

Collective Agreement

between

**Ontario Public Service Employees Union
on behalf of its Local 166**

and

Community Living London

DURATION: April 1, 2022 – March 31, 2025



Sector 2a
1-166-5065-20250331-2a

TABLE OF CONTENTS

ARTICLE 1 – PURPOSE	1
ARTICLE 2 – RECOGNITION	1
ARTICLE 3 – MANAGEMENT RIGHTS	2
ARTICLE 4 – RELATIONSHIP	3
ARTICLE 5 – CHECK OFF OF UNION DUES	3
ARTICLE 6 – REPRESENTATION	4
ARTICLE 7 – GRIEVANCE PROCEDURE	6
ARTICLE 8 – DISCHARGE GRIEVANCES	7
ARTICLE 9 – POLICY GRIEVANCE	7
ARTICLE 10 – ARBITRATION	8
ARTICLE 11 – BULLETIN BOARD	8
ARTICLE 12 – JOB POSTING	9
ARTICLE 13 – SENIORITY	12
ARTICLE 14 – TECHNOLOGICAL CHANGES	15
ARTICLE 15 – LAYOFF AND RECALL	15
ARTICLE 16 – SICK LEAVE	16
ARTICLE 17 – LEAVE OF ABSENCE	18
ARTICLE 18 – PREGNANCY, PARENTAL, ADOPTION LEAVE	20
ARTICLE 19 – VACATION	20
ARTICLE 20 – PAID HOLIDAYS	24
ARTICLE 21 – HOURS OF WORK	25
ARTICLE 22 – HOSPITAL AND MEDICAL INSURANCE	28
ARTICLE 23 – TRAVEL RATES AND CELL PHONES	29
ARTICLE 24 – PERSONNEL FILES	29
ARTICLE 25 – OCCUPATIONAL CLASSIFICATION AND WAGE RATES	30
ARTICLE 26 – PENSION PLAN	31
ARTICLE 27 – GENERAL	32
ARTICLE 28 – TERM OF AGREEMENT	33
COMMUNITY LIVING LONDON PAY RATES	34
LETTER OF UNDERSTANDING #1 – MCSSS - FUNDING	37
LETTER OF UNDERSTANDING #2 – CONTRACTING OUT	38
LETTER OF UNDERSTANDING #3 – PART-TIME CONVERSION	39
LETTER OF UNDERSTANDING #4 – PASSPORT OR INDIVIDUALIZED FUNDING	40
LETTER OF UNDERSTANDING #5 – FAMILIARIZATION PERIOD	43
APPENDIX 1 – MODEL AGREEMENT – INNOVATIVE SCHEDULING/FLEXIBLE SCHEDULING	44

ARTICLE 1 – PURPOSE

1.01 Parties to Agreement and Purpose

The parties to this agreement are

COMMUNITY LIVING LONDON
(hereinafter referred to as the Employer)

and

Local 166
OPSEU/SEFPO
(hereinafter referred to as the Union)

- 1.02 The general purpose of this agreement is to establish and maintain collective bargaining relations between the Employer and its employees, to provide a method for the prompt and equitable disposition of grievances and efficient operation of the Employer, and to establish and maintain mutually satisfactory working conditions, hours of work and wages for all employees who are subject to the provisions of this agreement.

ARTICLE 2 – RECOGNITION

- 2.01 The Employer recognizes the Union as the sole bargaining agent of all employees of Community Living London in London, Ontario, save and except supervisors and persons above such rank, office and clerical employees and students employed during the school vacation period.
- 2.02 Whenever the feminine pronoun is used in this Agreement, it includes the masculine pronoun when the context requires, and vice versa.
- 2.03 For purposes of definition in this agreement, a full-time employee is one who is regularly scheduled to work in excess of thirty-two (32) hours per week as averaged over an eight (8) week period.
- 2.04 For the purposes of definition in this agreement, a part-time employee is one who is scheduled to work up to sixty-four (64) hours biweekly.
- 2.05 For purposes of definition in this agreement:
- a) A contract employee is one who is hired from outside of the bargaining unit to cover the absence of a full-time employee where the length of such service is known and exceeds a period of five (5) weeks, or to work in a position of a non-recurring nature. Contract employees shall not be entitled to grieve the termination of their contract.

- b) A temporary assignment is the assignment of a bargaining unit employee for a period of greater than twelve (12) weeks but no longer than twenty-four (24) months, (with the exception of positions referred to in Article 17.03), to a position normally held by another bargaining unit employee, as a result of the employee being the successful candidate for the posting of the assignment.
- 2.06 For purposes of definition in the agreement a casual employee is one who is not regularly scheduled for work but is called in on an "as needed" basis to cover emergency situations, vacations or leaves-of-absence of less than eight (8) weeks duration.
- 2.07 For purposes of this agreement the definition of job sharing shall be: two (2) employees sharing the job and resources of one (1) full-time position as outlined in the job sharing arrangement in Article 12.04.
- 2.08 For purposes of this agreement, casual, part-time, including part-time on temporary assignments and contract employees will receive pay and benefits in accordance with the part-time provisions in this agreement.

ARTICLE 3 – MANAGEMENT RIGHTS

- 3.01 Subject to the terms of this agreement the Union acknowledges that the management of the Employer's operations and direction of employees is fixed in the Employer and without restricting the generality of the foregoing the Union recognizes that it is the exclusive function of management to:
 - a) maintain order, discipline and efficiency;
 - b) hire, discharge, direct, transfer, classify, promote, demote, layoff or discipline employees provided that a claim of improper classification, promotion, demotion, layoff or transfer or a claim that an employee has been discharged or disciplined without just cause may be the subject of a grievance and dealt with as hereinafter provided; and
 - c) make, enforce and alter from time to time reasonable rules and regulations to be observed by the employees except as specifically limited by the expressed provisions of this agreement;
 - d) determine the nature and kind of operations conducted by the Employer, the kinds and locations of operations, the equipment and materials to be used, the number of employees to be employed, their job content and their qualifications, the extension, limitation, curtailment or cessation of operations or part thereof and to

determine and exercise all other functions and prerogatives in accordance with its commitments, obligations and responsibilities all of which shall remain solely with the Employer except as limited by the expressed provisions of this Agreement.

ARTICLE 4 – RELATIONSHIP

- 4.01 The Employer and the Union agree to conduct their affairs in accordance with the *Ontario Human Rights Code*.
- 4.02 The Employer and the Union agree that there will be no intimidation, bullying, discrimination, interference, restraint or coercion exercised or practiced by the parties or their representatives because of membership or non-membership in the union or their activity or lack of activity in any labour organization.
- 4.03 All correspondence between the parties arising out of this agreement or incidental thereto shall pass to and from the Executive Director for the Employer and a designated, authorized member of the Union and the local Regional office of the Union.
- 4.04 There shall be no strikes or lockouts or picketing so long as this agreement continues to operate. The words "strike" and "lockout" have their meaning attributed to them in the interpretation section of the *Labour Relations Act*.
- 4.05 The Employer shall have the right to discharge or otherwise discipline employees who take part in, or instigate, any illegal strikes, picketing, stoppage or slow down against the employer but a claim of unjust discharge or treatment may be the subject of a grievance and dealt with as provided in the grievance procedure herein.

ARTICLE 5 – CHECK OFF OF UNION DUES

- 5.01 The Employer agrees that during the life of this agreement it will deduct a sum equal to regular Union dues from each pay, due each pay period from each employee in the bargaining unit from the first day of employment and whether or not the employee is a member of the Union and to remit the same once per month prior to the 15th day of the month following, to the Union. The Employer shall when remitting such dues name the employees from whose pay such deductions have been made and provide their Social Insurance Number. The amount of regular Union dues shall be as certified from time to time to the Employer by the Secretary-Treasurer of the Union.

- 5.02 Union dues shall be deducted as per article 5.01 on retroactive increases to basic wages which are obtained by direct negotiations, interest arbitrations, rights arbitrations, pay equity settlements, major reclassification or by any other method which produces retroactive wage increases.
- 5.03 From and after the execution of this collective agreement by both parties the Employer as a condition of employment shall require its employees to complete such authorization to deduct a sum equal to Union dues as provided for in Article 5.01 hereof and to maintain the same during the period set forth in this article.
- 5.04 Check off of dues shall continue during the lifetime of this agreement or any renewal.
- 5.05 The Employer agrees to include the annual total of dues deducted on each employee's T-4 slip.
- 5.06 The Union agrees to save the Employer harmless and to indemnify the Employer with respect to any claim made against the Employer by any employee or any group of employees arising out of the deduction of union dues as herein provided.

ARTICLE 6 – REPRESENTATION

- 6.01 The Union will keep the Employer informed of the Union's executive body, committees, and local regional representation.
- 6.02 For purposes of this article, when changes are made to the name and position of any of the committee members, such changes shall be given to the Employer in writing and can include up to 2 people from a single location if mutually agreeable based on the operational needs of the organization.
- 6.03 The Employer will not recognize any individual member or group of members undertaking to represent the Union at meetings with the Employer on behalf of the Union without proper authorization of the Union in writing.
- 6.04 Employees shall have the right to the assistance of OPSEU/SEFPO representatives and stewards at all times with the approval of the supervisor or manager involved. Such approval shall not be unreasonably withheld.
- 6.05 The Unit steward shall be granted two (2) hours per week, without loss of pay to attend to the legitimate Union business of the Unit. The local

president or designate if in the employ of the Employer, shall be granted fifteen (15) days annually, paid for by the Employer, for the purposes of administration of the local, including time utilized by the Local President as a union steward and for the involvement in any committee under this collective agreement.

6.06 The Employer agrees to notify the unit steward of the name and address of any new employee of the Employer within the bargaining unit, and where in the Employer's operations the employee is initially located.

6.07 The Grievance Committee will be comprised of the griever, a steward of the griever's choice and the staff representative or designate.

6.08 **Negotiation Committee**

The Employer acknowledges the right of the employees to select a Negotiation Committee of up to five (5) representatives, and can include up to 2 people from a single location if mutually agreeable based on the operational needs of the organization. The Employer will recognize the said Committee and the Union Representative for contract negotiation purposes. The committee shall meet as needed and shall suffer no loss of earnings for time spent in face-to-face negotiations.

6.09 **Labour/Management Committee**

The parties mutually agree that there are matters that would be beneficial if discussed at a Labour/Management Committee meeting during the term of this agreement. The Committee shall be comprised of an equal number, but not more than six (6), representatives of each party and shall meet at a time and place mutually satisfactory. The committee shall meet once every three (3) months, unless agreed otherwise. A notice of meeting shall be in writing fourteen (14) days prior to the agreed upon date and accompanied by an agenda of items to be discussed. Minutes of the Labour/Management Committee shall be recorded and posted within fifteen (15) days following their approval. Committee members shall suffer no loss of earnings for time spent in committee meetings.

6.10 **Health and Safety**

The Employer shall maintain a joint Health and Safety Committee in accordance with the *Occupational Health and Safety Act* and amendments hereto. The committee shall meet as needed and shall suffer no loss of earnings for time spent in committee meetings.

6.11 **Pay Equity Committee**

The Employer shall maintain a Pay Equity Committee comprised of three (3) members from both the Employer and the Union. The committee shall meet as needed and shall suffer no loss of earnings for time spent in committee meetings.

6.12

Orientation

The Employer agrees to allow one half (1/2) hour for Union orientation during New Hire Orientation or other time that is mutually agreed to. The Orientation shall be conducted by the highest ranking officer or designee from within the unit available at the time of orientation, to be paid by the Employer.

ARTICLE 7 – GRIEVANCE PROCEDURE

7.01

For purposes of this agreement a grievance is defined as any difference arising between the parties relating to working conditions and the interpretation, application, administration or alleged violation of the agreement including any question as to whether a matter is arbitrable.

Step 1

An employee who has a complaint shall first discuss it with their supervisor. Such a complaint shall be brought to the attention of the immediate supervisor within ten (10) business days of the incident leading to the alleged grievance. The immediate supervisor's decision shall be given verbally within five (5) business days.

Step 2

Should the grievance remain unsolved, the employee may present a grievance in writing on a written grievance form supplied by the Union to their immediate supervisor within ten (10) business days of receiving the reply to the verbal complaint. The grievance shall contain a statement of the nature of the grievance and indicate the relief sought and shall be signed and dated by the employee. The immediate supervisor shall answer the grievance in writing within ten (10) business days.

Step 3

Failing settlement of the grievance at step 2 the Union may within five (5) business days of receiving the response of the immediate supervisor, refer the matter to the Executive Director in writing. Within the next five (5) business days the Employee and the Executive Director shall meet to discuss the matter. If the grievance is not settled within five (5) business days of the meeting, it may be referred to arbitration as hereinafter provided.

7.02

The employee may be accompanied by their steward if they so desire at any stage of the grievance procedure. If at any step of the grievance procedure the grievance has not been processed by the Employer within the time limit as prescribed the grievance shall automatically be advanced to the next step.

- 7.03 Time limits set forth herein are mandatory and not directory and the failure of an employee to follow the procedure laid down in this article shall result in forfeiture of all rights to the grievance procedure. The time limits fixed in this agreement may be extended by mutual consent of both parties to this Agreement provided that there shall be no obligation on either party to consent.
- 7.04 When referred to in this agreement, "business days" are exclusive of Saturdays, Sundays and Paid Holidays.

ARTICLE 8 – DISCHARGE GRIEVANCES

- 8.01 A claim by an employee who has completed the probationary period that they have been discharged or suspended without just cause shall be treated as a grievance if a written statement of such grievance is lodged with the Executive Director at Step 3 of the grievance procedure within ten (10) business days after the employee ceases to work for the Employer and for the purposes of this article, Step 2 shall be waived. A probationary employee may be discharged or suspended without just cause and no claim by a probationary employee that they have been discharged or suspended without cause may be treated as a grievance.
- 8.02 During the probationary period neither party shall be required to give the other party more than seven (7) calendar days' notice of termination of employment. During the probationary period the Employer may dismiss a probationary employee without cause. The dismissal, the reason for the dismissal, or the lack of reason for dismissal; the cause or the lack of cause; layoff, failure to recall after layoff or the reason or lack of reason to recall after layoff, of a probationary employee shall not be the subject of a grievance.

ARTICLE 9 – POLICY GRIEVANCE

- 9.01 A policy grievance is defined as a complaint arising directly between the Employer and Union concerning the interpretation, application or alleged violation of the agreement.
- 9.02 The Employer may complain to the Union with respect to the conduct of any employee covered by this Agreement or any complaint with respect to the conduct of Officers, Committee Members or Union Representatives and if such complaint is not settled to a mutual satisfaction of the parties it may be treated as a grievance and similarly, the union may process policy grievances which are not otherwise processed by individual employees subject to the terms of this Agreement.

- 9.03 All policy grievances shall be initiated in writing at Step 3 of the grievance procedure and the times set forth therein shall be applicable.
- 9.04 No policy grievance shall be considered which overrides the rights of management. A policy grievance must be signed by the president of the local or designate.

ARTICLE 10 – ARBITRATION

- 10.01 Where a grievance is not resolved after exhausting the Grievance Procedure, either of the parties may notify the other party in writing of its desire to submit the difference of the allegation to arbitration and the notice shall contain the name of the first party's appointee to an Arbitration Board. The recipient of the notice shall within five (5) business days inform the other party of the name of its appointee to the Arbitration Board. The two (2) appointees so selected shall within five (5) business days of the appointment of the second of them, appoint a third person who shall be the Chairman. If the recipient of the notice fails to appoint an arbitrator, or if the two (2) appointees fail to agree upon a chairman within the time limits, the appointment shall be made by the Minister of Labour, upon the request of either party. The Arbitration Board shall hear and determine the difference or allegation and shall issue a decision and the decision is final and binding upon the parties and upon any employee affected by it. The decision of the majority is the decision of the Arbitration Board, but if there is no majority the decision of the Chairman governs. Each of the parties hereto shall jointly bear the expenses of the third party, and any cost of the place of hearing of such arbitration if and when the necessity arises.
- 10.02 The Board of Arbitration shall not have any power to alter, modify or change any of the provisions or any existing provisions, nor to give decisions inconsistent with the terms and provisions of this Agreement.
- 10.03 **Single Arbitrator** - Notwithstanding the forgoing provision of this article, the parties hereto may in substitution for the above procedure agree in writing to appoint one (1) arbitrator satisfactory to both parties, in which cases such arbitrator shall have the same jurisdiction, power and authority as has been given to the Arbitration Board by the foregoing terms of this Article.

ARTICLE 11 – BULLETIN BOARD

- 11.01 a) It is agreed and understood that the Employer will provide at no cost to the Union and shall place in mutually agreeable locations, bulletin boards and/or binders to be used for the purpose of posting

Union notices and job postings therein, being a maximum of one (1) bulletin board and/or binder per facility.

- b) The Employer will establish a virtual link containing a list of Union Stewards and Health & Safety Representatives.

ARTICLE 12 – JOB POSTING

Full-time Employees

- 12.01 a) A notice of any permanently vacant, newly created or temporary assignment position, forming part of this Agreement shall be advertised electronically for a period of seven (7) business days and shall indicate the number of employees required, the location of, title and qualifications, description and salary of this position. Only employees who apply in writing will be considered for the vacant or newly created position subject to the rights of the Employer to hire from outside as set forth herein. Each applicant will be informed of the outcome of the posting in writing upon request.
- b) The provisions of Article 12.01 (a) are subject to the Employer's right to transfer employees to meet operational needs. The employer shall not exercise its right to transfer in lieu of posting a job without first notifying the Union.
- 12.02 It is agreed and understood that the Employer shall attempt to fill all job vacancies from within the bargaining unit before hiring from outside provided bargaining unit employees have made application in writing and have the necessary qualifications to fill the vacant position. Applications shall be considered upon the following factors:
- a) skills, ability, experience, knowledge, training and competence
 - b) the ability to relate to the client group
 - c) seniority
- Where the qualifications in factors (a) and (b) are relatively equal, seniority shall govern. Such judgment shall be made in a fair, impartial and consistent manner.
- 12.03 If an employee is absent from work they will have the right to apply for any vacant position. Such absent employee must make their application within the time specified and consideration of their application will not delay the filling of the position.

Job Sharing

- a) Full-time employees or the Employer may propose a job sharing arrangement, and if agreed to by the Union and the Employer, it shall be implemented.
- b) Employees who enter into such a job sharing arrangement shall continue to be included in the bargaining unit in the classification held immediately prior to the commencement of the job sharing agreement.
- c) Two (2) employees sharing one (1) full-time position shall receive wages at the straight full-time hourly rate, plus pro-rated benefits and holidays. It is the parties' objective to ensure that two (2) employees who are sharing one (1) full-time position shall not receive any benefits superior individually or cumulatively to that which a non-sharing full-time employee would individually receive.
- d) Such proposal shall be limited to splitting one (1) full-time position into two (2) parts. The total number of full-time positions allowed to job share would be a maximum of 10% (to the next full-time position) of full-time equivalent positions.
- e) Individuals who are presently working full-time and wish to make application to job share shall do so in writing to their supervisor. The applicant's portion of the position will not be posted, but the remainder of the original shall be posted as per the Collective Agreement. A successful applicant shall meet with the supervisor to discuss the job sharing arrangements. A union representative may accompany the employee to the meeting.
- f) If the number of applications to job share is greater than is acceptable to the Employer the decision of which job(s) is (are) to be shared shall be based upon the seniority of the applicants with the most senior given preference, subject to any applicant having the qualifications to perform the shared job to the Employer's normal standards.
- g) If one of the job sharers permanently vacates their position, for whatever reason, and the job shared position reverts to full-time, then the remaining job sharer shall assume the full-time position if they so desire and if they were a full-time employee when they entered into the job sharing arrangement. If job sharing is to

continue, then the vacancy shall be posted according to the Collective Agreement. If the vacancy is not filled successfully, the remaining job sharer shall have a final opportunity to assume the non-shared full-time position if they were a full-time employee when they entered into the job sharing arrangement. If they refuse it will be posted as a full-time position in accordance with the Collective Agreement. The remaining job sharing employee will remain as a regular part-time employee. If one of the job sharers temporarily vacates their position for a leave of absence of more than sixty (60) consecutive calendar days, the remaining job sharer shall have the opportunity to assume the full-time position until the return of the other job sharer. However, if the remaining job sharer declines to assume the full-time position the Employer may fill the job sharer position on a temporary basis.

If the employer terminates the arrangement and the job share had been filled by two (2) full-time employees, the higher seniority employee is first offered the position. The lower seniority employee will revert to a regular part-time employee. If the higher seniority employee does not wish to fill the full-time position, they will revert to a regular part-time employee and the lower seniority employee will then be offered the full-time position. If neither parties wish to fill the position, they will both revert to regular part-time employees and the job will be posted.

- h) An employee participating in job sharing who wishes to return to a full-time position must apply through the posting provisions of the Collective Agreement when such positions become available.
- i) Posted schedules for job shared positions will be identical to the full-time positions they replace.
- j) Job sharers will have the option of determining between themselves which portion of the work schedule they will work. If the job sharers are unable to agree on the hours they will work within five (5) working days of the creation of the shared job, the Employer shall schedule such work and the job sharers shall work in accordance with the posted schedule.
- k) The seniority and service accruals of an employee participating in a job sharing arrangement shall continue to accrue in accordance with hours paid.
- l) Any difference that may arise from the implementation of job sharing shall be discussed by the parties at a Labour/Management meeting. If no agreement can be reached between the parties, the

particular job sharing arrangement involving specific employees which was the subject of the difference shall cease to exist and 12.04 (g) herein shall become applicable with respect to the employees concerned.

- m) The Employer or the employee may discontinue job sharing with thirty (30) calendar days' notice to the other party or such other notice as may be agreed to by the parties. In such instances 12.04 (g) and (h) herein shall become applicable with respect to the employees concerned.

Part-Time Employees

- 12.05 Where the employer requires additional regularly scheduled part-time help they will first offer additional hours, where practical, to part-time employees who have applied in writing for additional hours of work to the Human Resources Department or designate. The granting of additional regularly scheduled hours will be based on skills, ability, knowledge, training, competence and the ability to relate to the client group. Where these factors are judged to be relatively equal then seniority shall govern.
- 12.06 Where a part-time employee wishes to change work locations, they will apply to the Human Resources Department or designate in writing for a transfer which must be considered before hiring from outside the bargaining unit.

ARTICLE 13 – SENIORITY

- 13.01
 - a) Subject to Article 13.04, full-time employees earn seniority based on their length of continuous service with the Employer in any position in the bargaining unit, expressed in years or parts thereof. A full-time employee is deemed to be in continuous service;
 - i) when actually at work for the Employer and
 - ii) when on an approved absence
 - b) Part-time employees earn seniority based on their total number of hours worked for the Employer as a part-time employee in the bargaining unit, expressed in years or parts thereof.
 - c) Employees moving between full-time and part-time and vice versa maintain their seniority.
 - d) An employee shall be on probation until they have completed five hundred and twenty (520) hours of work for the Employer.

- e) Probationary employees shall be evaluated after three hundred and twenty (320) hours worked and again, if necessary, after four hundred (400) hours worked.
- f) The Employer may require the probationary period to be extended for up to an additional five hundred and twenty (520) hours to a total of one thousand and forty (1040) hours, provided the Employer informs the Union and the employee at least ten (10) calendar days prior to the expiration of the initial probationary period and sub clause (e) has been complied with.
- g) Seniority shall be established upon the successful completion of the probationary period and shall be effective from the date of employment in a position covered by this agreement.
- h) The Employer shall notify the employee and the unit steward, in writing, within thirty (30) calendar days of the successful completion of the probationary period.
- i) Seniority is a factor in respect of the following processes only:
 - i) Layoff and recall
 - ii) Job Posting
 - iii) Choice of vacation schedule
 - iv) Scheduling of hours of work for part-time employees.

13.02 An employee shall lose all seniority and shall be deemed to have terminated their employment if they:

- a) voluntarily leaves the employ of the Employer or is retired;
- b) is discharged and is not reinstated through the grievance procedure or arbitration;
- c) is absent from work without permission for one (1) scheduled shift during which time they have not contacted the Employer;
- d) fails to return to work on termination of an authorized leave of absence;
- e) utilizes the leave of absence for purposes other than which it was granted;
- f) fails to return to work within seven (7) calendar days after being recalled from layoff with notice sent by registered mail, provided that the employee shall have three (3) calendar days to respond to

the notice and if the employee desires to return to work the employee shall communicate that desire to the Employer within three (3) calendar days and agree to return to work within fourteen (14) calendar days of the date of the notice or as the Employer and the employee shall otherwise agree;

- g) is off the payroll for a continuous period of three (3) months for any reason other than illness or injury or approved leave of absence. In the case of a leave of absence this period may be extended upon mutual agreement in writing prior to the end of the three (3) month period.

13.03

- a) With the exception of pregnancy/parental leave, during which an employee's seniority shall accumulate in accordance with the *Employment Standards Act* and the further exception of sick leave:
 - i) a full-time employee shall continue to accumulate seniority during the first thirty (30) working days of absence from work, after which the employee shall maintain but not further accumulate seniority; and
 - ii) a part-time employee shall maintain seniority during absences from work.
- b) An employee who accepts an acting position outside of the bargaining unit shall continue to pay union dues and accumulate seniority for the first thirty (30) working days; after which the employee shall maintain but not further accumulate seniority and shall not pay union dues. The employee shall retain the right to return to their former position in the bargaining unit, on completion of the acting assignment, or to a comparable position if the former position no longer exists. Further, if outside the bargaining unit for a period of eighteen (18) months, employee will lose all seniority.

13.04

- a) A combined seniority list according to the records of the Employer with seniority expressed in years shall be posted semi-annually by January 31st and July 31st. A copy shall be supplied to the Unit Steward of the Union and a copy posted on each bulletin board.
- b) For the purposes of calculating seniority, employees shall receive full credit for each hour paid at the sleepover rate.
- c) A seniority year shall be 2080 hours.
- d) A part-time employee cannot accrue more than 2080 hours of seniority and service per calendar year.

ARTICLE 14 – TECHNOLOGICAL CHANGES

- 14.01 In the event of proposed technological changes, or in the event of changes resulting from work reorganization which affects the employees in the bargaining unit, the Employer agrees to discuss such changes with the Union executive before such changes are made.
- 14.02 In the event an employee requires training, as determined by the Employer, to perform a job in a position to be changed, the Employer agrees to allow the employee up to three (3) months for the purposes of retraining. During the period of training the position may be filled by temporary staff.
- 14.03 Subject to the factors listed in Article 12.02 employees displaced by any technological change will be given the first opportunity to apply for any new position created by such technological change or any other vacant position before the position is posted in the normal manner.

ARTICLE 15 – LAYOFF AND RECALL

Full-Time Employees

- 15.01 Wherever practicable, attrition, voluntary early retirement, and voluntary exit will be used as alternatives to layoffs.
- 15.02 The Employer agrees to notify the Union or an OPSEU/SEFPO representative one (1) month prior to implementation of a layoff and to discuss the layoff with the Union. Every reasonable effort will be made on the part of the Employer and the Union to assist employees affected by a layoff.
- 15.03 In the event of a layoff, the Employer shall lay off the least senior employee within a classification, in reverse order of their seniority.
- 15.04 A laid off employee will be entitled to displace the employee with the least seniority less than their own in a lower classification.
- 15.05 An employee who has received layoff notice and who has displaced another employee will be considered for future full-time vacancies, in the classification from which they were laid off, in priority to all other employees. If more than one employee is affected, the order of placement will be according to seniority.
- 15.06 A laid off employee who does not displace another employee will be placed on a recall list for a period of twelve (12) months unless such employee on the recall list who is not recalled to work within twelve (12) months shall be entitled, at the end of the twelve (12) month period, or

such lesser period greater than thirteen (13) weeks as the employee may determine to the balance of the termination pay payable at the end of thirteen (13) weeks of layoff, if any and, if mandated by the *Employment Standards Act*, severance pay, in accordance with the provisions of the *Employment Standards Act*, upon payment of which the employee's name shall be removed from the recall list.

- 15.07 Subject to Article 15.05, the Employer, upon rehiring, agrees to do so in reverse order of layoff within each classification. All employees on the recall list who are qualified for the available positions shall be rehired before the Employer hires new employees from the open market.
- 15.08 An employee recalled and reinstated to their former position shall receive the appropriate rate of pay for the position at the time of recall. Any employee recalled and reinstated to any other position will receive the appropriate pay for such position at the time of recall.
- 15.09 Any employee who has completed their probationary period and who, after layoff, remains on the recall list may continue to participate in the benefit plans for a period of thirty one (31) days.
- 15.10 Should job qualifications change, bargaining unit members will be deemed qualified in their current position, and those qualifications for which the employee has been deemed qualified will be transferable to any other position within the bargaining unit which requires equal qualifications. For greater clarity, the Employer reserves the right to change qualifications to include specific skills.

Part-time Employees

- 15.11 When scheduled part-time hours are no longer necessary in a work location then the affected part-time employee has the right to assume the part-time hours of the least senior employee based on skill, competence and ability to relate to the client group.

ARTICLE 16 – SICK LEAVE

Full-time Employees

- 16.01 a) All full-time employees covered by this agreement shall be eligible for a sick leave credit of eight (8) hours for each one hundred and sixty (160) hours worked. Sick leave credits are granted for the sole purpose of protecting an employee against loss of income due to illness or accident and are granted subject to the conditions set out in this article. Sick leave shall be cumulative to a ceiling of three hundred and sixty (360) hours.

- b) Employees can simultaneously earn additional credits to a ceiling of one hundred and twenty (120) hours, with the additional hours to be accumulated in a separate bank and be used solely while on Long Term Disability. The additional credits shall be earned at 2.4 hours for each one hundred and sixty (160) hours worked.
 - c) Full-time employees shall continue to earn sick credits for the first thirty (30) working days of an absence.
- 16.02 Where an employee is absent as a result of sickness or accident and is receiving the Weekly Indemnity benefit or Long Term disability insurance under the Group Insurance Plan for the employees of the Employer, the employee shall receive from the Employer the difference between their regular pay and the amount being received from the Group insurance to the maximum amount in aggregate of the dollar value of the existing sick leave credit.
- 16.03 When the employee is receiving benefits from WSIB (Workplace Safety and Insurance Board), then at the employee's option they will receive the difference between their pay and the Board's award to the maximum amount in aggregate of the existing sick leave credit.
- 16.04 If an employee on authorized vacation or on leave of absence is unable to return to their employment when scheduled to do so because of illness or injury not covered by WSIB such employee will be entitled to use any accumulated and unused sick leave standing to their credit.
- 16.05 The number of hours an employee is absent due to illness or accident shall be deducted from the employee's sick leave credits in four (4) hour blocks. Where an employee is absent on WSIB or weekly indemnity only the actual hours paid shall be deducted from the sick bank.
- 16.06
 - a) Proof of illness shall be established by submission of a medical certificate on any absence of three (3) days or more duration. If, at any time, the Employer has reasonable grounds to question the employee's illness, the Employer may, at its expense, require proof of sickness by a medical certificate for any such absence, which shall be obtained by the employee. A waiver by the Employer of a medical certificate in any case shall not be deemed to establish a precedent and the Employer may require the medical certificate at any time during the course of this agreement pursuant to the terms thereof.
 - b) The employer shall not be obliged to pay for medical certificates or reports required;

- (i) for the purpose of accommodating an employee with a disability, or
- (ii) in respect of an employee's claim for disability benefits.

16.07 A record of all unused sick leave will be kept by the Employer and information from such record shall be provided upon reasonable request of the employee.

16.08 There will be an operating directive that for an employee with an overtime bank of over twenty-four (24) hours, time taken by employees for reasonable and necessary doctor and related medical appointments shall be deducted from overtime credits of employees who have accumulated overtime. For an employee with an overtime bank of twenty-four (24) hours or less, the employee shall have the option to deduct from their overtime credits or sick leave credits taken by employees for reasonable and necessary doctor and related medical appointments. Employees who do not have accumulated overtime will have the time deducted in increments of four (4) hour blocks from the sick bank.

ARTICLE 17 – LEAVE OF ABSENCE

17.01 Bereavement Leave

In the case of the death of a spouse including a same-sex or common-law spouse or child including a step-child an employee shall be permitted to be absent for seven (7) calendar days. In the case of death in the immediate family, namely mother, father, and step-parent an employee shall be permitted to be absent for not more than five (5) days. In the case of the death of an employee's sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, step-brother, step-sister, an employee shall be permitted to be absent for not more than three (3) days. In the case of the death of a grandparent or "grandparent-in-law" or grandchild, an employee shall be permitted to be absent for not more than two (2) days. Such leaves shall include the day of the funeral and a memorial or celebration service which may occur at a later date. Part-time employees shall be paid for only the days for which they had been scheduled to work.

17.02 Union Leave

Leave of absence shall be granted, upon fifteen (15) days prior written request to the Employer, to employees elected or appointed to represent the Union at conventions, seminars and/or meetings.

17.03 When an employee is elected or appointed to a full-time position with OPSEU/SEFPO or with an organization to which OPSEU/SEFPO is affiliated, the Employer shall grant a leave of absence for such leave. At

the end of the assignment the employee shall be reinstated to their former position at the then current salary.

Any employee on an approved union leave, as provided for in Articles 17.02 or 17.03, shall continue to receive regular pay and benefits during the leave period with full reimbursement by OPSEU/SEFPO for all pay and benefits.

17.04 **Jury Duty**

The Employer shall pay any employee who is required to serve as juror or court witness the difference between their normal earnings and the payment they receive for jury service or court witness. The employee will present proof of service and the amount of pay received. Leave for jury duty or leave for witness duty shall be given, if the requirements of jury duty or the requirements of the employee as a witness fall on the day of the employee's scheduled shift. For further clarification, night shifts will only be compensable on a day for a shift basis.

17.05 **Personal Leave**

An employee shall be entitled to leave of absence without pay and without loss of seniority when the employee requests it for good and sufficient reason, the determination of which shall be at the discretion of the Employer and failure to grant such leave shall not be the subject of a grievance. An employee shall be entitled to any additional unpaid personal leave as identified in the ESA (*Employment Standards Act*.)

17.06 **Personal Emergency Leave**

Full-time employees shall be granted two (2) paid personal emergency days per calendar year. Those two (2) days can be used in four (4) hour increments and will be deducted from the employees' sick credits.

Part-time employees shall be granted two (2) paid personal emergency days per calendar year.

Any leave taken under the Personal Emergency Leave article 17.06 shall be offset against any corresponding ESA leave entitlement.

17.07 **Educational Leave of Absence**

An unpaid leave of absence without loss of seniority may be granted to an employee with one (1) or more years of service to attend a recognized college, or university full-time program. The course of instruction shall be relevant to the employee's employment with the Employer. The granting or refusal for the request is at the sole discretion of the Employer and shall not be the subject of a grievance.

17.08 **Self-Funded Leave**

An employee that has received approval for a leave of absence may request that the Employer deduct from their wages, a percentage of pay for a set period of time so that the leave may be fully or partially self-funded.

ARTICLE 18 – PREGNANCY, PARENTAL, ADOPTION LEAVE

18.01 Pregnancy, Parental and Adoption leave shall be in accordance with the *Employment Standards Act*.

18.02 If vacation earned up to the commencement of leave has not been taken, vacation pay will be added to the final cheque before commencement of leave.

ARTICLE 19 – VACATION

Full-time Employees

19.01 Full-time employees will be entitled to annual paid vacation as set out below:

- a) From the commencement of full-time employment until December 31 of that year, full-time employees will earn 1.25 days per month of full-time employment.
- b) During the first, second, third and fourth complete years of full-time employment (January to December), full-time employees earn 1.25 days per month of full-time employment.
- c) During the fifth through eleventh complete years of full-time employment (January to December), full-time employees earn 1.66 days per month of full-time employment.
- d) During the twelfth through twentieth complete years of full-time employment (January to December), full-time employees earn 2.08 days per month of full-time employment.
- e) During the twenty-first and subsequent complete years of full-time employment (January to December), full-time employees earn 2.5 days per month of full-time employment.

19.02 Vacation earned in one year must be taken by March 31st of the following year or the vacation will be scheduled by the Employer to a maximum of two (2) weeks with thirty (30) days' notice. Any remaining balance shall be forfeited.

- 19.03 Vacations will be arranged with due regard to the requirements of the Employer and the people it supports. Every attempt will be made to accommodate employee requests. Supervisors will respond in writing to all vacation requests made prior to February 1st of the calendar year (April 1 – March 31) in which the vacation is requested to occur, within the thirty (30) days following February 1st of that year. Vacation requests made in writing prior to February 1st of each year will be granted on the basis of seniority within the work location. Thereafter vacation will be granted on a first request basis, subject to the staffing requirements of the service. Supervisors will respond in writing to all vacation requests made after February 1st of the calendar year in which the vacation is requested to occur, within the thirty (30) days following February 1st of the year of the request.
- 19.04 Vacations must be taken in periods of at least one half (1/2) day (four hour blocks).
- 19.05 Vacation schedules may be changed with the mutual consent of the supervisor and the employee, subject to the staffing needs of the service.
- 19.06 When a paid holiday, as defined in this agreement, falls within an employee's vacation period, an extra day shall be added to the employee's vacation or may be taken at some other mutually agreed time.
- 19.07 Should an employee become seriously incapacitated by illness or accident while on vacation and such illness or accident lasts longer than four (4) days, such that the employee is unable to continue their vacation, such period of disability in excess of four (4) consecutive days will not be considered vacation but shall be considered sick leave and paid accordingly. The employee must produce a medical practitioner's certificate to establish the period of extent of illness, capacity or disability while on vacation.
- 19.08 Full-time employees shall continue to earn vacation for the first thirty (30) working days of an absence.
- 19.09 **Part-time (In lieu of benefits)**
Part-time employees, including sleep-over and contract employees shall receive, in addition to their regular salary, four (4) percent in lieu of vacation and after five hundred and twenty (520) hours, an additional eight (8) per cent in lieu of sick leave and benefits.
- Part-time employees will have the option of purchasing benefits through the current provider.

19.10

Part-time – Vacation Scheduling

Vacations will be arranged with due regard to the requirements of the Employer and the people it supports. Every attempt will be made to accommodate employee requests. Supervisors will respond in writing to all vacation requests made prior to February 1st of the calendar year (April 1 – March 31) in which the vacation is requested to occur, within the thirty (30) days following February 1st of that year. Vacation requests made in writing prior to February 1st of each year will be granted on the basis of seniority within the work location. Thereafter vacation will be granted on a first request basis, subject to the staffing requirements of the service. Supervisors will respond in writing to all vacation requests made after February 1st of the calendar year in which the vacation is requested to occur, within the thirty (30) days following February 1st of the year of the request.

19.11

Part-time – Vacation Time (unpaid)

Subject to operational needs and upon request unpaid vacation time will be used on the basis of four (4) hour increments, provided the employee has sufficient vacation time entitlement, such absences being recorded accurately to the nearest half day.

Unpaid vacation time entitlements shall be calculated on the basis of contracted or block hours as of January 1 of each calendar year.

During years one (1) to five (5) of employment, part-time employees are entitled to a maximum of two (2) weeks unpaid vacation time per calendar year. Vacation time is earned from the employee's start date but cannot be taken until earned.

After five (5) calendar years of service, this shall be increased to a maximum of three (3) weeks.

After ten (10) calendar years of service, this shall be increased to a maximum of four (4) weeks.

All requests shall be made with a minimum of four (4) weeks' notice.

Part-time employees must take vacation time in the year it is earned. Vacation earned can be taken until January 31 of the following year but there is no carry over beyond this date.

- 19.12 A part-time or full-time employee will be entitled to direct a dollar amount or percentage amount of their bi-weekly pay to a secondary savings account. Such allocations may be set or revised by an employee no more than once every six months.

ARTICLE 20 – PAID HOLIDAYS

Full-time Employees

- 20.01 All employees shall be granted the following paid holidays without loss of their regular straight time rate of pay for that day:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Christmas Day
Victoria Day	Boxing Day
Canada Day (July 1)	
Four (4) Float Holidays (to be taken at mutually agreeable times)	

Together with other holidays as shall be enacted and proclaimed by the Province of Ontario or the Government of Canada as a public holiday.

- 20.02 Where any of the above holidays fall or are observed by the Employer on an employee's regularly scheduled day off, the employee will receive an additional day off in lieu thereof at a time mutually agreed upon. If the employee and the Employer cannot mutually agree, the time off shall be as directed by the Employer and shall be the first scheduled working day after the holiday.

- 20.03 Where an employee works on the holidays cited above, they shall be paid at the rate of time and one half (1 & 1/2) the regular hourly rate of pay for each hour worked and in addition shall receive equivalent time off in lieu thereof at a time mutually agreed.

Part-time Employees

- 20.04 Where a "Public Holiday" as defined in the *Employment Standards Act*, falls on or is observed by the Employer on a non-working day and an employee meets the criteria set out in the *Employment Standards Act*, the employee shall be paid their regular wages for the Public Holiday, on a prorated basis.
- 20.05 There shall be nine (9) public holidays per year for part-time/contract employees as per the *Employment Standards Act*. They are:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Christmas Day
Victoria Day	Boxing Day
Canada Day (July 1)	

- 20.06 Employees who work on public holidays as defined in the *Employment Standards Act* are entitled to the greater of Holiday pay as calculated in accordance with *Employment Standards Act*, plus premium pay at time and one half (1 & 1/2) for hours worked on the Statutory holiday OR payment of double time and a half (2 ½) for hours worked on the Statutory holiday which includes both holiday and premium pay.

ARTICLE 21 – HOURS OF WORK

Full-time Employees

- 21.01 The following paragraphs and section are intended to define the normal hours of work and shall not be construed as a guarantee of hours of work per day or week or of days of work per week.
- 21.02 a) The normal full-time work week shall be forty (40) hours per week and shall be a variable schedule as may reasonably be accommodated by the service provided. If arrangements with respect to a variable schedule cannot be mutually agreed upon, the schedule shall be as determined by the Employer. The hours of work noted in this section 21.02 are inclusive of sixty (60) minutes per eight (8) hour work period provided for eating and/or break periods.
- b) Variable Hours of Work
Written agreements regarding hours of work may be entered into between the parties with respect to variable work days and variable work weeks, using the attached template. (Appendix 1 - Innovative Scheduling Agreement)
- 21.03 Overtime
Except in the case of an emergency all overtime shall be authorized and approved in advance, in writing by the supervisor or manager. Overtime required by virtue of emergency shall be submitted to the supervisor or manager or designate for approval within forty-eight (48) hours of the occurrence. All hours worked by an employee during a day in excess of their scheduled hours (eight or ten hours) shall be compensated at time and one half (1 & 1/2) lieu time.
- 21.04 An employee who accompanies clients on a recreational outing having a duration of one (1) day or less shall not be entitled to a period of compensatory time off equivalent to the difference between the duration of the outing and such employee's standard work day as herein provided. Employees volunteering for outings for more than one (1) day duration will receive one (1) day off for the first full seventy-two (72) hours worked, one (1) day off for the second forty-eight (48) hours worked, and one (1) day off for each subsequent forty-eight (48) hour period worked.

- 21.05 The Employer agrees there will be no change in the posted hours of work without prior notice to the Union.
- 21.06 The scheduled hours and days of work of each employee shall be posted in an appropriate place at least one (1) month in advance, except for cases where a full-time employee is filling a temporary assignment due to a coworker's pregnancy/parental leave, in which case the schedule may be changed with two (2) weeks' notice. Insofar as it is possible and practical to do so, the Employer agrees to set forth the work schedule of each service, hereinafter referred to as the "work schedule". Where this is not possible, and with the consent of the employee involved, the Union will allow the notice period to be waived.

Full-time Employees

- 21.07 Qualified employees shall be given the opportunity to fill temporary vacancies by means of temporary assignments. If no qualified employee applies for or is appointed to the temporary assignment, the Employer may proceed to appoint a contract employee to fill the temporary vacancy. When a full-time employee accepts a temporary assignment, they shall continue to enjoy all of the full-time benefits of this agreement and shall be returned to their position at the end of the temporary assignment.

Since the employee has made a commitment for the duration of the temporary opportunity, employees in such positions are eligible to apply for other temporary positions only during the last month of this opportunity.

Part-time Employees

- 21.08 a) Part-time employees may be scheduled to work up to sixty-four (64) hours during each two (2) week pay period.
- b) New or additional regularly scheduled combinations of hours at each work location will be offered to the part-time employees oriented to or working at that location and will be awarded based on seniority and the operational needs of the work location.
- c) Management shall have the sole right to determine the combinations of hours available at each work location.
- d) Any hours worked over sixty-four (64) during each two (2) week pay period shall not form the basis of a grievance with respect to a part-time employee's status under Article 2 of this agreement.
- 21.09 The following paragraphs are intended to define the normal hours of work and shall not be construed as a guarantee of hours of work per day or days of work per week.

- 21.10 The work week for all employees shall be as mutually agreed by the supervisor and the employees. If agreement cannot be reached the schedule shall be as determined by the Employer.
- 21.11 The scheduled hours and days of work shall be posted in an appropriate place at least two (2) weeks in advance. In cases where a part-time employee is temporarily filling shifts due to a co-workers medical or compassionate absence, the schedule may be changed with two (2) days (48 hours) notice upon notice of return of the incumbent.
- 21.12 Except in cases of emergency all overtime shall be authorized and approved in writing, by the employee's supervisor. Overtime required by virtue of emergency shall be submitted to the supervisor or designate for approval within forty-eight (48) hours of the occurrence. Overtime worked shall be compensated at the rate of one (1) hour of regular pay up to and including forty-four (44) hours and after that, at the rate of one and one half (1½) hours of regular pay, for any hours worked over forty-four (44).
- 21.13 An employee who accompanies clients on a recreational outing having a duration of one (1) day or less shall not be entitled to a period of compensatory time off equivalent to the difference between the duration of the outing and such employee's standard work day as herein provided. Employees volunteering for outings for more than one (1) day duration will receive one (1) day off for the first full seventy-two (72) hours worked, one (1) day off for the second forty-eight (48) hours worked, and one (1) day off for each subsequent forty-eight (48) hour period worked.
- 21.14 An employee who attends a course funded by the Employer shall be provide with the opportunity to book themselves off from a shift which is immediately before or after the course, without pay, and with the agreement of the immediate supervisor.
- 21.15
- a) Part-time employees who are scheduled to work less than sixty-four (64) hours during a two (2) week pay period may work casual hours over and above their scheduled hours in that (2) week pay period, up to sixty-four (64) hours.
 - b) A part-time employee who is scheduled less than sixty-four (64) hours in a two (2) week pay period who wishes to work additional casual hours in their base location(s) will notify their supervisor in writing of their availability.
 - c) Because of the unique orientation factor of many locations, each part-time employees request for additional casual hours will be considered, taking into account the following factors: skill, ability,

experience, knowledge, training and competence, ability to relate to the client group. Where all of these factors are relatively equal, then seniority will be the deciding factor in the allocation of additional casual hours of work. Such decisions will be made in a fair, impartial, and consistent manner.

- d) It will be each part-time employee's responsibility to notify their supervisor to ensure that scheduled and casual hours worked by that employee do not exceed sixty-four (64) hours during a two (2) week period except in emergency situations and approved by a member of management.

Part-time Employees

- 21.16 Qualified employees shall be given the opportunity to fill temporary vacancies by means of temporary assignments. If no qualified employee applies for or is appointed to the temporary assignment, the Employer may proceed to appoint a contract employee to fill the temporary vacancy. When a part-time employee accepts a temporary assignment, they shall maintain their status as a part-time employee during, and shall be returned to their part-time position at the end of, the temporary assignment.

Since the employee has made a commitment for the duration of the temporary opportunity, employees in such positions are eligible to apply for other temporary positions only during the last month of this opportunity.

21.17 **Part-time Pay for Meetings**

Part-time employees required to attend a meeting with management at the Employer's request shall receive a minimum of two (2) hours pay or actual time spent whichever is greater. The time shall be paid from the commencement of the meeting with a representative of management.

ARTICLE 22 – HOSPITAL AND MEDICAL INSURANCE

- 22.01 For Full-time employees, the Employer shall:

- a) Pay one hundred percent (100%) of a Group Insurance Plan providing for life insurance for employees and dependants, weekly indemnity benefits, long term disability benefits, health guard benefits and vision care benefits as outlined in the plan documents.
- b) Be entitled to substitute for the current group insurance plan any comparable plan provided that all benefits of the substitute plan are equal or better than the existing plan and the Employer shall give notice of the change in plan to all eligible employees.

- c) Pay fifty percent (50%) of the costs of a Group Dental Plan, the other fifty percent (50%) to be paid by the employee, called "Type A - Basic Services" by the current carrier and outlined in the documents.

Part-time Employees

22.02 See section 19.09

22.03 Part-time employees shall be provided with ten thousand (\$10,000) dollars life insurance accidental death and dismemberment, the premiums for which shall be paid by the Employer.

To be eligible, part-time employees must be employed by the Employer for a period of two (2) years, and must also have worked an average of twenty (20) hours per week in the fifty two (52) weeks ending December 31 of each year. For the purposes of calculating seniority, employees shall receive full credit for each hour paid at the sleepover rate. Eligibility will be determined annually as of January 15.

ARTICLE 23 – TRAVEL RATES AND CELL PHONES

23.01 Travel rates paid to employees who use their own cars on approved Employer business shall be paid at the rate of sixty (60) cents per km for the entire trip. All staff using their own vehicle for approved Employer business shall be expected to carry, at their own expense, at least one million (\$1,000,000) dollars public liability insurance.

Full-time Employees

23.02 The employer will reimburse each full-time employee for monthly cell phone costs of up to forty (\$40.00) dollars upon production of receipts or a contract. The reimbursement will not continue to be paid following any absence over 30 days.

ARTICLE 24 – PERSONNEL FILES

24.01 An employee shall have the right at any time to have access to and review the employee's personnel file on reasonable notice and in the presence of the nominee of the Executive Director of the Employer and shall have the right to respond in writing to any documents contained therein and such reply shall become part of the personnel file.

24.02 The Employer shall notify an employee of dissatisfaction concerning the employee's job performance which is to become part of the employee's personnel file within ten (10) days of the date of the writing. The notice shall include a copy of the writing. If this procedure is not followed such writing shall not become part of their personnel file for use against the

employee in regard to discharge, discipline, promotion, demotion or other related matters. The Employee's reply to such written expression of dissatisfaction as to job performance if any shall become part of the personnel file.

- 24.03 The contents of the record of the employee giving rise to disciplinary action, including adverse reports but not including evaluations, shall be removed from the employee's personnel record and electronic records after eighteen (18) months provided no further disciplinary action including adverse reports has occurred during that period.
- 24.04 Failure by an employee to grieve previous disciplinary measures through to arbitration shall not be considered an admission that such disciplinary measures were justified.
- 24.05 Each employee in the bargaining unit when hired shall have access to their job description from their immediate supervisor and a copy shall be provided to the employee whenever the job description is changed.
- 24.06 Upon request an employee shall be granted consultation on programs being conducted with the clients of the Employer with the immediate supervisor, and an employee who has completed the probationary period shall have the right to review the files of the clients of the Employer who are at any time the responsibility of the employee who requests the review of the file. An unreasonable denial of consultation or review of files shall be grievable.

ARTICLE 25 – OCCUPATIONAL CLASSIFICATION AND WAGE RATES

- 25.01 Occupational classifications and wage rates are set out in Appendix "A" which is attached hereto and forms part of this agreement.
 - a) For purposes of wage progression, full-time employees move up one (1) increment after each year of full-time employment.
 - b) Where a part-time employee accepts a full-time position they will be paid at the start rate for full-time employees, then progress in accordance with Article 25.01 (a).
 - c) For purposes of wage progression, a part-time employee will move up one (1) increment after two thousand and eighty (2080) hours. Actual hours worked will be counted for the purpose of determining seniority and wage progression.

- d) When an employee is temporarily promoted to a management position the employee shall receive an increase of fifteen (\$15.00) dollars per day for each day of the assignment.
- e) Part-time employees required to attend any mandatory training will be paid at their regular rate of pay for all hours.

25.02 In the event that a new or changed occupational classification is decided upon by the Employer as necessary to its operation, then the work, the job title and the wage rate shall first be determined and acted upon by the Employer for the purpose of assigning an employee and proceeding with the task to be then performed. Thereafter the Employer shall immediately notify the Union by registered mail of the action taken. If no formal protest is lodged in writing to the Employer by the Union within one (1) month of the date of such notice having been received the new or changed occupational classification shall be deemed to have become a modification of Appendix "A" of this Agreement. In the event a formal protest is made by the Union the parties shall arrange for a meeting for the purpose of endeavouring to resolve any difference. If such difference is not resolved by these means then the Employer's decision shall stand for the purpose of continuing to have the work performed, and the dispute shall be submitted to the Grievance Procedure at Step 2. A Board of Arbitration shall limit its judgment to the wage rate of the new or changed occupational classifications.

25.03 Employees shall be paid bi-weekly, no more than two (2) weeks in arrears. Employees shall be entitled to direct a percentage of their salary to a separate account.

25.04 It is recognized that various government programs pay separate wages to Employers for specific, time limited contracts to meet various social or political objectives. These contracts fall outside the normal staff complement and therefore neither subtract from nor add to the current staffing pattern. Because such contracts fall outside normal funding and hiring practices, the Union and the Employer recognize that normal salary classifications may not apply. In such cases, the Union agrees to allow the Employer to negotiate to obtain a rate that as closely as possible matches the negotiated salary schedule. In these instances, neither hiring practice nor salary shall be cause for grievance.

ARTICLE 26 – PENSION PLAN

26.01 Within thirty (30) days following ratification of the Collective Agreement, the Parties agree to begin the process of transferring the current pension plan to the CAAT (College of Applied Arts and Technology) Defined Benefit Pension Plan. The Parties agree to provide employees an option

of 1% or 5% contribution with the equivalent employer match. Contributions to be made in accordance with the provision of the plan. Participation in the plan is mandatory for eligible full-time employees and optional for eligible part-time employees.

ARTICLE 27 – GENERAL

- 27.01 The Employer and the Union desire that each employee be familiar with the provisions of this agreement and the rights and obligations under it. The cost of printing the collective agreement shall be shared equally between the Employer and the Union, with copies distributed to the Union for the employees, and to the Employer as required.
- 27.02 Where a full-time employee is regularly scheduled to work thirty-two (32) or more but less than forty (40) hours per week, that employee shall be paid at the hourly equivalent of the full-time rate and receive benefits based on the ratio of hours worked to regular full-time hours. The differential in benefits premium will be paid by the employee.
- 27.03 Employees will be entitled to one (1) day off with pay to process their Canadian Citizenship Application.

ARTICLE 28 – TERM OF AGREEMENT

27.01 The term of this Agreement shall be from April 1st, 2022 to March 31st, 2025 and shall continue in effect from year to year thereafter unless either party gives to the other party notice in writing within ninety (90) days prior to the expiry date of this Agreement of its desire to terminate or amend this agreement.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London

[Signature]
Barbara Palmer (Aug 28, 2025 11:12:53 EDT)
Lynne Easter
Barbara Palmer (Aug 28, 2025 11:12:53 EDT)
Tammy Lewis
Barbara Palmer (Aug 28, 2025 11:12:53 EDT)

**For Ontario Public Service
Employees Union**

[Signature]
John Thompson (Aug 28, 2025 12:09:41 EDT)
Jackie Campbell
John Thompson (Aug 28, 2025 12:09:41 EDT)
Sandy Garnham
John Thompson (Aug 28, 2025 12:09:41 EDT)
[Signature]
John Thompson (Aug 28, 2025 12:09:41 EDT)
[Signature]
John Thompson (Aug 28, 2025 12:09:41 EDT)
A. Thompson for T. Watson
John Thompson (Aug 28, 2025 12:09:41 EDT)
Tracy More
[Signature]

COMMUNITY LIVING LONDON PAY RATES

Community Living London

Position	April 1, 2022 - March 31, 2023			
	March 31 2022 Pay Rate	April 1 2022 Pay Equity Increase	April 1 2022 General Rate Increase	April 1 2022 Pay Rate
Clinical				
Start	29.36	0.88	-	30.24
2nd year	30.05	0.88	-	30.93
3rd year	30.74	0.88	-	31.62
Subsequent	31.43	0.88	-	32.31
DSW2				
Start	27.10	0.89	-	27.99
2nd year	27.35	0.89	-	28.24
3rd year	27.61	0.89	-	28.50
Subsequent	27.93	0.89	-	28.82
DSW 1 / PT				
Start	24.15	-	-	24.15
2nd year	24.37	-	-	24.37
3rd year	24.60	-	-	24.60
Subsequent	24.84	-	-	24.84
Sleepover				
Tied to minimum wage	15.00	-	-	15.00

Community Living London

Position	April 1, 2023 - March 31, 2024				
	March 31 2023 Pay Rate	April 1 2023 Pay Equity Increase	PWE Increase	April 1 2023 General Rate Increase	April 1 2023 Pay Rate
Clinical					
Start	30.24	0.45		-	30.69
2nd year	30.93	0.45		-	31.38
3rd year	31.62	0.45		-	32.07
Subsequent	32.31	0.45		-	32.76
DSW2					
Start	27.99	-	3.00	-	30.99
2nd year	28.24	-	3.00	-	31.24
3rd year	28.50	-	3.00	-	31.50
Subsequent	28.82	-	3.00	-	31.82
DSW 1 / PT					
Start	24.15	-	3.00	-	27.15
2nd year	24.37	-	3.00	-	27.37
3rd year	24.60	-	3.00	-	27.60
Subsequent	24.84	-	3.00	-	27.84
Sleepover					
Tied to minimum wage	15.00	-	3.00	-	18.00

Community Living London

Position	April 1, 2024 - March 31, 2025			
	March 31 2024 Pay Rate	April 1 2024 General Rate Increase	October 1 2024 General Rate Increase	October 1 2024 Pay Rate
Clinical				
Start	30.69	0.31	0.47	31.47
2nd year	31.38	0.31	0.47	32.16
3rd year	32.07	0.32	0.49	32.88
Subsequent	32.76	0.33	0.50	33.59
DSW2				
Start	30.99	0.31	0.47	31.77
2nd year	31.24	0.31	0.47	32.02
3rd year	31.50	0.32	0.48	32.30
Subsequent	31.82	0.32	0.48	32.62
DSW 1 / PT				
Start	27.15	0.27	0.41	27.83
2nd year	27.37	0.27	0.41	28.05
3rd year	27.60	0.28	0.42	28.30
Subsequent	27.84	0.28	0.42	28.54
Sleepover				
Tied to minimum wage	18.00			18.00

LETTER OF UNDERSTANDING #1

between

**Ontario Public Service Employees Union
(Local 166)**

and

Community Living London

Re: Ministry of Community and Social Services - Funding

It is agreed and understood by the parties that additional funding for wages and benefits provided to the Employer by the Ministry of Community and Social Services for those purposes during the term of this agreement, will be allocated to the wage rates and benefits in accordance with the guidelines under which they are received by the Employer. "Additional funding for wages and benefits" excludes any money or funds designated by the Employer as being necessary to reimburse itself for the cost of wage increases and or benefit enhancements earlier agreed upon by the parties, and for which the Employer did not have funding from the Ministry at that time. Such monies as are to be paid out to employees shall be paid out as soon as they are received by the Employer. It is further understood and agreed that any dispute between the parties regarding the above allocation shall be subject to the grievance and arbitration procedures provided for under the Collective Agreement.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London


Michelle Palmer (Aug 28, 2025 11:23:45 EDT)

Lynne Easter

Tammy Lewis

**For Ontario Public Service
Employees Union**


Jackie Campbell (Aug 28, 2025 1:00:41 EDT)

Jackie Campbell

Sandy Garnham

Nina Stewart

Nina Stewart (Sep 1, 2025 17:16:49 EDT)



A. Thompson (Sep 3, 2025 10:44:38 EDT)

A. Thompson for T. Watson

A. Thompson (Sep 3, 2025 10:44:38 EDT)

LETTER OF UNDERSTANDING #2

between

**Ontario Public Service Employees Union
(Local 166)**

and

Community Living London

Re: Contracting Out

Subject to legislative initiatives pertaining to alternate service delivery models, during the term of this contract there will be no contracting out of bargaining unit work involving direct supports to individuals if such contracting out causes the layoff of any existing full-time employee, or reduction of part-time hours.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London

**For Ontario Public Service
Employees Union**

[Signature]
Accepted on Behalf of (Aug 29, 2025 11:43:41 EDT)
Lynne Easter
Tammy Lewis

[Signature]
Line Printer (Aug 29, 2025 12:09:41 EDT)
Jackie Campbell
Accepted on Behalf of (Aug 29, 2025 12:09:41 EDT)
Sandy Garnham
Not a Union
Accepted on Behalf of (Sep 1, 2025 17:13:44 EDT)
[Signature]
Accepted on Behalf of (Sep 1, 2025 17:13:44 EDT)
A. Thompson for T. Watson
A Thompson's Services of 2025 (Sep 1, 2025)

LETTER OF UNDERSTANDING #3

between

**Ontario Public Service Employees Union
(Local 166)**

and

Community Living London

Re: Part-time Conversion

The parties agree that, in the event that the Province makes funds available to the Employer specifically targeted to converting part-time positions to full-time positions, the parties will meet to discuss the process of part-time conversion.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London

**For Ontario Public Service
Employees Union**

[Signature]
Michelle Palmer (Aug 28, 2025 11:13:43 EDT)

Lynne Easter

Tammy Lewis

[Signature]
Lisa Pender (Aug 28, 2025 12:59:41 EDT)

Jackie Campbell
Jackie Campbell (Aug 28, 2025 12:59:41 EDT)

Sandy Garnham
Sandy Garnham (Aug 27, 2025 10:14:26 EDT)

Nadia Stewart
Nadia Stewart (Sep 1, 2025 17:18:48 EDT)

[Signature]
[Signature] (Sep 3, 2025 10:44:02 EDT)

A. Thompson for T. Watson
A. Thompson for T. Watson (Sep 3, 2025 10:44:02 EDT)

LETTER OF UNDERSTANDING #4

between

**Ontario Public Service Employees Union
(Local 166)**

and

Community Living London

Re: Passport or Individualized Funding

The parties agree that, in the event such a person or their family seeks to purchase support services from the Employer through the use of Passport funding, or other individualized funding, when providing such services; the Employer shall recognize all such employees as bargaining unit positions.

All Passport and Fee for Service requested hours will be assigned first based on the request of the persons supported. Where the person supported, or their family, expresses a choice in which staff will be offered these hours, the hours will be offered to the requested staff. When the person supported is unable to request the staff to provide hours or does not specifically request a staff member, it will be at the discretion of the location supervisor with input from location staff or Fee for Service supervisor based on the best interests of the person supported, the program, and the availability of the staff. These decisions will be made in a fair and impartial manner. Where seniority can be recognized, it will be.

All of these hours will count towards the scheduled hours of work under the Collective Agreement. Employees will be paid at the current rate of pay in the Collective Agreement.

While hours are prescheduled, they are not guaranteed. These hours can end or be altered without notice and subject to change as determined by the needs of the person/family purchasing the service. All applicable provisions of the *Employment Standards Act, 2000* will be followed.

Passport Requested Hours:

Passport requested hours come from a person in accommodations or their family. These staff may be required to have their own vehicle and the required insurance to transport people supported in their own vehicle.

Fee for Service Requested Hours:

Fee for Service requested hours come from a person or family external to the Employer. Fee for Service requested hours will be offered as contract hours as per the definition below for Contract Employees.

These contracts will be offered based on the request from the persons supported or their families and will remain in place until the relationship ceases. It will be expected that these staff be available for a minimum of six (6) hours weekly and have the ability to be best matched to the persons requiring supports. In addition, there is a requirement that these staff have their own vehicle and the required insurance to transport people supported in their own vehicle.

In the event that the Fee for Service hours end for any reason, the Employer will make every effort to find an alternate suitable match and offer a new contract. If a mutually agreeable new match is not available within thirty (30) days, then the employment relationship will cease. This cessation shall not be the subject of a grievance.

For the purposes of this LOU, the definition of contract employee in Article 2.05 shall not apply and the following shall:

Contract Employee for the Purposes of LOU #4

A contract employee is one who is hired specifically for Fee for Service hours only. The length of such contract will typically be unknown. Contract employees shall not be entitled to grieve the termination of their contract.

Collective Agreement Provisions

For contract employees under the Fee for Service request hours, employees will maintain all entitlements under the Collective Agreement in relation to Part Time and Contract employees. For clarity, all references to Full Time Employee entitlements will not apply. In addition, the following do not apply:

- Article 2.05
- Article 13.01 i) – (ii) and (iv)
 - i) Seniority is a factor in respect of the following processes only:
 - ii) Job Posting
 - iv) Scheduling of hours of work for part-time employees

- Article 15
- Article 21.11
- Article 8 – in respect of the discontinuance by the person or family, the employee, or the employer once the contract has ended and no new match has been found within thirty (30) days.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London

**For Ontario Public Service
Employees Union**

[Signature]
Richard Palmer (Aug 28, 2025 11:13:40 EDT)
Lynne Caster
l.caster@cllondon.on.ca (Sep 16, 2025 10:08:00 EDT)
Tammy Lewis
t.lewis@cllondon.on.ca (Sep 16, 2025 10:08:00 EDT)

[Signature]
Jackie Campbell (Sep 16, 2025 10:08:00 EDT)
Jackie Campbell
j.campbell@opsu.on.ca (Sep 16, 2025 10:08:00 EDT)
Sandy Garnham
s.garnham@opsu.on.ca (Sep 16, 2025 10:08:00 EDT)
Nina D'Amico
n.damico@opsu.on.ca (Sep 16, 2025 10:08:00 EDT)
[Signature]
Sharon C. Tolson (Sep 3, 2025 10:46:08 EDT)
A. Thompson for T. Watson
a.thompson@opsu.on.ca (Sep 3, 2025 10:46:08 EDT)

LETTER OF UNDERSTANDING #5

between

**Ontario Public Service Employees Union
(Local 166)**

and

Community Living London

Re: Familiarization Period

A part-time employee who has accepted a permanent full-time position shall for the purpose of familiarization and suitability, complete a three (3) month assessment period.

Mandatory evaluation will occur at the midpoint. Coaching supports, and skill development will be available throughout the process.

Should the employee not be suitable for the duties required or express that they do not feel suitable for the duties required, they will revert back to their original part-time status and schedule.

Signed at London, Ontario, this 17 day of September, 2025.

For Community Living London

**For Ontario Public Service
Employees Union**

M. Palmer
Michelle Palmer (Aug 28, 2025 11:18:45 EDT)

Lynne Easter

Tammy Lewis

L. Foster
Lisa Foster (Aug 28, 2025 11:59:41 EDT)

Jackie Campbell

Sandy Garnham

Nadia Stathou
Nadia Stathou (Sep 1, 2025 11:16:55 EDT)

A. Thompson
A. Thompson (Sep 2, 2025 10:44:58 EDT)

A. Thompson for T. Watson
A. Thompson for T. Watson (Sep 2, 2025 10:44:58 EDT)

APPENDIX 1

MODEL AGREEMENT WITH RESPECT TO INNOVATIVE SCHEDULING/FLEXIBLE SCHEDULING

MEMORANDUM OF AGREEMENT

Between COMMUNITY LIVING LONDON

(hereinafter referred to as the Employer)

and

The Ontario Public Service Employees Union and its Local 166

(hereinafter referred to as the Union)

This Model Agreement shall be part of the Collective Agreement between the parties herein, and shall apply to the employees described in Article 1 of the Model Agreement.

Article 1 – Work Unit and Employees Covered

(Detailed and specific description of department and employees covered.)

Article 2 – Hours of Work

(Scheduling arrangements to be set out in this Article.)

Article 3 – Agreed Variation From the Collective Agreement

(Collective Agreement provisions to be varied.)

Article 4 – Rest Periods

4.01 (a) Employees shall be entitled, subject to the exigencies of patient care, to relief periods during the shift on the basis of fifteen (15) minutes for each 3.75 hours worked.

Article 5 – Meal Periods

5.01 (The length of the meal period to be determined locally.)

Article 6 – Overtime Definitions

Article 7- Statutory Holidays and Vacation Variations

Term

This Agreement shall be (Specify Term).

Either party may, on written notice of (days, weeks) to the other party, terminate this Agreement notwithstanding the above specified term.

Dated this ____ day of _____, 20____

For the Union

For the Employer