



**MEMORANDUM**

**TO:** All Presidents with members in the Ministry of the Attorney General  
All Stewards in the Ministry of the Attorney General

**FROM:** Ruth Hamilton, OPS Supervisor

**DATE:** March 29, 2012

**SUBJECT:** Ministry of the Attorney General  
**ERC Minutes – March 13, 2012**

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Attached, for your information, are the minutes of the above captioned meeting.

Please post or otherwise make them available to the members in your workplaces.

Also attached is a MERC referral form which should be used when referring unresolved local issues to the ministry level. The referral should be sent care of the Job Security Unit with all the supporting documentation, (e.g. minutes, correspondence, etc.), with any referrals.

**PLEASE NOTE: THESE MINISTRY MINUTES WERE PREPARED BY THE EMPLOYER.**

AUTHORIZED FOR DISTRIBUTION:

IN SOLIDARITY,

A handwritten signature in black ink, appearing to read "Warren Thomas", written over a horizontal line.

Warren (Smokey) Thomas  
President

A handwritten signature in black ink, appearing to read "Ruth Hamilton", written over a horizontal line.

Ruth Hamilton  
OPS Supervisor

/is

att.

cc: MERC Chairs  
Ministry ERC



MERC MINUTES

Ministry of the Attorney General

MINISTRY EMPLOYEE RELATIONS COMMITTEE MEETING (MERC)

March 13, 2012

10:00 a.m. – 3 p.m.

At 3<sup>rd</sup> Floor Human Resources Boardroom, 720 Bay St., Toronto, Ontario

Chair: Union

For the Union:

Julie Weber (Co-Chair), OPSEU Local 228  
Shelley McCormick (Vice-Chair), OPSEU Local 526  
Ibrahim Bozai, OPSEU Local 526  
Cindy Abric-Forsyth, OPSEU Job Security

Regrets:

Jim Jurens, OPSEU Local 526

Recorder:

Jeffrey Stewart, Centre For Employee Relations

Guests:

Joyce Mackey, Court Services Division – FRO Pilot Project

Maretta Miranda, Court Services Division – FRO Pilot  
Project

Sheila Bristo, Court Services Division – Court Interpreters

Susie Bridge, Court Services Division – Court Reporting

For the Ministry:

Valerie Neville (Co-Chair), HR-SBU, CSMD  
Brian Garrah, Court Services Division  
Tony Ventura, Court Services Division  
Margaret Watson, Centre For Employee Relations  
Jeffrey Stewart, Centre For Employee Relations

Susana Dunford, HR-SBU

Ref #	Agenda Item	Issue	Follow-Up/Action
<b>PRESENTATIONS:</b>			
a)	<b>Family Court Support Worker Program</b>	<p>Expansion of the Court Enforcement Clerk FRO Project:</p> <p>The current process to create a writ or garnishment in family enforcement matter involves FRO sending enforcement documents to court offices by couriers. Court staff process the writs and returns them to FRO by courier which can result in delays in enforcement times.</p> <p>In 2010, the Family Policy and Programs Branch developed a pilot project with the goal of increasing the efficiency and timeliness of issuing, tracking and scheduling court enforcement files in family cases.</p> <p>Evaluation of the pilot project showed that quantitatively the pilot reduced the time taken to process documents from 3 weeks to, on average, one day. It also showed improved customer service.</p> <p>The pilot project is now being expanded in the Central Eastern Region.</p> <p>The Union raised concerns regarding the communication of the pilot project and the assigned functions of the Clerk.</p>	<p>Management will upload a copy of the FRO pilot project presentation on the Court Services Division Intranet.</p>

		The Union raised concerns about potential workload issues at the finance and enforcement office.	
b)	<b>Interpreters</b>	<p>Management provided an update on the recruitment of Court Interpreters.</p> <p>The Toronto area hired two interpreters and is currently recruiting for five more permanent 1500 FTE interpreters at Old City Hall for the following languages: Tamil, Cantonese (2 one is a backfill), Mandarin, and Vietnamese.</p> <p>Scarborough will also be recruiting for a Mandarin interpreter.</p>	
c)	<b>Court Reporters</b>	<p>The Union provided a petition from Ottawa Court Reporters with regards to the implementation of <i>Hunt et al</i> and increasing the transcript production rates.</p> <p>The Union raised concerns about the ability of Court Reporters to request deposits for transcripts in Ottawa.</p> <p>Management provided an update on the questions regarding Radio Frequency Interference in Courtroom recording.</p> <p>Management advised that the implementation of Digital Recording is at 91% and has a target completion date of March 31, 2012. However, some courts will not be completed until mid-April. There are also delays regarding implementation of DRD in Toronto area courts as a result of ergonomic setup.</p> <p>The Union raised concerns regarding the ergonomic setup of</p>	Management to follow up.

		DRD in some of the Old City Hall courtrooms.  The Union raised concerns about the volume of the DRD in the Oshawa Courthouse. Management advised that they are working on a short-term and long-term solution for adjusting the volume control on the DRD.	
<b>1. STANDING ITEMS:</b>			
<b>1. a)</b>	<b>Conversion</b>	<u>Article 31A.15 – Conversion of Unclassified Positions to Classified Positions</u>  No Update	Management to follow up
<b>1.b)</b>	<b>MAG Update</b>	<u>Court Services Division:</u> Refer to Employee Engagement Action Plan (Item 1.e), Court Interpreters Presentation (Presentation b) and Court Reporters Presentation (Presentation c).  <u>Victims and Vulnerable Persons Division:</u> No update  <u>Legal Services Division:</u> No update	
<b>1. c)</b>	<b>MAG's Vacancy Reports</b>	Management advised that a vacancy exists when a decision has been made to fill a position.	Management to follow up with recruitment report.
<b>1.d)</b>	<b>Local Employee Relations Committees</b>	Management is working with the Union to establish a LERC at Old City Hall.	Union to follow up.

1.e)	<b>Employee Engagement Action Plan</b>	<p>Management advised that it is working on an initiative regarding orientation and on boarding to provide consistency across the Ministry.</p> <p>The Union requested that the orientation include a component that introduces the Union to new employees.</p> <p>Management advised that the Court Services Division is developing their Employee Engagement Action plan and created an Employee Engagement Action Table with perspectives from across the Province being brought forward and consolidated into the plan.</p>	Management to follow up on providing a presentation at the next meeting.
1.f)	<b>Ministry's Court Reporting Review</b>	See presentation C above.	
1.g)	<b>Job Descriptions</b>	The Employer provided an update.	
1.h)	<b>Bill 168 and Workplace Assessments</b>	Management advised that both electronic and in person training has taken place and that the completion rate is around 85% for the Ministry. Management also advised that the Eastern Region will conduct their training in the Spring.	Management to follow up when the training is completed.
1.i)	<b>Career Mentoring Program</b>	Management advised that year two is in process and that a mid-term check-in session took place.	Management to provide a link to Topical article on the program.
1.j)	<b>Courts Information Management System</b>	No update.	Management to follow up.

**2.DISCLOSURES**

2.a)	<b>Contact Centre Modernization Initiative Info share</b>	Management advised that the initiative is designed to provide information regarding MAG through Service Ontario in various locations.	Management to follow up.
<b>3. Report Back Items</b>			
3.a)	<b>MAG Diversity Plan</b>	Management advised that there is a diversity mentoring program in MAG which is distinctive from the other Career Mentoring program and it starts April 1 <sup>st</sup> of every year. Employees can apply to both mentoring programs.	
3.b)	<b>Kenora Courthouse Pilot Project</b>	See Court Generalist Posting item under 4.h.	
3.c)	<b>Thunder Bay Vacancies</b>	Management advised that in the Smalls Claims there are two positions that are part-time and when required staff are sent from the Thunder Bay office to the Nipigon and Geraldton offices.  Management advised that some Enforcement Officer training is incomplete and that the training is rescheduled.	Management will follow up on the status of the positions and the training,  The Union to follow up.
3.d)	<b>Vacancies used to fulfill reduction targets</b>	Management advised that when information regarding RbP has been determined Management will provide information to the Union.	Management to follow up.
3.e)	<b>Court Interpreters</b>	See Presentation b.	
3.f)	<b>Workload Issues</b>	393 University: The Union renewed concerns about workload issues at the Finance office in light of recent surplus.	Management to follow up.

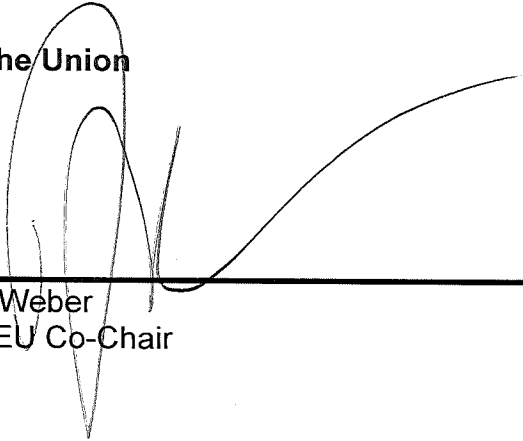


3.g)	<b>Court Security – Uploading from Municipalities</b>	No update.	
<b>4. New Business</b>			
4.a)	<b>Part-time Pay Rates</b>	Management advised that OSS has been addressing issues regarding FPT.	Management will continue to follow up as information becomes available.
4.b)	<b>Copy of Recording being provided to the Parties</b>	The Union raised concerns that the recordings are being provided to the parties by Judicial order. The Union has raised concerns that certified transcripts are no longer being requested and impacting BUI issues.  Management advised the Union about the independence of the judiciary.	Management to follow up.
4.c)	<b>Thunder Bay Courthouse – Court Clerk Duties Changed to include Monitor / Reporter</b>	The Union raised concerns about a court reporter performing the work of a court clerk which required performing duties he/she was not trained to perform.  The Union has also raised concerns regarding communication to staff locally.	Management to follow up.
4.d)	<b>RbP for MAG</b>	No update.	Management to provide update when available.
4.e)	<b>Expressions of Interest</b>	The Union asked if there are guiding principles for expressions of interest.  Management advised that this issue still being discussed at CERC.	Management to follow up.

4.f)	<b>Directive: Family Court Support Worker Program</b>	Management to provide a presentation at the next meeting.	Management to follow up with a presentation.
4.g)	<b>Late Payments for Transcripts</b>	The Union raised concerns about late payments for transcripts.	Management to follow up.
4.h)	<b>Court Generalist Posting</b>	The Union raised concerns about the duties listed under a Court Generalist posting in Kenora with regard to transcript production.	Management to follow up.
4.i)	<b>Oshawa Courthouse Sound System</b>	See presentation c - Court Reporters	
4.j)	<b>Employee Survey Scorecards</b>	Management provided disclosure on December 7 <sup>th</sup> , 2011.	Remove from agenda.
4.k)	<b>Old City Hall Digital Recording Ergonomics for Room 311</b>	See presentation c - Court Reporters	Management to follow up.

4.1)	<b>Ontario Victim Witness Assistance Program</b>	The Union raised concerns regarding Peel region. The Co-Chairs will have a discussion on a conference call.	
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**For the Union**



Julie Weber  
OPSEU Co-Chair

**For Management**



Valerie Neville  
Management Co-Chair

Date: March 13, 2012

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