

MEMORANDUM OF AGREEMENT  
RE: LOCAL ISSUES ADDENDUM  
*Between*  
*BC General Employees' Union (BCGEU)*  
*And*  
*High Road Services Society*  
*Represented by the*  
*Community Social Services Employers' Association (CSSEA)*

1. Definition of "Program/worksite"
  - a. 14.2(e) additional hours worksite will apply
  - b. 16.4 sharing of overtime worksite will apply
  - c. 18.2 vacation preference worksite will apply
  - d. 24.l(c) job postings worksite will apply
2. Article 14.2 - Hours of work  
The hours of work of a regularly scheduled full-time employee will be an average range of thirty- six (36) to forty (40) hours per week over the bi-weekly pay period and an annual average range of 1872 hours to 2080 hours.
3. Article 26.2 - Paydays  
Paydays are bi-weekly.
4. Article 30.3 - Casual Call-in Procedures
  - a. Casual employees wishing assignment in their work must register with the Program Supervisor for position and assignments available and must be agreeable to the Employer.
  - b. Casual employees are responsible for submitting their current contact details and current availability form to the employer on the first day of each month for the following month. When the first day of the month falls on the weekend, the availability form is due on the Friday before the weekend. If not submitted, the last submitted form will be used. Refer to article 30.11 for information regarding minimum availability.
  - c. Casual employees will be offered unfilled shifts on the basis of seniority. Casual employees will be given as much notice as possible. In cases where there is an emergency, however, the first available employee will be assigned.
  - d. The Employer will make every reasonable effort to contact casual employees for unfilled shifts as soon as the need is known to the Employer:
    - (1) Unfilled shifts will be offered to regular employees under Article 14.2 (e) and casual employees who have submitted their availability form in this order:

- i. Full-time regular employees up to the maximum straight time hours and where the shifts do not conflict with their regular hours.
  - ii. Part-time regular employees up to the maximum straight time hours and where the shifts do not conflict with their regular hours.
  - iii. Casual employees
- (2) For urgent unfilled shifts that have become available with less than 24 hours' notice, the employer will offer the shift to the first available employee.
- (3) For non-urgent unfilled shifts that have become available with more than 24 hours' notice, the employer will attempt to contact casual employees via seniority twice, waiting 15-minutes apart, via their preferred communication (text or call or in person) until the unfilled shift is filled.
- (4) Wherever possible, calls to the on-call employees will be made between the hours of 8:00am and 9:00pm.
- (5) All contacts regarding shifts to be covered are to be logged with name, date, time, and what answer was received and the initials of the employee doing the scheduling. Confirmation or refusal of an offered assignment must be made at the time of the offer.
- e. Once having accepted an assignment, a casual employee has the same obligations to report for and complete that assignment as would be expected of a regular employee.
- f. Once having accepted an assignment, a casual employee will not be eligible for any other assignment that conflicts with it, unless such subsequent assignment is for a duration of five (5) shifts or longer.
- g. Notwithstanding subsections (d) and (e) preceding, casual employees may exchange shifts with other workers in the same work areas as long as they are available and it's preapproved by the employer and there is not interference with client care needs. This shall not be unreasonably withheld.
- h. Regular paid hours for casual employees must not exceed eighty (80) hours in the bi-weekly pay period.
- i. The above call-in procedures may be amended by mutual agreement to meet individual program preferences/needs.
- j. Upon notification to the Union, the Employer and the Union may negotiate at the local level, variation of the call-in procedure, provided that what was negotiated does not conflict with the terms and conditions of the collective agreement.

5. Special Project Employees

A "special project employee" is an employee hired for a specified period for special projects, including an employee hired under the auspices of a federal or provincial special employment program. Where the Employer wishes to employ a special project employee, it will provide details of the proposed arrangement to the Union. A special project employee may only be utilized by mutual written agreement of the Employer and the Union.

6. Client Vacations and Out of Town Assignments

An employee may elect to accompany a client in vacation or to attend an out of town assignment. Client vacation will be offered to employees by seniority within the appropriate program or worksite; and based upon suitability. A client vacation or out of town assignment that does not require an overnight stay will be compensated at an employee's applicable rate of pay.

A Client vacation or out of town assignment involving an overnight stay will be compensated at the rate of 16 hours of an employee's regular hourly rate for each twenty-four (24) hour period of part of a twenty-four (24) hour period. The employee may choose to take eight (8) hours of pay and eight (8) hour of paid lieu time.

An employee who does not participate in a client vacation or out of town assignment will not suffer a loss of their regular work or pay. A casual employee who elects not to accompany a client on vacation or to attend an out-of-town assignment will not be penalized.

The Employer will pay reasonable expenses incurred by the employee on a client vacation or out of town assignment. The advance will be based on the reimbursement rates in Article 26 and the cost of accommodation of it is needed.

Employees will not be required to share accommodation with the client provided there is not interference with client care needs as determined by the client's support team.

In the event of an emergency involving the employee or a client, the Employer will be responsible for arranging and paying for transportation home and if necessary, replacement staff.

7. Split Shifts

There are no split shifts, with the exception of the Community inclusion Programs, where employees will be given the opportunity and latitude to suitably coordinate hours worked.

8. Article 14.2 (g) - Extended Hour Shifts

No Employee working an extended hours shift schedule will accumulate no more than 2080 hours annually as per the Collective agreement.

The Employer will notify the Union immediately of any proposed schedule change and will meet with the Union to negotiate prior to any change to the implemented schedule.

The Employer shall ensure Article 14.8 is utilized for the conversion of hours as outlined in the collective agreement.

The extended hours schedules currently implemented at one (1) worksite listed below:

- a) Alfred Residential Program
  - I. One (1) position- Monday to Thursday, 8am to 6pm.
  - II. One (1) position- Friday to Sunday, 8am to 6pm.

Daily overtime for the positions at Alfred Residential Program will commence after the completion of the extended ten (10) hour workday.


- 9. 24 Hour shifts  
There are no 24 hour shifts.

Signatures on behalf of the Union:

Signed by:  
  
575A32234CB4465...  
Christina Holmes, BCGEU Staff Representative

Signatures on behalf of the Employer:

DocuSigned by:  
  
C292EFB0F59A402...  
Rachele Robinson, Executive Director High Roads

Signed by:  
  
65EEE5AACE3246C...  
Karen Wedlock, Local 312 Steward

Signed by:  
  
167CA6D91E52453...  
Anne Campbell, HR & Labour Relations Consultant, CSSEA

Date: December 6, 2024