

**Memorandum of Agreement  
Between  
Sunshine Coast Association for Community Living  
And  
CUPE Local 1936 - 17**

**RE: Local Issues**

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The Parties agree to the following provisions in accordance with the Memorandum of Agreement RE: Local Issues appended to the Collective Agreement:

**Article 14.2 (a)** (Article 17.01 – Hours of Work; previous Collective Agreement)

The hours of work of a regular full time employee shall be eight (8) hours per day, including meal periods, and an average of forty (40) hours per week.

The Employer agrees to avoid scheduling split shifts unless the needs of the client cannot otherwise be met. In that event, the Employer will meet with the Union in order that the matter be agreed upon.

**Program/Worksite**

The term Program/Worksite is to be defined and applied in accordance with parties' established practice for the following articles.

<b>Article 13.3</b>	Worksite
<b>Article 14.2 (e)</b>	consistent with past practice
<b>Article 14.4 (b)</b>	Could be either
<b>Article 16.4</b>	Program
<b>Article 18.2 (a)</b>	Program
<b>Article 24.1 (c)</b>	Program – provided employee has currently trained to work at the particular worksite.

**Article 26.2**

The Employer shall pay salaries and wages bi-weekly on Thursday in accordance with Schedule "A" attached hereto and forming part of this Agreement. On each pay day, each employee shall be provided with an itemized statement of his/her wages, overtime, and other supplementary pay and deductions.

The Employer may not make deductions from wages or salaries unless authorized by statute, court order, arbitration order, this Agreement, or the employee.

**Article 30.3 – Casual Call in Procedure  
(To be attached)**

**Article 12.1 Seniority** (Article 14.01 – Seniority Defined; previous Collective Agreement)

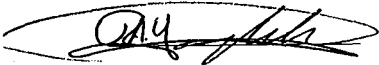
- (a) Seniority is defined as the length of service with the Employer as a regular employee and shall include service with the Employer prior to certification. Seniority shall operate on a bargaining-unit-wide basis.
- (b)
  - (i) Relief employees shall accrue seniority on an hourly basis for all hours worked.
  - (ii) Upon achieving regular employee status, a relief employee shall have their hourly seniority converted to full-time equivalent days of work by dividing the total seniority by the regular workday. Regular employees who are returned to less than regular status shall receive full seniority credit for all hours worked.
  - (iii) The date arrived upon conclusion of all of the above calculations shall be deemed to be the employee's seniority date.

*JMC*

Dated this 22 day of February 2007 at Sachelt B.C.

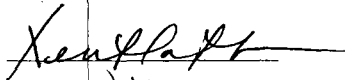
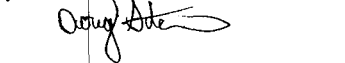
For the Union

For the Employer





C. Totten

## SCACL Scheduling/Call Out Policies

Casual call outs will be made program wide on the basis of seniority and availability.

Staff must make their availability for casual work known to management in writing.

Casual staff may work up to 40 hours a week.

Once a staff person has worked five days in a row, they are required to take two days off, unless they agree to be called for a sixth day, and the sixth day does not put their total hours for the week over forty.

The time between shifts for staff must be a minimum of eight hours, unless they agree to be called with less time between shifts, and their total hours for the week do not exceed forty.

Staff **MAY** exchange regular shifts within the same worksite with *prior approval* from management.

Staff **MAY NOT** exchange casual shifts.

All staff can be re-deployed within the hours they were booked to work casually to another program or worksite they are trained and stated to be available for.

If a staff person has declined a shift on a single day and different one becomes available – the staff person will also be called for the new shift.

If a staff person has accepted a casual shift – and wants to then have the subsequent shift off, they must put in a request for time off in writing, same as any other staff requesting time off.

If a staff person has requested leave or holidays and it has been approved and casual shifts filled, those shifts will remain as the casual shifts filled. If the casual shifts have not been filled, management may approve changes to a holiday/leave schedule.

All requests for time off have to be in writing.

All requests for time off/leave need to be approved by management before shifts can be filled.

All requests for time off will be processed on a first come first served basis with consideration for seniority over peak holiday periods. A holiday schedule will be implemented in 2004 in accordance with the collective agreement.

All requests for time off must be given to management at least one week prior to the date being requested off – unless an emergent situation can be verified.

Requests for time off for medical appointments for part time staff may be required to provide verification as to why that the appointment could not be made on that staff persons regular day off.

All staff calling in sick may be required to provide written documentation from a physician.

## SCACL Scheduling Procedures

Call Out sheets are updated every payroll period or as required.  
(ie: After any postings, shift changes, staff availability /staff data changes.)

Call out sheets will be dated and forwarded to scheduling staff by email or in hard copy.

Scheduling staff will use one call out sheet per call out and each sheet will have the date, shift, initial of person completing call out and reason for the call out. Completed call out sheets will be forwarded to management monthly.

Call outs will be made in order of seniority, based on staff availability for that program or service.

Check call out list and note which staff are available for the shift(s) by checking other staff schedules, other casual shifts, total staff hours for the week, number of days worked in a row and holiday requests.

If unable to contact a staff member directly, leave a message on answering machine/voice mail. If a child or unknown person answers the phone – ask to call back and leave a message.

Leave the following information on the message: time and date of your call, date, time and program of shift being offered and how long the staff member\* has to accept the shift, and where to call back. Note the time and date and message notation of your call on the call out sheet

If the staff member has an alternate phone number listed on the call out sheet– call that number as well and leave the same message if possible.

When the stated time has passed and the staff person has not returned your call – Call them back and state that you have not had a reply to your call, so you will be going down the list.

Continue the above procedures with each subsequent staff member on the call out list

If you reach a staff member in person and they decline the shift, note the reason on the call out sheet and the time and date of your call.

If you reach a staff member in person and they accept the shift, note the time and date of the conversation on the call out sheet. Enter the staff members name on the staff schedule on the website and send an email to management forwarding the scheduling data.

When a shift is 48 hours or less – call out down the list, giving each staff person a stated period of time to call back – state in your message that you will be going down the list if they do not call back by the stated time.

When a shift is 24 hours or less – call out straight down the list, giving the shift to the first available person that accepts it. Leave each staff person the message that you "are going down the call out list for the first available person"

**\* SCACL procedure is to give 24 hours to respond to each staff person when possible.  
Note this is NOT a policy or a statement in the collective agreement – It is a courtesy given to staff. Less time may be given by scheduling staff depending on mitigating need. You must clearly state how long a staff person is being given to respond.**