

**MEMORANDUM OF AGREEMENT  
RE: LOCAL ISSUES AGREEMENT**

**In Effect Until Local Issues are Renewed**

*between  
B.C. General Employees' Union  
and  
Victoria Cool Aid Society  
represented by the  
Community Social Services Employers' Association (CSSEA)*

**1. Hours of Work:**

- a) **Article 14.2(a)** -Current regular full-time hours of work are: 35 – 40 hours per week.
- i) 12-hour shift Housing and Shelter positions: For employees working in 12-hour shift positions, shifts will be 12 hours in length inclusive of meal periods and paid rest periods in accordance with Clauses 14.3 (Rest Periods) and 14.4 (Meal Periods). The agreed averaging period is two weeks.
  - ii) 10-hour shift Housing and Shelter positions: For employees working in 10-hour shift positions, shifts will be 10 hours in length inclusive of meal periods and paid rest periods. The agreed averaging period is two weeks.
  - iii) For Housing and Shelter employees working without an extended hour arrangement as listed above, shifts will be 8 hours in length inclusive of meal periods and paid rest periods accordance with Clauses 14.3 (Rest Periods) and 14.4 (Meal Periods). The agreed averaging period is two weeks.
- b) **Article 14.2(b)(4)** - Current regularly scheduled shifts of less than four hours are: n/a
- c) **Article 14.2(f)** - Current 24-hour live-in shifts (*with Ministry/CLBC service contract end date*) are: n/a

**2. List of all current programmes and list of all worksites with addresses:**

- (a) As of the date of this Agreement, below is the list of all current programmes and list of all worksites with addresses:

Programme	Worksite	Address of Worksite
<b>Housing and Shelters</b>	<b>Housing</b>	
	Fairway Woods	597 Goldstream Ave
	Hillside Terrace	1460 Hillside Ave
	Johnson Manor	1153 Johnson Street
	Desmond House	717 Pandora Ave
	Mike Gidora Place	749 Pandora Ave
	Swift House	467 Swift Street
	Olympic Vista	3806 Carey Road
<b>Programme</b>	<b>Worksite</b>	<b>Address of Worksite</b>
	The Lily	953 Balmoral Road

	Pandora Apartments	757 Pandora Ave
	Cottage Grove	3207 Quadra Street
	Tally Ho	3020 Douglas Street
	Mount Edwards Court	1002 Vancouver Street
	The Chestnut	210 Gorge Road East
	The Tower	3020 Blanshard Street
	<b>Shelters</b>	
	Next Steps Transitional Shelter	2317 Dowler Place
	Sandy Merriman House	809 Burdett Ave
	Rock Bay Landing (Includes temporary shelter, schedulers)	535 Ellice Street
<b>Maintenance</b>	Various	Various
<b>Central Services</b>	Administration	101-749 Pandora

(b) The following collective agreement provisions apply as follows:

- i) 14.2(e) Additional Hours Programme shall apply
- ii) 16.4 Sharing of Overtime Programme shall apply
- iii) 18.2 Vacation Preference Programme then worksite shall apply
- iv) 24.1(c) Job Postings Programme shall apply

3. **Client Vacation and Out of Town Assignments (agreement on standard provision):** n/a

4. **School Based and Seasonal Programme Position agreement on standard provision):** n/a

5. **Special Project Positions (agreement on standard provision):** n/a

6. **Article 15.4(b) - Split Shifts:** n/a

7. **Student Employment and Work Experience Programs:** n/a

8. **Minimum Casual Availability**

a) **For Non-Peak Periods:**

- i) Casual employees must be available for five (5) shifts spread over five (5) calendar days inclusive of two (2) overnight shifts per month.
- ii) Work a minimum of one (1) shift per month.

b) **For Peak Period:**

- i) Peak Periods are defined as July, August and from December to January 1st.
- ii) Be available for 7 shifts spread over 7 calendar days inclusive of 2 overnights and 2 weekend shifts per month.
- iii) Work a minimum of two (2) shifts per month.
- iv) Be available for 2 of the following 4 dates: December 25, December 26, December 31, and January 1.

- c) Casual employees may email a request of non-availability during the peak periods. Approvals are based on seniority and operational requirements.
- d) Days which Casual Employees have indicated they are not available for shifts are not considered as Days of Rest.
- e) Where a casual employee has not submitted minimum availability by the 10<sup>th</sup> of the month, they will drop to the bottom of the callout list and for shift assignment for that applicable month. Employees will not drop to the bottom of the list if extenuating circumstances such as illness are a factor and have been discussed with their supervisor.
- f) If a casual employee does not submit their availability for:
  - i) 1 month, the supervisor will contact the employee and ask if they wish to continue as a Cool Aid employee; or
  - ii) 3 months, the supervisor will address as per the collective agreement.

**9. Article 30.3 – Casual Call-In Procedures:****9.1 Call-Ins**

- (a) Shifts needing to be filled will be offered in order of seniority as follows:
  - i) Shifts that need to be filled within 12 hours will be called out with no wait time between calls.
  - ii) 12-72 hours will be called out with a 10 minute wait between calls.
  - iii) 73 or more are called out with a 3 hour window to notify the Employer that they would accept the shift. At the end of 3 hours, the most senior employee that notified the Employer will be given the shift.

**9.2 Application of Overtime**

- (a) For employees covered under the averaging agreement listed in 1. (b) above daily overtime will apply after 12 hours worked in a day.
- (b) For employees covered under the averaging agreement listed in 1. (c) above daily overtime will apply after 10 hours worked in a day.
- (c) For employees covered under the averaging agreement listed in 1. (d) above daily overtime will apply after 8 hours worked in a day.
- (d) For employees covered under the averaging agreement listed in 1. (b) (c) (d) above overtime will apply after 80 hours worked bi-weekly as per Article 16.5 (a) and (b).
- (e) Permanent and temporary Full Time employees can submit two days of rest a week. If no days of rest are scheduled, the two days immediately following the employee's rotation will be considered their days of rest. Call-ins on those days of rest are subject to overtime as per Article 16.5 c).

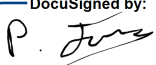
### 9.3 Shift Assignments


- (a) Availability is due by midnight on the 10<sup>th</sup> of the current month for the following month. To update availability after the 10<sup>th</sup> of the month, employees must inform Scheduling via email and update their availability (shifts are defined as day, evening or overnight) in the Employer's scheduling system.
- (b) Schedulers assign shifts considering the following in this order:
  - i) Seniority
  - ii) Worksite orientation
  - iii) Availability
  - iv) Operational needs
- (c) Block Bookings are 3 or more consecutive regularly worked shifts by the same employee. Block booking within the same site may be given to the most senior part-time or casual employee available to work the block of shifts.

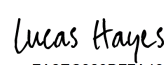
### 10. Job Sharing:


- (a) Job Sharing proposals will be considered by the Employer. Employees are required to submit a Job Share proposal to the Employer for approval. The Employer and the Union shall meet to review the proposal. Job Share proposals shall not be unreasonably denied and shall not incur any extra costs for the Employer.

#### SIGNED ON BEHALF OF THE UNION:


DocuSigned by:  
  
 ECA0DB405B11449...  
 Peter Janz  
 Local 301 Recording Secretary and Steward

Signed by:  
  
 CE1ACC457004411...  
 Rhett Palas  
 Steward


DocuSigned by:  
  
 FA2EC329BF7A461...  
 Lucas Hayes  
 Steward

Signed by:  
  
 28C29006F4454CA...  
 Kathleen Mann  
 Staff Representative

#### SIGNED ON BEHALF OF THE EMPLOYER AND CSSEA:

Signed by:  
  
 8C79AF9FC1D048F...  
 Elin Bjarnason  
 CEO

Signed by:  
  
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 Gurmit Gill  
 Human Resources Manager

Signed by:  
  
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 Fred Cummings  
 HR/LR Consultant, CSSEA

December 17, 2024

*Dated*