

**LIFE'S JOURNEY INC.
FRONT LINE WORKERS**

FROM: October 1, 2022

TO: April 16, 2024

President's Message



Dear Member,

A union collective agreement is like a Charter of Rights. It explains, protects and guarantees your rights on the job. It stipulates the wages you must be paid, the benefits you must receive. It puts down on paper your right to dignity and respect at work.

It is important that you know your rights, the wages and benefits you are entitled to receive. Please take the time to read through this agreement. If you have any questions about it, talk to a shop steward in your workplace or phone your full-time union representative. They are also the people to talk to if you feel the rights and benefits outlined in this document are not being provided to you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Traeger', with a stylized flourish at the end.

Jeff Traeger,
President UFCW Local 832



LIFE'S JOURNEY INC.

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EXPIRY DATE: APRIL 16, 2024

AGREEMENT BETWEEN:

LIFE'S JOURNEY INC. in the Province of Manitoba, hereinafter referred to as the "Employer",

AND

UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL NO. 832, chartered by the United Food & Commercial Workers International Union, hereinafter referred to as the "Union".

WHEREAS: THE EMPLOYER AND THE UNION DESIRE TO COOPERATE IN ESTABLISHING AND MAINTAINING CONDITIONS WHICH SHALL PROMOTE A HARMONIOUS RELATIONSHIP BETWEEN THE EMPLOYER AND THE EMPLOYEES COVERED BY THIS AGREEMENT, TO PROVIDE METHODS FOR A FAIR AND AMICABLE ADJUSTMENT OF DISPUTES WHICH MAY ARISE BETWEEN THEM AND TO PROMOTE AN EFFICIENT OPERATION, RECOGNIZING THAT THE HIGHEST REGARD AND PRINCIPLE CONSIDERATION MUST BE THE CARE AND WELFARE OF THE RESIDENTS AND CLIENTS OF THE EMPLOYER,

NOW, THEREFORE, THE UNION AND THE EMPLOYER MUTUALLY AGREE AS FOLLOWS:

ARTICLE 1 NATURE OF THE BARGAINING UNIT

1.01 The Employer recognizes the Union as the sole agency for the purpose of collective bargaining for all employees of Life's Journey Inc, in the Province of Manitoba, save and except Case Workers, Cultural Advisors, Cultural Workers, Residential Assistants, Temporary Agency Employees, Assistant Coordinators, Coordinators, Office Staff, those at or above the rank of Coordinator and those excluded by the Act.

1.02 Persons excluded from the bargaining unit shall not perform work normally performed by members of the bargaining unit unless no bargaining unit member is available and willing to perform the required work, possesses the required qualifications and has the demonstrated ability to perform the required work. This clause will not prevent the direction, instruction or training of bargaining unit members, it will not prevent

non-bargaining unit persons performing emergency work and it will not prevent non-bargaining unit persons from filling in during Joint Advisory Committee Meetings. This clause will not prevent persons excluded from the bargaining unit from performing work normally performed by members of the bargaining unit, to the extent that they already perform such work.

1.03 Outside agencies shall only be utilized to do bargaining unit work to the extent that they already perform such work.

1.04 The Employer shall provide the Union within ninety (90) calendar days of ratification and whenever changes are made, with a list containing the names and contact information for all persons excluded from the Collective Agreement who are required to be contacted by the Union in the administration of this Agreement.

ARTICLE 2 **DEFINITIONS**

2.01 **Full-time Employee**

A full-time employee means an employee who is normally scheduled to work forty (40) hours per week in residential and thirty seven point five (37.5) hours per week in outreach and spectrum services.

A full-time employee working at the Employer's Highway 8 location as a Residential Support Mentor or House Lead means an employee who is normally scheduled to work eighty-four (84) hours per two (2) week pay period. This Article applies to all other locations on a twelve (12) hours shift schedule.

2.02 **Part-time Employee**

A part-time employee means an employee who is normally scheduled to work less than forty (40) hours per week in residential and thirty seven point five (37.5) hours per week in outreach and spectrum services.

A part-time employee working at the Employer's Highway 8 location as a Residential Support Mentor will mean an employee who is normally scheduled to work less than eighty-four (84) hours per two (2) week pay period. This Article applies to all other locations on a twelve (12) hours shift schedule.

2.03 **Casual Employee**

Casual employee means a part-time employee who is not normally scheduled to work but who may be called in to work to provide coverage as required.

2.04 **Term Employee**

Term employee (or temporary employee) means a new person employed without seniority for a specific time period or until the completion of a particular project in compliance with funding provided for that position or project. At the expiry of said term the employment of such employee shall be terminated unless the term employee is immediately hired as a full-time or part-time employee at which time the term employee's original starting date shall be utilized to establish their seniority.

2.05 **Layoff**

The removal of an employee from employment due to a shortage of work, a shortage of funds or due to a re-organization.

2.06 **Masculine or Feminine Gender**

When the masculine gender is used it shall also mean the feminine gender, and vice versa, wherever applicable.

2.07 **Plural and Singular**

When the plural is used it shall also mean the singular, and vice versa, wherever applicable.

2.08 **Participant**

When the word “participant” is used in relation to the workplace it shall mean a vulnerable person participating in an outreach program.

2.09 **Resident**

When the word “resident” is used in relation to the residences it shall mean a vulnerable person residing in one of the residences.

2.10 **Spouse**

When the word “spouse” is used it may mean a person of the same or opposite sex, dependant on provincial legislative requirements, who is married to the employee or who has cohabited with the employee in a conjugal relationship for at least twelve (12) months (common-law) unless specifically outlined in other articles in this Agreement.

2.11 **Outreach Support Mentors Hours of Work**

Hours of work for Outreach Support Mentors (OSM) will be seven point five (7.5) hours per day and thirty seven point five (37.5) hours per week. Any

references to hours of work in the body of this agreement will be applied for Outreach Support Mentors as outlined under this article.

ARTICLE 3 MANAGEMENT RIGHTS

3.01 Subject to the terms of this Agreement, all rights and prerogatives of management are retained by the Employer and remain exclusively and without limitation within the rights of the Employer and its management. Without limiting the generality of the foregoing, the Employer's rights shall include:

- (a) the right: to maintain order, discipline, and efficiency; to make, alter and enforce, from time to time, reasonable rules and regulations to be observed by its employees; to discipline and discharge employees for just cause;
- (b) the right: to select, hire and control the working force and employees; to transfer, assign, promote, demote, classify, lay off, recall, and suspend employees; to plan, direct and control its operations; to select and retain employees for positions excluded from the bargaining unit;
- (c) the right to determine: the location and extent of its operations and their commencement, expansion, curtailment or discontinuance; the direction of the working forces; the work to be performed; the standards of work and services; whether to make or buy goods and services; the schedules of work and of service; the methods, processes and means of performing work; job content and requirements; quality and quantity standards; the qualifications of employees; the use of improved methods, machinery and equipment; the number of employees needed by the Employer at any time and how many shall operate or work on any job, operation, or machine; working hours; the number of hours to be worked; starting and quitting times;

and generally the right to manage the business affairs of the Employer shall be the right of the Employer.

3.02 The exercise of the foregoing management's rights shall not alter the specific provisions of this Agreement.

ARTICLE 4 DEEMED FAIRNESS PROVISION

4.01 In administering this Agreement, the Employer and the Union shall act reasonably, fairly, in good faith, and in a manner consistent with the Agreement as a whole.

ARTICLE 5 **JOINT ADVISORY COMMITTEE**

5.01 A Joint Advisory Committee shall operate during the term of this Agreement consisting of four (4) employee representatives and up to an equal number of Employer representatives. The Committee shall meet every three (3) months to discuss working conditions, quality of service and other matters to promote an ongoing harmonious relationship between the Employer and its employees. The full-time Union Representative(s) may attend meetings. All time spent attending Joint Advisory Committee meetings by employees shall be considered time worked. Meetings shall normally be scheduled for one (1) hour but if circumstances dictate may last longer.

ARTICLE 6 **UNION RIGHTS AND ACTIVITIES**

6.01 The Union shall notify the Employer in writing on an annual basis, and whenever changes are made, of the names of its Shop Stewards and committee persons.

6.02 Recognition of Stewards

 The Employer agrees to recognize Shop Stewards as selected or appointed by the Union.

6.03 Shop Stewards may investigate grievances during their working hours providing that they first get authorization from the Employer, and their work is done appropriately. The Shop Steward shall not suffer a loss of pay for such authorized time.

6.04 The Employer shall not discriminate against any member of the bargaining unit and/or Shop Steward for exercising their rights under the terms of the Collective Agreement.

6.05 Bargaining Unit Information

 The Employer shall provide the Union with current job descriptions within ninety (90) calendar days of the signing of this Agreement, and all revisions subsequently.

6.06 Access to Personnel File

 Upon the written request of the employee, the personnel file of that employee may be examined by that employee in the presence of a management representative of the Employer at a prearranged and agreed upon time, within one (1) week of the original written request. The employee may have a Union Representative present if desired. The employee may request and be provided with specific copies of documents that appear in their personnel file.

6.07

Employee Assessments

Where the Employer makes a written assessment of an employee's work performance, the employee shall be entitled to receive a copy. The employee shall sign the assessment indicating only that they acknowledge receipt of same. The employee may respond in writing to the assessment within ten (10) working days and such response shall become part of their record.

6.08

Union Representative's Visits

Subject to the terms of this Agreement, upon prior notification to the Program Manager or designate, authorized Representatives of the Union shall be entitled to visit all work areas of the Employer's operations, with minimal disruption to the consumers or the employees, for the purpose of observing working conditions, interviewing members and unsigned employees, and to ensure that the terms of the Collective Agreement are being implemented. Such visits will not be conducted in an unreasonable manner.

The full-time Union Representative shall interview employees during their meal and/or rest periods, whenever possible. However, if the interview must occur during the employee's working hours, the Employer shall allow each employee up to five (5) minutes of paid time off in order to meet with the full-time Union Representative.

Discussions between the full-time Union Representative and a bargaining unit member shall be held in private so as to not distract other employees or consumers. Any such meeting shall take place in a location within the workplace designated by the Employer that is acceptable to the Union.

The addresses of the Employer's work locations are highly confidential. The Union Representative(s) agree that at no time will disclosure be made of any aspects of such operations to any party, other than for purposes strictly related to collective bargaining, administration of the collective agreement and representation of the members of the bargaining unit.

6.09

Bulletin Boards

The Employer shall provide bulletin board space for the use of the Union at each Employer work location upon which the Union may post notices relating to matters of interest to the employees, provided that such notices shall not in any way promote or publicize the consumption of alcohol.

6.10

The Employer agrees to provide the Union Representative or a Shop Steward up to fifteen (15) minutes during its Employee General Orientation, in order to meet with a new employee to familiarize them with UFCW Local 832, the Collective Agreement and other relevant Union related matters. The Union Representative and the Shop Steward will be provided with reasonable notice in advance of the date, time and location of the General Orientation.

6.11 The Employer agrees to provide all employees and individuals from outside agencies performing services for the Employer with up to two (2) Employer identification cards per calendar year.

ARTICLE 7 **UNION SHOP**

7.01 All employees shall become Union members in good standing, and shall as a condition of employment maintain union membership. All new employees hired after the date of signing of this Agreement shall, as a condition of employment, become Union members within thirty (30) calendar days of the date of employment and shall, as a condition of employment, remain Union members in good standing. The term hired or rehired shall not apply to employees on layoff.

7.02 The Employer agrees to forward Exhibit One, as attached, duly completed, to the Union within ten (10) calendar days from the date of hire or rehire of the employee. The Union shall bear the expense of printing and mailing the letter. Signing of the union card is a condition of employment and no employee shall be allowed to work until such card has been signed.

7.03 The Employer agrees to provide the Union, once a month, with a list containing the names of all employees who have left the employ of the Employer during the previous month.

ARTICLE 8 **DEDUCTION OF UNION DUES**

8.01 The Employer shall deduct from the wages of each employee, such Union dues, initiation fees and assessments as are authorized by the Union. The Employer further agrees to deduct the Union dues automatically from the wages of new or rehired employees' first pay. Monies deducted during any month shall be forwarded by the Employer to the Secretary-Treasurer of the Union via direct deposit within twenty (20) calendar days following the end of the Employer's four (4) or five (5) week accounting period and shall be accompanied by a four (4) or five (5) week or monthly electronic Excel statement of the names and Social Insurance Numbers of the employees for whom deductions were made and the amount of each deduction. The Employer shall also provide the Union, when remitting the statement, with the name change of employees. Dues for employees working in the Brandon/ Westman area shall be reported as Brandon.

8.02 The Union agrees to indemnify and save the Employer harmless against any claim or liability arising out of the application of this article, save and except for an error committed by the Employer.

8.03 Each year the Employer will calculate the amount of Union dues, initiation fees and assessments deducted from the employees and indicate same on the T-4 slip of each employee no later than February 28th.

ARTICLE 9 STRIKES AND LOCKOUTS

9.01 The Union and all its representatives agree that there shall be no strikes, picketing, sit downs, slow downs, or suspensions of or interference with work during the term of this Agreement.

9.02 The Employer agrees that it will not engage in any lockout during the term of this Agreement.

ARTICLE 10 PROBATIONARY PERIOD

10.01 All employees must serve a probationary period which consists of their first fifty (50) shifts worked. Upon successful completion of the probationary period a new employee shall have seniority back dated to the latest date of hire.

10.02 The Employer, at its discretion, may discharge any probationary employee and such employee shall have no recourse to the Grievance and Arbitration provisions as set out in this Agreement.

ARTICLE 11 SENIORITY

11.01 Seniority shall be defined as the length of continuous service in the bargaining unit since the employee's latest date of hire and providing the employee has completed their probationary period. Full-time employees shall have seniority over part-time employees and part-time employees shall have seniority over casual employees.

11.02 Outside Bargaining Unit Seniority Retention

Employees from within the bargaining unit who accept a position with the Employer which places them outside of the bargaining unit shall continue to accumulate seniority for a period of four (4) calendar months. Said employees shall be entitled to return to the bargaining unit and their former job at any time during the four (4) month period if they so choose upon at least two (2) calendar weeks' notice. Employees who remain outside of the bargaining unit beyond the four (4) month time limit shall keep the seniority they had immediately prior to leaving the bargaining unit in the event they eventually return to the bargaining unit but shall not in such cases accumulate any seniority for the time period that they were outside of the bargaining unit beyond the four (4) month limitation. Employees accepting a term or temporary position outside the bargaining unit will continue to accumulate seniority for the time period that they were outside of the bargaining unit beyond the four (4) month limitation.

11.03 Casual employees who do not work any hours in three (3) consecutive calendar months will be placed at the bottom of the casual seniority list. Casual employees who do not work any hours in six (6) consecutive calendar months will be deemed to have been dismissed.

11.04 In January and July of every calendar year, the Employer shall post the full seniority list showing the seniority of each employee. The Union shall be emailed a separate seniority list in Excel format that contains the following information: start date, seniority date, classification, department (if applicable), rate of pay, FT/PT status, employee number, mailing address, email address, telephone number and S.I.N. of all bargaining unit employees including those on leave (including the type of leave).

11.05 Seniority shall continue to accrue during any period of paid leave of absence or authorized unpaid leave.

11.06 An employee shall lose their seniority and their employment shall cease for any one or more of the following reasons:

- (a) the employee resigns or is discharged by the Employer and is not reinstated through the grievance and/or arbitration articles of this Agreement;
- (b) if the employee is laid off for a period in excess of twelve (12) months; or
- (c) the employee fails to return to work on recall within fourteen (14) calendar days of a registered letter being sent to their latest recorded address on file with the Employer or within three (3) days of direct contact with a management representative of the Employer unless the employee is not able to report for work due to an illness or injury substantiated by a medical certificate; or
- (d) the employee is absent from work without an explanation acceptable to the Employer for a period of three (3) or more consecutive working days; or
- (e) the employee fails to return to work on the day specified in accordance with an approved leave of absence including vacation or suspension unless the employee is not able to report for work due to an illness or injury substantiated by a medical certificate.

11.07 **Seniority Layoff - Recall**

Employees will be laid off or reduced to part-time when necessary in reverse order of seniority providing the senior employee(s) possesses the required qualifications and demonstrated ability to perform the necessary job functions after a familiarization period of up to eight (8) hours. Employees will be recalled to work in order of seniority providing the senior employee(s) possesses the required qualifications and demonstrated ability to perform the necessary job functions within the familiarization period.

11.08 **Notice of Layoff**

The Employer shall notify any non-probationary employee who is to be laid off at least seven (7) calendar days prior to the effective date of the layoff or provide payment for their scheduled days of work during the seven (7) calendar day notice period. If the employee is to be laid off for greater than eight (8) weeks the provisions in The Employment Standards Code C.C.S.M. c. E110 regarding length of notice and pay in lieu of notice, or the seven (7) calendar days above, whichever is the greatest, shall be followed.

11.09 **Notice of Change of Employment Status from Full-time to Part time**

The Employer agrees to give two (2) calendar weeks' notice prior to permanently changing an employee's status from full-time to part-time.

11.10 **Utilization of Part-time and Casual**

The Employer shall not utilize part-time and casual employees to displace full-time employees or to prevent the hiring of full-time positions. This clause will not prevent part-time and casual employees from performing work to the extent that they already perform such work.

11.11 **Available Hours of Work**

- (a) Full-time and part-time employees will be scheduled for regular shifts.
- (b) Full-time and part-time employees will notify the Employer in writing of any restrictions to their availability, with as much notice as possible and in any event not less than one (1) month. The Employer will make best efforts to try and accommodate restrictions on availability. The Employer will not schedule an employee outside their available hours, unless otherwise agreed. An employee who has restricted availability may suffer a reduction in hours, though the Employer will make best efforts to schedule so as to minimize reductions in hours.
- (c) Casual employees will notify the Employer in writing of any restrictions to their availability every two (2) weeks. The Employer shall contact casual employees for available shifts based on these restrictions by order of seniority.
- (d) Priority will be given to senior employees in the same classification and program in terms of scheduling, providing that they are available and willing to perform the required work, possess the required qualifications and have the demonstrated ability to perform the required work. This will not entitle employees to overtime however.

- (e) Full-time employees shall be offered available hours over part-time employees, and casual employees providing it does not result in overtime payment.
- (f) Part-time employees shall be scheduled available hours over casual employees providing it does not result in overtime payment.
- (g) In the case of a temporary or permanent closing of a residence or reduction of hours, the Employer will reassign the affected employees based on seniority and the least amount of disruption to the participants, providing that they are available and willing to perform the required work, possess the required qualifications and have the demonstrated ability to perform the required work.

While in the process of achieving the above, the Employer may provide temporary assignments to open shifts in order to avoid layoffs and further disruption to participants. This will be clearly conveyed to the employee and can take place until the permanent assignment is determined which needs to occur within thirty-five (35) working days but preferably.

Following the aforementioned thirty-five (35) working days reassignment period, the affected employee shall have the right to exercise bumping rights.

The Union understands that repeated relocations can cause significant issues for the Employer and that the Employer must take appropriate action to deal with these situations. In such instances, the best interests of the participants will be given significant consideration in the relocation process.

- (h) If the relocation of a participant/resident to another residence decreases shifts available in one residence and increases them in the other, the affected employees in the residence with the decreased shifts will be offered the newly available shifts at the other location before those shifts are offered to any junior employees in that location.

11.12

Laid Off Employees Preference

No new employee may be hired until those qualified employees on lay off who have previously demonstrated their ability to satisfactorily perform the necessary and required work of the Employer have been given the opportunity of recall.

11.13

Change Work Locations

While employee preferences as to work locations and participant assignments are relevant, they are outweighed by the best interests of clients/residents and other operational requirements. An employee may therefore be required to change work locations or participant assignments by the Employer for bona fide reason, such as in the event of the closure of a residence, a reduction in staff, conflict with a participant/resident or conflict between staff members, or if it is otherwise in the best interests of the clients/residents.

If a change is contemplated, the Employer will advise the Union Representative and the employee or employees affected prior to making the change, with an explanation as to why, and allow a reasonable opportunity for a response. The Employer will issue its decision in writing. In such instance, the Employer shall endeavour to provide the affected employee with a similar number of work hours and similar shift.

If an employee requests a transfer between work locations, the Employer will do its best to accommodate such a request, taking into account the above factors.

If an employee is relocated more than three (3) times in a one (1) year period due to staff or participant conflict, the matter will be considered a separate supervisory event and may be subjected to the progressive discipline process. Each additional relocation during the same one (1) year period shall be considered a separate supervisory event and may also be subjected to the progressive discipline process.

ARTICLE 12 JOB POSTINGS

12.01

Posting of Vacant Positions

When the Employer decides to fill a vacancy or create a new position within the bargaining unit, the Employer shall post notice of this on bulletin boards, email the posting to each house email as well as the Employer's website for a period of at least seven (7) calendar days during which time employees will have the opportunity to apply and be considered for it.

In addition to the above the employer will email postings to employee's personal email so long as they have provided it to the employer.

The notice shall identify the typical duties required, the qualifications and abilities necessary, the classification, program, wage rate, anticipated days of work, work location(s), normal starting and quitting times, and the closing date for submitting applications to the Employer.

The Employer will send a copy of all job postings within the bargaining unit to the Union.

The Employer may advertise externally during the posting period.

The Union will be advised of the name of the successful applicant once the job is filled. The successful applicant will be advised in person no later than twenty-one (21) calendar days following the completion of the posting period.

12.02 **Commitment to New Position**

An employee who is awarded a full- time permanent position will be required to maintain that assignment for a minimum period of three (3) months prior to requesting a transfer or applying to a posting for a lateral job opening.

The aforementioned condition is for lateral job openings only and shall not apply if the requested transfer or the posting application would result in a promotion such as House Lead or a wage increase such as Outreach Worker.

An employee may request that the employer waive this article due to valid reasons and the decision on such request will be at the discretion of the Employer.

12.03 **Selection Process for Vacant Position**

If the Employer assess two (2) or more applicants as relatively equal (based on such requirements, skills, abilities, experience the Employer determines relevant, it being recognized that these may change from time to time depending on the circumstances and the complement of other staff) the senior applicant will be awarded the position.

12.04 **Return to Former Position**

If within twenty (20) shifts worked from the date an employee commenced work in a new position, the employee proves to be unsatisfactory to the Employer or if the employee requests to return to their former position, the employee shall be returned to the former position and former rate of pay without loss of seniority. Any other employee(s) affected may also be returned to their former position(s) and former rate(s) of pay without loss of seniority and without any notice. The Union and the Employer may mutually agree to extend this period by up to five (5) shifts.

12.05 Temporary bargaining unit positions of more than three (3) calendar months which are the result of an employee being on an approved leave of absence, sick or disabled shall be posted in accordance with Article 12.01, Posting of Vacant Positions, above and identified as temporary in nature. When the temporary position is over the employee shall return to their former position. Any subsequent temporary vacancy that results in this type of posting need not be posted by the Employer. If subsequent temporary vacancies are not posted they will be filled in accordance with Article 11.11, Available Hours of Work.

12.06 In the event the Employer wishes to make changes to the qualifications required for any classification in the bargaining unit or the Employer adds a new classification and with it new qualifications, the Employer agrees to advise the Union. Should the Union have any concerns with respect to the reasonableness of the qualifications for any classification, the Union shall, within thirty (30) calendar days of receipt of the information from the Employer, provide such concerns in writing to the Employer.

The parties shall meet to attempt to resolve the areas of concern. Should the parties fail to resolve the concerns, the Union reserves the right to refer the matter to a single arbitrator as outlined in this Agreement on the basis of the "reasonableness" of the required qualifications in dispute.

ARTICLE 13 TRAINING

13.01 The Employer encourages and shall (subject to operational requirements and resources) assist in the professional development of employees related to the operations or needs of the Employer. Employees agree to participate with best efforts in workshops or training opportunities provided by the Employer.

13.02 Training

Where the Employer requires an employee to attend a conference, workshop or seminar, the employee shall suffer no loss of regular pay for their attendance, and if attending on their day off, they shall be paid for all time spent in the actual training event, plus reasonable travel time if the training event is not in Winnipeg or at the Highway 8 location. Such time shall be paid at straight time rates. All travel time shall be taken as time off in lieu. In addition, the Employer agrees to pay authorized transportation and accommodation (if the training event is not in Winnipeg or at the agency's rural locations) and reasonable meal expenses with receipts (unless meals are provided at the training event, or if the training event is provided by the Employer). Reasonable meal expenses will be paid up to ten (\$10.00) dollars for breakfast, fifteen (\$15.00) dollars for lunch and eighteen (\$18.00) dollars for supper.

13.03 If the government legislates or regulates mandatory changes to the training requirements for Life's Journey employees the parties agree to meet to discuss such training requirements. Where funding is provided specifically for the purpose, employees requiring certain certifications or academic standings will receive such training at no cost to the employee. A reasonable amount of time will be allowed for each employee to attain such required academic standing or certifications.

13.04 Minimum Training/Orientation

It is in everyone's interest for adequate training to be provided, and so the Employer, the Union and the Employees are all committed to doing what

reasonably can be done to provide such training, and ensure that employees being trained take full advantage of it.

Each new employee will receive a minimum training/ familiarization with an experienced trainer designated by the Employer. This will be a minimum of three (3) shifts five (5) shifts if necessary, at the residence at which the employee is assigned.

Employees who are required to work at more than one residence will receive such additional training or familiarization as the circumstances may require as determined by the Employer.

Employees who have expressed their desire in writing to receive additional training, will have such requests considered in good faith by the Employer, which (subject to operational requirements) shall make reasonable efforts to accommodate such requests.

During training an employee will not be solely responsible for any clients/residents, and shall be on duty primarily for training purposes. During training employees shall work directly with the clients/residents and will have the opportunity to speak with the Programming and Resource staff and to review the participant care plan for the purpose of providing appropriate care.

13.05 **Education Leave**

In the event an employee is granted leave for educational purposes, upon mutual agreement between the employer and employee, the employee may choose to make up the hours lost with additional shifts filled by way of seniority. In the event the employee makes up time in a week where they would exceed eight (8) hours per day or forty (40) hours per week, the employee may voluntarily waive their right to overtime and be paid the makeup time at straight time. In the event the employee does not voluntarily accept straight time for additional hours exceeding eight (8) hours per day or forty (40) hours per week they will not be entitled to pick up extra hours that result in overtime. Under no circumstances will an employee have the ability to bump another employee to make up time as outlined under this article. (Seven point five (7.5) hours per day and thirty seven point five (37.5) hours per week for Outreach Support Mentors)

ARTICLE 14 HOURS OF WORK

- 14.01 The regular hours of work shall not exceed an average of:
- a) Eight (8) hours per shift, up to forty (40) hours per week for residential, and thirty seven point five (37.5) hour per week for outreach and spectrum employees;

- b) Twelve (12) hours per shift, up to eighty-four (84) hours per two (2) week pay period for Residential Support Mentors working at the Employer's Highway 8 location only; and any other current or new rural location by mutual agreement between the Employer and the Union.

14.02 **Reporting Pay/Call-In Pay**

No employee shall be scheduled or called in to work a shift for less than three (3) consecutive hours unless the employee voluntarily agrees to leave work earlier than the three (3) hours.

14.03 Any employee called in to deal with an emergency will be paid for time worked but in no event less than three (3) hours pay at their appropriate hourly rate of pay until the Employer releases the employee. If the time called in for such emergency results in the employee working more than their regular shift overtime shall apply as per Article 19.03, Overtime When Paid.

14.04 **Adverse Weather Policy**

- (a) All Outreach Program employees scheduled to work will be expected to come to work unless the Director (or designate) has authorized closure for the Outreach Program due to adverse weather conditions or if the employee is physically unable to attend work due to adverse weather conditions.
- (b) A Non-Outreach Program employee scheduled to work will be expected to come to work unless the employee is physically unable to attend work due to adverse weather conditions due to official road closure by Provincial or Municipal authorities. In such instance, the affected employee shall be paid the equivalent of the full scheduled shift being missed.
- (c) If an employee decides not to travel to work due to weather conditions, they will not be paid. Should this occur, the Employer will make reasonable efforts to reschedule missed shifts without incurring overtime.
- (d) If the Director (or designate) authorizes an early Outreach Program closure due to adverse weather conditions, staff will receive pay for the full amount of their shift. Consideration will be given to individual staff if travel from the workplace to their home may be affected during the work day, creating a safety issue.

(e) Late Arrivals Due to Weather Conditions

Subject to individual circumstances, late arrivals due to weather conditions within two (2) hours of starting time will not be docked pay.

14.05 In any bi-weekly pay period employees will be scheduled two (2) consecutive days off. If the employee requests not to have this, then the two (2) consecutive days off will not be required.

14.06 The Employer agrees to maintain its present practice of not scheduling split shifts, and will only change that with ninety (90) calendar days' notice, and after consultation with the Union. However, should an employee indicate that they wish to pick up extra hours this may be accommodated and the employee may be allowed, in accordance with seniority, to work up to two (2) – three (3) to four (4) hour shifts in a twenty-four hour period. If an outreach worker agrees to pick up a split shift after completing their full regular full-time shift they will do so without incurring overtime.

14.07 **Work Schedules**

The Employer shall schedule regular full-time employees as follows:

- a) Outreach/spectrum employees shall regularly work five (5) shifts of seven point five (7.5) hours.
- b) Residential employees shall regularly work five (5) shifts of eight (8) hours each per week.
- c) Residential Support Mentors and House Leads working at the Employer's Highway 8 location and other locations scheduled at 12 hour shifts as per Article 14.01 shall, work twelve (12) hour shifts such that they work an alternating schedule of four (4) on, three (3) off or three (3) on, four (4) off system. This shift system results in eighty-four (84) hours per two (2) week pay period with overtime paid only for hours above and beyond this schedule.
- d) Subject to employees being available and willing to perform the required work, and possessing the required qualifications and demonstrated ability to perform the required work, the scheduling pattern and hours of work shall be offered by seniority.
- e) The parties are committed to meeting and working together in good faith to discuss and resolve any ongoing issues that arise from scheduling practices.

Subject to operational requirements, weekend work shall be assigned to employees with the lowest seniority.

ARTICLE 15 POSTING OF WORK SCHEDULES

15.01 The Employer agrees to have a monthly work schedule posted for all employees no later than the fifteenth (15th) day of the current month for the subsequent month.

 No employee who is ill, on vacation or on an authorized leave of absence will be required to find a replacement suitable to the Employer for their scheduled shifts during such period.

15.03 An employee scheduled to work may, with the approval of the Employer, exchange shifts with another employee providing there is no additional cost to the Employer.

15.04 An outreach employee who is ill must speak directly with their immediate supervisor or their work location as soon as possible prior to the commencement of their scheduled shift. A residential employee who is ill must call the on call scheduling number and must speak directly with the on call person as soon as possible prior to the commencement of their scheduled shift. The Employer will provide employees with a list of people and phone numbers to call in case of illness.

15.05 Notice of Shift Change

 The schedule of employees working full-time may be changed without notice in the event of an unscheduled absence of employees or in the event of an emergency such as snowstorm, or other instances of force majeure (including unforeseen short term relocation due to participant needs). In all other cases, at least ninety-six (96) hours' notice of change must be given, unless the employee requests to have their shift changed. Failure to agree with such relocation shall result in loss of shift and associated pay.

 Part time or casual employees are subject to schedule changes as may be required by the Employer, which shall give as much notice as is reasonable in the circumstances.

 Employees are expected to check the schedule at the end of every shift, to ensure they are up-to-date with the current schedule.

 If changes are made such that the affected employees will not be notified in a timely fashion by checking the schedule, the Employer will make reasonable efforts to notify the affected employees by telephone unless the employee has indicated in writing their desire to be contacted via email or text.

ARTICLE 16 TIME SHEETS

16.01 The Employer shall provide time sheets to enable employees to record their required hours worked for payroll purposes. Where available and is in current practice, the Employer may provide an electronic version of the timesheets as part of the payroll system.

16.02 Time sheets or the electronic equivalent shall be retained by the Employer for a minimum of three (3) years in the event verification is required as to hours worked or paid and shall be made available to the Union upon request.

ARTICLE 17 MEAL AND REST PERIODS

17.01 Employees who have worked a shift of five (5) hours or more are entitled to a meal period. Residential employees shall take meal and rest periods with residents. Outreach and Spectrum employees may have to take their meal periods with residents but shall be allowed to take their uninterrupted rest periods in accordance with Article 17.03.

17.02 Meal periods are paid time for all employees and as such, employees will remain on duty. The Employer will make reasonable efforts to accommodate Employees of the Outreach Program who request up to an hour of unpaid time off at lunch, in addition to their paid lunch, providing there is sufficient supervision for clients and no additional costs are incurred. Employees of the Outreach Program, who are requesting the additional time off, shall provide as much notice as possible.

17.03 Full time outreach and spectrum employees will be provided with one (1), thirty (30) minute rest period from work with pay for each shift. The Employer shall schedule such rest period a minimum of three (3) hours after the beginning of a shift and two (2) hours before the end of a shift.

17.04 Subject to the approval of the Employer, employees who accompany clients/residents on outings shall be compensated and/or reimbursed the cost of admission fees for events where the employee accompanies the clients/residents.

17.05 Employees who are required to travel overnight on behalf of the Employer will be reimbursed for reasonable and pre-approved travel expenses, including transportation, hotel and meals (maximum of forty (\$40.00) dollars per day for meals).

 If the Employer requires an employee to supervise a participant at an approved family visit with a meal scheduled or approved in advance by the Employer, then the Employer will reimburse the employee for the greater of fifteen (\$15) dollars or the least expensive meal item on the menu (plus tax).

If the Employer requires an employee to transport a participant for an approved family visits that requires travel of more than 100 km, with a meal scheduled or approved in advance by the Employer, then the Employer will reimburse the employee for the greater of fifteen (\$15) dollars or the least expensive meal item on the menu (plus tax).

Employees will provide all receipts and required information to the Employer in a timely fashion (by the cutoff for the next coming payroll).

17.06 Petty cash or an Employer credit card will be made available for all expenses anticipated to be over twenty (\$20.00) dollars. Any employee using petty cash or an Employer credit card will be required to provide the Employer with any change, all receipts and the card itself by no later than the end of the shift.

17.07 Residential employees whom prepare meals for participants will be allowed to eat the same meal along with the participant. The House Lead and all other house employees will work together to control and maintain costs in effort to keep cost similar to past expenses. In the event there are concerns regarding unreasonable increases to food budgets at specific locations the employer and Union will discuss options to put appropriate controls in place up to and including termination of the provision of meals to staff. Should an employee be required to work overtime and the duration does not include a typical meal time, the employee will be able to prepare a reasonable meal with food from in the house.

ARTICLE 18 PAYMENT FOR MEETING ATTENDANCE

18.01 Where the Employer requires an employee to be present at a meeting scheduled by the Employer, time spent at such meeting, in addition to travel time to or from the meeting (if this is a mid-day meeting where the employee has to travel to or from the normal work site before or after the meeting) shall be considered time worked, in accordance with Article 14.02 Reporting Pay/Call-In Pay, and compensated at the applicable rate of pay.

18.02 Mandatory Staff Meetings

Mandatory staff meetings shall be scheduled by the Employer a minimum of three (3) months in advance. In the case of a new residence and/or meetings planned around crisis response then the meetings will be planned while trying to provide as much notice as possible to the employees.

Should an employee be unable to attend a meeting due to unforeseen circumstances then said employee shall notify the Employer with as much as notice as possible and provide the reason for the absence. The employee shall then be provided the information presented at the meeting at the employee's next scheduled shift and be responsible to review it at that time.

In the case of casual employee where the employee is working multiple houses, the HR Coordinators will determine which houses they should be prioritized as Mandatory attendance and which are optional.

ARTICLE 19 **OVERTIME**

19.01 It is recognized by the parties that overtime shall be required as a condition of employment and may only be authorized by the Executive Director or designate.

19.02 Overtime will be compensated by paying the employee one and one-half (1½) times the employee's regular hourly rate. In exceptional circumstances with agreement between the Employer and the employee, overtime may be banked and taken as time off at a mutually agreeable time. If banked overtime is not taken as time off, it will be paid out by March 15th of that year.

Overtime pay and banked overtime hours will be identified separately on each pay stub.

19.03 **Overtime When Paid**

- (a) Overtime will be compensated for all authorized hours worked in excess of the regular scheduled work day, where the regular scheduled work day is a minimum of eight (8) hours per day. Overtime will also be compensated for all authorized hours worked in excess of the regular scheduled work week, where the regular scheduled work week is a minimum of forty (40) hours per week.
- (b) For employees working at the Employer's Highway 8 location, overtime will be compensated for all authorized hours worked in excess of the regular scheduled work day or work week.
- (c) Employees called in to work at the Employer's Highway 8 location who regularly work eight (8) hour shifts will be eligible for overtime as per (a) above.

19.04 Overtime shall be offered in order of seniority in accordance with the provisions set out in Article 11.11, Available Hours of Work, amongst those employees who have indicated in writing, their willingness to be called in for overtime shifts, providing they possess the required qualifications and demonstrated ability to perform the required work.

Employees will be called in as the need arises and will only be called to locations for which they have been familiarized/trained. Employees will be provided training consistent with Article 13.04, Minimum Training/Orientation.

In the event of an emergency, it is understood that the employee on duty may be required to work the overtime.

For contiguous overtime not exceeding three (3) hours in duration the Employer is not required to call-in an employee to work overtime when there is a suitable employee already on duty to perform the work. All other overtime will be offered as outlined above.

19.05 When an employee in outreach is required to work one (1) hour or more overtime they will receive a fifteen (15) minute rest period. If an employee in outreach is required to work over two (2) hours overtime they will be provided with a meal allowance of ten (\$10.00) dollars. Outreach employees required to work more than five (5) hours overtime will receive a thirty (30) minute meal period along with a twenty (\$20.00) dollar meal allowance.

19.06 In the event that the Employer requires an employee to accompany a participant for an extended period of time, the employee shall be compensated for all hours of their regular shift at regular time and all other hours that they are with a participant (apart from time scheduled to rest, which shall be compensated at regular time) at time and one half (1½). For example, if a residential employee is with a participant for twenty-four (24) hour period an employee would be compensated sixteen (16) hours at regular time (eight (8) hours of work and eight (8) hours of rest) and eight (8) hours at a time and one half (1½).

19.07 The Employer must be able to provide documentation that they have attempted to fill vacant shifts.

ARTICLE 20 **GENERAL HOLIDAYS**

20.01 The following general holidays shall be observed by the Employer:

New Year's Day	Labour Day
Louis Riel Day	National Day for Truth and Reconciliation
Good Friday	Thanksgiving Day
Victoria Day	Remembrance Day
Canada Day	Christmas Day

as well as any day designated by law as a paid holiday by the Provincial government.

The following non mandatory holidays may be substituted based on each employee's cultural and religious beliefs. These substitutions must be declared, in writing, at date of hire or by March 31st of every year. These substitutions will result in no increase or loss in pay over the course of the year. Should any of the non-mandatory holidays become mandatory, they would automatically fall under the mandatory list in this Article and employee would be notified to adjust their choices.

Easter Sunday August Civic
Boxing Day

20.02 **General Holiday Pay Calculation**

An employee is entitled to general holiday pay for a general holiday on which they do not work provided the employee:

- (a) did not fail to report for work after having been scheduled to work on the day of the general holiday; or
- (b) did not absent themselves from work without the Employer's consent on the regular working day immediately preceding or following the general holiday unless the absence is by reason of verified illness, or injury, where such injury does not enable them to perform the required functions of their job.

20.03 Subject to the eligibility requirements of 20.02, General Holiday Pay Calculation above,

- (a) part-time and casual employees shall receive general holiday pay based on one fifth (1/5th) of their average weekly hours calculated using their hours worked in the four (4) weeks immediately prior to the general holiday;
- (b) full-time employees will be paid their regular days' pay for each general holiday. Example: If their regular daily shift is 8 hours they will be paid eight (8) hours; if their regular shift is twelve (12) hours, they will be paid 12 hours.

20.04 **Pay for Time Worked on General Holiday**

An employee who works on a general holiday shall be paid at the rate of one and one-half (1½) times their regular rate of pay for all time worked in addition to the general holiday pay.

20.05 **Banking of General Holidays**

Employees shall have the option of banking up to three (3) general holidays. When an employee works a general holiday, they shall have the option of being paid general holiday pay or taking equivalent time off. Should an employee choose to take equivalent time off it must be taken within the following four (4) weeks failing which it will be paid out to the employee. Days taken as equivalent time off shall be by mutual agreement between the Employer and the employee.

Banked general holiday hours will be identified separately on each pay stub.

20.06 Subject to the eligibility requirements of 20.02, General Holiday Pay Calculation above, if the general holiday falls on a day a full-time employee is not scheduled to work, such employee will be paid general holiday pay at that time or, at the employee's request, be scheduled an additional day off, with pay, at a later or earlier date as mutually agreed between the employee and the Employer.

House Leads in the residential program will be provided the option of working the General Holiday. Should a House Lead choose to not work on the General Holiday this request shall be accommodated.

ARTICLE 21 **WAGES**

21.01 The Employer agrees to pay wages to employees on a bi-weekly basis through direct deposit, in accordance with the minimum rates set out in Appendix "B" attached hereto and forming part of this Agreement. The cut off day for the purpose of calculating payroll will be the Sunday midnight in the week preceding the Friday pay day. Pay stubs and expense cheques shall be made available at the applicable office for pick up by employees at approximately noon the Friday payday.

21.02 In the event an employee's pay cheque has a shortage error of more than twenty-five (\$25.00) dollars due to an Employer error, the employee must report the error by no later than Friday 4:00PM and the deposit correcting the error will be issued within two (2) working days. If the error is reported after the deadline noted above, it will only be corrected on the next regular payroll deposit.

21.03 **New Classifications**

If a new classification is created within the bargaining unit, the Employer agrees to meet with the Union and negotiate a rate of pay for this new classification. If the parties cannot reach agreement, at the request of either party, the matter shall be submitted to the arbitration procedure in Article 26 of this Agreement.

21.04 **Previous Experience**

Persons who have previously worked for the Employer shall only have their recent service recognized for the purpose of setting their starting rate of pay but such time worked shall not contribute towards the completion of their probationary period. Recent experience shall be deemed to exist if the employee has not been out of the employ of the Employer for more than one (1) year.

ARTICLE 22 **VACATIONS**

22.01 Employees who, on March 31st of each year, have less than one (1) year of continuous service, shall be entitled to receive an amount equal to four (4%)

percent of their gross wages earned excluding overtime, vacation pay and pay in lieu of notice during the period of employment, for which no vacation allowance has been paid up to March 31st. Said employee may be allowed time off for vacation purposes, without pay, of up to two (2) weeks, at a time mutually agreed to between the employee and the Employer.

22.02

Vacation Entitlement

- a) Full-time employees who have, as of March 31st, completed a full year's service shall be entitled to vacation with pay as follows:
 - i. two (2) weeks after one (1) year or more continuous service;
 - ii. three (3) weeks after two (2) years or more continuous service;
 - iii. four (4) weeks after seven (7) years or more continuous service;
 - iv. five (5) weeks after eleven (11) years or more continuous service.
 - v. Six (6) weeks after fourteen (14) years or more continuous service.
 - vi. Seven (7) weeks after seventeen (17) years or more of continuous service.
- b) Part-time employees shall be entitled to the same number of weeks of vacation time as the full-time employees' entitlement found in 22.02(a), Vacation Entitlement. Part-time shall be paid two percent (2%) of gross wages earned in the qualifying pay period excluding overtime, vacation pay and pay in lieu of notice for every one (1) week of vacation time earned.

A full time employee who works twelve (12) hour shifts will be treated as having three and one half (3 ½) shifts in a week of vacation.

A full time employee who works ten (10) hour shifts will be treated as having four (4) shifts in a week of vacation.

A full time employee who works eight (8) hour or less shifts will be treated as having five (5) shifts in a week of vacation.

22.03

The vacation year shall be from the first day of April until March 31st in the following year.

22.04 Subject to operational requirements Employees shall be entitled to take their vacations consecutively unless they wish to have their vacation entitlements broken up. If operational requirements do not permit longer vacation, it nonetheless may be taken in blocks of one (1) or two (2) weeks, at the choice of the employee. Employee requests for taking a single vacation day off at a time, will be considered on an individual basis.

22.05 Vacation pay shall be paid to full-time employees in the normal course, or at the employee's request no later than their last working day before the beginning of the employee's vacation.

22.06 No vacation shall be earned during any period of unpaid leave of absence which exceeds three (3) calendar months in a vacation year.

22.07 Employees must use all vacation entitlement prior to March 31st of the vacation year following that in which it was earned.

Employees shall make a reasonable effort to schedule all their vacation in accordance with Article 22.11 by November 30th. Employees with remaining vacation by that date shall receive a notice from the Employer advising them to schedule their remaining vacation by December 31st otherwise all unscheduled vacation after that date shall be scheduled at the discretion of the Employer between January 1st and March 31st.

The Union agrees to actively communicate the need for early vacation planning and the Employer will do the same with the intent that the employee's vacation will be scheduled throughout the year.

22.08 **Vacation/General Holiday**

When a general holiday occurs during an employee's vacation an extra day's vacation shall be granted if the general holiday is one which the employee would have received had they been working.

22.09 **Vacation Pay - When Paid**

- (a) Term employees, casual employees and part-time employees shall be paid their vacation pay on each paycheque at a percentage rate corresponding to the vacation schedule in 22.02, Vacation Entitlement, unless they have chosen, in writing, to bank accumulated vacation pay and receive this pay at a later time as decided by the employee. However, all such vacation pay shall be paid out by March 31st of each year.
- (b) An employee's available vacation shall be identified separately on each paystub.

Vacation Scheduling

- (a) The Employer shall be responsible for posting the vacation entitlement list by February 15th of each year. The vacation entitlement list shall reflect each employees' projected vacation entitlement as at March 31st of that year.
- (b) The employee shall be responsible to indicate preference of vacation dates by March 31st of that year.
- (c) The Employer will give priority according to seniority, then qualifications and demonstrated ability, within each individual residence and outreach program.
- (d) The approved vacation schedule shall be posted no later than April 30th.
- (e) Employees who fail to indicate their choice within this period shall not have preference in choice of vacation time where other employees have indicated their choice. Any vacation requests after March 31st will be awarded on a first come first served basis (subject to operational requirements) and approval will be provided in writing within five (5) business days. Employees are encouraged to submit their vacation requests well in advance of the dates in question to allow the Employer the opportunity to review operational requirements. The Employer may reject requests based on operational requirements if not enough notice is provided.
- (f) Approved vacation schedules shall not be changed unless mutually agreed upon by the employee and the Employer.
- (g) Employees shall take vacation entitlement in week long increments, unless otherwise approved by the Employer.

22.11

A full-time employee who becomes confined to their home or in the hospital, due to an illness and/or injury that occurs while they are on vacation may file a claim for paid sick leave and/or short term disability benefits (or similar benefits) with supporting medical documentation from their physician at the specific time of their illness confirming the employees claim (by direct examination). The balance of the employee's vacation shall then be rescheduled following their return to work. A doctors note needs to include a date that coincides with the time the employee was 'confined', an indication that the doctors opinion is by direct examination, and an indication that the employee was incapacitated during that period.

ARTICLE 23 SAFETY AND HEALTH

23.01 Safety and Health Committee

The Employer agrees to a Safety & Health Committee. The Safety & Health Committee will be comprised of up to four (4) Employer representatives, of which can include up to three (3) individuals from the Employer's operations outside the bargaining unit, and three (3) individuals appointed by the Union. The Safety & Health Committee shall meet every second month during regular working hours. The Safety & Health Committee shall conduct safety tours of the Employer's operation every three (3) months. The full-time Union Representative and/or full-time Union Safety and Health Representative and the Employer's Consultants may attend meetings and otherwise participate as observers in the business of the Safety & Health Committee. Minutes of all Safety & Health Committee meetings that occur shall be kept. Copies shall be given to each member of the Safety & Health Committee, and the Union, and as well, a copy shall be posted on the bulletin board in each location for all employees to see. The chairperson of the Safety & Health Committee shall rotate from meeting to meeting between an Employer and Union co-chair to ensure that there is an equal balance of representation in this position between management and employees.

23.02 All employees on the Safety and Health Committee shall receive the necessary time off with pay when conducting business in accordance with Article 23.01, Safety and Health Committee, above. Employees from outside Winnipeg will participate by telephone. Pre-meetings and additional time will be without pay, unless approved in advance by the Employer.

23.03 The Employer agrees to provide time off, with pay, as per provincial legislation for the purpose of attending safety and health seminars, courses or conferences. The time and scheduling of this time off is to be mutually agreed upon between the Employer and the Union.

23.04 No Violence or Abuse

The Employer and the Union recognize that the possibility of violence or abuse on the part of clients/residents towards employees is inherent in the work being performed, given the extent to which clients/residents are suffering from various stressors which may increase the risk of such behaviour. Therefore, it is even more important than in other settings for everyone to be particularly vigilant on such issues.

No form of violence or abuse shall be condoned in the workplace, and the Employer, the Union and all employees will work together to recognize and resolve concerns relating to it, and to reduce the likelihood of it as much as reasonably practicable.

Any employee who believes that they are being subjected to violence or abuse shall forthwith report this to their immediate supervisor or the Administrator and

a Safety & Health Committee member. Further, any such employee may contact the police for additional assistance as required.

23.05 Subject to the employee following workplace requirements, where an employee has personal property damaged or stolen during the performance of duties as a result of the action of a participant/resident, the employee shall be reimbursed at full replacement cost providing that the item is damaged beyond repair and has been purchased within twenty-four (24) months of the incident. Proof of purchase is required to be submitted to the Employer. In all other cases reimbursement shall be at seventy-five (75%) percent of replacement cost.

Subject to the employee following workplace requirements, where an employee has their vehicle vandalized or damaged during the performance of duties as a result of the action of a participant, the employee shall be reimbursed the cost of their deductible.

23.06 **No Working Short**

The Employer will make every reasonable effort to replace employees who are away from work for any reason, within the financial means of the organization and availability of staff, providing they possess the required qualifications and demonstrated ability to perform the required work.

23.07 The Employer will provide cell phones, and blue tooth devices for each individual required to use a cell phone while driving, for the use of those employees that the Employer determines needs them to perform their work.

23.08 The Employer will provide non-alcoholic anti-bacterial wipes in all residences and office spaces for employees to use to sanitize their hands and workspaces.

23.09 **Participant Support Plans**

Prior to working with any participant, employees will be given time to review the individual supports plans related to that participant. Employees shall not work with a participant unless they have had the opportunity to review the support plan and understand the support plan.

ARTICLE 24 LEAVES OF ABSENCE

24.01 **Bereavement Leave**

- (a) An employee who has been employed for at least thirty (30) calendar days shall be granted bereavement leave of up to five (5) working days when necessary and which can be taken non-consecutively if needed, without loss of regular wages, in the event of the death of:

- i. the spouse or common law partner of the employee
 - ii. a child of the employee
 - iii. a child of the employee's spouse or common law partner
 - iv. a parent of the employee
 - v. a parent of the employee's spouse or common law partner
 - vi. a brother, sister, step-brother, step-sister of the employee or the spouse or common law partner of the employee
 - vii. anyone for whom the employee is the executor of the estate
- (b) An employee who has been employed for at least thirty (30) calendar days shall be granted bereavement leave of up to three (3) working days when necessary and which can be taken non-consecutively if needed, without loss of regular wages, in the event of the death of:
- i. a grandparent or grandchild of the employee or the employee's spouse or common law partner.
 - ii. a current or former foster child, ward or guardian of the employee or the employee's spouse or common law partner.
 - iii. the spouse or common law partner of any of the abovementioned persons
- (c) An employee who has been employed for at least thirty (30) calendar days shall be granted bereavement leave of up to one (1) working day when necessary, without loss of regular wages, in the event of the death of:
- i. an aunt or uncle of the employee or the employee's spouse or common law partner, brother-in-law, sister-in-law, son-in-law, daughter-in-law, niece, nephew, best friend
- (d) An employee may be granted up to one (1) day's leave of absence without loss of regular wages to attend a funeral as a pallbearer but it is understood and agreed that any such day would not be in addition to the days noted in (a) above. If the funeral referenced in section (a) is more than two hundred (200) kilometers from the work location, the employee is entitled to one (1) additional day without pay for travel time.

- (e) Additional time without pay may be granted at the discretion of the Employer.

24.02 **General Leave Without Pay**

The Employer may grant an employee a leave of absence without pay and without loss of seniority when they request in writing such leave for good and sufficient reason. Such request shall not be unreasonably denied. All such requests shall be made in writing by the employee with as much notice as possible, and in any event with at least ten (10) business days' notice, and shall be responded to in writing by the Employer.

24.03 **Maternity Leave/Parental Leave**

Maternity and parental leave of absence without pay and without loss of seniority shall be granted and administered in accordance with the provisions of *The Employment Standards Code C.C.S.M. c. E110*. Such provision shall include the following:

Each employee

- a) who has completed seven (7) consecutive months of service with the Employer,
- b) who submits to the Employer an application in writing for leave under this subsection at least four (4) weeks before the day specified by her in the application as the day on which she intends to commence such leave, and
- c) who provides the Employer with a certificate of a duly qualified medical practitioner certifying that she is pregnant and specifying the estimated date of her delivery, is entitled to and shall be granted maternity leave consisting of:
 - i. a period not exceeding seventeen (17) weeks if delivery occurs on or before the date delivery is specified in the certificate mentioned in clause (c); or
 - ii. a period of seventeen (17) weeks plus an additional period equal to the period before the date of delivery specified in the certificate in clause (c) and the actual date of delivery, if delivery occurs after the date mentioned in that certificate. The employee returning to work after a maternity/parental leave shall provide the Employer with at least two (2) weeks' notice.

24.04 Maternity leave granted to an employee under subsection 24.03 shall commence not earlier than seventeen (17) weeks preceding the date specified in the certificate mentioned in 24.03(c) and shall terminate not later than seventeen (17) weeks following the actual date of delivery.

24.05 **Parental Leave**

Each employee

- (a) who
 - (i) in the case of a female employee becomes the natural mother of a child
 - (ii) in the case of an employee becomes the natural parent of a child or assumes actual care and custody of the newborn child, or
 - (iii) adopts a child or fosters for the purpose of adoption of a child under the laws of a province, and
- (b) who completes seven (7) consecutive months of service with the Employer, and
- (c) who submits to the Employer an application in writing for parental leave at least four (4) weeks before the date specified in the application as the day on which the employee intends to commence the leave

is entitled to and shall be granted parental leave consisting of a continuous period of up to sixty-three (63) weeks.

24.06 **Commencement of Parental Leave**

Subject to subsection 24.07, Parental Leave in Addition to Maternity Leave, parental leave must commence no later than the first anniversary date of the birth or adoption of the child, or of the date on which the child comes into the actual care and custody of the employee.

24.07 **Parental Leave in Addition to Maternity Leave**

Where an employee intends to take parental leave in addition to maternity leave the employee must commence the parental leave immediately on expiry of the maternity leave without a return to work after expiry of the maternity leave and before commencement of the parental leave unless the employee and the Employer otherwise agree.

24.08 The Employer and the Union agree that an employee on maternity/parental leave of absence will be entitled to the benefits of the group insurance plans (as determined by the Carrier) which are required provided the employee maintains the required premium contributions of the plan.

24.09 **Late Application for Parental Leave**

 An employee who gives less notice than is required under Article 24.05 (c) is entitled to the sixty-three (63) weeks of parental leave less the number of days by which the notice given is less than four (4) weeks.

24.10 **Reinstatement of Employee**

 An employee who wishes to resume employment on the expiration of leave granted in accordance with this article shall be reinstated in the position and location occupied at the time such leave commenced, as long as the position and location continue to exist and provided that at least two (2) weeks' notice of an intended return to work is provided.

24.11 **Child Bearing Support Leave**

 Each employee shall be granted three (3) days child bearing support leave of absence with pay which shall be taken within seven (7) calendar days following the birth, adoption or fostering of the child. Said employee shall also be entitled to an additional seven (7) calendar days off, without pay, if so desired, which must be taken within twelve (12) months following the birth. Child bearing support leave shall be in addition to any parental leave the employee may be entitled to.

24.12 **Jury/Witness Leave**

 On presentation of court documentation, employees who must serve as a juror, including jury selection process, shall be paid the difference between their regular wage and the amount of compensation received from the court. This procedure shall apply for each day that employees are required to act as jurors, provided that employees report to work if required to do so during regular hours that they are not required to attend court.

 On presentation of court documentation, employees who must serve as a witness on behalf of the Crown or the Employer shall be paid the difference between their regular wage and the amount of compensation received from the court. This procedure shall apply for each day that the employee is required to act as a witness, provided that the employee reports to work if required to do so during regular hours that they are not required to attend court.

24.13 **Family Responsibility Leave**

Subject to operational requirements, the Employer shall make reasonable efforts to accommodate employees who have personal responsibilities (e.g. medical, dental or school appointment for themselves or members of their immediate family such that they are required to attend). If employees require time for family responsibilities that cannot reasonably be scheduled outside their regular working hours, employees shall be granted up to five (5) days per year, without pay, to attend to their family responsibilities.

Employees will give as much notice as possible of the events or appointments.

The Employer may request and if so, shall be provided with verification of the appointment, certificate of illness or injury and the time involved in order to establish eligibility under this article.

Requests for such leave will not be unreasonably denied.

24.14 **Union Functions - Leave of Absence**

The Employer may grant leave of absence without pay to an employee for the purpose of attending Union functions such as conventions, conferences, schools or seminars. Such leaves of absence may be restricted to one (1) employee at any one time. The Union agrees to notify the Employer in writing at least ten (10) calendar days prior to said functions. Employees on such leave will be paid by the Employer as if they had worked. The Employer will then bill the Union for all lost wages (including for clarity, contributions for EI, CPP, WCB or other statutory remittance) and the Union will remit payment promptly.

24.15 **Leave of Absence "Full-time Union Duties"**

Leave of absence without pay shall be granted for a period of up to one (1) year to an employee with a minimum of one (1) year's service who is engaged full-time in Union activities.

24.16 **Negotiations Leave**

The Employer agrees to allow four (4) employees either elected or appointed by the Union time off to attend to negotiations for the renewal of this Collective Agreement. Employees on such leave will be paid by the Employer as if they had worked. The Employer will then bill the Union for all lost wages (including for clarity, contributions for EI, CPP, WCB or other statutory remittance) and the Union will remit payment promptly.

Compassionate Care Leave

An employee shall receive compassionate care leave without pay of up to twenty-eight (28) weeks subject to the following conditions:

- (a) An employee must have completed ninety (90) days employment as of the intended date of leave unless otherwise agreed to by the Employer;
- (b) An employee must apply in writing one week prior to taking the leave or a shorter period if circumstances warrant; and
- (c) An employee may take no more than two periods of leave totaling no more than twenty-eight (28) weeks, which must end no later than twenty-six (26) weeks after the day the first period of leave began. No period of leave may be less than one (1) week's duration.

This leave is intended to enable an employee to provide care or support to a seriously ill family member.

For an employee to be eligible for leave, a physician must issue a certificate stating that:

a family member of the employee has a serious medical condition with a significant risk of death within twenty-six (26) weeks from:

- (i) the day the certificate is issued, or
- (ii) if the leave was begun before the certificate was issued, the day the leave began; and
- (iii) the family member requires the care or support of one or more family members.

A "family member" for the purpose of this Article shall be defined as spouse, common-law partner, same-sex partner, child, step child, parent, parent's spouse or common-law partner, brother, sister, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandparent, grandchild and any other person described as "family member" in the Regulations pursuant to the Employment Standards Code of Manitoba.

An employee may end their compassionate leave earlier than eight (8) weeks by giving the Employer forty-eight (48) hours' notice.

At the end of an employee's leave under this Article, the Employer shall reinstate the employee to the position the employee occupied when the leave began. Seniority shall accrue during any period of leave under this Article.

Notwithstanding the notice otherwise required, if the death of a family member occurs during this period of leave, the employee shall revert to Bereavement Leave as outlined in this Collective Agreement.

24.18 **Domestic Violence Leave**

- (a) Employees who have been employed for at least ninety (90) days and are victims of domestic violence shall be entitled to Domestic Violence Leave with pay.
- (b) Employees may use Domestic Violence Leave to:
 - (i) seek medical attention for themselves or their minor child for a physical or psychological injury or disability caused by the domestic violence;
 - (ii) obtain services from a victim services' organization;
 - (iii) obtain psychological or other professional counselling;
 - (iv) temporarily or permanently relocate to a safe place;
 - (v) seek legal help or law enforcement assistance, including participating in any civil or legal proceeding related to the domestic violence.
- (c) There are two (2) parts to Domestic Violence Leave. One (1) part of the leave allows employees to take up to ten (10) days in consecutive or intermittent days in a fifty-two (52) week period, as needed by the employee. The other part allows employees to take up to seventeen (17) weeks in a fifty-two (52) week period in one (1) continuous period. Employees can take the leave in any order that meets their individual circumstances.
- (d) Employees are entitled to be paid to a maximum of five (5) days of Domestic Violence Leave in a fifty-two (52) week period. It is the employee's responsibility to notify the Employer of the days to be paid. The amount paid to the employee shall be no less than the wages they would normally earn for their regular hours of work.
- (e) An employee wishing to take Domestic Violence Leave must give the Employer as much notice as is reasonable and practicable in the circumstances. The Employer may require the employee to provide reasonable verification of the necessity of the leave.

- (f) An employee taking Domestic Violence Leave, who has accrued sick leave credits, may use such sick leave credits to fund all or part of the Domestic Violence Leave.
- (g) Employees may end the leave earlier than seventeen (17) weeks by giving the Employer two (2) weeks' notice in writing before the day they intend to return to work. Employers and employees may agree to a different schedule for returning to work.
- (h) At the end of an employee's leave under this Article, the Employer shall reinstate the employee to the position the employee occupied when the leave began or to a comparable position, with not less than the wages and any other benefits earned by the employee immediately before the leave began, unless the Employer lays off the employee or terminates their employment or fails to reinstate for reasons unrelated to the leave.

24.19

Critical Illness of a Child Leave

An employee shall receive Critical Illness of a Child Leave without pay work for up to thirty-seven (37) weeks to allow them as a parent to provide care and support for a critically ill child who is under eighteen (18) years of age, subject to the following:

- (a) Employees must have completed at least thirty (30) days' employment, and are:
 - (i) a parent of a child;
 - (ii) the spouse, common-law partner or same sex partner of a parent of a child;
 - (iii) a person with whom the child was placed for the purposes of adoption;
 - (iv) the guardian or foster parent of a child; or,
 - (v) a person who has the care, custody or control of a child, and is considered to be like a close relative, whether or not they are related.
- (b) Employees shall provide the Employer with a certificate from a Medical Practitioner indicating that the child is critically ill and requires the care or support of the parent for a specified amount of time.

- (c) Where possible, the employee shall provide two (2) weeks' notice before the leave.
- (d) Employees may end the leave earlier than thirty-seven (37) weeks by giving the Employer two (2) weeks' notice in writing before the day they intend to return to work. Employers and employees may agree to a different schedule for returning to work.
- (e) At the end of an employee's leave under this Article, the Employer shall reinstate the employee to the position the employee occupied when the leave began or to a comparable position, with not less than the wages and any other benefits earned by the employee immediately before the leave began, unless the Employer lays off the employee or terminates their employment or fails to reinstate for reasons unrelated to the leave.

24.20

Disappearance or Death of a Child Leave

An employee shall receive Disappearance or Death of a Child Leave without pay for up to fifty-two (52) weeks if they are a parent of a child, under the age of eighteen (18), who has disappeared as a result of a crime. If the child has died as a result of a crime, the employee is entitled to take a leave of up to one hundred and four (104) weeks, subject to the following:

- (a) Employees must have completed at least thirty (30) days' employment, and are:
 - (i) a parent of a child;
 - (ii) the spouse, common-law partner or same sex partner of a parent of a child;
 - (iii) a person with whom the child was placed for the purposes of adoption;
 - (iv) the guardian or foster parent of a child; or,
 - (v) a person who has the care, custody or control of a child, and is considered to be like a close relative, whether or not they are related.
- (b) Reasonable verification of the need for the leave must be provided to the Employer as soon as possible.
- (c) Where possible, the employee shall provide two (2) weeks' notice before the leave.

- (d) Employees may end the leave earlier by giving the Employer two (2) weeks' notice in writing before the day they intend to return to work. Employers and employees may agree to a different schedule for returning to work.
- (e) At the end of an employee's leave under this Article, the Employer shall reinstate the employee to the position the employee occupied when the leave began or to a comparable position, with not less than the wages and any other benefits earned by the employee immediately before the leave began, unless the Employer lays off the employee or terminates their employment or fails to reinstate for reasons unrelated to the leave.

24.21

Organ Donation Leave

- (a) Employees who have been employed for at least thirty (30) days shall receive Organ Donation Leave without pay for up to thirteen (13) weeks to donate an organ or tissue to another individual.
- (b) Employees must provide a certificate from a Doctor stating the start and end dates for the period of time necessary to donate the organ and recover from the procedure.
- (c) Where possible, the employee shall provide two (2) weeks' notice before the leave
- (d) Employees are entitled to extend their leave by up to an additional thirteen (13) weeks, without pay, if a Doctor provides another certificate stating the time period needed to finish recovering.
- (e) Employees may end the leave earlier by giving the Employer two (2) weeks' notice in writing before the day they intend to return to work. Employers and employees may agree to a different schedule for returning to work.
- (e) At the end of an employee's leave under this Article, the Employer shall reinstate the employee to the position the employee occupied when the leave began or to a comparable position, with not less than the wages and any other benefits earned by the employee immediately before the leave began, unless the Employer lays off the employee or terminates their employment or fails to reinstate for reasons unrelated to the leave.

24.22

The requesting and granting of leaves of absence shall be in writing. If requested, the reasons for a refusal for a leave of absence will be provided by the Employer in writing.

24.23 In addition to the leaves set forth in this Collective Agreement, employees may be eligible for leaves provided in *The Employment Standards Code*. Eligibility for such leaves will be determined in accordance with *The Employment Standards Code* requirements and Regulations thereunder as of the date of ratification.

Should there be any changes to the code during the term of this agreement, employees shall maintain the original benefit level or be eligible for the amended ones, whichever is greater.

Information regarding these leaves can be found at the Employment Standards website at www.gov.mb.ca/labour/standards/.

ARTICLE 25 GRIEVANCE PROCEDURE

25.01 A grievance shall be defined as an allegation by an employee, the Union or the Employer that there has been a violation or misinterpretation of this Agreement.

Prior to the filing of the written grievance, the employee, accompanied by a Shop Steward, if they so choose, shall discuss the concern with their immediate supervisor or the Director in an attempt to resolve the dispute.

25.02 Step One:

An employee will first submit their grievance to a Shop Steward or Union Representative, who shall then submit the grievance in writing within twenty-one (21) calendar days of the event giving rise to the grievance to the HR Generalist or designate. The written grievance shall set forth the nature of the grievance, the article or articles of the Collective Agreement allegedly violated, and the remedy or correction required. The HR Generalist or designate shall respond within fourteen (14) calendar days of receiving the written grievance.

25.03 Step Two:

If the matter is not resolved in Step One, the grievance must be forwarded to the Executive Director within fourteen (14) calendar days. The Executive Director shall meet with the employee and Shop Steward or Union Representative to discuss the grievance within fourteen (14) calendar days. Following such a meeting, the Employer shall respond within fourteen (14) calendar days. Where the employee is not satisfied with the decision, the Union may proceed to have the matter arbitrated.

25.05 The Employer or the Union may initiate a grievance within fourteen (14) calendar days of becoming aware of the matter giving rise to the grievance by writing to the other party outlining its alleged violation of the Collective Agreement.

25.06 The time limits set forth in this Article may be extended by the written agreement of both parties.

25.07 Where the Union requires information regarding a grievance (e.g. payroll data, hours of work information and/or seniority data) the Employer shall promptly supply such information in writing to the Union. If this cannot be done within twenty-one (21) calendar days the Employer will write the Union advising of that and providing an estimation as to by when it will be available.

ARTICLE 26 ARBITRATION PROCEDURE

26.01 If the Union and the Employer cannot reach a settlement, upon request of either party, the grievance shall be submitted to an arbitrator. The following will be used on a rotating basis:

- (a) Gavin Wood
- (b) Blair Graham
- (c) Colin Robinson
- (d) Michael Weirier

If any individual of the above noted panel, who has been requested in their turn to act as an arbitrator, shall be unable or unwilling to act they shall not again be requested to act as the arbitrator until their name comes up again on the regular rotation of the panel.

The arbitrator shall not be deemed to be willing to act unless they are in the position to convene the hearing within twenty-eight (28) calendar days from the date of their selection. In the event none of the above arbitrators is willing to convene a hearing within twenty-eight (28) calendar days, the matter will be referred to the Manitoba Labour Board who shall appoint an arbitrator.

The decision of the arbitrator shall be given within a period of twenty-eight (28) calendar days after the closing of the arbitration hearing, or such other length of time as may be mutually agreed.

26.02 The person selected as arbitrator shall in no way be involved directly in the controversy under consideration, or be a person who has a personal or financial interest in either party to the dispute.

26.03 The arbitrator shall receive and consider such material evidence and contentions as the parties may offer and shall make such independent investigation as they deem essential to a full understanding and determination of the issues involved. In reaching their decision, the arbitrator shall be governed by the provisions of this Agreement.

26.04 The arbitrator shall not be vested with the power to change, modify or alter any of the terms of this Agreement. All grievances submitted shall present an arbitrable issue under this Agreement, and shall not depend on or involve an issue or contention by either party which is contrary to any provisions of this Agreement, or which involves the determining of a subject matter not covered by or arising during the term of this Agreement.

In the event of termination, discharge or suspension of an employee, the arbitrator shall have the right to sustain the Employer's action or to reinstate the employee with full, part or no back pay, with or without loss of seniority, or to settle the matter in any way they deem equitable.

26.06 The findings and decisions of the arbitrator shall be binding and enforceable on all parties involved.

26.07 It is the intention of the parties that this article shall provide a peaceful method of adjusting all grievances, so that there shall be no suspension or interruption of normal operations as a result of any grievances. The parties shall act in good faith in proceeding to adjust grievances in accordance with the provisions of this Agreement.

26.08 The expenses and fees of the arbitrator shall be borne equally by the parties to the arbitration proceedings.

26.09 In the interest of settling a grievance prior to an arbitration hearing either party may request the assistance of a grievance mediator from the Province of Manitoba Conciliation Services. In the event the costs of the mediator are not borne by the Province of Manitoba, the expenses and fees of the mediator shall be borne equally by the parties to the arbitration proceedings.

ARTICLE 27 STATUTE REVISIONS

27.01 All provisions of this Collective Agreement are subject to the applicable laws now and/or hereafter in effect. If any law now existing or hereafter enacted or proclaimed or regulation shall invalidate or disallow any portion of this Collective Agreement, the entire Collective Agreement shall not be invalidated and the existing rights, privileges and other obligations of the parties shall remain in existence. The parties shall attempt to agree on a replacement provision. If there is no agreement between the parties on this issue, the matter shall be resolved by arbitration. In determining the wording of the replacement term, the arbitrator shall ensure that the replacement provision resembles as closely as possible the provision it is replacing.

ARTICLE 28 DISCIPLINE

28.01 The Employer shall not discipline nor dismiss any employee who has completed their probationary period except for just cause.

28.02 **Family Services Investigation**

In the event an employee is alleged to have abused a participant or resident of Life's Journey, Inc., sincere effort will be made to expedite the investigation process, and to the extent the Employer is able to do so, it will provide the Union with written materials from Family Services or such other third party involved. The Union reserves its right to grieve.

28.03 Prior to the imposition of any form of discipline or discharge, an employee shall be notified, at a meeting with the Employer, Shop Steward of their choice and the Union Representative, of the reasons for considering such action. The attendance of Shop Steward and Union Representative is required as soon as possible and in any event within no more than forty-eight (48) hours of notification. If either or both are unavailable within forty-eight (48), the meeting will take place with an alternate steward or other bargaining unit member of the employee's choice.

28.04 The affected employee shall be given a copy of any disciplinary/discharge notice which is to be entered on the employee's personnel file. In all cases of reprimand, suspension or discharge the Employer shall notify the affected employee, and a Shop Steward in writing of reasons for taking such action. The notice of discipline or discharge shall be given to the affected employee and a Shop Steward as soon as possible following the event, and a copy of the notice shall be faxed or e-mailed to the Union office within twenty-four (24) hours of it being given to the affected employee and the Shop Steward.

28.05 **Discipline**

Except in matters of discipline resulting from inappropriate actions/behavior from staff toward vulnerable persons in care, or discipline resulting from situations of harassment, any discipline shall be removed from an employee's file after twenty-four (24) months, provided that the employee has been discipline free for twenty-four (24) months.

28.06 A copy of an employee's reply to any document contained in their personnel file shall be placed in the employee's personnel file.

28.07 The Employer shall keep only one personnel file per employee.

ARTICLE 29 CLASSIFICATIONS

29.01 **Qualifications**

All qualifications will be as set forth in the applicable service purchase agreements or as otherwise determined by the applicable funder(s) or legislation.

29.02 **Related Fields**

All related fields of education will be as set forth in the applicable service purchase agreements or as otherwise determined by the applicable funder(s) or legislation.

ARTICLE 30 APPENDICES

30.01 The Parties agree that the following attached Appendices A, B and C shall form an integral part of this Collective Bargaining Agreement.

ARTICLE 31 NOTICE OF TERMINATION/SEVERANCE PAY/JOB LOSS ASSISTANCE

31.01 **Notice of Termination/Severance Pay**

In accordance with The Employment Standards Code, the notice period for terminating the employment of an employee without cause is the applicable notice period set out in the following table for the employee's period of employment with the Employer:

<u>Period of Employment</u>	<u>Notice Period</u>
Thirty (30) days but less than one (1) year	one (1) week
At least one (1) year and less than three (3) years	two (2) weeks
At least three (3) years and less than five (5) years	four (4) weeks
At least five (5) years and less than ten (10) years	six (6) weeks
At least ten (10) years	eight (8) weeks

In the event the Employer does not provide the appropriate notice as outlined above, the Employer will pay each affected employee the wages the employee would have earned had they worked their regular hours of work for the notice period. For employees whose wages vary, the Employer will pay five percent (5%) of the employee's total wages, excluding overtime wages, for the four-week period immediately preceding the notice.

Employees who have worked for the Employer for more than thirty (30) days but less than one year must give at least one (1) weeks' notice before they plan to leave work. After employees have completed one (1) full year of employment with the same Employer, at least two (2) weeks' notice is required. The Employer will not withhold wages from employees who end employment without notice.

ARTICLE 32 EDUCATION AND TRAINING TRUST FUND

32.01 The Employer shall contribute twenty five hundred (\$2500.00) dollars per calendar year into the United Food and Commercial Workers Union, Local No. 832, Education and Training Trust Fund.

32.02 Such contributions shall be forwarded to the Union's Trust Fund within twenty-one (21) days following the end of March in each calendar year.

ARTICLE 33 HARDSHIP FUND

33.01 The Employer under exceptional circumstances may provide additional paid days or paid compensation to be used if an employee is suffering significant hardship. Employees seeking hardship days or compensation must notify the Employer of their hardship and the reasons why they are seeking compensation. The Employer will determine eligibility for hardship compensation and the amount provided. The parties agree that confidentiality is of utmost importance during this process.

ARTICLE 34 EXPIRATION AND RENEWAL

34.01 This Agreement shall be in effect from **October 1, 2022** and shall remain in effect until **April 16, 2024** and thereafter from year to year, but either party may, not less than thirty (30) days nor more than ninety (90) days before the expiry of this Agreement give notice in writing to the other party to terminate this Agreement or to negotiate a revision thereof.

34.02 When the required notice for termination or revision is given by either party, negotiations in connection with same shall be started as soon as reasonably possible and conducted, so that if it is reasonably possible, same may mutually and satisfactorily be concluded within the notification period.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS AGREEMENT.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

APPENDIX "A"

HEALTH AND WELFARE BENEFITS

A-1 Preamble

A-1.01 The following health and welfare benefits shall be arranged for by the Employer for all employees who work a minimum of forty (40) hours per week (thirty-seven point five (37.5) for Outreach Support Mentors), excluding term employees who do not have a permanent status otherwise with the agency and shall be subject to the terms and conditions of their master policies and contracts in force.

In the event the employer changes from one benefit provider to another, employee benefits must be maintained at the previous level with the previous terms and there will be no additional qualification periods. Employee benefits may increase from the previous provider but under no circumstances will benefits decrease unless mutually agreed between the Union and Employer.

A-1.02 The Employer shall supply the Union with a current copy of the plan text and summary pamphlets (or similar documents) for all of the health and welfare benefits. The Employer shall supply each employee with such information, with new employees receiving this as they become eligible to receive these benefits. As updated information is provided by the insurer, it shall be passed on by the Employer to the Union and the employees.

A-1.03 The health and welfare benefits referred to in Appendix "A" shall be available to all full-time employees who have completed three (3) months of continuous service.

Accrual of paid sick leave benefits for full-time employees shall commence once they have completed three (3) months of continuous employment.

A-1.04 The Employer shall pay the full premium costs of all health and welfare benefits referred to in Appendix "A" for full-time employees, except for life insurance, long term and short term disability coverage.

A-1.05 A general description of the health and welfare benefits, terms and conditions, subject to the terms and conditions of the master policies and contracts in force shall be as listed below. Details of the current benefits are outlined Employee Benefits Handbook.

A-2 Paid Sick Leave Benefits

A-2.01 Paid sick leave shall accumulate at the rate of 0.5 days per pay period for full-time employees, with a maximum accumulation of sixteen (16) days.

Accumulation shall take place only during periods of active work, paid leaves of absence or vacation.

Employees are not paid for more than sixteen (16) days per year.

All employees shall be entitled to three (3) personal days per contract year.

A-2.02 An employee may use paid sick leave for:

- (a) personal illness;
- (b) personal medical or dental appointments that cannot otherwise be scheduled so as to avoid missing work; or
- (c) to accompany to medical or dental appointments or provide care in the event of an illness of a spouse, child, parent, grandparent, grandchild or person who has the employee as the primary caregiver, and where no one else is available to do this.
- (d) The employee should use sick time only for the duration of the appointment versus booking off the full shift where possible.

A-2.03 The amount of available accumulated sick time hours will be provided by the Employer to employees upon request.

A-2.04 The Union agrees to work with the Employer with a view to eliminating abuse of paid sick leave benefits. The Union further agrees to meet with the Employer and any employee suspected of abusing said paid sick leave benefits. Sick leave benefits may be reduced or eliminated for any employee found to be abusing said paid sick leave benefits.

A-2.05 An employee who is unable to report for work due to illness shall inform the Employer as early as possible, **making reasonable efforts to inform the employer at least three (3) hours prior to the start of their scheduled shift.** In the case of a scheduled appointment, this shall be at the time of booking the appointment.

A-2.06 An employee may be required to produce a certificate from a medical practitioner in case of suspected abuse of sick time or for any illness in excess of three (3) working days, certifying that they were unable to carry out their duties due to illness.

A-2.07 The unused portion of an employee's paid sick leave is not subject to cash out. However if the employee uses less than ten (10) sick days in the fiscal year. Three (3) days of unused sick time will be converted to Special Leave days to be used in the following fiscal year. These days are not subject to pay out if the employee resigns.

A-3 Short Term Disability Insurance

A-3.01 To employees who qualify, the Plan will pay short term disability benefits in an amount that is equal to sixty (60%) percent of weekly salary for a maximum seventeen (17) week benefit period.

A-4 Long Term Disability Benefits

A-4.01 To employees who qualify, the Plan will pay sixty (60%) percent of the first \$2,500 of the employee's monthly salary, plus fifty (50%) percent of the balance. There is a one-hundred and nineteen (119) calendar day waiting period.

A-5 Dental Benefits

A-5.01 To employees who qualify, the Plan will offer coverage based on the current dental fee guide for the Province of Manitoba as follows:

Preventive Treatment	80% coverage
Basic Treatment	80% coverage
Major Treatment	50% coverage

A-6 Life Insurance Benefits

A-6.01 To employees who qualify, the Plan will offer life insurance benefits for themselves and their eligible dependants. The principle sum that is payable for employees shall be two (2) times the employee's annual earnings. Any increase in coverage is subject to the Plan, and at the cost of the employee.

A-7 Accidental & Serious Illness Benefits

A-7.01 To employees who qualify, the Plan will offer accidental and serious illness benefits for themselves and their eligible dependants. The principle sum that is payable for employees shall be two (2) times the employee's annual earnings. Any increase in coverage is subject to the Plan, and at the cost of the employee.

A-8 Vision Care Benefits

A-8.01 To employees who qualify, the Plan will offer vision care benefits for themselves and their eligible dependents. Vision care benefits shall be to a maximum of three hundred (\$300.00) dollars per person every two (2) years. The Plan will cover one-hundred (100%) percent of the cost of eye exam appointments to a maximum of one hundred (\$100.00) dollars per person every two (2) years.

A-9 Prescription Drug Benefits

A-9.01 To employees who qualify, the Plan will offer prescription drug benefits for themselves and their eligible dependants. A card will be issued to each employee to direct bill prescription drug purchases.

A-10 Survivor Benefits

A-10.01 Insurance coverage will continue for up to two (2) years for eligible dependents who are enrolled at the time of death.

A-11 Extended Health Care Benefits

A-11.01 To employees who qualify, the Plan will offer extended health care benefits for themselves and their eligible dependants. The Plan itself should be checked for eligibility and details.

A-12 Retirement Savings Plan

A-12.01 The Employer shall provide for a retirement savings plan to which all full-time employees shall contribute one (1%) percent of their gross earnings for the calendar year as shown on their T-4 tax form. The Employer will match this amount. After three (3) years of continuous service this amount shall increase to three (3%) percent of the employees' gross earnings and a matching amount from the Employer. The Employer reserves the right to increase the amount of the match as funding permits. After three (3) years of service an employee will have the option of staying at one (1%) percent or going to two (2%) or three (3%) percent.

A-12.02 All full-time employees shall contribute to the Plan after three (3) months of employment.

A-12.03 The Employer shall advise all employees and the Union as to who is administering the plan.

A-12.04 Employees shall be provided with a written document which outlines the different contribution options and an annual statement from the Plan administrator.

A-12.05 The Employer shall cover the costs of any administration fees for the Group RSP.

A-12.06 Employer contributions for an employee will vest after one (1) year of contributions.

A-13 **Employee Assistance Program**

A-13.01 The Plan will offer an Employee Assistant Plan (EAP) for employees who qualify. The Plan itself should be checked for eligibility and details.

A-14 **Health and Wellness Credit**

A-14.01 The Employer will provide a Planet Fitness gym membership for all full time employees wishing to participate in the Health and Wellness Credit program. In the event the year cost surpasses one hundred (\$100) dollars per calendar the employee will be required to cover the cost of that difference. If there is no Planet Fitness in the city or town where the employee lives they will receive one hundred (\$100) dollars towards another year round fitness membership or organized activity.

APPENDIX "B"

WAGES

B-1 Classifications and Hourly Rates of Pay

Scale 1

Residential Support Mentors/House Lead employees with more than one year of service as of April 17, 2023:

	Current	October 14, 2022
Residential Support Mentor		
1 Year	\$15.03	\$15.30
2 Years	\$16.11	\$16.11
3 Years	\$16.67	\$16.67
4 Years		\$17.45
House Lead		
1 Year	\$17.51	\$17.51
2 Years	\$18.24	\$18.24
3 Years	\$18.75	\$18.75
4 Years		\$19.30

Scale 2

- (a) All Residential Support Mentors and House Leads with less than one year of service as of April 17, 2023. All Residential Support Mentors and House Leads currently at the start rate prior to ratification shall move to the new start rate on the scale below as of April 17, 2023. Thereafter, for the purposes of progressing on the wage scale only, employees moved to the new start rate shall have their anniversary date adjusted to April 17, 2023.
- (b) All employees hired after the date of ratification.
- (c) All Outreach Support Mentors

	April 17, 2023
Residential Support Mentor	
Start	\$15.30
1 Year	\$16.11
2 Years	\$16.67
3 Years	\$17.45
Outreach Support Mentor	
Start	\$18.79
1 Year	\$19.72
2 Years	\$20.64
3 Years	\$21.24
4 Years	\$21.88
House Lead	
Start	\$17.51
1 Year	\$18.24
2 Years	\$18.75
3 Years	\$19.30

No employee's rate of pay will be reduced as a result of the implementation of the above wage grid.

B-1.01 **Full-time Employees Seniority Premiums**

Effective on the date of ratification, the following seniority premiums shall be paid to each full-time employee for every hour worked (inclusive of overtime, vacation pay and sick pay) in addition to their regular rate of pay. **OSMs will work a thirty-seven point five (37.5) hour work week.**

Five (5) years of service	Forty-five cents (\$0.45) per hour
Ten (10) years of service	Seventy cents (\$0.70) per hour - inclusive of the previous forty-five cents (\$0.45)

B-1.02 **Overscale Employees**

All employees who are receiving a higher rate of pay than their classification in the wage table above shall be considered overscale. At the discretion of the Employer, new or rehired employees may be paid a starting rate of pay which recognizes their previous directly related experience; however, all newly hired employees shall be hired at a rate within the pay scales.

B-1.03

Wage Adjustments

If the funding available to be used for wages provided by Government in any fiscal year increases, the Employer shall pass on such increases to employees consistent with the funding increase adjusted for any additional deficits that this contract incurs. This will be the case whether the funding increase is for the entire year or simply a portion of it, and wage increases shall be effective upon the effective date of the increased funding. Should there be no increase provided by Government, wages will be maintained at their present levels. Should there be a decrease in funding, then the Employer will maintain wages at present levels. The Employer will promptly provide the Union with any information it receives from the Government regarding funding available for wages, and the parties will meet as required to work towards cooperative resolution of any issues arising from this Government information.

B-2

Highway 8 Premium

Any employee required to work at the Employer's Highway 8 location shall be paid a shift premium of one dollar and fifty cents (\$1.50) per hour for all hours actually worked.

Shift premiums that are proposed by the Employer and approved by the Funders in other locations than included new and revised service plans shall be administered as approved and for the purposes the premiums were intended based on the selection process outlined in Article 12.02.

B-3

Vehicles and Licenses

If the Employer requires an employee to use a personal vehicle for tasks required by the Employer,

- a) the Employer shall pay twenty-nine (\$29.00) dollars per year to any employee who transports clients as reimbursement for the cost of \$2 million third party liability insurance coverage.
- b) The Employer agrees to reimburse employees for the cost of Class 4 driver's licenses where the Employer directs employees to obtain such licenses.
- c) The Employer agrees to reimburse employees at the rate provided by the Province of Manitoba to the Civil Service but at no time less than **forty-seven (47¢) cents** per kilometre.
- d) Employees are personally responsible for all tickets and fines of any sort incurred while operating a vehicle in the course of their

employment. In the event where circumstances dictate otherwise, the Employer will review the matter on a case-by-case basis and may cover the cost of such fines.

- e) Employees are responsible for maintaining a working vehicle if it is a condition of their employment. Should their vehicle need to be repaired or replaced then it should occur as soon as possible but shall take no longer than three (3) weeks. Where an employee requires an extension then the employee shall apply for one and it will be considered on a case by case basis. The employee may be laid off temporarily in a case where accommodations can't be made for not having a working vehicle.
- f) In the event an employee is involved in an accident that is not their fault the employer will make every reasonable effort to provide a Life's Journey vehicle for the employee to drive for work purposes during repair or replacement.
- g) The Employer will be responsible for repair/replacing of any damage to a personal vehicle as a result of a participant.

Employees shall be allowed to plug their vehicles into the available electrical outlets at the workplace during the winter months at no cost to the employees.

B-4 Incremental Increases

Incremental increases are paid every twelve (12) calendar months for each full-time employee and every two thousand eighty (2080) hours for each part-time or casual employee, until said employee has reached the top rate of pay for their respective classification. When employees move from casual to part-time to full-time all hours worked and/or paid in their previous casual, part-time or full-time positions will be credited for purposes of incremental increases. For the purposes of this first collective agreement, employees will be placed on the wage scale at date of ratification and no later than November 1, 2011 based on their length of service.

B-5 Retroactive Pay

All employees shall receive full retroactive pay to October 14, 2022, for all hours worked and/or paid. Retroactive pay shall be paid to all employees within thirty (30) calendar days following the date of Union ratification of this Agreement. Retroactive pay shall be issued to each employee in the bargaining unit on paycheques that are separate and apart from their normal earnings.

B-6 Milestone bonuses

After five (5) consecutive years' service an employee will receive from the employer gifts valued at (\$75.00).

After ten (10) consecutive years' service an employee will receive from the employer gifts valued at (\$125.00).

After fifteen (15) consecutive years' service an employee will receive from the employer gifts valued at (\$200.00).

B-7 Rural House/ High Risk House/ Staffing Shortage Premiums

The parties understand that some staffing locations pose different operational difficulties. In effort to resolve these difficulties and ensure client care is always at the fore front the Employer may at their discretion apply one or more of the following premiums to the location in question.

- 1) Milage as per appendix B-3 (c), from a specific start point to the location ex. Perimeter of Winnipeg to Steinbach
- 2) A premium of up to four (\$4.00) dollars per hour in addition to the regular rate of pay
- 3) Advanced start rates equivalent to other yearly intervals on the wage scale ex. Starting at RSM 3 year rate rather than "start" rate. Assessment tool used to determine start rate contained in Appendix "D"
- 4) High Risk House premium of up to four (\$4.00) dollars per hour in addition to the regular rate of pay. Assessment tool used to determine a High Risk House contained in Appendix "D"

Should the Employer decide to assign one or more of the above criteria's to a specific house they shall notify the Union of the location, the employees affected and the expected duration of the premium if known. Should circumstance change and the Employer chooses to remove one or more of the above premiums assigned to a location the Employer shall notify the affected employees and Union no less than two (2) weeks prior to the anticipated change.

In January and July of each calendar year the Employer shall provide the Union with a list of each location that has been assigned one or more of the above premiums, the level and type of premium and the employees working at each location.

APPENDIX “C”

HARASSMENT POLICY

POLICY

1.01 All employees and anyone associated with LJI have the right to a respectful workplace free of harassment and discrimination. At LJI we are committed to providing a safe and respectful work environment for all staff and consumers. This policy is applicable to all employment related situations, in the provision of services or contracts and in signs and notices.

1.02 Harassment

“Harassment” means any objectionable conduct, comment or display directed at an employee, made on the basis of race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size, weight, age, nationality, ancestry, or place of origin, and creates a risk to the health of the employee. Harassment is any behavior that degrades, demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (i.e. touching, pushing) comments (i.e. jokes, name calling) or displays (i.e. posters, cartoons).

Harassment also includes “bullying” which may involve severe, repeated conduct that adversely affects a workers psychological or physical well-being if it could reasonably cause a worker to be humiliated or intimidated. A single occurrence, if it is shown to have a lasting, harmful effect on an employee could also constitute “bullying”.

1.03 Sexual Harassment

“Sexual harassment” includes offensive or humiliating behaviors based on a person’s sex; behavior of a sexual nature that creates an intimidating, hostile or poisoned work environment; or behavior that could reasonably be thought to put sexual conditions on a person’s job or job opportunities.

1.04 Retaliation or reprisals are prohibited against any employee who has complained under this policy and procedure, or has provided information regarding a complaint. Any retaliation or reprisals are subject to immediate corrective action, up to and including termination.

1.05 LJI recognizes that individuals may find it difficult to come forward with a complaint under this policy and procedure because of concerns of confidentiality. Therefore, all complaints concerning workplace or sexual harassment or discrimination, as well as the names of parties involved shall be treated as confidential.

- 1.06 LJI's obligation to conduct an investigation into the alleged complaint may require limited disclosure. No record of the complaint will be maintained on the personnel file of the complainant. If there is a finding of improper conduct that results in disciplinary action, it will be reflected only on the file of the person who engaged in such conduct in the same way as any other disciplinary action.

PURPOSE

- 2.01 This policy and procedure outlines the procedures to be followed regarding workplace and sexual harassment and discrimination so that employees reporting alleged incidents will know the matter will be treated confidentially and may be reported without fear of retaliation or reprisal.

SCOPE

- 3.01 This policy and procedure applies to all employees.
- 3.02 This policy and procedure applies not only during working time, but to any activities on or off Agency premises which could reasonably be associated with the workplace (e.g. social events, conference).

RESPONSIBILITY

- 4.01 All employees, and particularly employees in management positions, are responsible for ensuring discrimination and harassment are not tolerated and addressed.
- 4.02 Employees are requested to report promptly when they become aware of alleged actions or complaints of discrimination or harassment.
- 4.03 Managers are responsible for providing a work environment that is free from discrimination and harassment. This responsibility includes actively promoting a positive, harassment-free work environment and intervening when problems occur. Additionally, Managers are responsible for dealing with inappropriate actions of others that come to their attention.

PROCEDURE

5.01 Step 1 – Self Help

Employees are encouraged to attempt to resolve their concerns by direct communication with the person(s) engaging in the unwelcome conduct. Where employees feel confident or comfortable doing so, communicate disapproval in clear terms to the person(s) whose conduct or comments are offensive. Keep a written record of the date, time, details of the conduct, and witnesses, if any.

5.02 **Step 2 – Management Support and Intervention**

Employees who are not confident or comfortable with Step 1 and who believe they are victims of discrimination or harassment, or become aware of situations where such conduct may be occurring, are encouraged to report these matters to any of the following - the employee's Manager, Executive Director or designate, or any person designated to deal with harassment complaints from time to time by the Agency.

5.03 **Step 3 – Formal Complaint**

If informal attempts at resolving the issue are not appropriate, or proving to be ineffective, a formal complaint may be filed. To provide a formal complaint:

Provide a letter of complaint that contains a brief account of the offensive incident (i.e. when it occurred, the persons involved, names of witnesses, if any). The letter should also include the remedy sought and be signed and dated by the person complaining.

File the complaint with your Manager, the Executive Director or designate, or to any person designated by the Agency to deal with harassment complaints.

Cooperate with those responsible for investigating the complaint.

- 5.04 An employee who becomes aware of situations where discrimination or harassment may be occurring is requested to notify their Manager, the Executive Director or designate, or to any person designated by the Agency to deal with harassment complaints.
- 5.05 Formal complaints must be investigated. The investigation process shall involve interviews with the complainant, the alleged respondent and any witnesses named by either. Within fourteen (14) working days of the incident that Manager shall investigate the incident and prepare a written report of the investigation findings. The report shall be provided along with recommendations, if any, to the Executive Director or designate.
- 5.06 All complaints shall be handled in a confidential manner. Information concerning a complaint, or action taken as a result of the investigation, will not be released to anyone who is not involved with the investigation.
- 5.07 Disciplinary action for violations of this policy and procedure will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without notice). Similarly, deliberate false accusations are of equally serious nature and will also result in disciplinary action up to and including termination without notice for cause.

Note, however, that an unproven allegation does not mean that harassment did not occur or that there was a deliberate false allegation. It simply means that there is insufficient evidentiary basis to proceed or that while the complainant may have genuinely had reason to believe that there was harassment, investigation has not borne out the complaint.

- 5.08 At least once every year, every Supervisor and Manager is required to ensure all employees under their direction are made aware of this policy.
- 5.09 A worker has the right to file a complaint with the Manitoba Human Rights Commission.
- 5.10 The employer's harassment prevention policy is not intended to discourage or prevent the complainant from exercising any other legal rights pursuant to any other law.

APPENDIX “D”

Appendix B-6 assessment tools

Wage scale assessment tool:

Residential Support Mentor - Purpose Build				
Salary Scale Criteria		Rating (0-10)	% Value	Total
Demonstrated ability (Maximum of 10 Points) Experience with other agencies in similar roles receive 1 point for every year. After 3 years, they get 2 points for each additional year.		0	0.3333	0
Quality of experience (Maximum of 10 points) Experience with people with neurological disabilities, addictions, criminal justice receives 1 point for every year. After 3 years, they get 2 points for each additional year.		0	0.3333	0
Education (Maximum of 10 points) 2 points - Inservice/Workshops 5 point – Diploma/Certificate in a related field 7points – Bachelors Degree in a related field 10 points – Masters/PHD in a related field Additional 1 point for any secondary education (not related to the field)		0	0.3333	0
			Total:	0
Salary Scale Placement:				
0-50	Starting Step	\$16.11		
51-100	Step 1	\$16.67		

High Risk House assessment tool:

Defining Risk

The objective of this report is to identify the risk factors that will warrant a resource (i.e residence) to be categorized as “enhanced”.

The aim of Life’s Journey is to first identify, and then analyze and evaluate the risk factors per participant, or resource.

The participants can be viewed as the independent variable, and the resources as the dependent variable. The level of risk associated with a home depends on the participant’s risk factors and overall risk score. For the purposes of this report, the concepts *resources* and *participants* will be used interchangeably.

Tools for Measuring Risk – Methodology and Measurement

The participants were graded based on seven criteria that informed their total combined risk score. They were graded based on the frequency and severity to: assault staff; self-harm; commit arson; endanger the community; commit sexual assault; meet their medical needs; also, Human Resources (HR) identified resources (i.e. homes) that may qualify as “high risk” based on criteria they

selected: (1) Workers Compensation Board (WCB) Claims¹; (2) Shifts that are difficult to fill; (3) High Turnover; and (4) High Supervision related to Safety.

Category	Colour Code
Staff Assault	
Self-Harm	
Arson	
Risk to the Community	
Sexual Assault	
Medical Needs	
Human Resources Consideration	

Each participant was assigned a numerical code based on the level of risk he or she posed in each of the aforementioned categories selected by the Residential Program. Participants who posed a very low risk were assigned a 1; low risk participants were assigned a 2; medium risk participants were assigned a 3; high risk participants were assigned a 4; and participants who were extremely high risk were assigned a 5. Numerical codes were assigned to the criteria identified by HR and data was incorporated into the participants' total combined risk score.

Description	Numerical Code
Extremely High Risk	5
High Risk	4
Medium Risk	3
Low Risk	2
Very Low Risk	1

Data was collected and developed through: (1) anecdotal evidence and expertise provided by Case Workers, Clinical Case Managers, Program Managers and Directors; and (2) primary research, which included Incident Reports (IRs) and Care Plans.

The participants' risk scores were combined for every category, and every participant was assigned a total risk score. The data collected is represented using multi-bar graphs, and colour coded gradient graphs as well as tables and charts. Total risk scores per participant range anywhere from 27 to 15. The threshold for a home to qualify as "enhanced" is a risk score of **15**.

Enhanced Home Risk Score	Non-Enhanced Home Risk Score
Combined Risk Score Above 15	Combined Risk Score Less than 15

¹ The WCB claims category numerical codes were incorporated with the staff assault category.

Limitations of the Methodology

Four resources identified by HR as “high risk” (that should be considered “enhanced”) do not have corresponding “high risk” participants included in the data.

Protocols and Expectations for Staff, Office and HR

Staff

Staff working in “enhanced” residences will be required to have additional experience and meet a different set of qualification criteria than the Job Postings indicate for regular House Leads and Residential Support Mentors.

In addition to the standard requirements listed in the job postings, staff working in “enhanced homes” will be required to receive MANDT System training, Applied Suicide and Intervention Skills Training (ASIST), Mental Health First Aid Training, First Aid Training, and other training that is deemed applicable by Life’s Journey Inc. They would also be required to complete a mandatory medication orientation that’s tailored to the participants they are supporting. Staff must be knowledgeable about the conditions of probation of certain participants and have experience with the criminal justice system.

Each staff must complete a mandatory training session that informs them about their participants and the protocol they must follow in the event that a participant goes AWOL or assaults a staff member. Pressing charges after an assault committed by some participants is a mandatory protocol that staff must follow in certain circumstances. Staff also have a duty to report any negligence, assault or abuse witnessed or perpetrated by a participant or another staff member. Staff working in “enhanced homes” will be contractually obligated to attend all staff meetings.

Staff should be trained and understand protocols related to: enhanced transportation, behavioural management plans, elopement protocols, PRN protocols, and room check and body check protocols, etc.

Office

It is proposed that the Office staff review the protocol every three months, and hold staff meetings more regularly (every four weeks). Attendance at the home should be higher, and a two-week notice must be given if a staff cannot work a shift at an “enhanced home”. Clinical Case Managers and Residential Coordinators ought to alternate and conduct bi-weekly check-ins in the “enhanced home”. Office staff should provide a thorough orientation to House Leads and Residential Support Mentors working in “enhanced homes”. It is recommended that PowerPoints be accessible in the home to facilitate a presentation. The orientation should be three hours long. Training will be developed by the Case Workers and Coordinators (six hours each). The Office is expected to utilize all clinical services that are applicable and at their disposal.

Human Resources (HR)

HR will be required to arrange the staff meetings and follow-up with the staff in order to ensure that as many staff members form the “enhanced homes” participate and engage during the staff meetings. HR will have to ensure that the staff receives enhanced training that differs from training delivered to regular House Leads and Residential Support Mentors who don’t work in “enhanced homes”. It is recommended that HR develop a separate contract which stipulates that staff working in “enhanced homes” must undergo orientation within 72 hours prior to starting a shift, or will not be placed in a shift, with no penalty to the agency. Coordinators would be required to attend the staff meeting along with the Clinical Case Managers. These topics and reminders will be revisited at regular staff meetings. The diligent approach of regular in-service on the most significant topics will be considered in lieu of coaching from a progressive discipline approach. There should be stringent supervision around failures to meet protocol requirements, or failure to attend meetings in these placements. Each situation will be processed individually, but the communication related to diligent supervision and attention will be dealt with more clearly (or severely from the employees perspective). Here are some regular supervision issues HR has identified as ongoing in all residences.

Documentation Errors (MARS etc) Missing signing but meds were administered or were not administered but for approved reasons.
Eyes on at all times (Supervision protocol not being followed) leaving participant alone in different room for minutes at a time. Out in community and not watching the participant constantly.
Personal cell phone conversations, social media, games played on electronic devices. School work. Cell phone use should only be used in emergency and family matters with reasonable length of time.
Refusal to Transport in personal vehicle or work vehicle. Without escalated behaviours – exceptions.
Medication Errors – wrong meds given, missed meds, lost meds, etc.
Not engaging with the participants – whether that is ignoring, reading personal books, doing other tasks not work related or work related tasks that can wait for when additional staff are on shift. Staying in the office for long periods of time without interactions with participants.
Panic button and keys not being worn around neck or in pocket – left on desk or in office.
Medication storage, not locking meds in med box or not locking office door & Sharps appropriately stored
Sleeping on shift (Laying down etc)

The supervision for these types of behaviours/misconduct will result in bypassing the initial step of coaching and move directly to a verbal warning in the supervision process with the exception of Documentation errors. In addition, the written warnings will include consideration for suspension depending on the risk factors and severity of the incident. Staff identified for these enhanced homes will be fully aware of what is not tolerated and will be expected to sign off on each participant and residence protocols. Staff will be provided with an additional half day “on boarding” in addition to the regular on boarding process.

If staff have two or more incidents related to the enhanced home supervision process they will be relocated back to work in the non-enhanced homes. Although, this is a guide to follow we cannot predict the severity of every incident, this will rely on type of incident, which participant, etc. For example; leaving meds or unlocked meds on a counter accessible when a suicidal participant (who is known to overdose) resides there. This potentially could result in a written 5 day suspension depending on all the circumstances at the time, number of medications left exposed, etc. There is a possibility of this being fatal so we have to address this in a very assertive manner.

Conclusion

This initiative will require the coordination of multiple departments within the agency. Cooperation, organization and the adequate utilization of resources is of paramount importance. This document should be considered as a summary of current practices at Life’s Journey.

These homes involve high risk participants with very challenging needs that are very vulnerable and create risk in the residence, as well as community. Employee diligence is necessary for these programs to be successful. Failure to follow the care plan protocols and training can result in serious incidents to participant or staff. In addition to significant support, training and in servicing, accountability is key and imperative to maintaining the safety of both participants and staff.

LETTER OF AGREEMENT #1

BETWEEN:

LIFE'S JOURNEY INC. in the Province of Manitoba, hereinafter referred to as the "Employer",

AND

UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL NO. 832, chartered by the United Food & Commercial Workers International Union, hereinafter referred to as the "Union".

RE: FLEXIBILITY OF START AND FINISHING TIMES IN RESIDENCES

The Employer is open to the Union and the employees in a residence proposing changes in the start and finishing times scheduled for shifts in the residence. That said, it is recognized that:

This is an issue to be determined by the Employer, taking into account operational factors it determines relevant, including the fact that programming and other needs for residents are the priorities, there can be no overtime or any other additional or new expenses arising from any changes, and considerations arising from transferring staff in or out of a residence.

There is no entitlement to any change regardless of the apparent support for that amongst employees.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS AGREEMENT.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

LETTER OF AGREEMENT #2

BETWEEN:

LIFE'S JOURNEY INC. in the Province of Manitoba, hereinafter referred to as the "Employer",

AND

UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL NO. 832, chartered by the United Food & Commercial Workers International Union, hereinafter referred to as the "Union".

RE: ESSENTIAL SERVICES/CONTINUITY OF SERVICE AGREEMENT

Purpose

The purpose of this document is to set out a framework for the voluntarily negotiation of Essential services/continuity of services agreement'.

Preamble

It is recognized that the definition of "Essential Services" is set out in the current "Essential Services Act" of Manitoba (the Act) - and - that such definition will continue to apply - unless and until such definition is changed by the Province. The 'continuity of services agreement' recognizes that while Essential Services will guide the following agreement that a lack of continuity of services will put life and limb of staff and participants at significant and immediate risks and will affect the voluntary nature of placement and access to services. Should ethical considerations related to participant care and services cause discharge of participants or redirection to other services this is understood to be a risk of 'work stoppage'. The rights of participants and substitute decision makers and the 'Agency' as a credible ethical service provider must be considered as a significant reality. It is recognized that the service delivery of the agency is significantly more than basic care but that programming areas and access to programming areas is preventative in nature and has a direct correlation to both the overall safety of both participants and staff.

General

The Parties agree to meet within twenty-four (24) hours of the commencement of a strike or lockout and on a regular recurring basis thereafter with a view to resolving the dispute and finalizing a new Collective Agreement.

Wages or applicable remuneration for work performed pursuant to a 'Continuity of Service agreement', during a strike, shall be payable in accordance with the last Collective Agreement in effect.

Applying the definition referenced within the Preamble - for the purposes of this process - the Parties agree, that during a work stoppage, the full range of services and care normally provided (in non-work stoppage circumstances) will not continue, and only those services and care, which if not provided would endanger life or limb, will continue.

To that end, and to the extent reasonably possible, the Employer will take all necessary steps to ensure that activities requiring the provision of essential services/continuity of service be curtailed to as great a degree as possible.

All such essential services to be carried out during a work stoppage, will be determined on the basis of "Essential Work Functions" (or "essential functions") and not on the basis of designating individual employees or classifications.

Essential Services Agreements/continuity of service agreements will provide that, during a work stoppage, qualified staff from the bargaining unit will report to work in order to ensure that essential work functions are maintained.

Employer assignment of employees will occur in Outreach and Residential Programs. - where continuity of care is required and related to articles in the CBA.

Consistent with the Union's assurance of performing such essential services during a work stoppage, and conditional thereon, the Employer shall not:

- Allow bargaining unit employees to work unless designated essential; and

The Employer shall continue to:

- Utilize non-employees and out of scope of this contract to perform work that they already do and at the judgement of the agency at increased levels to provide occasional preventative supports in order to maintain continuity of safety and security to participants and employees and appropriate interventions that may come up from time to time.
- In order for Essential Services in a strike situation to be determined on a "work function" basis, designation by the Employer may take place only on an episodic and emergency basis during the course of a work stoppage.

This will allow Employers to address circumstances unforeseen at the time of the formulation of the Essential Services Agreement/continuity of service agreement, which may require the provision of additional essential services only on an episodic and emergency basis.

Any dispute arising from application of these conditions will be referred to a Dispute Panel (to be determined)

If a dispute arises during the application and implementation of an Essential Services Agreement/continuity of services', any and all disputes will be referred to the same Panel provided for to be heard within twenty-four (24) hours of referral and a decision rendered as quickly as possible, but in no event longer than forty-eight (48) hours from date of referral.

UFCW Local 832 – LJI – Direct Services Worker Essential Work/Continuity Of Service Functions

UFCW local 832
(do hereby agree):

In accordance with the "Essential Services Agreements/continuity of services Agreement" document, Life's Journey has developed the attached list of essential functions to be performed in the event of a work stoppage of, or within, specific to this particular group.

Within the above referenced agreement participant populations are not classified by level of Risk as all participants provided services by Life's Journey rely on the agency for basic needs, rehabilitative processes that affect risk and basic needs maintenance and programming that impacts beyond quality of life and significantly reduces the risk to life and limb. For the purposes of this agreement, it is understood that clients served within LJI Services fall into a higher risk categorization.

High Risk Definition:

An individual requiring:

1. treatment, rehabilitation or support services, and
2. extended supervision and/or care, and
3. where support systems, e.g. relatives, friends, etc. are unavailable, or if available are not able to provide critical support.

The hours that are deemed essential to serve this population are identified in more detail in preparation for a work stoppage no later than 168 hours prior to the deadline, in schedules for each home or service team. It is acknowledged that the hours represented in these schedules may change due to participant admission/discharges (serving different population), increases or decreases in participant hours, and current health or behavioral presentation of participant in any one house or service team. In worksites that serve school age clients, additional hours will be essential during school breaks to supervise clients during the day. Participant to Staff ratios contained within this schedule assume that all employees working in any specific worksites are qualified (have specific training required, fit gender specific requirements, etc.)

During the hours identified, the Essential Job Functions/continuity of care outlined and defined below would be provided:

Supportive Care to Clients:

Nutrition:

- Breakfast will be provided consisting of hot or cold cereal, a fruit, and a beverage of juice, milk or water, along with any required supplements.
- Lunch will be provided consisting of a sandwich, a beverage of juice, milk or water, and a fruit along with any required supplements.
- Supper will be provided consisting of a hot meal with meat (or a vegetarian alternative), potato, vegetable, and a beverage of juice, milk or water, along with any required supplements.
- Tube feeding supplements will be provided as prescribed.
- Diabetic clients will be provided with all required meals as per the prescribed diet plan.
- With the exception of sites where this would pose a safety risk, only disposable plates, cutlery and glasses will be used.
- Pots will be used for the hot meal and will be washed.

Psycho-social:

- Only behavioral programs prescribed and deemed essential by the Agency will be followed.
- Participant safety plans and crisis management plans will be adhered to.
- Participant's verbal concerns or requests regarding the current labour situation or disruption of services will be positively re-directed to the Program Manager.
- Social activities support will be provided where it is identified as preventative
- Transportation to programming, Probation appointment, cultural activities, clinical and medical appointments will be provided.

Essential household maintenance:

- Employees will ensure infection control of the household.
- Employees will sweep or mop the floor if there is a safety hazard or hygiene issue.
- Employees will clean the bathroom if there is a safety or hygiene issue
- Employees will remove garbage.
- Employees will not provide cleaning of any rooms, hallways, stairwells, office or laundry facilities unless a safety or hygiene concern is present.

Direct Support (supervision):

- All required supervision levels will be adhered to.

Essential laundry:

- Employees will only provide laundry due to incontinence and health related issues in soiled clothing and bedding.

Financial management:

- Employees will not handle clients funds during the labour dispute, unless there is an emergency situation that requires this. In the event all necessary records will be maintained.

Shopping for essentials:

- Employees will not perform shopping duties unless an emergency situation occurs. The emergency would have to deal with a safety or immediate basic hygiene issue of a participant.

Monitoring physical-mental status:

- Any significant change in a participant's physical or mental status will be recorded in an incident report and brought to the attention of the Program Coordinator or Program Manager.

Special Assistance:

- Medication assistance – all prescribed medication and treatments will be administered as per the medication administration record for each participant.
- Diabetes management – all protocols and required treatment will be administered as per physician's orders.
- Wound care – basic first aid will be provided.
- Bowel routine – provided under medication assistance.
- Eye drops – provided under medication assistance.

Personal Care:

- Dressing – employees will provide all necessary assistance to ensure that clients who are leaving the residence to attend work or school get dressed each day and that they also change out of those clothes each night into pyjamas when they are preparing for bed. Clients who do not require to leave the residence for work or school will not be assisted to get dressed if applicable.
- Transferring and mobility assistance – e.g. employees will provide transferring for toileting and safe meal time positioning if applicable.
- Toileting/elimination and catheter care – employees will provide all necessary assistance to clients who require assistance with toileting if applicable.
- Bathing – employees will provide all necessary assistance to ensure that clients with incontinence issues or who are experiencing illness that effects their personal

hygiene bathe as needed if applicable.

- Daily hygiene – employees will assist clients as necessary to brush their teeth twice daily and for those clients leaving the residence for work and school will assist to wash face and hands if applicable.
- Personal equipment/devices care – employees will provide all necessary assistance to ensure that essential devices are utilized. Program Coordinators will be advised if there are any problems with the personal equipment and devices.

Communication:

- Documentation – employees will complete all documentation/communication as per provincial or municipal regulations/law. Documentation includes:
 - Incident Reports
 - Medication Administration Records
 - Daily Logs / Progress Reports
 - Cash Transaction Record

Participant Service Support:

- **Payroll** – employees will complete the sign in/sign out forms.
- **Reception** – employees will answer the telephone and refer all calls to a number designated by the employer except for physician, pharmacy or scheduling calls. Employees will monitor the door to allow clients, staff or scheduled visitors to enter.

Outreach Considerations:

- Staff will work in teams of two and services will essentially take on the purpose of regular checkins, transportation to programming, appointments and support to attend to basic needs and housing considerations and crisis intervention.
- Communication with the team will continue under regular program processes and participant concerns will be communicated directly to supervisory and leadership staff immediately

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS AGREEMENT.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

LETTER OF AGREEMENT #3

BETWEEN:

LIFE'S JOURNEY INC. in the Province of Manitoba, hereinafter referred to as the "Employer",

AND

UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL NO. 832, chartered by the United Food & Commercial Workers International Union, hereinafter referred to as the "Union".

RE: CLARIFICATION OF BUMPING RIGHTS

Further to Article 11.11 (g), the parties have agreed that the following process is to take place once an employee chooses to exercise bumping rights:

The Employer will schedule a placement meeting with the affected employee and their Union representative prior to or as quickly as possible after the required relocation.

Prior to the meeting, the employee will be asked to submit a list of five (5) houses where they would like to relocate to by order of preference. While seniority is the main factor of consideration, ensuring the least of amount of disruption to participants also needs to be considered.

The employee shall be offered the following bumping options by order of process:

Transfer to any current vacancies available that are of similar hours of work per week.

Transfer to the last position awarded by bumping the full-time employee with the least amount of seniority at the location. Should that position not be suitable for reasons to be discussed at the placement meeting then the bumping process at the location can continue by reverse order of seniority.

Transfer to a position created by bumping up to three part-time positions.

Offer the option of a layoff with recall rights.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS AGREEMENT.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

LETTER OF UNDERSTANDING # 4

BETWEEN:

LIFE'S JOURNEY INC.,
Winnipeg, Manitoba, hereinafter
referred to as "the Employer"

AND

**UNITED FOOD AND
COMMERCIAL WORKERS
UNION, LOCAL NO. 832,**
chartered by the United Food &
Commercial Workers International
Union, hereinafter referred to as
the "Union".

RE: COMPRESSED WORK WEEK, OUTREACH SUPPORT MENTOR

This will be on a trial basis starting in 2020 and will be reassessed for 2021.

First Group starts their condensed work week:

2nd week of May – 2nd week of Sept (Ten (10) Fridays) Increase your work week in the 2nd week of February.

3rd week of May – 3rd week of Sept (Ten (10) Mondays) Increase your work week in the 3rd week of February.

Second Group starts their condensed work:

3rd week of May – 3rd week of Sept (Ten (10) Fridays) Increase your work week in the 3rd week of February.

4th week of May – 4th week of Sept (Ten (10) Mondays) Increase your work week in the 4th week of February.

1. Work thirty (30) minutes extra per day in addition to your eight (8) hour day. This can be thirty (30) minutes before your scheduled work day or at the end of it.
2. Choices for the compressed work week as outlined above will be assigned based on seniority of each program and department
3. The coding in pay works will be entered as paid leave with a drop down called "LJ Fridays".

4. Each Program and Department will coordinate which group and will start taking every second Friday or Monday off effective mid/late May. Staff is reminded to always have coverage so no two staff that shares similar roles or titles can be off during the same Friday or Monday. For example: if you have 4 employees in one program of department it should be split two (2) one Friday and two (2) the other Friday. There will always need to be a well-balanced split between Programs/departments.
5. Productivity should not decrease due to the condensed work week.
6. The Agency may temporarily suspend the condensed work week if absolutely necessary due to operational requirements.
7. When you take a scheduled leave (vacation, sick) during the increased hours of your work week, you will be required to add that to your vacation time used or your sick time used. It will not be calculated at the standard hours. Sick time and vacation time will be used at the rate of the compressed work week.
8. Increased work week will terminate at the end of your last Friday or Monday off.
9. If employees would like to switch weeks with a colleague they are welcome to do so as long as the direct program/department is not impacted by the switch and there is reasonable coverage.
10. Employees may choose to opt out of the compressed work week.
11. Upon termination any employee will be paid out any accumulated time not used.
12. When a general holiday falls on a Monday the employee will take the next Tuesday off.
13. For Tuesday to Saturday employees, they will receive the Tuesday.
14. The 2nd, 3rd and 4th weeks will begin on the Monday of that week.

Compressed Work Week for Employees with Five (5) Plus Years Of Continuous Full Time Service:

All criteria above will be applied to the year round compressed work week with exception to the following:

1. If a permanent full time employee who has worked continuously in a full time capacity for five (5) full years wishes to be considered for year round compressed work week they may apply to their Manager and HR.

2. A willingness to be somewhat flexible based on operational needs and holiday coverage is a requirement of this consideration.
3. The employee will need to work fifty (50) minutes extra per day in addition to their seven point five (7.5) hour day scheduled as worked with their supervisor.
4. Employees moving to the year round condensed work week will be able to pick again Fridays or Mondays.
5. Assessment of this program will be ongoing.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS LETTER OF UNDERSTANDING.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

LETTER OF UNDERSTANDING #5

BETWEEN:

LIFE'S JOURNEY INC. in the Province of Manitoba, hereinafter referred to as the "Employer",

AND

UNITED FOOD AND COMMERCIAL WORKERS UNION, LOCAL NO. 832, chartered by the United Food & Commercial Workers International Union, hereinafter referred to as the "Union".

OFFICE AND FRONT LINE

RE: New Service Transition, Changes Supported Living Services (CSLS)

Life's Journey was recently chosen as one of four agencies where the existing CSLS services will transfer.

CSLS employees will be given two seniority dates:

- 1) A seniority date consistent with the date of hire with CSLS which will be applied only within the current CSLS positions.
- 2) A seniority date consistent with the date of transition to Life's Journey which will be applied to anything outside of the current CSLS roles.

CSLS employees transferring to the Life's Journey Front Line or Office CBA will keep their seniority, classification, wage rate and current hours of work only within current CSLS position. These new roles will not be posted until they are vacated by the existing employee.

CSLS employees will keep their seniority dates from CSLS for the purpose vacation accrual. All CSLS employees will move to the current wage scale in Appendix "B" getting the next highest wage increment and will begin receiving their wage increase based on their new Life's Journey seniority date.

CSLS employees will have their CSLS seniority date applied to vacation request only within the CSLS locations.

Should a CSLS position become available it will be posited in accordance with Article 12 of the respective CBA, open for all Life's Journey employees.

Should an employee currently in a CSLS position chose to post into another position outside of the CSLS positions, that employee will permanently forfeit their CSLS seniority date with the exception of wages and vacation accrual.

All CSLS employees who are receiving a higher rate of pay than their classification shall be considered overscale. Any wage increases put on the wage scales will also be applied to overscale employees.

This letter will form part of the existing Office and Front line CBA and will be subject to the grievance and arbitration procedures in the respective CBA.

This letter will cease to exist once all CSLS positons through attrition have been vacated and filled in accordance with the current Collective Agreements.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS LETTER OF UNDERSTANDING.

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

LETTER OF UNDERSTANDING # 6

BETWEEN:

LIFE'S JOURNEY INC.,
Winnipeg, Manitoba, hereinafter
referred to as "the Employer"

AND

**UNITED FOOD AND
COMMERCIAL WORKERS
UNION, LOCAL NO. 832,**
chartered by the United Food &
Commercial Workers International
Union, hereinafter referred to as
the "Union".

RE: Employee Referral Program

The Employee Referral Program is on a trial basis and commenced on June 8, 2022.

Employees shall receive a referral bonus in accordance with the following chart for any referred employee hired by LJI.

Position of Employee Hired	Referral Bonus Achievable
Full Time Employee	\$200.00
Part Time Employee	\$150.00
Casual Employee	\$75.00

The referral bonus shall be paid if the referred employee has been employed for four (4) months and has passed their probation period. The position at the time of hire is the corresponding monetary compensation that will be paid. If staff change positions from a casual staff to a full-time staff after their date of hire, the amount paid out for the referral will remain at \$75.00. In addition, disclosure of the individual who made the referral is required at time of hire.

The referral bonus will not be paid where the referred employee has left LJI prior to working for four (4) months and passing their probation period. As well, the employee that made the referral will only receive the bonus if they remain employed with LJI at the time the bonus becomes payable.

LJI reserves the right to amend, modify, reduce or eliminate the Employee Referral Program at any time.

**IN WITNESS WHEREOF, THE PARTIES HERETO HAVE DULY EXECUTED THIS
LETTER OF UNDERSTANDING.**

SIGNED THIS DAY OF , 2023.

FOR THE UNION:

FOR THE EMPLOYER:

EXHIBIT ONE



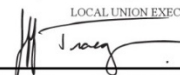
TO: THE NEW OR REHIRED EMPLOYEE:

You are hereby informed that Union membership is a condition of employment and that maintaining good standing in the union requires payment of Union dues, initiation fees and assessments as authorized by the Union. Articles of the Agreement between the **United Food & Commercial Workers Union, Local 832**, and **Life's Journey, Inc.** contain the following statements:

"All employees shall become Union members in good standing, and shall as a condition of employment maintain union membership. All new employees hired after the date of signing of this Agreement shall, as a condition of employment, become Union members within thirty (30) days of the date of employment and shall, as a condition of employment, remain Union members in good standing. The term hired or rehired shall not apply to employees on layoff."

"The Employer shall deduct from the wages of each employee, such Union dues, initiation fees and assessments as are authorized by the Union as per Articles "Union Shop" and "Deduction of Union Dues" of the Collective Agreement.

Please complete a Membership Application immediately (sample below) and return it to your Employer so they can forward it to the UFCW, Local 832 Union office (1412 Portage Avenue, Winnipeg MB R3G 0V5) within 10 calendar days of your hire or rehire date.

MEMBERSHIP APPLICATION		 United Food & Commercial Workers Union, Local No. 832 Manitoba, Canada		CHARTERED BY THE UNITED FOOD & COMMERCIAL WORKERS INTERNATIONAL UNION	
LAST NAME	FIRST NAME	INITIAL	GENDER	DATE OF BIRTH (D/M/Y)	INSURANCE NO.
MAILING ADDRESS		CITY	PROVINCE	POSTAL CODE	HOME PHONE
PREFERRED LANGUAGE	E-MAIL ADDRESS	DATE OF HIRE (D/M/Y)		I hereby authorize _____ to use my S.I.N. for identification purposes and to verify union dues received and make payments to me as required. (Cross out if you do not agree.)	
COMPANY NAME	COMPANY NO./LOCATION	DEPARTMENT/NO.			
CLASSIFICATION	EMPLOYER NO.	FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/>		CASUAL <input type="checkbox"/> OTHER <input type="checkbox"/>	
<small>I hereby declare that the information provided in this application is true and correct. I agree that all monies paid by me shall be forfeited and I shall be liable for the payment of the same. I authorize the United Food & Commercial Workers International Union and Local No. 832 to handle my membership and to represent me for the purposes of collective bargaining and handling of grievances and other matters relating to my employment. I agree that the Union has the right to share my personal information with third parties for the purposes of collective bargaining and handling of grievances and other matters relating to my employment. United Food & Commercial Workers Local No. 832 has commitment from third parties that receive personal information from the Union that my personal information will be safeguarded and protected from unauthorized use. By signing this form, I consent to the use of my personal information by UFCW Local No. 832 for the purposes listed above, and I consent to the sharing of my personal information with third parties by the Union. My personal information will not be sold to third parties.</small>					
APPLICANT'S SIGNATURE		DATE SIGNED		LOCAL UNION EXECUTIVE OFFICER'S SIGNATURE	
					

Visit the Union's website @ www.ufcw832.com for more details on UFCW Local 832's Privacy Policy or call (204) 786-5055 or 1-888-832-9832.