

**COLLECTIVE AGREEMENT**

**between**

**CSH LYNNWOOD INC.  
(LYNNWOOD RETIREMENT RESIDENCE)**

**and the**

**B.C. GOVERNMENT AND SERVICE  
EMPLOYEES' UNION (BCGEU)**

**Effective from August 1, 2017 to July 31, 2020**

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## DEFINITIONS

"*Bargaining unit*" - is the unit for collective bargaining referred to in the certificate issued by the Labour Relations Board on February 17, 2005 respecting Lynnwood for whom the B.C. Government and Service Employees' Union is the bargaining agent.

"*Basic rate of pay*" - means the rate of pay negotiated by the parties to this agreement, as specified in appendix 3.

"*Continuous service*" - means uninterrupted regular full-time and/or regular part-time employment with the Employer.

"*Day*", "*Week*", "*Month*", "*Year*" - means a calendar day, week, month, year unless otherwise specified in this agreement.

"*Employee*" - means a member of the bargaining unit who is:

(a) "*full-time regular employees*" - full-time regular employees are regularly scheduled employees who work a maximum of 40 hours per week.

(b) "*part-time regular employees*" - part-time regular employees are regularly scheduled employees who work less than 37½ hours per week.

(c) "*casual employee*" - means an employee who is employed for relief purposes, or for work which is not scheduled on a regular basis, such as:

- (1) paid leave relief (i.e., vacation, sick leave, union leave)
- (2) unpaid leave relief
- (3) temporary increase of workload

A casual employee is only entitled to the benefits set out in Appendix 1.

(d) "*probationary employee*" - means an employee who is hired into a probationary status and who has not yet successfully completed 480 hours worked.

"*Employer*" - means CHS Lynnwood Inc., c.o.b. as Lynnwood Retirement Residence, 9168 Corbould Street, Chilliwack, BC.

"*Rest Period*" - means a paid interval, which is included in the workday and is intended to give the employee an opportunity to have refreshments or a rest excluding the half hour unpaid break for lunch/dinner.

"*Spouse*" - means a person of the opposite sex or same sex to whom the employee is legally married or with whom the employee has cohabited in a common-law relationship for one year or more.

"*Union*" - means the B.C. Government and Service Employees' Union.

## ARTICLE 1 - PREAMBLE

### 1.1 Purpose of Agreement

The parties to this agreement desire to foster and maintain a relationship amongst the Employer, the Union and the employees, which is in every respect conducive to their mutual well-being.

## **1.2 Future Legislation**

In the event that any future legislation renders null and void or materially alters any provision of the collective agreement, the following shall apply:

- (a) The remaining provisions of the collective agreement shall remain in force and effect for the term of the collective agreement;
- (b) The Employer and the Union shall, as soon as possible, attempt to negotiate mutually agreeable provisions to be substituted for the provisions so rendered null and void or materially altered.

## **1.3 Conflict with Policy**

In the event that there is a conflict between an express provision of this agreement and any rule or policy made by the Employer, this agreement shall take precedence over the said rule or policy.

## **1.4 Use of Feminine and Singular Terms**

Wherever the feminine or singular is used, the same shall be construed as including the masculine or plural unless otherwise specifically stated.

## **1.5 Harassment**

- (a) The Employer and the Union agree to foster and promote a workplace environment free from harassment.
- (b) Nothing in this article limits the Employer's managerial and supervisory rights and responsibilities or the exercise of those rights and responsibilities as provided for in the Management Rights article of this collective agreement.
- (c) Any complaints pertaining to this article may be referred by the Union to Steps 1 and 2 of the grievance procedure or the owners if the respondent is excluded from the bargaining unit under this collective agreement or may be taken by the employee to the British Columbia Human Rights Tribunal.
- (d) An employee who files a written complaint, which would be seen by a reasonable person to be frivolous, vindictive or vexatious, may be subject to disciplinary action. Disciplinary action taken may be grieved pursuant to Article 8 - Grievance Procedure.

# **ARTICLE 2 - BARGAINING AGENT RECOGNITION**

## **2.1 Recognition**

- (a) This agreement covers all employees of Lynnwood in the City of Chilliwack, save and except the General Manager, Food Services Manager, Office Manager, Marketing Manager and Maintenance Manager.
- (b) The Employer recognizes the B.C. Government and Services Employees' Union as exclusive bargaining agent for all employees falling within the bargaining unit.

## **2.2 No Other Agreement**

No employee covered by this agreement shall be permitted or required to make a written or oral agreement with the Employer, which may conflict with this agreement.

### **2.3 Union and Employer Representation**

The Union shall supply the Employer with the names of its authorized officers and similarly, the Employer shall supply the Union with a list of its supervisory and other personnel with whom the Union may be required to transact business.

### **2.4 Correspondence**

The parties agree that all correspondence between the Employer and the Union related to matters covered by this agreement shall be sent to the President of the Union or his designate.

### **2.5 Union Representative**

- (a) The Employer agrees that access to its premises will be granted to members of the staff of the Union (when dealing or negotiating with the Employer, or for the purpose of investigating and assisting) in the settlement of a grievance.
- (b) Prior to attending the Employer's premises, the union representative shall first notify the Employer to obtain permission. Such permission shall not be withheld unreasonably.
- (c) Any investigation or access as set out in (a) or (b) must not result in any disruption to the Employer's operation or affairs, and it must not result in any employee neglecting their work duties and responsibilities.

### **2.6 Recognition and Rights of Stewards**

The Employer recognizes the Union's right to select stewards to represent employees. The Union agrees to provide the Employer with a list of the employees designated as stewards and agrees to advise the Employer in writing of any change of steward as soon as possible. The Employer shall recognize up to three stewards elected or appointed by the Union.

A steward shall receive the permission of the immediate supervisor/designate before leaving work to perform duties as a steward. Such permission, subject to operational requirements, shall not be unreasonably withheld. Leave for this purpose shall be with pay. The steward shall notify the immediate supervisor/designate on completion of their union duties.

### **2.7 Bulletin Boards**

The Employer agrees to supply an exclusive bulletin board for the posting of union notices in such place so as to inform employees in the bargaining unit of the activities of the Union. The location of the bulletin board shall be determined by mutual agreement.

### **2.8 No Discrimination**

The Employer and the Union agree that there shall be no discrimination, interference, restriction, or coercion exercised or practised with respect to any employee by reason of his/her membership or lawful activity in the Union. In addition, the parties hereby subscribe to the principles of the *Human Rights Code* of British Columbia.

### **2.9 Union Insignia**

Union members shall have the right to wear or display the recognized insignia of the Union.

**2.10 Right to Refuse to Cross Picket Lines**

Employees covered by this collective agreement shall have the right to refuse to cross a legal picket line arising out of a labour dispute as defined in the *Labour Relations Code*. Any employees failing to report for duty shall be considered to be absent without pay and benefits. Failure to cross a legal picket line encountered in carrying out the Employer's business shall not be considered a violation of this agreement nor shall it be grounds for disciplinary action.

**2.11 Leave of Absence for Union Business**

- (a) The Employer shall grant leaves of absence to employees to attend union conventions, negotiations of the collective agreement with the Employer and other union business. The Union agrees that such leave will not unduly affect the proper operations or be detrimental to the proficient operations of the Employer.
- (b) In requesting such leaves of absence, the Union must give 14 days' written notice to the Employer to be confirmed in writing. The Employer will respond to the application within seven days.
- (c) Employees on such leave of absence will be paid by the Employer who will be reimbursed by the Union.
- (d) It is agreed that the Union will elect three employees who will represent the Union in negotiations of collective agreements and subsequent labour management committee with the Employer. The Union agrees only two employees at a time will attend labour management as per Clause 7.1 and health and safety committee meetings as per Clause 23.1.

**2.12 Bargaining Unit Information**

The Employer agrees to provide the Union with a list of employees covered by this agreement, their classification, employee status and addresses as provided by employees in January and July of each year. The Employer shall supply this information on hard copy. The Union indemnifies the Employer in regards to the provision of this information and in the case of any complaint it shall be directed to the BCGEU Privacy Officer.

**ARTICLE 3 - UNION SECURITY****3.1 Union Membership**

- (a) Employees within the bargaining unit, who were employed and were not members of the Union prior to the date of certification, shall have the option of joining the Union. Employees hired after the date of certification, February 17, 2005, are required to become members of the Union as a condition of employment.
- (b) Nothing in this collective agreement shall be construed as requiring an employee who was hired prior to the certification date to become a member of the Union.

**ARTICLE 4 - UNION DUES****4.1 Union Membership**

- (a) The Employer is authorized and shall deduct in each pay period, an amount equal to union dues from each employee's pay. An employee shall, as a condition of employment, complete an authorization

form providing for the deduction from the employee's biweekly pay an amount equivalent to the regular dues and/or assessments payable to the Union by a member of the Union.

(b) The Employer shall remit any dues deducted to the Union along with a list of employees and the amounts deducted within 30 days of the end of the month of the deduction. The list shall include the employee name, social insurance number, classification, the pay period earnings and the amount of dues deducted.

(c) The total amount of union dues deducted from an employee's pay shall be indicated on the employee's T4 slip.

(d) The Union shall advise the Employer in writing, 30 days in advance of the amount of its dues and/or any changes in the amount of dues to be deducted.

## **ARTICLE 5 - EMPLOYER AND UNION TO ACQUAINT NEW EMPLOYEES**

### **5.1 Acquaint New Employees**

A new employee shall be advised of the name and location of the union steward(s). The Employer will provide an opportunity for the new probationary employee and the union steward to meet within regular working hours for a period not to exceed 15 minutes, without loss of pay, only once during the first calendar month, following hiring.

## **ARTICLE 6 - MANAGEMENT RIGHTS**

### **6.1 Management Rights**

The Union acknowledges that all management rights and prerogatives are vested exclusively with the Employer and without limiting the generality of the foregoing, it is the exclusive right and function of the Employer except as this agreement otherwise specifies.

(a) to determine and establish job content, the work to be done, the schedule and the standards and procedures for the performance of such work, the number of employees required and the duties to be performed by each from time to time;

(b) to maintain order, discipline and efficiency and in connection therewith, to establish, enforce and alter from time to time rules and regulations to be observed by employees. The Employer reserves the right to amend or abolish such rules, regulations, policies and procedures or introduce new rules, etc. from time to time, copies of which are to be posted on the bulletin board. It is agreed that, prior to changes being made under this clause, the Employer shall notify the employees of such change and further agrees to consider any representation made by the employees with respect to such change;

(c) to hire, transfer, layoff, recall, promote, demote, classify and assign duties; to discharge, suspend or otherwise discipline employees who have completed their probationary period, provided that a claim by any employee that they have unjustly been disciplined may be subject to the grievance procedure. The Employer may dismiss a probationary employee where the employee is found to be unsuitable for continued employment in the position to which she/he has been appointed.

(d) to operate and manage its affairs and Retirement Residence in as efficient and economical manner as it sees fit and to plan, direct and control the work of the employees and the operations of the Retirement Residence. This includes the right to introduce new and improved methods, facilities,

equipment, and to control the amount of supervision necessary, combining or splitting up of departments, work schedules, and the increase or reduction of personnel in any particular area or on the whole and the number of employees required for the Employer's purpose and to reduce or increase normal hours of work per day or per week and to establish starting and quitting times;

(e) to determine the nature and kind of functions and operations to be conducted by the Employer; the services to be rendered and the method by which such services will be rendered; the kinds and locations of facilities, equipment, merchandise, goods, fixtures to be used, the type of resident services to be carried on; and the control of materials and goods.

## **ARTICLE 7 - EMPLOYER-UNION RELATIONS**

### **7.1 Labour-Management Committee**

(a) A labour-management committee shall be established, consisting of two employees and two representatives of the Employer. On the advance written request of any of its member(s), with a proposed agenda of matters for discussion, the Labour-Management Committee shall meet at least once every two months during the term of this agreement, to discuss issues relating to the workplace that affect the parties or any employee bound by this agreement. The purpose of the Labour-Management Committee is to promote the cooperative resolution of workplace issues, to respond and adapt to changes in the economy, to foster the development of work related skills and to promote workplace productivity.

(b) Employees shall not suffer any loss of basic pay for time on this Committee and shall be granted equivalent time off if the meeting is scheduled on an employee's day off. The parties commit themselves to these procedures in recognition of their joint responsibility and mutual desire to provide the best possible service to the residents entrusted to them. The parties declare that in all instances and circumstances they commit themselves to the best of their ability to the happiness, security, physical and emotional well-being of the residents.

### **7.2 Employee Attendance at Staff Meetings**

(a) Where an employee is expected by the Employer to attend a staff meeting or a committee meeting during his/her regular working hours, the employee shall be compensated at his/her regular hourly rate for the time spent in such attendance.

(b) Where an employee is expected by the Employer to attend a staff meeting or committee meeting outside of normal working hours, he/she shall be credited with equivalent time off at his/her basic rate of pay.

## **ARTICLE 8 - GRIEVANCE PROCEDURE**

### **8.1 Definition**

"*Grievance*" means any difference or dispute arising between the parties concerning the interpretation, application, operation or alleged violation of this agreement, including a question as to whether a matter is arbitrable.

### **8.2 Grievance Procedure**

The following grievance procedure shall apply:

(a) *Step 1*

Within 21 calendar days of the alleged violation, the employee, together with a union steward, at the employee's option, shall attempt to resolve the grievance through discussion with his or her supervisor.

A grievance shall not be submitted, or advanced to Step 2 of the grievance procedure until the matter has been discussed by the employee and the General Manager, or their designate, in accordance with Step 1 of the grievance procedure unless the dispute includes the discharge or suspension of an employee.

(b) *Step 2*

If the matter is not resolved at Step 1, the employee, or a union representative at the employee's option, shall present the grievance in writing to the Employer's Regional Manager or designate, clearly setting forth full particulars of the alleged violation, including the article(s) involved and the remedy sought. The written grievance must be presented within 21 calendar days of the alleged violation. Within 21 calendar days following receipt of the written grievance, the Employer's Regional Manager or designate shall provide the employee and the Union with a written reply.

### **8.3 Time Limits to Submit to Arbitration**

Failing satisfactory settlement at Step 2, and pursuant to Article 9, the President or his/her designate, may inform the Employer of his/her intention to submit the dispute to arbitration within:

- (a) 21 calendar days after the Employer's decision has been received; or
- (b) 21 calendar days after the Employer's decision was due, whichever occurs first.

### **8.4 Dismissal or Suspension Grievance**

(a) In the case of a dispute arising from an employee's discharge, the Union shall meet with the Employer within 14 calendar days to discuss the dismissal, and failing resolution, may submit the matter to arbitration within 14 calendar days of the meeting.

(b) In the case of a dispute arising from an employee's suspension, the grievance may commence at Step 2 of the grievance procedure within 14 days of the date on which the suspension occurred, or within 14 calendar days of the employee receiving notice of suspension.

### **8.5 Deviation from Grievance Procedure**

(a) The Employer agrees that, after the Union has initiated a grievance, the Employer's representative will not enter into discussion with respect to the grievance, whether directly or indirectly, with the aggrieved employee without the consent of the Union.

(b) In the event that after having initiated a grievance an employee endeavours to pursue the same grievance through any other channel, the Union agrees that, pursuant to this article, the grievance shall be abandoned.

### **8.6 Amending Time Limits**

The time limits fixed in the grievance/arbitration procedure may be altered by mutual agreement of the parties, but the same must be in writing.



### **8.7 Policy Grievance**

- (a) Where either party to this agreement disputes the general application, interpretation, or alleged violation of an article of this agreement, the dispute shall be discussed initially with the Employer or designate and the Union within 21 days of the occurrence.
- (b) Where no satisfactory agreement is reached, either party, within 21 calendar days, may submit the dispute to arbitration and shall then set forth the particulars in writing of the alleged violation to the other party.

### **8.8 Failure to Observe Time Limits**

Grievances which are not processed from one step to another within the time limits set out in this article shall be considered abandoned. However, neither party will be deemed to have prejudiced its position on any future grievance.

### **8.9 Management Grievance**

- (a) The Employer may initiate a grievance at Step 2 of the grievance procedure by the General Manager or their designate presenting the grievance to the President of the Union or their representative.
- (b) Failing satisfactory settlement at Step 2 and pursuant to Article 9, the Employer may inform the President or their designate of their intention to submit the dispute to arbitration within:
  - (1) 21 days after the Union's response has been received; or
  - (2) 21 days after the Union's decision was due.

### **8.10 Technical Objections to Grievances**

It is the intent of both parties to this agreement that no grievance shall be defeated merely because of a technical error other than time limitations in processing the grievance through the grievance procedure. To this end, an arbitrator shall have the power to allow all necessary amendments to the grievance and the power to waive formal procedural irregularities in the processing of a grievance, in order to determine the real matter in dispute, and to render a decision according to equitable principles and the justice of the case.

### **8.11 Settlement Officer**

The parties agree, within 45 days of the completion of the steps of the grievance procedure preceding a reference to arbitration, may request to appoint a settlement officer to confer with the parties to assist them to settle the difference as per Section 87 of the *BC Labour Relations Code*.

### **8.12 Section 104 Procedure - Expedited Arbitration**

As part of the grievance procedure, the parties may agree to the following;

If a difference arises between the parties relating to the dismissal, discipline or suspension of an employee, or the interpretation, application, operation or alleged violation of this agreement, including any question as to whether a matter is arbitrable, during the term of this agreement, a single arbitrator agreed to by the parties shall, at the request of either party:

- (a) investigate the difference,
- (b) define the issue in the difference, and

- (c) make written recommendations to resolve the difference within 45 days of the completion of the steps of the grievance procedure preceding a reference to arbitration and the grievance procedure under the collective agreement has been exhausted.

## ARTICLE 9 - ARBITRATION

### 9.1 Appointment of a Single Arbitrator

When a party has requested that a grievance be submitted to arbitration, the parties shall have 14 calendar days to agree on a single arbitrator. Failing such agreement, either party may request that a single arbitrator be appointed pursuant to the *Labour Relations Code* of British Columbia.

### 9.2 Binding Decision

The Arbitrator shall hear and determine the grievance, and shall issue a decision which is final and binding on the parties and any person affected by it.

### 9.3 Jurisdiction of the Arbitrator

The Arbitrator shall not have jurisdiction to add to, delete from, change, modify or make any decision contrary to any provisions of this agreement.

### 9.4 Cost of Arbitrator

The Union and the Employer shall bear equally the fees and expenses of the Arbitrator. Each of the parties shall pay its own other expenses including costs and pay for witnesses.

### 9.5 Amending Time Limits

The time limits fixed in the arbitration procedure may be altered by mutual consent of the parties, but the same must be in writing.

### 9.6 Expedited Arbitration

- (a) The parties shall meet every four months or as often as required to review outstanding grievances filed at arbitration to determine by mutual agreement those grievances suitable for this process, and shall set dates and locations for hearings of groups of grievances considered suitable for expedited arbitration.

- (b) All grievances shall be considered suitable for and resolved by expedited arbitration except grievances in the nature of:

- (1) dismissals;
- (2) rejection on probation;
- (3) policy grievances;
- (4) grievances requiring substantial interpretation of a provision of this agreement;
- (5) grievances requiring presentation of extrinsic evidence;
- (6) grievances where a party intends to raise a preliminary objection;

By mutual agreement, a grievance falling into any of the above categories may be placed into the expedited arbitration process.

- (c) The parties shall mutually agree upon single arbitration who shall be appointed to hear and resolve groups of grievances.

- (d) The Arbitrator shall hear the grievances and shall render a decision within two working days of such hearings. No written reasons for the decision shall be provided beyond that which the Arbitrator deems appropriate to convey a decision.
- (e) The parties will utilise an agreed statement of facts wherever possible
- (f) All presentations shall be short and concise and are to include a comprehensive opening statement.
- (g) Arbitration awards shall be of no precedential value and shall not thereafter be referred to by the parties in respect of any other matter.
- (h) All settlements of expedited arbitration cases prior to hearing shall be without prejudice.
- (i) when parties have agreed to this process, the parties have 14 calendar days to agree on a single arbitrator. Failing such agreement either party may request that single arbitrator be appointed pursuant to the *Labour Relations Code* of BC.
- (j) A grievance determined by either party to fall within one of the categories listed in (b) above, may be removed from the expedited arbitration process at any time prior to hearing and forwarded to a regular arbitration hearing pursuant to Article 9.
- (k) The parties shall equally share the cost of the fees and expenses of the Arbitrator and hearing rooms.

## ARTICLE 10 - DISCIPLINE AND DISMISSAL

### 10.1 Discipline

- (a) The Employer shall not dismiss or discipline an employee who has completed his or her probationary period except for just and reasonable cause.
- (b) Notice of dismissal or suspension or rejection on probation shall be in writing and shall set forth the reasons for dismissal or suspension or rejection in specific terms related to the respective employment position, and a copy shall be sent to the President of the Union or his designate.
- (c) The employee shall be given a copy of any disciplinary document that will be placed in his/her Personnel File.
- (d) In all cases of discipline and dismissal, except in the case of a probationary employee, the burden of proof of just cause shall rest with the Employer.

### 10.2 Notice of Dismissal or Suspension

- (a) Notice of dismissal or suspension or rejection shall be in writing and shall set forth the reasons for dismissal and a copy shall be sent to the President of the Union or his designate, within five days of the action being taken.
- (b) The employee shall be given a copy of any disciplinary document that will be placed in his/her Personnel File.

### **10.3 Personnel File**

An employee shall have the right to request that any disciplinary action, other than letters of suspension, be removed from the Personnel File after 12 months has expired, provided that there has been no subsequent disciplinary action. Letters of suspension shall be removed after 18 months has expired, provided there has been no subsequent disciplinary action of the same nature. An employee or the President of the Union or his designate, with the employee's written authority, shall be entitled to view the employee's Personnel File provided that the Employer is given adequate notice. Access to the Personnel File shall be provided within seven calendar days of the request. Once determined all disciplinary action in regards to resident abuse will remain on file permanently.

### **10.4 Right to Have Steward Present**

An employee, who is subject to verbal warnings, or disciplinary action, shall have the right to the presence of a union steward. The employee shall be notified in advance of the purpose of such meeting. It shall be the responsibility of the employee to contact the steward. A union steward, who is subject to verbal warnings, or disciplinary action shall have the right to the presence of a union representative or another union steward. This provision shall not apply to those discussions that are of an operational nature and do not involve imposition of disciplinary action.

### **10.5 Employment Abandoned**

Any employee who fails to report for work and does not notify the General Manager, or their designate, within three workdays, shall be considered as having abandoned their position. An employee shall be afforded the opportunity to rebut such presumption and demonstrate that there was an acceptable reason for not having informed the Employer.

## **ARTICLE 11 - SENIORITY**

### **11.1 Seniority Defined**

Seniority will be recognized and will accrue based on an employee's length of continuous service from their most recent date of hire, inclusive of all paid leaves, on a straight-time hours basis.

### **11.2 Leaving the Bargaining Unit**

An employee who accepts a temporary assignment with the Employer outside the bargaining unit shall not continue to accumulate seniority. When the temporary assignment ends, the employee shall be credited with bargaining unit seniority accrued prior to the assignment.

### **11.3 Probationary Employees**

Seniority will be recognized and will accrue based on full-time and part-time employee's length of continuous service from their most recent date of hire, inclusive of all paid leaves, on a straight-time hours basis.

### **11.4 Loss of Seniority**

An employee's seniority rights shall cease to exist and the employee shall be terminated if an employee:

- (a) resigns from the employ of the Employer;
- (b) is discharged for just and reasonable cause;

- (c) is on layoff for more than 12 consecutive months;
- (d) after a layoff, fails to report to work within three working days after being recalled by telephone or registered letter addressed to the address last provided by the employee to the Employer;
- (e) is absent without leave for three or more consecutive days without having notified the Employer, in which case the employee shall be deemed to have quit without notice, unless a reason satisfactory to the Employer is given;
- (f) uses an authorized leave of absence for a purpose other than for which the leave was granted;
- (g) fails to return to work upon the expiration of an authorized leave of absence or vacation or suspension unless a reason satisfactory to the Employer is given; or
- (h) is in the employ of another employer during the employee's regularly working hours while on a leave of absence;
- (i) retires or is retired.

### **11.5 Seniority List**

The Employer shall provide the Union with the combined seniority list, six times per year, on a bi-monthly basis beginning on February 1st, April 1st, June 1st, August 1st, October 1st and December 1st or prior to the commencement of the layoff procedures under Article 13. This list shall be in seniority order and include hours worked, classifications and indicate whether full-time, part-time or casual.

## **ARTICLE 12 - VACANCY POSTING**

### **12.1 Job Posting**

- (a) Where the Employer intends to fill a vacancy in an existing or new classification, the Employer shall post the vacancy to be filled for a period of seven calendar days and the posting shall include the classification, wage rate, qualifications and a brief outline of the position, the department concerned, the shift to be worked and normal number of shifts per pay period and the closing date for applications. The Employer may advertise externally at the same time. A change in the starting or quitting times, shift schedules, or scheduled days off shall constitute a vacancy.
- (b) All applications for posted vacancies shall be submitted in writing to the Employer by the closing date.
- (c) In the event that more than one employee applies for the posted vacancy, the Employer will consider with equal weight given to experience, ability, seniority and qualifications and where these factors are equal the applicant with the greatest seniority shall fill the vacancy. The Employer will use the internal posting Assessment form in Appendix 4 for all internal postings.

### **12.2 Temporary Appointments**

Until the vacancy is filled through the job posting provisions, in Clause 12.1 above, the Employer shall make temporary appointments of employees who possess threshold qualifications from within the bargaining unit based on seniority.

### **12.3 Trial Period**

The successful applicant shall serve a trial period of four months worked. Conditional on satisfactory performance, the successful applicant shall become permanent after successful completion of the trial period. During the trial period, if the successful applicant is unsatisfactory in the position as determined by the Employer, or if they find their self-unable to perform the duties of the new position or wishes to return to their former position, they shall be returned to their former position at their former wage rate and without loss of seniority. All employees who changed job positions in consequence, will return to their previous position, at their former rate of pay and without loss of seniority.

## **ARTICLE 13 - LAYOFF AND RECALL**

### **13.1 Layoff and Recall**

- (a) A layoff shall be defined as a reduction in the workforce or a reduction in the regular hours of work, lasting more than one day, as defined in this agreement.
- (b) In the event of a layoff, employees shall be laid off by job classification in reverse order of seniority.
- (c) The recall period shall be 18 months.
- (d) A laid off employee may bump the most junior employee provided the laid off employee has more seniority and is willing and qualified and has the ability to do the job of the less senior employee. However, in no circumstances will an employee affect a promotion through a bump.
- (e) Employees on layoff shall be recalled in order of seniority, subject to their willingness, qualifications and ability to do the work available. It shall be sufficient for the Employer to send notice of recall to the employee by registered mail in the employee's last known address. An employee who is recalled to work after a layoff must return to work within three calendar days if unemployed and within seven calendar days if employed elsewhere.
- (f) Except in cases of emergency, the Employer shall give each employee who has acquired seniority and who is to be permanently laid-off, written notice of layoff or pay for the period in lieu of notice, in accordance with the following schedule:
  - one weeks' notice after three months' continuous employment
  - two weeks' notice after 12 months' continuous employment
  - three weeks' notice after three years' continuous employment, plus one additional weeks wages for each additional year of employment, to a maximum of eight weeks' notice.

## **ARTICLE 14 - HOURS OF WORK**

### **14.1 Hours of Work**

- (a) A day shall commence at 00:01 hours and end 24 hours later. A week shall commence at 00:01 hours Friday and end at 24:00 hours on the Thursday following.
- (b) It is understood and agreed that the provisions of this article are intended only to provide a basis for calculating time worked and shall not be a guarantee as to hours of work per day or per week or

otherwise. Employment letters and change of position letters through job posting shall be provided to newly hired and existing employees outlining their status and regular hours of work.

(c) The regular work shift for all employees shall consist of:

- (1) seven and one-half hours of work exclusive of a one-half hour unpaid meal break; or
- (2) eight hours of work exclusive of a one-half hour unpaid meal break; or
- (3) such other period as may be scheduled.

(d) Where the Employer designates an employee to be in charge and he/she cannot leave the building during his/her meal break, the employee's regular hours of work will be inclusive of a one half hour paid meal break.

(e) The employee is to use time cards, as provided by the Employer, to record their respective shift hours. The employee will only be paid for the hours properly recorded on the time cards. The Employer is the only authorized party that can manually write on time cards.

Each employee must properly record his or her own individual time card information; no other employee can record time worked for any other employee.

(f) Time cards are only to be inserted in the time clock at the commencement and the end of a shift.

#### **14.2 Scheduling**

(a) The Employer shall post work schedules for a minimum of four weeks at least two weeks prior to the effective date of the schedule. Employees will not be scheduled to work more than six consecutive days, or more than 20 days in a four-week period.

(b) The Employer may amend the start and stop times of scheduled hours of work.

(c) Employees shall be in their respective assigned work locations, ready to commence work at their designated start times, and they shall not leave their working location at times; or in a manner inconsistent with this agreement.

(d) No split shifts shall be worked.

#### **14.3 Changes in Scheduling**

(a) In situations, other than emergencies, the scheduled employees are entitled to five calendar days' notice of changes in their respective work schedules. In emergency situations beyond the Employer's control, as in the case of the failure of an employee to report for an assigned shift, the Employer may give less than 48 hours' notice.

(b) Employees who are unable to report for their scheduled shift due to personal illness or emergency, shall provide the Employer with notice at the earliest possible time to allow the Employer to cover the absence. In no event will there be an expectation for the employee to work once the employee provided the notice.

(c) Where the Employer changes an employee's schedule without five calendar days' notice, the employee is entitled to overtime rates.

(d) Employees may exchange shifts with the prior written authorization of the Employer, provided that a minimum of 48 hours of notice is given. There shall be no increased cost to the Employer as a



result of a shift exchange. This provision is not intended to be used for extensive and/or ongoing shift exchanges between employees.

(e) Where an employee reports for work as scheduled and no work is available such employee will be entitled to a minimum of four hours pay at the employee's regular rate of pay provided that, if requested by the Employer, the employee shall perform a minimum of four hours of such available work as the Employer may assign.

(f) Where the Employer changes an employee's schedule, the employee(s) where there is disagreement, must make every effort to settle the dispute with the Employer. If the employee(s) cannot reach agreement to a change to the existing work schedules, the employee(s) and union steward shall provide the Employer with earliest possible advance notice in writing;

The Employer shall have 14 days from the date notice is given to reach agreement with the employee(s) on work schedules;

If the parties are unable to reach agreement within 14 days either party may refer the matter to an arbitrator.

#### **14.4 Meal and Rest Periods**

(a) All employees working a full seven and one-half hour shift or more shall receive a 15 minute paid rest period in each half of the shift.

(b) All employees working less than a full seven and one-half hour shift but a minimum of a four-hour shift, will receive one 15 minute paid rest period.

(c) All employees working a full five hour shift or more will receive a 30 minute unpaid meal break scheduled as closely as practical to the middle of the workday.

(d) An employee is entitled to take his/her unpaid meal breaks away from the premises.

(e) Unpaid meal breaks and paid rest periods shall be scheduled in a manner which is consistent with the efficiency of operations.

Meal breaks shall not be considered time worked.

(f) Current meal practices of one meal per employee during the dinner shift will be provided.

#### **14.5 Daylight Savings Time**

During the changeover from Daylight Savings Time to Pacific Standard Time, or vice versa, an employee shall be paid for the actual hours worked during that shift.

#### **14.6 Call-in**

(a) Where an employee is called in to work prior to the commencement of their normally scheduled shift, hours worked prior to the scheduled shift shall be paid at their basic rate of pay or the overtime rate of pay, as applicable.

(b) Employees who are called back to work outside of their normally scheduled working hours shall be paid their basic rate of pay or the overtime rate of pay, as applicable, for all hours worked or for four hours, whichever is greater.



**14.7 Shift Differential**

*Effective August 1, 2012*

Employees working the evening shift (3 p.m. to 11 p.m.) shall be paid a shift differential of 15¢ per hour for the entire shift worked.

Employees working the night shift (11 p.m. to 7 a.m.) shall be paid a shift differential of 25¢ per hour for the entire shift worked.

There shall be no pyramiding of shift premiums.

**ARTICLE 15 - EDUCATION****15.1 Education**

(a) Where a course, program or licence is required as a condition of employment to perform the duties of an employee's position, the employee shall be responsible for all costs of acquiring and maintaining such membership and/or certification(s).

(b) Where the Employer directs an employee to participate in a course or program, the employee shall be compensated at their regular rate of pay for time spent in attendance at the course or program, and for the tuition fee, provided the employee provides proof of successful completion of the program or course. Time spent on the course shall not be considered overtime.

**ARTICLE 16 - SPECIAL CLOTHING ALLOWANCE**

Where the Employer requires an employee to wear special clothing, the Employer shall provide such special clothing and the Employer will maintain and launder such items as set out below. This will not apply where a general dress code is applicable. Special clothing is defined as aprons.

The Employer shall provide each cook with two sets of jackets. These will be replaced as needed, but not more than once a year.

The Employer shall provide all employees work uniform shirts, as per the Chart well standards/policy.

Additional uniform shifts shall be provided upon request should there be excessive wear and tear or stains which cannot be removed through normal laundering.

**ARTICLE 17 - PAID HOLIDAYS****17.1 Paid Holidays**

(a) Full-time employees who have completed 30 days employment shall receive the following holidays with pay:

New Year's Day	BC Day
Good Friday	Labour Day
Easter Monday	Thanksgiving Day
Remembrance Day	Christmas Day
Victoria Day	Boxing Day
Canada Day	BC Family Day

- (b) Any other day proclaimed as a holiday by the federal, provincial, or municipal governments for the locality in which an employee is working shall also be a paid holiday.

#### **17.2 Holiday Eligibility for Regular Employees**

- (a) Holiday pay for an employee who works regular hours will be computed on the basis of the number of hours the employee would have worked had there been no holiday, at his/her regular rate of pay.
- (b) An employee shall not be entitled to a paid holiday unless they have worked 15 days during the 30 days immediately preceding the holiday.
- (c) Holiday pay for an employee who works irregular hours on at least 15 of the last 30 days prior to the paid holiday is calculated by dividing the employees total wages, excluding overtime, earned in the 30 day period by the number of days worked.
- (d) In order to be entitled to a paid holiday, the employee must have been employed for 30 days.

#### **17.3 Holiday Falling on a Day of Rest**

If one of the above named holidays occurs on an employee's regular day off, or during his/her vacation period, the employee shall receive an additional day off with pay in lieu thereof, unless otherwise arranged between the employee and the Employer. Lieu days arising from designated paid holidays shall be scheduled with the mutual agreement of the Employer subject to operational requirements.

#### **17.4 Absences on a Paid Holiday**

- (a) Any employee scheduled to work on a holiday, and who does not report for work, shall forfeit his/her holiday pay, unless the absence is due to illness verified by a medical doctor's certificate, or due to bereavement, in which case the employee will receive holiday pay as stipulated in Clause 17.2 above.
- (b) For clarification purposes of when a paid holiday begins and ends, it shall be the shift where the majority of hours are worked.

#### **17.5 No Pyramiding**

There shall, be no pyramiding of premium pay, overtime pay, sick leave pay, paid holiday pay or benefits or other payments under any of these provisions of this agreement.

#### **17.6 Holiday Pay For Employees**

Eligible employees who are required by the Employer to work on a designated holiday will receive:

- (a) one and one-half times the regular rate of pay for hours worked on that day, plus
- (b) an additional day off with pay in lieu of the holiday to be scheduled by mutual agreement within a period of four weeks after the holiday. An employee may opt to be compensated at their straight-time pay rate for the day off in lieu.

**ARTICLE 18 - OVERTIME****18.1 Overtime**

- (a) All overtime must be authorized in writing, in advance by the Employer or their designate, except in cases of emergency.
- (b) Authorized work performed in excess of:
  - (1) seven and one-half hours in a day; or
  - (2) eight hours in a day inclusive of a one-half hour meal period; or
  - (3) 75 hours in a pay period, or 80 hours in a pay period inclusive of one-half hour meal period per eight hour shift; or
  - (4) 40 hours in a week.

shall be paid at the rate of one and one-half times the employee's basic rate of pay.

Employees who are working hours of work subject to Variances shall be paid overtime for hours worked in excess of the hours specified in the Variance.

- (c) Authorized work performed in excess of 11 hours in a day shall be paid at the rate of two times the employee's basic rate of pay.
- (d) Employees working more than six consecutive days or more than 20 days in a four week period shall be paid overtime rates for such time worked in excess.
- (e) Where an employee works more than two hours of overtime, they shall receive a paid rest period of 15 minutes.
- (f) There shall be no duplication or pyramiding of hours worked for the purpose of computing overtime or other premium payment.
- (g) Opportunities for overtime work shall be offered to employees within the classification on the basis of seniority. In case of an emergency, or when staff absences occurs within two hours before the start of a shift, the overtime may be offered to staff already on site, by order of seniority.

Employees may refuse to work overtime except in cases of emergency.

**ARTICLE 19 - VACATION****19.1 Vacation Entitlement**

The vacation year runs from January 1st to December 31st. Vacations with pay shall be granted to employees based on their length of continuous service as of the employee's anniversary date as follows;

- (a) *For regular employees;*

Years of Service	Vacation Entitlement	Vacation Pay Accrual
Less than two years	Two weeks	4%
two years to 9 years	Three weeks	6%
10 years or more	Four weeks	8%

(b) Vacation pay for employees shall be calculated at four, six or eight percent, based on the employee's anniversary date, as applicable, of the gross annual earnings as reported on the employees T4 for the preceding calendar year.

#### **19.2 Vacation Carryover**

An employee may carry over up to three days' vacation leave per vacation year. Such carried over vacation must be taken together along with any additional vacation to which the employee is entitled in the following year.

#### **19.3 Scheduling of Vacation**

Vacation requests must be submitted prior to January 31st to be scheduled for the entire calendar year. Vacation time may be divided into blocks of one to two weeks in duration. When employees are unable to reach consensus, vacations will be scheduled according to seniority. This means that the employee with the most seniority will have the first choice of vacation times. Vacation requests must be approved by the Employer by February 20th of each year.

Requests received after January 31st will be approved on a first come, first served basis, subject to operational requirements as determined by the General Manager.

#### **19.4 Vacation Pay on Termination**

An employee who terminates his/her employment for any reason shall be paid any outstanding vacation pay as provided in Article 19.1.

#### **19.5 Reinstatement of Vacation Days**

Where an employee qualified for sick leave, hospitalization or bereavement leave during his/her period of vacation, there shall be no deduction from vacation credits provided appropriate documentation (in form of a doctor's note) is provided by the employee to the General Manager.

#### **19.6 Vacation Pay**

Regular employees shall receive accrued vacation pay at the time of vacation. Upon 30 days' written notice the employee may request their earned vacation pay to be paid on the cheque at the time of vacation taken. The accumulated vacation amount shall appear on the employee paystub.

### **ARTICLE 20 - SICK LEAVE**

#### **20.1 Sick Leave Entitlement**

(a) Pay for sick leave is for the sole and only purpose of protecting employees against loss of income arising from personal illness or injury and will be granted to all regular employees on the following basis;

Regular employees who have completed the probationary period shall be credited with eight days of sick leave each calendar year on January 1st. Providing credits are available, employees will be eligible to claim 100% of scheduled lost time due to personal illness on completion of the sick claim form. The sick leave hours will be deducted from the accumulated sick leave credits. The parties agree to reset the number of sick leave credits to zero for each employee effective the 31st of each December.

- (1) An employee off work due to illness and entitled to sick pay shall not engage in any gainful employment during the time he/she is off work. If this does occur he/she shall be deemed terminated unless a reasonable explanation can be given.
  - (2) The Employer shall advise employees of their accumulated sick leave credits on each paystub.
  - (3) In the event that the Employer no longer employs an employee, then it is acknowledged that there is no further sick leave entitlement or obligation.
- (b) The Employer may request proof of sickness reasonably acceptable to the Employer:
- (1) for any absence in excess of three days;
  - (2) for the fourth and succeeding illness in a 12-month period.

## **20.2 Weekly Indemnity**

- (a) Full-time and part-time employees regularly scheduled to work 20 hours or more per week shall participate in a weekly indemnity plan that will provide coverage on the first day of hospitalization or accident or upon the eighth calendar day of illness.

Coverage will continue for up to 17 weeks. The indemnity plan shall provide to qualifying employees 66.7% of weekly insurable earnings to a maximum weekly benefit of \$800.

- (b) The weekly indemnity plan for new employees will be effective on completion of the probation period.

## **20.3 Certification of Fitness**

- (a) After an absence due to illness or injury, the Employer is entitled to require documentation from a physician or from Workers' Compensation Board, certifying that the employee is medically able to resume the full duties of the position.
- (b) Where the Employer requires an employee to submit to a medical examination or medical interview, it shall be at the Employer's expense.

## **20.4 Notice of Absence/Return to Work**

- (a) Employees who are absent from work because of sickness shall contact their supervisor or the designated person in charge on a regular basis regarding the status of their condition and/or the anticipated date of return to work.
- (b) Employees who have been absent from work due to extended illness or injury must provide sufficient notice to the Employer prior to their return to work so as to enable the Employer to make necessary adjustments in the work schedule.

## **20.5 Integration With Other Disability Income**

Should an employee recover any monies paid by the Employer as sick leave pay, as compensation for lost wages from ICBC, or WCB, the Employer shall be reimbursed for any sick leave that it may have paid to the employee and the employee's sick leave credits shall be proportionately reinstated.

## ARTICLE 21 - LEAVES OF ABSENCE

### 21.1 General Leave

A regular employee who has completed 480 hours of employment may request a leave of absence without pay, subject to the Employer's approval. An employee who wishes to apply for such leave shall, except in cases of emergency, state his/her request in writing at least two weeks prior to the commencement of the requested leave. The request shall include the commencement date and the reason for the request. Subject to the Employer's operational requirements, the leave shall not be unreasonably withheld. When such leave is authorized, health and welfare benefits shall be maintained at the employee's expense.

### 21.2 Jury and Witness Duty

- (a) When an employee is subpoenaed for jury duty, or as a court witness, they shall not suffer any loss of salary or wages while so serving to a maximum of five days. The amount paid by the Employer shall be the difference between the employee's normal salary and the indemnity paid by the court, or any other party, and upon receipt of the appropriate documentation.
- (b) The Employer reserves the right to adjust the scheduling of employees' hours to minimize the amount of time the employee is away from the workplace in mutual agreement with the employee.

### 21.3 Bereavement Leave

When a death occurs in an employee's immediate family (which shall include spouse, parent, stepparent, daughter, son, stepchild, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparent, or grandchild, or any relative permanently residing in the employee's household), regular employees will be entitled to leave of five calendar days to be determined by the employee sometime following the date of death. The employee will receive regular pay for their scheduled hours for up to three days. Compassionate leave of absence with pay shall not apply when an employee is on an unpaid leave of absence. When a death occurs (which includes an aunt, uncle, niece or nephew) regular employees will be entitled to leave of one day to attend funeral or celebration of life to be determined by the employee sometime following the date of death. The employee will receive regular pay for their scheduled hours for up to one day. Approval for additional days off, without pay, to travel in conjunction with the bereavement leave days will not be unreasonably withheld.

## ARTICLE 22 - MATERNITY, ADOPTION AND PARENTAL LEAVE

### 22.1 Maternity, Adoption and Parental Leave

As per *Employment Standards Act* and a copy of such shall be made available to all employees in the employee staffroom.

## ARTICLE 23 - OCCUPATIONAL HEALTH AND SAFETY

### 23.1 Health and Safety Committee

- (a) The Employer and the Union agree to establish an occupational health and safety committee, as set out in the Industrial Health and Safety Regulations of the *Workers Compensation Act*, to be comprised of two employee representatives and one employer representative.

- (b) This Committee will function in accordance with the Industrial Health and Safety Regulations pursuant to the *Workers Compensation Act*.
- (c) This Committee shall hold regular meetings no less than once per month or as necessary. Minutes will be kept of all committee meetings and a copy of these minutes sent to the Employer, the Union and the Workers' Compensation Board.
- (d) The Employer shall assume the expense of transporting the employee injured on duty to the nearest physician or hospital for treatment.
- (e) The meetings shall be scheduled on employer time and employees shall be granted equivalent time off with pay if the meeting is scheduled on a day off. There shall be no loss of pay or seniority for attending committee meetings.

### **23.2 Investigation of Accidents**

The Occupational Health and Safety Committee shall be notified immediately of each accident or injury and will jointly investigate and report to the Union and the Employer on the nature and cause of the accident or injury and make recommendations where necessary.

## **ARTICLE 24 - ADJUSTMENT PLAN**

### **24.1 Adjustment Plan**

If the Employer introduces or intends to introduce a measure, policy, practice or change that affects the terms, conditions or security of employment of a significant number of employees to whom this collective agreement applies, the procedure to be followed shall be in accordance with the *Labour Relations Code*, Section 54.

## **ARTICLE 25 - PREPAID HEALTH BENEFITS**

### **25.1 Health and Welfare Benefits**

For all eligible post probation, regular employees who are regularly scheduled to work 20 hours or more per week, shall have the option of participating in the following:

For eligible regular employees, the Employer agrees to contribute 50% of the premium cost for a life insurance and accidental death/dismemberment plan.

For eligible regular employees, the Employer agrees to contribute 50% of the premium cost for the extended health plan.

Within 30 days following ratification, for eligible regular employees, the Employer agrees to contribute 50% of the premium cost for the dental plan that covers 80% of basic up to \$1,000.

Within 30 days following ratification, corrective eyewear prescribed by an optometrist, ophthalmologist, physician and/or surgeon is payable to a maximum of \$200 every 24 months per covered adult, and every 12 months per dependent child (may also be used for laser surgery) plus eye exam. The benefit will be payable at 100% with no deductible.

**25.2 Prepaid Health Benefits**

- (a) Eligible employees may elect to enroll in any or all of the group insurance plan(s) at the time of hire. Employees who have elected to enroll in a particular Plan may withdraw at any time. An employee who has enrolled in a Plan or has withdrawn may enroll in a Plan subject to Carrier approval and conditions. Re-enrolment shall occur only at the sign-up opportunities in January and July.
- (b) For regular employees, the Employer agrees to contribute 100% of the premium costs of the BC Medical Services Plan.
- (c) The selection of the insurance carrier for any benefits referred to in this article is in the sole discretion of the Employer subject to retaining benefit plan of equal coverage or better. Benefits are only available to full-time regular employees and part-time regular employees who have completed the probationary period.

**ARTICLE 26 - PAYMENT OF WAGES****26.1 Rates of Pay**

- (a) Employees shall be paid by direct deposit.
- (b) Employees shall be paid in accordance with Appendix 3.
- (c) Each pay statement shall include hours worked to date, sick leave credits, vacation hours, and pay to date.

**26.2 Payment of Wages Upon Termination, Layoff or Resignation**

- (a) When an employee resigns, the Employer shall pay all wages and vacation pay owing to the employee within six days of the date of the day of his or her resignation.
- (b) When an employee is laid off or his/her services are terminated, the Employer shall pay all wages and vacation pay owing to the employee within 72 hours, exclusive of Saturdays, Sundays or holidays.

**26.3 Substitution**

- (a) Where an employee is required by the Employer to perform the duties of a bargaining unit position with wage rates higher than the employee's regular pay rate, for the majority of one shift or more, such employee shall be paid the rate in the higher classification that is next above the employee's own wage rate.
- (b) In no circumstances shall there be pyramiding of wages and/or benefits.
- (c) Where an employee is requested by the Employer to cover a shift at a lower pay rate than the employee's regular pay rate, the employee shall receive their regular rate of pay for the shift.
- (d) Where an employee is requested by the Employer to cover shifts at different classification pay rates, the employee shall be paid the rate of the higher classification where the employee has worked the majority of the shift in the higher classification.

**26.4 Meal Allowances**

When an employee is pre-authorized to attend a function off premises and the function runs through the employee's meal period, the employee will be reimbursed for reasonable and substantiated cost of the meal.



**26.5 Mileage**

- (a) An employee who uses his/her own motor vehicle to conduct business on behalf of and at the request of the Employer shall receive an allowance of 52¢ per kilometre. Minimum allowance shall be two dollars.
- (b) Where an employee uses his/her own motor vehicle to conduct business at the request of the Employer, and to the extent that Insurance Corporation of British Columbia insurance premiums are necessarily increased to recognize such usage, the Employer shall reimburse the employee that portion of the premium representing the insurance necessary to move the employee's coverage from "*to and from work*" to "*business use*".

**ARTICLE 27 - JOB CLASSIFICATIONS AND WAGE RATES****27.1 Job Classifications**

- (a) The Employer shall provide the Union with job descriptions for the classifications in the bargaining unit set out in Appendix 3.
- (b) When the Employer establishes a new or substantially altered bargaining unit position, it shall provide the Union with job description and the wage rate established by the Employer. Should the Union disagree with the wage rate, the matter shall be referred to arbitration.

**ARTICLE 28 - GENERAL CONDITIONS****28.1 Indemnity**

Except where there has been negligence on the part of an employee, the Employer will:

- (a) exempt and save harmless employees from any liability action arising from the proper performance of his/her duties for the Employer, and
- (b) assume all costs, legal fees and other reasonable expenses arising from any such action, provided the Employer has conduct of the action.

**28.2 Copies of the Collective Agreement**

The Union shall print the collective agreement in an agreed to format, and will distribute copies of the collective agreement to employees. The Employer retains the right to proof-read the final draft prior to printing.

The Union shall provide for the printing of the collective agreement at no cost to the Employer.

**28.3 Personal Property Damage**

Upon submission of reasonable proof, where an employee's personal possessions are damaged by resident or guest of the Employer, the Employer shall pay, up to a maximum of \$100, for the repair or replacement costs, provided such personal possessions are of a type suitable for use while on duty.

**28.4 Lockup for Personal Effects**

- (a) The Employer agrees to provide lockers for employees. All employees are responsible for the security of their personal effects.

- (b) The Employer will not enter a locker without the presence of the employee and/or the union steward.

#### **28.5 Contracting Out**

The Employer agrees that they will not contract out bargaining unit work (at the time of certification) that will result in the layoff of employees within the bargaining unit.

### **ARTICLE 29 - DURATION OF AGREEMENT**

#### **29.1 Duration**

This agreement shall be for the period from date of ratification up to and including July 31, 2020.

#### **29.2 Notice to Bargain**

- (a) This agreement may be opened to collective bargaining by either party giving written notice to the other party on or after April 30, 2020, but in any event, no later than midnight July 31, 2020.
- (b) Where no notice is given by either party prior to July 31, 2020 both parties shall be deemed to have given notice under this section on July 31, 2020.

#### **29.3 Agreement to Continue in Force**

- (a) Both parties shall adhere fully to the terms of this agreement during the period of collective bargaining and until a new agreement is signed.
- (b) No strike or lockout. During the term of this collective agreement, the Union agrees that there shall be no strike, and the Employer agrees that there shall be no lockout. Strike shall include any strike, picketing, sit-down, stand-in, study session, slowdown, or other curtailment or restriction of productivity, or interference with work in or about the Employer's residences, or any other Act as defined in the *Labour Relations Code*.


#### **29.4 Section 50(2) and (3) Excluded**

The operation of Section 50(2) and (3) of the *Labour Relations Code* of British Columbia is hereby excluded.

#### **29.5 Change in Agreement**

Any changes deemed necessary in this agreement may be made by mutual agreement in writing at any time during the life of this agreement.

SIGNED ON BEHALF  
OF THE UNION:

  
Stephanie Smith  
President

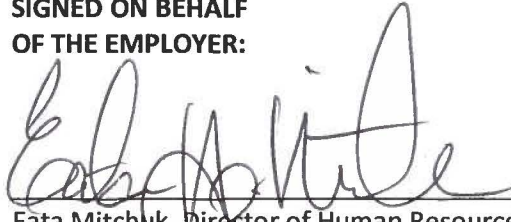
  
Amanda Brownlow  
Bargaining Committee


  
Laura Groom  
Bargaining Committee

  
Kim Vegh  
Bargaining Committee

  
Gary Bennett  
Negotiations, Staff Representative

SIGNED ON BEHALF  
OF THE EMPLOYER:

  
Eata Mitchuk, Director of Human Resources  
Labour Relations, Western Canada

  
Heather Dyck  
General Manager

Dated this 13 day of January, 2020.

**APPENDIX 1**  
**Casual Employees**

(a) The following articles of the collective agreement shall apply to casual employees;

- (1) Preamble
- (2) Bargaining Agent Recognition
- (3) Union Security
- (4) Union Dues
- (5) Employer/Union Acquaint New Employees
- (6) Management Rights
- (7) Employer-Union Relations
- (8) Grievance Procedure
- (9) Arbitration
- (10) Discipline and Dismissal
- (12) Vacancy Posting
- (14) Hours of Work (with exception of Clauses 14.2(a), 14.3(a), (c) & (d))
- (15) Education
- (16) Special Clothing Allowance
- (17) Paid Holidays (4.2 % additional payment per pay in lieu of statutory pay)
- (18) Overtime
- (19) Vacation (except for Clause 19.1)
- (23) Occupational Health and Safety
- (24) Adjustment Plan
- (26) Payment of Wages
- (27) Job Classifications and Wage Rates
- (28) General Conditions
- (29) Duration of Agreement

**Appendices**

Appendix 1 - Casual Employees

Appendix 2 - Casual Employee Call-in

Appendix 3 - Wage Rates

(b) The following articles do not apply to casual employees;

- (11) Seniority (except as it relates to casual employee lists)
- (13) Layoff and Recall
- (20) Sick Leave
- (21) Leaves of Absence
- (22) Maternity/Adoption and Parental Leave
- (25) Prepaid Health Benefits

(c) Casual employees may achieve regular status only by successfully bidding into a permanent vacancy through the posting procedure.

(d) Seniority for casual employees will be recognized and will accrue based on accumulated hours worked since their most recent date of hire.

- (e) In the event that a casual employee is converted to regular status, their seniority date of hire, shall be established based on the equation of 1900 hours for one full year of service.
- (f) The Employer shall provide the Union with the Casual seniority list in February and August of each year.
- (g) Eligible casual employees who work on a designated holiday will receive one and one-half times their regular rate of pay for hours worked.
- (h) An employee shall not be entitled to a paid holiday unless they have worked 15 days during the 30 days immediately preceding the holiday.
- (i) Holiday pay for a casual employee who works irregular hours on at least 15 of the previous 30 days prior to the paid holiday is calculated by dividing the employee's total wages, excluding overtime, earned in the 30 day period by the number of days worked.
- (j) For casual employees:

Year of Service	Vacation	Vacation Pay
Less than 1900 hours worked	Two weeks	4%
After 3900 hours	Three weeks	6%

## APPENDIX 2

### Regular and Casual Employees Call-in

#### Regular and Casual Employees Call-in

- (a) The manner in which regular and casual employees shall be called to work shall be as follows:
  - (1) Employees will be called for work on the basis of seniority from most senior to least senior.
  - (2) One call shall be of eight rings duration. All calls shall be recorded in the log books showing the signature of the person making the phone call, the employee called, the position they are being called to fill, the time the call was made, whether the employee accepts, declines, or fails to answer the telephone. In the event of a dispute the Union shall have access to the log books.
  - (3) In the event the employee uses a telephone answering machine or a pager, the Employer is obligated to leave a message to return the phone call within five minutes. If the employee does not return the call within that five minutes, the Employer may proceed as if they were unable to make contact with the employee.
- (b) A regular or casual employee shall be entitled to register for work in any job classification in any department for which he/she has the qualifications to perform.
- (c) Employees who are registered for casual work shall notify the Employer of the times of unavailability, during which time Section (a)2 & 3 above do not apply. The unavailability shall not exceed one consecutive month.
- (d) Casual employees who are successful in competition for a regular position shall be subject to a probationary period as outlined in the collective agreement.

(e) Employees who are called in by the Employer and report for work shall be paid a minimum of

(f) Casual employees have the right of refusal on two calls during a pay period. Casual employees

(g) The Employer agrees to include regular staff at the top on the casual call-in list, subject to the terms and conditions listed in Appendix 2 and at the current rate of their increment step for that

(h) Where a block of three or more shifts become available, it shall be offered to regular employees in accordance with their seniority, provided that they do not have scheduled shifts that would conflict

senior regular employee shall be offered the block, notwithstanding the posted schedule. Where a block is available outside the posted schedule, the Employer will offer the block of shifts based on

Please note that the most senior employee who accepts the block as described in the paragraph above, shall have their schedule changed. No further schedule changes shall be made and any shifts procedures.

the call-in list in order of seniority and ability to perform work.

the option of having their name included on the casual call-in list. Such laid off employees shall notify

### Casual Probationary Period

probationary period, casual employees may be discharged at the sole discretion of the Employer.

a regular employee shall serve a probationary period pursuant to its definition in the collective

### APPENDIX 3

Position	Level	Aug 1, 2014 1%	Aug 1, 2015 1%	Aug 1, 2016 1.50%	Aug 1, 2017 2%	Aug 1, 2018 1%	Aug 1, 2018 2%	Aug 1, 2019 2.50%
Cook	Start	\$18.31	\$18.49	\$18.77	\$19.15	N/A	\$19.53	\$20.02
	1950	\$18.85	\$19.04	\$19.32	\$19.71	N/A	\$20.10	\$20.60
	3900	\$19.10	\$19.29	\$19.58	\$19.97	N/A	\$20.37	\$20.88
Guest Attendant, Server - Dietary	Start	\$14.86	\$15.01	\$15.23	\$15.54	N/A	\$15.85	\$16.24
	1950	\$15.12	\$15.27	\$15.50	\$15.81	N/A	\$16.13	\$16.53
	3900	\$15.39	\$15.55	\$15.78	\$16.10	N/A	\$16.42	\$16.83
Guest Attendant - Residential, Front Desk, Guest Attendant Housekeeper	Start	\$14.86	\$15.01	\$15.23	\$15.54	\$15.69	\$16.00	\$16.40
	1950	\$15.12	\$15.27	\$15.50	\$15.81	\$15.97	\$16.28	\$16.69
	3900	\$15.39	\$15.55	\$15.78	\$16.10	\$16.26	\$16.58	\$16.99

Position	Level	Aug 1, 2014 1%	Aug 1, 2015 1%	Aug 1, 2016 1.50%	Aug 1, 2017 2%	Aug 1, 2018 1%	Aug 1, 2018 2%	Aug 1, 2019 2.50%
Housekeeping Supervisor	Start	\$15.93	\$16.09	\$16.33	\$16.65	N/A	\$16.99	\$17.41
	1950	\$16.18	\$16.34	\$16.59	\$16.92	N/A	\$17.26	\$17.69
	3900	\$16.45	\$16.62	\$16.87	\$17.20	N/A	\$17.55	\$17.99
Activity Coordinator	Start	N/A	N/A	\$17.00	\$17.34	N/A	\$17.69	\$18.13
	1950	N/A	N/A	\$17.53	\$17.88	N/A	\$18.24	\$18.69
	3900	N/A	N/A	\$17.78	\$18.14	N/A	\$18.50	\$18.96

Position	Level	Aug 1, 2017 2%	Jun 1, 2018	Aug 1, 2018 1%	Aug 1, 2018 2%	Jun 1, 2019	Aug 1, 2019 2.50%	Jun 1, 2020
Dishwasher	Start	\$11.66	\$12.65	\$12.90	\$13.03	\$13.85	\$14.20	\$14.60
	1950	\$11.92	\$12.65	\$12.90	\$13.03	\$13.85	\$14.20	\$14.60
	3900	\$12.22	\$12.65	\$12.90	\$13.03	\$13.85	\$14.20	\$14.60

**General Wage increases**

- (1) Effective August 1, 2017 all employees will receive a 2.0% general wage increase.
- (2) Effective August 1, 2018 all employees will receive a 2.0% general wage increase.
- (3) Effective August 1, 2019 all employees will receive a 2.50% general wage increase.

\*Effective August 1, 2018 Housekeeping, Front Desk, and Dishwasher classification will receive a 1% market adjustment.\*

**APPENDIX 4**  
**Internal Posting Assessment Form**

Name of Candidate: \_\_\_\_\_ Name of Manager: \_\_\_\_\_

Position/Posting \_\_\_\_\_ Date of Assessment: \_\_\_\_\_

Meets Required Qualifications? (if yes, Continue)      Yes    ☐    No    ☐

**Past Performance**

<i>Evaluation</i>	<i>Points</i>
consistently meets expectations	35
Has 2 to 5 areas of Growth	30
Has 5 to 10 areas of Growth	25
Does not meet expectations in 2 to 5 areas	20
Does not meet expectation in 5 to 10	10
<i>(If there are no evaluations done, the number will equal to the other candidates)</i>	

Total Points: ☐

Discipline on file within the last 18 months: Points

None 15

Verbal/Written 10

Suspension 0

Total points: ☐

## Seniority:

Hours of worked	Points
The most senior applicant	50
The other applicants rank comparatively (divide their seniority by the Senior applicant's seniority and multiply by 100 and divide by 2.	—
Total Points:	<input type="checkbox"/>

Overall Placement:

☐

Seniority – If overall placement is equal, seniority will be the deciding factor:

☐

**LETTER OF UNDERSTANDING #1**  
**Re: Group Registered Retirement Savings Plan**

**Effective January 1, 2015:**

The Employer is the sponsor of a Group Registered Retirement Savings Plan (GRRSP or the Plan).

All employees will participate in the GRRSP. Once an employee has passed their probationary period it is mandatory that the Employer enrol them in the plan.

**Contributions****(a) Member Contributions**

Each member will be required to make contributions on the following basis:

- (1) 1% of regular earnings;
- (2) employees may make additional voluntary contributions on their behalf or their spouses' behalf.

**(b) Employer Contributions**

The Employer will be required to match contributions made by each member in accordance with (a)(1) above.

All contributions are held in an account registered to the individual employee. Contributions and interest earnings will be allocated to the account of each individual member.

If an employee terminates employment with the Employer, they can elect from options identified in the Plan.

All employees shall be provided with the GRRSP brochure.



**MEMORANDUM OF UNDERSTANDING #1****Re: Front Desk Training Opportunity**

The Employer will cross train three employees on the front desk within 60 days of ratification. Once training is complete they will be considered qualified for front desk call-ins.

**MEMORANDUM OF UNDERSTANDING #2****Re: Vacation Requests**

All vacation requests will be submitted to management and will be accepted or declined within 14 days of receipt subject to operational requirements and will not be unreasonably denied. Should the Employer decline the request and subsequently the time window becomes available the Employer will contact the employee prior to accepting another vacation application.