;
- equity, diversity and inclusion;
- the Long-Term Disability Plan; and
- other issues that CSSEA and the CSSBA agree to discuss.

3. *Makeup and administration of the Committee*

(a) The Committee will be made up of up to six representatives of workers appointed by CSSBA and up to six representatives of employers appointed by CSSEA.

(b) Representatives of the funders, including provincial ministries, and other stakeholders may be invited to participate in the work of the Committee by mutual agreement.

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- (c) The Committee will be co-chaired by one representative of the workers and one representative of the Employers.
- (d) The Committee can establish subcommittees for the three subsectors (Community Living Services, Indigenous Services and General Services) or for other purposes.
- (e) The Committee will meet every four months and other meetings can be called by mutual agreement.
- (f) Each side will pay their own expenses for activities related to the Committee.

**Agreed for CSSBA:**

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March 24, 2026


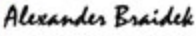
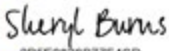


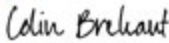
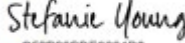

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Page 1 of 1

- ARTICLE: MOA 14
- SUBJECT: BENEFITS WHILE ON CERTAIN LEAVES OF ABSENCE
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #14**  
**Benefits While on Certain Leaves of Absence**

The issue of the Employers’ payment of benefit premiums while employees are on unpaid leave (including WorkSafeBC leave, LTD waiting period and LTD) is referred to the Sector Committee. The Committee will determine the feasibility and cost of amortizing payment of health benefit premiums across the sector and make a recommendation to the bargaining Principals. The Sector Committee will make recommendations to the bargaining principals by January 31, 2019.

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CSSBA and CSSEA  
March 24, 2026

AGREED TO  
Page 1 of 1

- ARTICLE: MOA 18
- SUBJECT: SCHEDULES TO MEET EMERGING CLIENT NEEDS
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #18**  
**Schedules to Meet Emerging Client Needs**

The parties acknowledge that service delivery models to community social services clients continue to evolve and new service needs may emerge that have yet to be supported by the parties under their collective agreement. The parties agree that it is a priority to facilitate access to services, and further agree that new types of scheduling provisions should be explored in order to deliver the community social services that clients need. After due consideration, the parties at the local level will take steps to implement effective schedules that they agree would support the delivery of services that people count on.

**Agreed for CSSBA:**

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**CSSBA and CSSEA  
March 24, 2026**

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Page 1 of 2**

- **ARTICLE: MOA 19**
- **SUBJECT: SOCIAL SERVICES RETENTION AND PORTABILITY CLAUSE**
- **TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)**

**MEMORANDUM OF AGREEMENT #19  
Social Services Retention and Portability Clause**

**Preamble**

The parties have a desire to enhance the recruitment and retention and access to quality sustainable services to clients by offering certain benefits when regular employees move directly from a CSSEA-member Employer to another CSSEA-member Employer within the Community Social Services Sector.

**Employer participation**

Employer participation in this program is strictly voluntary and on a case by case basis. Where an Employer chooses to participate in the portability program, the employee shall have noted in their letter of hire that the portability clause applies. To be eligible employees must have terminated employment with the previous CSSEA-member employer in the previous 12 months.

**Portability**

Once hired, the new regular employee will serve a probationary period in accordance with Clause 11.8. Upon successful completion of the probationary period, the employee will be credited with the portable benefits as follows:

(a) *Vacation - Clause 18.1*

It is recognized by the parties, that any earned but unused vacation shall be taken or paid out by the previous CSSEA-member employer prior to commencing employment with the new Employer. An employee's continuous service date will be adjusted to reflect their service with their previous Employer for the purpose of vacation entitlement.

(b) *Wages - Appendix A*

An employee's hours worked in the same or similar classification (determined by JJEP) as the one obtained with the new Employer will be recognized to determine the appropriate increment step under Appendix A (Wage Grid).

The term "hours" means:

- (1) hours worked by the employee,
- (2) hours of paid vacation,
- (3) paid holidays,
- (4) paid union leave up to 20 days per year.

The employee's wage will be placed on the appropriate step of the classification commensurate with their accumulated hours worked in that classification with the previous CSSEA-member employer. The new employee's first day of employment becomes the increment anniversary date for the accumulation of hours required to move to the next step.

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**CSSBA and CSSEA**  
**March 24, 2026**

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(c) *Municipal Pension Plan*

Eligible employees will be brought within the scope of the Municipal Pension Plan in accordance with the Plan Rules.

**Benefits Not Portable**

For clarity, wage protection and benefits superior to those provided by the collective agreement shall not be portable, and Clause 26.12 is not applicable.

**Terms of MOA**

The provisions of this memorandum will not apply to any other article in the collective agreement and all other terms and conditions of the collective agreement remain unchanged.

Nothing in this memorandum fetters the Employer's right to hire non-CSSEA member candidates at a higher rate of pay in accordance with Clause 26.12.

**Agreed for CSSBA:**

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CSSBA and CSSEA  
January 15, 2026

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Page 1 of 1

- ARTICLE: MOA #20
- SUBJECT: LABOUR ADJUSTMENT, EDUCATION AND TRAINING FUND (LAEF)
- TYPE: AMEND

**MEMORANDUM OF AGREEMENT #20**  
**Labour Adjustment, Education and Training Fund (LAEF) Memorandum**

The Labour Adjustment, Education and Training Fund (LAEF) funds will be held in trust by the ~~Community Social Services Bargaining Association~~ and will continue to be jointly administered with ~~by~~ the Community Social Services Employers' Association and the Community Social Services Bargaining Association.

**Agreed for CSSBA:**

**Agreed for CSSEA:**

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CSSBA and CSSEA  
March 24, 2026

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- ARTICLE: MOA #21
- SUBJECT: OTHER TRAINING INITIATIVES
- TYPE: AMEND/RENEW

**MEMORANDUM OF AGREEMENT #21  
Other Training Initiatives**

1. The ~~Community Social Services Bargaining Association (CSSBA)~~ **and/or CSSEA** will administer a fund to support training initiatives that is separate from the Labour Adjustment Education Fund. Funding for training initiatives will be determined by the CSSBA, and as outlined in this memorandum of agreement, for the benefit of its members.
2. The parties agree that for the term of the current collective agreement, the CSSBA will prioritize training in the following areas:
  - Equity, Diversity and Inclusion
  - Indigenous Cultural Competency
  - Indigenous Cultural Safety
  - Understanding, addressing and preventing lateral violence
  - Respectful workplace workshop
  - Union/management relations
  - Accommodation, including Early Intervention Program
  - Bullying and harassment
3. Within 60 days of ratification, the CSSBA will discuss options to deliver or provide the training outlined above. The parties will discuss whether joint training initiatives could be available to excluded supervisors or managers as appropriate.
4. The CSSBA **and/or CSSEA** will continue to provide a regular update on training initiatives covered **and funds provided** under this MOA at Sector Committee meetings, and will discuss content, delivery and access to paid time for training as appropriate.
5. ~~One time funding was provided to the CSSBA under the previous version of this MOA pursuant to the December 16, 2020 Transfer Agreement, and will be updated as necessary.~~

Agreed for CSSBA:

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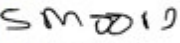
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CSSBA and CSSEA  
March 24, 2026

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CSSBA and CSSEA  
March 24, 2026

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Page 1 of 1

- ARTICLE: MOA 23
- SUBJECT: MEMORANDUM OF AGREEMENT #1 (LOCAL ISSUES)
- TYPE: RENEW (MAINTAIN CURRENT LANGUAGE)

**MEMORANDUM OF AGREEMENT #23**  
**Memorandum of Agreement #1 (Local Issues)**

1. The parties agree to negotiate standard language on the following issues to be included in the local issues agreements:
  - (a) School based or seasonal programme employees;
  - (b) Special project employees (including student summer work experience employees).
2. The parties may agree to separate standard language on these issues for General Services, Community Living Services and Indigenous Services.
3. If the parties fail to negotiate mutually agreeable standard language by June 30, 2019 the Union and/or Employer may opt to maintain or negotiate a separate local agreement pursuant to MOA #1.

**Agreed for CSSBA:**

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Adam Calvert  
adam.calvert@gov.bc.ca  
CEO  
Security Level: Email, Account Authentication (None)

### Signature



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Andrea Duncan  
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Security Level: Email, Account Authentication (None)



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Andrew Stahl  
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 CEO  
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Christina Lloyd-Jones  
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 Interim Team Lead  
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 Using IP Address: 75.156.107.73

**Electronic Record and Signature Disclosure:**  
 Accepted: 4/23/2026 4:00:15 PM  
 ID: af2a0b6b-0fc8-426c-bb75-fe911a8c651f

Signer Events	Signature	Timestamp
<p>Darius Maze  execdirector@kiwassa.ca  Executive Director  Kiwassa Neighbourhood Services Association  Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 12:02:07 PM  ID: 44df69d8-561b-4d09-908b-c929b9ecdf41</p>	 <p>Signature Adoption: Pre-selected Style  Using IP Address: 207.6.137.162</p>	<p>Sent: 4/23/2026 11:44:24 AM  Viewed: 4/23/2026 12:02:07 PM  Signed: 4/23/2026 12:03:50 PM</p>
<p>Dave Lance  dlance@cupe.ca  Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 12:16:31 PM  ID: 9447d86c-49a5-4880-81c9-67795c450d89</p>	 <p>Signature Adoption: Pre-selected Style  Using IP Address: 108.172.166.8</p>	<p>Sent: 4/23/2026 11:44:36 AM  Viewed: 4/23/2026 12:21:03 PM  Signed: 4/23/2026 12:21:03 PM</p>
<p>David Huespe  davidhuespe@hotmail.com  Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 11:00:01 PM  ID: f20a1e90-3dfe-441b-bd56-5010217f36d4</p>	 <p>Signature Adoption: Pre-selected Style  Using IP Address:  2604:3d08:6b7d:ee00:a1cd:bffe:9bea:a973</p>	<p>Sent: 4/23/2026 11:44:37 AM  Viewed: 4/23/2026 11:00:01 PM  Signed: 4/23/2026 11:02:50 PM</p>
<p>Dawn Hein  dawn.hein@macl.bc.ca  Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 5/28/2025 7:11:59 PM  ID: 0ca456c5-8802-4520-8d77-c1f815d59cc5</p>	 <p>Signature Adoption: Drawn on Device  Using IP Address: 64.114.211.30</p>	<p>Sent: 4/23/2026 11:44:24 AM  Resent: 4/24/2026 3:24:13 PM  Viewed: 4/25/2026 4:10:38 PM  Signed: 4/25/2026 4:11:05 PM</p>
<p>Dawn-Marie Goodmurphy  dawnmariea@hotmail.com  Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 11:49:32 AM  ID: 75bd1d6c-fdbd-447e-9c4a-1ef0c59bf8ab</p>	 <p>Signature Adoption: Drawn on Device  Using IP Address:  2604:3d08:337c:8e00:ddf1:d861:2660:8b04  Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:37 AM  Viewed: 4/23/2026 11:49:32 AM  Signed: 4/23/2026 11:58:51 AM</p>

Signer Events	Signature	Timestamp
<p>Duncan Telford  dtelford@liuna1611.org  Security Level: Email, Account Authentication (None)</p>	<p>Signed by:    C980658E83A04F...</p> <p>Signature Adoption: Pre-selected Style  Using IP Address: 207.194.70.26</p>	<p>Sent: 4/23/2026 11:44:38 AM  Viewed: 4/23/2026 11:54:30 AM  Signed: 4/23/2026 11:54:47 AM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/14/2026 1:08:59 PM  ID: b88877e3-480d-4b77-8317-365db2b99dec</p>		
<p>Eric Peraro  eperaro@cssea.bc.ca  Executive Director - Finance, Research &amp; KM  Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:    1D04FA772D8D4F8...</p> <p>Signature Adoption: Pre-selected Style  Using IP Address: 24.83.121.226</p>	<p>Sent: 4/23/2026 11:44:25 AM  Viewed: 4/23/2026 1:37:01 PM  Signed: 4/23/2026 1:50:37 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 10/14/2025 6:24:46 PM  ID: 0df54783-bdf9-4e4f-944d-016a2148df15</p>		
<p>Fernando Coelho  fcoelho@posabilities.ca  Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:    45EC94958F0648B...</p> <p>Signature Adoption: Pre-selected Style  Using IP Address: 184.67.10.74</p>	<p>Sent: 4/23/2026 11:44:26 AM  Viewed: 4/23/2026 12:56:22 PM  Signed: 4/23/2026 12:56:45 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 12:56:22 PM  ID: 31e8d628-50bb-40b2-a055-3d4b2029ca22</p>		
<p>Jennifer Fowler  jennifer.fowler@inclusionpv.org  Security Level: Email, Account Authentication (None)</p>	<p>Signed by:    5E328080C0047A...</p> <p>Signature Adoption: Pre-selected Style  Using IP Address: 24.69.49.161</p>	<p>Sent: 4/23/2026 11:44:26 AM  Viewed: 4/23/2026 11:58:49 AM  Signed: 4/23/2026 12:00:52 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 11:58:49 AM  ID: 0f4573c4-cfa9-48dd-beea-65e6437eed27</p>		
<p>Jessica Daigneault  jessdaigneault@gmail.com  Security Level: Email, Account Authentication (None)</p>	<p>Signed by:    F0A745F84E0A81...</p> <p>Signature Adoption: Drawn on Device  Using IP Address:  2001:569:6da0:c58d:39ff:9bc5:11a3:765a  Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:38 AM  Viewed: 4/23/2026 12:49:25 PM  Signed: 4/23/2026 12:52:12 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 12:49:25 PM  ID: b97040d6-cd22-4bba-ae05-560b8125a152</p>		
<p>John Manthorpe  john_manthorpe@hotmail.com  Security Level: Email, Account Authentication (None)</p>	<p>Signed by:    D81142332A4A45F...</p> <p>Signature Adoption: Pre-selected Style  Using IP Address: 70.66.92.153</p>	<p>Sent: 4/23/2026 11:44:38 AM  Viewed: 4/23/2026 1:39:28 PM  Signed: 4/23/2026 10:26:49 PM</p>

Signer Events	Signature	Timestamp
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 1:39:28 PM ID: 2cb507b6-ef5-4a37-ae53-698433c6e351		
Judy Valsonis jvalsonis@touchfam.ca Executive Director Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 207.216.132.37	Sent: 4/23/2026 11:44:27 AM Viewed: 4/23/2026 12:02:02 PM Signed: 4/23/2026 12:02:21 PM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:02:02 PM ID: be50a4ca-2eba-4cc6-85cd-520a7ef1a1bc		
Karen Hansen khansen@shuswapacl.com Executive Director Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 216.232.232.121	Sent: 4/23/2026 11:44:27 AM Viewed: 4/23/2026 12:09:15 PM Signed: 4/23/2026 12:09:55 PM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:09:15 PM ID: 8db7d1ee-2785-4ee5-81de-acef00d01f05		
Kari Beppe kari.beppe.bcgeu@gmail.com Security Level: Email, Account Authentication (None)	 Signature Adoption: Drawn on Device Using IP Address: 2605:8d80:58a3:d641:cdd9:68a2:8860:8e15 Signed using mobile	Sent: 4/23/2026 11:44:39 AM Viewed: 4/23/2026 11:59:36 AM Signed: 4/23/2026 12:03:12 PM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 11:59:32 AM ID: 4b142a58-2e94-4dab-940b-419417e99ec9		
Kate Banky k.banky@gmail.com Security Level: Email, Account Authentication (None)	 Signature Adoption: Drawn on Device Using IP Address: 184.67.152.82 Signed using mobile	Sent: 4/23/2026 11:44:40 AM Viewed: 4/23/2026 12:05:57 PM Signed: 4/23/2026 12:06:14 PM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:05:57 PM ID: 2516d1f1-8114-4155-9b0e-04ed47e2a79c		
Kate Pirillo katepirillo1936@gmail.com Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 2001:569:761e:6600:9455:c724:f58c:12b5	Sent: 4/23/2026 11:44:40 AM Viewed: 4/23/2026 12:50:59 PM Signed: 4/23/2026 12:52:31 PM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:50:59 PM ID: 772ba2b8-f1fe-4ad4-a7ab-ac69ade627ad		

Signer Events	Signature	Timestamp
<p>Laura House lauraelizhouse@gmail.com Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 1:59:00 PM ID: 702576f7-6f6a-4f6e-a8a1-a65a5412b973</p>	 <p>Signed by: A14D0D65AA184C9...</p> <p>Signature Adoption: Drawn on Device Using IP Address: 2a09:bac2:133e:2b4::45:da Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:41 AM Viewed: 4/23/2026 1:59:00 PM Signed: 4/23/2026 1:59:59 PM</p>
<p>Lee-Ann Lalli leeannlalli@live.com vice-president Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b> Accepted: 6/30/2025 3:34:44 PM ID: 3b0afc4e-72ac-48be-a53b-a29364512a1e</p>	 <p>Signed by: 3E331DE2780411...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 2604:3d08:647d:c6e0:fd97:c8ac:3b4e:dfc2</p>	<p>Sent: 4/23/2026 11:44:41 AM Viewed: 4/23/2026 4:07:36 PM Signed: 4/23/2026 4:07:54 PM</p>
<p>Mark Slobin MSlobin@cssea.bc.ca Executive Director, HRLR Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:19:16 PM ID: 99af1228-138b-4e03-a58c-aab7f4aee0b8</p>	 <p>Signed by: F19C8C87A278453...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 24.83.121.226</p>	<p>Sent: 4/23/2026 11:44:28 AM Viewed: 4/23/2026 12:19:16 PM Signed: 4/23/2026 12:20:16 PM</p>
<p>Melanie Hudson melanie@metis.ca Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/24/2026 11:19:22 AM ID: 73889e5a-838a-42c0-92b7-8e73e4d4f39e</p>	 <p>Signed by: 284CFC098ED448D...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 2604:3d08:248a:2700:c7d:69cd:e5ac:e377</p>	<p>Sent: 4/23/2026 11:44:28 AM Viewed: 4/24/2026 11:19:22 AM Signed: 4/24/2026 11:22:53 AM</p>
<p>Michelle Nestoruk michellenestoruk6@hotmail.com Security Level: Email, Account Authentication (None)</p> <p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/27/2026 4:03:53 PM ID: 95c6c80e-d69f-428f-bbf5-761a3494a3ce</p>	 <p>Signed by: 0FF170BDEEE148B...</p> <p>Signature Adoption: Drawn on Device Using IP Address: 2001:569:58ff:2600:8d9:33a7:1401:d2ad Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:42 AM Resent: 4/24/2026 3:24:13 PM Resent: 4/27/2026 9:38:18 AM Viewed: 4/27/2026 4:03:53 PM Signed: 4/27/2026 4:07:14 PM</p>

Signer Events	Signature	Timestamp
<p>Pamela Pye  pamela.pye@bcgeu.ca  Security Level: Email, Account Authentication  (None)</p>	<p>Signed by:    004239573914408</p> <p>Signature Adoption: Pre-selected Style  Using IP Address:  2001:569:74e1:6e00:6014:8ef6:312a:96c6</p>	<p>Sent: 4/23/2026 11:44:42 AM  Viewed: 4/23/2026 1:02:37 PM  Signed: 4/23/2026 1:11:06 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 1:02:37 PM  ID: 18c5d388-dece-4f2c-9617-ef129d473e54</p>		
<p>R.W. (Bob) Crozier  rwbobcrozier377@gmail.com  Security Level: Email, Account Authentication  (None)</p>	<p>Signed by:    0381C8A5A6A043E</p> <p>Signature Adoption: Pre-selected Style  Using IP Address:  2604:3d08:a485:8b00:341c:1be6:ceca:7a40</p>	<p>Sent: 4/23/2026 11:44:33 AM  Viewed: 4/23/2026 5:04:37 PM  Signed: 4/23/2026 5:11:05 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 5:04:37 PM  ID: 227ea936-a821-472e-a545-9ad1a4e77c33</p>		
<p>Ryan Stewart  Ryan.Stewart@bcgeu.ca  Staff Representative, Negotiations  BCGEU  Security Level: Email, Account Authentication  (None)</p>	<p>DecSigned by:    8782998074EE4E0</p> <p>Signature Adoption: Uploaded Signature Image  Using IP Address: 72.139.201.26</p>	<p>Sent: 4/23/2026 11:44:43 AM  Viewed: 4/23/2026 11:45:52 AM  Signed: 4/23/2026 11:46:02 AM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Not Offered via DocuSign</p>		
<p>Sanjeev Nand  snand@icss.ca  Executive Director  Security Level: Email, Account Authentication  (None)</p>	<p>Signed by:    CA60481375B847A</p> <p>Signature Adoption: Drawn on Device  Using IP Address:  2001:569:6e10:3d99:64c9:3a53:1359:53b  Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:29 AM  Viewed: 4/23/2026 12:31:12 PM  Signed: 4/23/2026 12:31:39 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Accepted: 4/23/2026 12:31:12 PM  ID: adaa0287-218c-461c-ac37-62001a9388ae</p>		
<p>Selena Kongpreecha  Selena.Kongpreecha@bcgeu.ca  Staff Representative  BCGEU  Security Level: Email, Account Authentication  (None)</p>	<p>DecSigned by:    7258896100D143C</p> <p>Signature Adoption: Uploaded Signature Image  Using IP Address: 207.6.130.50</p>	<p>Sent: 4/23/2026 11:44:47 AM  Viewed: 4/23/2026 12:21:16 PM  Signed: 4/23/2026 12:21:45 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b>  Not Offered via DocuSign</p>		

Signer Events	Signature	Timestamp
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Sharon Campbell  
sharon.campbell@bcgeu.ca  
Security Level: Email, Account Authentication  
(None)

Signed by:  
  
061452FE73F6AAA...

Sent: 4/23/2026 11:44:43 AM  
Viewed: 4/23/2026 2:18:52 PM  
Signed: 4/23/2026 2:19:23 PM

Signature Adoption: Pre-selected Style  
Using IP Address:  
2604:3d08:b274:e500:3d9b:61c5:d6d:d2fe

**Electronic Record and Signature Disclosure:**  
Accepted: 4/23/2026 2:18:52 PM  
ID: 9231b906-e2bc-479b-975d-61850890dc87

Sharon hollingsworth  
sbhollingsworth@shaw.ca  
Security Level: Email, Account Authentication  
(None)

Signed by:  
  
F31F18C357A48C...

Sent: 4/23/2026 11:44:44 AM  
Viewed: 4/23/2026 12:23:22 PM  
Signed: 4/23/2026 12:26:24 PM

Signature Adoption: Pre-selected Style  
Using IP Address:  
2605:8d80:5825:c355:dfb4:73c1:7d67:e057  
Signed using mobile

**Electronic Record and Signature Disclosure:**  
Accepted: 4/23/2026 12:23:22 PM  
ID: e0072f38-e37f-4dfc-8431-a3911c53e5b1

Shelley Moore  
mshelley893@gmail.com  
Security Level: Email, Account Authentication  
(None)

Signed by:  
  
39DF18E08A7241C...

Sent: 4/23/2026 11:44:44 AM  
Viewed: 4/23/2026 8:48:10 PM  
Signed: 4/23/2026 8:49:13 PM

Signature Adoption: Pre-selected Style  
Using IP Address:  
2604:3d08:367a:6000:ed09:352c:ce18:70b4

**Electronic Record and Signature Disclosure:**  
Accepted: 4/23/2026 8:48:10 PM  
ID: 396ec61f-b0e2-44f8-9676-3a2df0293838

Sheryl Burns  
sburns00@hotmail.com  
President, CUPE Local 1936  
Security Level: Email, Account Authentication  
(None)

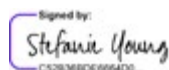
Signed by:  
  
085E0E08B774C0...

Sent: 4/23/2026 11:44:45 AM  
Viewed: 4/23/2026 11:54:26 AM  
Signed: 4/23/2026 11:58:25 AM

Signature Adoption: Pre-selected Style  
Using IP Address:  
2604:3d08:647d:c6e0:b1ce:64d9:fb33:1b97

**Electronic Record and Signature Disclosure:**  
Accepted: 4/23/2026 11:54:26 AM  
ID: 4180f5c8-5d9b-4bc7-8c28-3a41fbf04dc4


Stefanie Young  
syoun@clac.ca  
Security Level: Email, Account Authentication  
(None)

Signed by:  
  
C52B080C6604D0...

Sent: 4/23/2026 11:44:45 AM  
Resent: 4/24/2026 3:24:14 PM  
Resent: 4/27/2026 9:38:18 AM  
Viewed: 4/30/2026 9:48:14 AM  
Signed: 4/30/2026 2:57:20 PM

Signature Adoption: Pre-selected Style  
Using IP Address: 207.194.4.18

**Electronic Record and Signature Disclosure:**  
Accepted: 4/30/2026 9:48:14 AM  
ID: fb2b8df0-307d-4a2f-b15d-cab59d246641

Signer Events	Signature	Timestamp
<p>Tammy Khanna tammy@ilhs.ca Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:  28C8B01E90684F6...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 2001:569:bdfef00:ec82:2245:bca8:457b</p>	<p>Sent: 4/23/2026 11:44:30 AM Viewed: 4/23/2026 1:40:59 PM Signed: 4/23/2026 1:41:17 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 1:40:59 PM ID: 51f8e57a-771d-436f-8ae8-e88a5362dfdc</p>		
<p>Tammy Lewis content1963@shaw.ca Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:  1A89D1745EC946E...</p> <p>Signature Adoption: Drawn on Device Using IP Address: 2605:8d80:58a4:4198:3149:7c05:85b3:3c14 Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:46 AM Viewed: 4/23/2026 1:05:20 PM Signed: 4/23/2026 1:10:27 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 1:05:20 PM ID: 8ee9315c-5722-4f0d-b3ea-550edf5598ae</p>		
<p>Tanya Sather tanya.sather@gobaci.com CEO Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:  118BA13FD709410...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 99.199.57.186</p>	<p>Sent: 4/23/2026 11:44:31 AM Viewed: 4/23/2026 12:38:45 PM Signed: 4/23/2026 12:47:39 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:38:45 PM ID: 61bb34a6-c377-4e3a-b3f7-9cb2a8abc5f2</p>		
<p>Vanessa Wong vwong@cssea.bc.ca Security Level: Email, Account Authentication (None)</p>	<p>Signed by:  00023338B1946C...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 24.83.121.226</p>	<p>Sent: 4/23/2026 11:44:31 AM Viewed: 4/23/2026 12:15:39 PM Signed: 4/23/2026 12:16:56 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b> Accepted: 4/23/2026 12:15:39 PM ID: da49c1bc-ac56-43d9-b991-cbcae2480348</p>		
<p>Wynn Hartfelder wynnhartfelder@yahoo.ca Security Level: Email, Account Authentication (None)</p>	<p>DocuSigned by:  414DFD5320E425...</p> <p>Signature Adoption: Pre-selected Style Using IP Address: 108.172.225.175 Signed using mobile</p>	<p>Sent: 4/23/2026 11:44:46 AM Viewed: 4/23/2026 2:04:23 PM Signed: 4/23/2026 2:06:25 PM</p>
<p><b>Electronic Record and Signature Disclosure:</b> Accepted: 12/9/2025 7:55:16 PM ID: 63d165c3-5be0-4c7a-a07e-74a5ee8b9ca4</p>		
In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp

<b>Intermediary Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
Envelope Sent	Hashed/Encrypted	4/23/2026 11:44:49 AM
Certified Delivered	Security Checked	4/23/2026 2:04:23 PM
Signing Complete	Security Checked	4/23/2026 2:06:25 PM
Completed	Security Checked	4/30/2026 2:57:20 PM
<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
<b>Electronic Record and Signature Disclosure</b>		

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact British Columbia General Employees' Union:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [its.servicedesk@bcgeu.ca](mailto:its.servicedesk@bcgeu.ca)

### **To advise British Columbia General Employees' Union of your new email address**

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at [its.servicedesk@bcgeu.ca](mailto:its.servicedesk@bcgeu.ca) and in the body of such request you must state: your

previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

#### **To request paper copies from British Columbia General Employees' Union**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to [its.servicedesk@bcgeu.ca](mailto:its.servicedesk@bcgeu.ca) and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

#### **To withdraw your consent with British Columbia General Employees' Union**

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an email to [its.servicedesk@bcgeu.ca](mailto:its.servicedesk@bcgeu.ca) and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

#### **Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

#### **Acknowledging your access and consent to receive and sign documents electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify British Columbia General Employees' Union as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by British Columbia General Employees' Union during the course of your relationship with British Columbia General Employees' Union.

