

# MGCS MERC Minutes

Time: 10:00 a.m. to 2:00 p.m.

Date: June 14, 2022

Location: Teams

## Meeting Chair

Union

## Management Members in Attendance

Natasha Holland (Co-Chair), Brenda Rantz (OSS delegate) Chloette Patsakos (I&IT),

## Management Resources

Kate McGuigan-O'Toole (SBU Lead Resource), Millie Ng (TBS Resource), Brooke Wanford (SBU Resource)

## OPSEU Members in Attendance

Rob Cox (OPSEU/SEFPO Co-Chair), Kathleen Demareski (OPSEU/SEFPO), Stacy Grieve, Pamela Serrattan

**Regrets:** Spencer Mitchell (OPSEU/SEFPO), Deb Ponte (OPSEU/SEFPO), Karen Baldassarra (OSS), Mary Ben Hamoud (SO),

## Minutes:

Brooke Wanford

## Standing Items

### Item 1: Administrative Items

Employer to share a draft copy of the minutes with the co-chairs to review and approve.

## Item 2: Reports (Surplus, Vacancy, Seniority, Fixed-Term Lists, Disclosure Log)

The Employer shared all reports with the Union on May 30, 2022.

**Action:** No Action.

## Item 3: TEI Statistics

The Employer provided updated TEI statistics (as of May 26, 2022) at the meeting:

<b>MGCS (2013 - 2022)</b>	<b>Total</b>
Approved	322

**Action:** No Action.

## Item 4: Ministry Updates and Announcements

**MGCS Updates:** Employer shared executive staffing announcements.

**Action:** No action.

### Ontario Shared Services

OSS HR & Payroll Review: No update.

**Action:** No action.

Payroll Operations: No updates.

**Action:** No action.

Centralized Procurement Initiative: The Employer provided an update and will continue to provide updates as they become available.

**Action:** No action.

### ServiceOntario

Ontario Business Registry: No updates

**Action:** No action.

### Information and Information Technology:

**Action:** No updates

## **Other Ministry Reviews & Pilots**

Government Real Estate Portfolio Review: The Employer provided an update on the concluded review and the results were communicated to the Union.

**Action:** No action.

## **Item 5: MERC/LERC Issues**

The Union and Employer discussed the current referral process.

**Action:** Parties to ensure there is an interim referral process.

## **Item 6: MGCS Training and Development**

Employer provided an overview presentation on FORTE.

**Action:** No Action.

## **Item 7: Joint Health and Safety Committees (JHSC)**

Union reinforced the importance of mental health and mental health supports in the workplace.

**Action:** No action.

## **Item 8: ITS Transformation Journey**

Data Centre Operations: The Union asked for a status update on the Data Centre Operations Review.

**Action:** The Employer to confirm if there are any updates.

# **Follow Up Items**

## **Item 9: Multi Year Planning**

No update.

**Action:** No action.

## **Item 10: Contact Centre Capacity Initiative**

The Union and Employer agreed to move this item to Ministry Updates under Service Ontario. Union requested information on how calls at Contact Centre are assigned to agents.

**Action:** Employer to provide confirm details of the Contact Centre and call centre utilization.

## **Item 11: Recent Info-shares**

Union had questions on the Digital Dealership Registration Initiative.

**Action:** Employer to confirm details on the initiative.

## **Item 12: COVID- 19 Capacity/ GROW/ Return to Work Updates/Pandemic Planning**

No update.

**Action:** Parties to continue to monitor and discuss, as required.

## **Item 13: MGCS MERC Terms of Reference**

Union provided final revisions to the MGCS Terms of Reference.

**Action:** Employer to review final revisions.

# **New Items**

## **Item 14: ServiceOntario Cash and Inventory Management Oversight (CIMO) Form**

Union requested removal of the employee attestation on the CIMO form and the Employer agreed to make this change.

**Action:** Employer to work with Service Ontario to amend CIMO Form.

## **Item 15: Pay and Benefits Services Division Cultural Review**

Union and Employer had a discussion on the Cultural Review and agreed that staff participation is important for the review to be successful.

**Action:** Employer to provide Union further details on the Review.

## **Item 16: Touchdown Centres**

Union asked about number of Touchdown Centres and details on employee access to the Touchdown Centres. The Employer confirmed there are two Touchdown Locations: 5775 Yonge Street, Toronto and 119 King Street, Hamilton. Union communicated there is interest in the expansion of Touchdown Centres across the province.

**Action:** Employer to confirm details on who can use of the Touchdowns Centres.

## **Item 16: 5775 Yonge St**

Union requested the vacancy list for the Service Ontario located at 5775 Yonge St., Toronto

**Action:** Employer to review and respond

## **Approvals**

Union Co-Chair:

Rob Cox

Management Co-Chair:



Natasha Holland