

**MEMORANDUM OF AGREEMENT  
LOCAL ISSUES ADDENDUM**

**In Effect Until Local Issues are Renewed**

*Between  
B.C. General Employees' Union (BCGEU)  
and  
Port Alberni Family Guidance Association  
represented by the  
Community Social Services Employers' Association (CSSEA)*

**1. Article 14.2 – Hours of Work**

The hours of work of a regular full-time employee is seven (7) hours per day and thirty-five (35) hours per week.

**2. Article 15.4 – Split Shifts**

N/A

**3. "Programme" or "Worksite" – as identified in Articles 14.2(e)-Hours of Work, 16.4-Sharing of Overtime, 18.2(a)-Vacation Preferences, 24.1(c)-Job Postings**

|         |                      |           |
|---------|----------------------|-----------|
| 14.2(e) | Hours of Work        | Programme |
| 16.4    | Sharing of Overtime  | Programme |
| 18.2(a) | Vacation Preferences | Programme |
| 24.1(c) | Job Postings         | Programme |

**4. Article 30.3 – Casual Call-In Procedure**

Qualified casual employees will be called or texted in order of seniority. Casual employees will complete an availability form.

*(a) Availability*

- 1) Casual employees will provide their availability to the Employer by the seventh (7<sup>th</sup>) of each month for the following calendar month. When the seventh (7<sup>th</sup>) falls on a weekend, availability is due the Friday before the weekend.
- 2) Casual employees will be available:
  - a. A minimum of three (3) calendar days per week;
  - b. During the period of July 1<sup>st</sup> – September 7<sup>th</sup>. Casuals will be available seven (7) out of nine (9) weeks; and December 15<sup>th</sup> – January 7<sup>th</sup>, casuals will be available for coverage through either Christmas or New Years holiday period.

*(b) Shift Assignment*

- 1) If a casual employee refuses to accept a shift for which they have stated their availability and it is for reasons of injury, illness, serious family emergency, or other bona fide reasons then it will not be considered a refusal of shift.
- 2) Casual employees must contact the cell phone of their Manager to cancel a shift with less than seventy-two (72) hours notice.
- 3) The Employer will send a letter via registered mail to casual employees who have not worked any shifts for five (5) months. If the casual employee wishes to remain employed, they have one month to respond. If they do not respond within one month, they will be deemed to have resigned.

*(c) Calling Procedures*

- 1) Shifts that need to be filled within twenty-four (24) hours will be filled in order of seniority using the following procedures:
  - a. if there is no answer or it is busy, then immediately redial to rule out a misdial;
  - b. if there is still no answer **via call or text** or it is busy, then proceed to the next available employee on the list.
  - c. Employees **returning a call or text** within **two (2) hours** will receive the shift if senior.
- 2) Shifts that need to be filled outside of the twenty-four (24) hours will be filled in order of seniority using the following procedures:
  - a. if there is no answer or it is busy, then immediately redial to rule out a misdial;
  - b. wait 20 minutes;
  - c. redial the same employee;
  - d. if there is still no answer or it is busy, then proceed to the next available employee on the list.

3) Coverage for Shifts within Excess of Seven (7) Days' Notice

Definition: Coverage for a shift that commences more than seven (7) days after notification.

Employees will be called in order of seniority (full-time, part-time and casual employees).

The staffing person attempting to fill the shift will call two (2) contact numbers for the first employee on the list, and then wait twelve (12) hours for the employee to reply to the call-out. If there is no reply within the twelve (12) hours, the next employee on the list will be called. This process will be repeated until the shift is filled or until there is less than seven (7) days before the shift is to commence, at which time the procedure outline in (2), above, will be followed.

- 4) All calls or text must be recorded in a logbook. The logbook will show;
  - a. the time and date of the call or text;
  - b. the employee being called or texted;
  - c. the shift they are being offered;
  - d. whether the employee accepts, or refuses, or does not respond to call or text;
  - e. the signature of the staffing person calling or texting;
  - f. the Employer will provide a list of acronyms to be used in recording the logbook.

- 5) The staffing person is not obligated to call more than two (2) contact numbers per employee. For the purposes of this article, any electronic message equipment will be deemed to be "no answer". Casual employees who cannot be reached, where they have recorded themselves available, will have the shift recorded as a refusal.
- 6) If a casual employee refuses to work on three (3) occasions within a three (3) month period, they will be placed at the bottom of the call-in list for the remainder of the call-in period. At the beginning of the next call-in period, the employee will be placed in the appropriate place on the seniority call-in list.

**5. Article 26.2 – Paydays**

Paydays are on the last day of each month, with an advance on the 15<sup>th</sup> of each month. Payment is in cheque form. If the last day of the month falls on a Saturday or Sunday, pay cheques will be available on the Friday prior to the end of the month.

**6. School Based or Seasonal Program Employees**

N/A

**7. Special Project Employees (including Student Employment and Work Experience Programs)**

N/A

SIGNED ON BEHALF OF  
THE UNION:



Michelle Webster  
Staff Representative

SIGNED ON BEHALF OF  
CSSEA:



Melanie Stevenson, Manager  
Employer Representative



Jessica Gill  
CSSEA Representative

Dated: November 12, 2024

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BCGEU – PA Family Guidance - 2024

