

MEMORANDUM OF AGREEMENT #1

Re: LOCAL ISSUES ADDENDUM

Between

British Columbia Government and Service Employees' Union (BCGEU) And  
Sunshine Coast Community Services Society Represented by the  
Community Social Services Employers' Association of {CSSEA)

1. Special Project Employees (Including Student Employment and Work Experience Programs)

(a) In order to promote new employment, employees hired for special projects, including employees hired 'under the auspices of the Federal and Provincial governments' Special Employment programs, will be employed within the terms established by the outside funding source. It is also agreed that these employees will be employed for the stated duration of the special program or period of funding, and that no employee shall be laid off as a result of the Inclusion of these special project employees. The hiring of special project employees shall be with the mutual agreement of the Union.

(b) Special Project Employees will be treated as Casual employees during the project and will pay union dues; however, their employment will end as of the date the project is completed. They will not remain on the casual list past the project end date. Where mutual agreement cannot be achieved, the matter shall be resolved according to Article - 10 of the Collective Agreement.

The process described in the Letter of Understanding re: Summer Student Protocol between the BCGEU and CSSEA, dated April 7, 2016, is incorporated into this local issues agreement and will apply to student employment, work experience and special programs.

2. Definition of program/worksite

13.3(a)	Layoff	Worksite will apply
14.2(e)	Additional Hours	Worksite will apply
16.4	Sharing overtime	Worksite will apply
18.2(a)	Vacation Preference	Worksite will apply
24.I(c)	Job posting	Worksite will apply

"Worksite" is the House or Building location used as the base of operations for employees and clients they support.

3. Article 14.2- Hours of Work

The hours of work for a full-time employee shall be forty (40) hours per week, and eight (8) hours per day.

**4. Article 30.3 Casual Call-In Procedures**

(a) Qualified employees who are registered for casual work will be called in order of seniority as follows:

- (1) Staff whose regular hours are less than 40 hours per week, and whose regular position is at the location of the available shift;
- (2) Full-time whose regular hours are less than 40 hours per week;
- (3) Part-time;
- (4) Casual.

(b) The qualified employee with the most seniority will be offered their choice of any of those shifts up to a maximum of hours that, together with their regular shifts, would comprise full-time hours and would not result in overtime.

(c) The Employer is not required to assign casual hours to an employee that will result in that employee working at overtime rates and further it is the obligation of the employee to inform the caller if accepting the shift will put them into overtime.

(d) Casual employees will provide their availability to the Employer by the 15th of each month for the following calendar month. In the event that an employee fails to submit their availability by the fifteenth (15th) of the month, they will receive a reminder by text message or phone. In the event that an employee fails to submit their availability within twenty-four (24) hours after these text or phone reminders, the employee will be deemed not to be available.

(e) Casual employees must be available for a minimum of twelve (8) shifts of availability per month and in their availability must include the following days/shifts per month:

- (1) Minimum of four (4) shifts of availability on Saturday and/or Sunday per month;
- (2) Minimum of four (4) shifts of availability overnight per month; and

(f) Casual employees are required to submit availability for a minimum of six (6) statutory holidays. Casual employees are required to submit availability for a minimum of three (3) shifts from December 15 -January 7. Casual employees are required to submit availability for at least two (2) days of the following workdays: Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day, one of which must be either Christmas Eve or New Year's Eve.

(g) Any change to an employee's availability should be submitted in writing via email or text message, or via a phone call to the Employer as soon as possible. A casual employee, who becomes ill or injured, other than while at work, will notify the employer prior to being assigned work. Employee's not available to work shifts that they have previously indicated availability for will not be recorded as having a shift "refusal," provided that they notify the employer of the inability to work the shift due to illness, injury or a serious family emergency. Should the employee not notify the employer of such circumstances in regards to their availability they will be recorded as having a shifts "refusal."

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- (h) A casual employee who, within a two (2) month period, cannot be reached or has refused three (3) calls, or who cannot be reached during times for which they have recorded themselves as available, will be placed at the bottom of the call-in list for two (2) months.
- (i) The Employer will send a letter via registered mail to casual employees who have not worked any shifts for three (3) months to determine if the casual employee wants to remain employed. Casual employees who have not worked any shifts for nine (9) months will be deemed to have resigned. This provision will not apply if a casual employee is on an approved leave of absence.
- (j) Article 30.11 – Minimum Availability in the collective agreement will apply.
- (k) Calling Procedures:
  - (1) Shifts that need to be filled within forty-eight (48) hours will be filled in order of seniority using the following procedures:
    - (i) The employer will text and/or call the employee, and If there is no answer or reply, the employer will proceed to the next available employee on the list.
    - (ii) Employees returning a call or text within ten (10) minutes will receive the shifts based on seniority.
  - (2) Shifts that need to be filled outside of forty-eight (48) hours will be filled in order of seniority using the following procedures:
    - (i) The employer will text and/or call the employee, and will wait thirty (30) minutes for an answer or reply.
    - (ii) If there is no answer or reply within thirty (30) minutes, the employer will proceed to the next available employee on the list.
    - (iii) Employees returning a call or text within 30 minutes will receive the shifts based on seniority.

### 5. Client Vacations and Out of Town Assignments

The Employer does not require employees to accompany clients on vacations or out of town assignments.

### 6. School Based or Seasonal Program Employees

The Employer does not employ School Based or Seasonal Program employees.

### 7. Article 15.4 Split Shifts

Split shifts are utilized in accordance with 15.4- Split Shifts.

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**SIGNED ON BEHALF OF THE UNION:**

Signed by:  
  
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Andrea Duncan

Local Bargaining Committee Representative

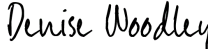
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Katie Smith

Union Bargaining Representative


Date: January 8, 2025

**SIGNED ON BEHALF OF THE EMPLOYER:**

Signed by:  
  
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Denise Woodley

Employer Representative

Signed by:  
  
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Kathryn Rogers

CSSEA Representative