

A. GRENVILLE AND WILLIAM DAVIS COURTHOUSE LERC COMMITTEE MEETING

DATE: MONDAY NOVEMBER 29, 2004

TIME: 9:00 A.M.

LOCATION: TRAINING ROOM # 3

ITEM #	PRESENTER	ITEM / DISCUSSION	DECISSION / ACTION TO BE TAKEN
1.0	All	Present: Union – <ul style="list-style-type: none"> ➤ Meredith Johnson, Co-chair, ➤ Kin Lim ➤ Julie Weber (Union President)) ➤ Guests: Tracy Francis, Absent: Yvette Williams, Claudette Skeene, (Guest) Esther Kalverda Management – <ul style="list-style-type: none"> ➤ Marilyn Gamble – MCO, ➤ Jean Jones -- MCO ➤ Cindy Holovac, Co-chair, ➤ Gerri Wyatt Absent:	
2.0	All	Minutes of October 26, 2004 were signed off on November 22, 2004	
3.0		Old Business	
3.1	Union	Amador et al. Guests: Tracy Francis and Esther Kalverda (absent) - Training for staff	Discussion occurred and the main theme for training which would assist all staff are: <ol style="list-style-type: none"> 1. Customer service skills dealing with aggressive clients at the counter and on the telephone, telephone etiquette. 2. Stress management – coping with difficult

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			<p>clients</p> <ol style="list-style-type: none"> 3. Computer courses – training on: <ol style="list-style-type: none"> a. FRANK b. WIN c. Microsoft Office d. Excel e. Word f. ICON g. Cash – fine payments 4. Time Management 5. Changes in Rules, office policy <ol style="list-style-type: none"> a. Suggestion that staff are given the general overview, but then the training is supplemented with specifics to meet that individual’s needs, based on job duty 6. Personal Performance Review 7. Monthly staff meetings 8. Manual <ol style="list-style-type: none"> a. Staff have been trained on how to locate ministry manuals via intranet
3.1a		<p>Aggressive Clients</p> <ul style="list-style-type: none"> - glass at counters - training on aggressive clients 	<p>MCO was looking at putting glass at the counters. This request has gone into the minor cap for 2005-2006 for review and approval. If funding is approved then implementation should take place in the fiscal year of 2005-2006.</p> <p>Union noted that staff had not received training on aggressive clients, per minutes of September 2003 and this is an issue. This is an ongoing issue encompassed in the grievance of Amador et. al. Management noted that at times aggressive clients stems from long wait times. Representatives from Peel Law Association have been contacted to form a focus group and to discuss wait times, and what we are doing to effect service time. Hopefully this will</p>

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			<p>help to diffuse rudeness. Management had requested names from Peel Law Association by November 30, 2004.</p> <p>Union noted that staff need more tools on how to deal with aggressive clients.</p>
3.1b		<p>Attendance Support Program – pre-threshold meetings</p> <p>- staff to be notified of threshold</p>	<p>Management was to meet with staff when they are approaching 6 sick days and have a pre-threshold meeting wherever possible. The ministry's threshold was sent to all staff yearly. This will continue once the ministry has identified the threshold for 2005</p>
3.1c		<p>Employees receiving gifts</p>	<p>Management was to send out a memo to all staff regarding the acceptance of gifts. Ministry's policy. Management noted that the Conflict of Interest Policy and an email regarding gifts will be sent out later in the week.</p>
3.1d		<p>LERC memorandum of agreement</p>	<p>Union wishes to review this memorandum at the next meeting and make any revisions necessary. Union's concern is that the memorandum has no date. Management noted that a copy was sent to Bill Yeadon, Human Resource Consultant who was looking for a signed copy.</p>
3.2		<p>Communication</p> <p>a) computers for court support staff</p>	<p>Management noted that in OCJ some courts do have computers and staff can utilize them to check their emails, and read CSD directives. For SCJ, staff can use the computers pre and post court.</p> <p>Management noted they plan to review the number of computers we have and how they are used. Union suggested that three more, on the fifth floor, would be helpful.</p>

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3.3		Staff Meetings	Management noted that we are committed to having staff meetings
4.0		New Business	
4.1	Union	Court Monitoring system, Courtroom # 405	<p>Management noted that for the first 15 minutes, staff are to check their equipment, test all microphones and then listen to the play back to ensure all devices are recording properly. If there are problems fault reports are to be completed and then handed to the supervisor for appropriate action.</p> <p>Courtroom # 405 -- # 2 microphone (reporting/judge) – various techniques can be attempted, e.g. running head cleaners (have been purchased), unplug the machine and then plug it back in, perhaps a power surge.</p> <p>Staff need to advise the Supervisor, Linda Fortier of any problems.</p>
4.2	Management	WHIMIS	WHIMIS training is for all staff. The training will be via computer. Training is to be completed by December 20, 2004.
4.3 added	Union	LERC Union Co-chair and Member	<p>Julie Weber, union president noted that effective immediately all membership to committees will be elected for during the local union election. The membership agreed that these positions should be rotated. This year, date is set for February 9, 2005.</p> <p>Membership for Union President and committee; Co-chair of the Occupation Health and Safety Committee, and LERC.</p>
5.0	All	Next LERC Meeting	<ul style="list-style-type: none"> ○ Next meeting will be on Monday January 17, 2005, at 9:00 a.m. to 11:00 a.m., in training

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			<p>room # 1.</p> <ul style="list-style-type: none"> ○ It was agreed that agenda items will be provided to management no later than January 4, 2005 ○ It was agreed that Tracy Francis and Esther Kalverda will attend the next meeting to further discuss the training item which will be dealt with first.

Management and the union accept the LERC Minutes, dated Monday November 29, 2004

 Signature for Management and Date
 Minutes prepared by Cindy Holovac, on

 Signature for Union and Date