

COLLECTIVE AGREEMENT

Between:

CASELLHOLME FOR THE AGED
(Hereinafter referred to as the “Employer”)

And:

ONTARIO NURSES’ ASSOCIATION
(Hereinafter referred to as the “Association”)

Expiry: March 31, 2023

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ARTICLE 1 – PURPOSE

- 1.01 The general purpose of this Agreement is to maintain and improve satisfactory employment relations between the Employer and the registered and graduate nurses covered by this Agreement. It provides for an ongoing means of communication between the Union and the Employer for the purpose of discussing matters of mutual interest. It also provides means for the prompt settlement of grievances and for the final settlement of disputes.
- 1.02 It is recognized that the employees wish to work together with the Employer to secure the best possible nursing care and health protection for residents.
- 1.03 The Employer and an employee shall not enter into any agreement that pertains to any terms or conditions of employment which contravene the collective agreement. Any such agreement shall be null and void.

ARTICLE 2 – RECOGNITION

- 2.01 The Employer recognizes the Ontario Nurses' Association as the exclusive bargaining agent for all Registered and Graduate nurses employed in a nursing capacity at Cassellholme in North Bay, Ontario, save and except Infection Control Coordinator, the Director of Care and Unit Managers.
- 2.02 Definitions
- (a) A full-time employee is an employee who is regularly employed for 75 hours bi-weekly.
- (b) Part-time employee is an employee who is available to be regularly scheduled for less than seventy-five hours (75) bi-weekly as per the Collective Agreement.
- (c) Casual employee is an employee who is not regularly scheduled.
- 2.03 The employer shall not assign work normally performed by the bargaining unit except in the case of emergency, overlapping duties, unavailability, and orientation, and provided such does not directly cause a layoff of full-time or part-time employees in the bargaining unit.
- 2.04 A Registered Nurse is defined as a person who is registered by the College of Nurses of Ontario in accordance with *The Regulated Health Professions Act*. A Registered Nurse is required to present to the Director of Care by the date established by the College of Nurses of Ontario, their current certificate of competence.
- 2.05 A nurse who holds a Temporary Class Certificate of Registration must obtain their General Class Certificate of Registration prior to the expiry of their Temporary Class Certificate of Registration. If the nurse fails to obtain their General Class Certificate of Registration prior to the expiry of their Temporary Class Certificate of Registration they will be deemed to be not qualified for the position of registered nurse and they may be placed on an unpaid leave of absence, otherwise they will be terminated from the employ of the Home. Such termination shall not be the subject of a grievance or arbitration.

ARTICLE 3 – MANAGEMENT RIGHTS

- 3.01 The Union recognizes and acknowledges that the management of the Home and direction of the working force are fixed exclusively in the Home and, without restricting the generality of the foregoing, the Union acknowledges that it is the exclusive function of the Home to:
- (a) Maintain order, discipline and efficiency.
 - (b) Hire, promote, demote, classify, transfer and suspend employees and to discipline or discharge any employees for just cause provided that a claim by an employee who has acquired seniority that they have been discharged or disciplined without just cause may be the subject of a grievance and dealt with as hereinafter provided.
 - (c) May alter, from time to time, and enforce, reasonable rules and regulations to be observed by the employee provided such rules are not inconsistent with the terms and provisions of the Agreement.
 - (d) Determine the nature and kind of service to be provided, efficiency of operations, hours of work, equipment, methods of work, job descriptions, workflow and standards of performance, the number of employees to be employed, the extension, limitation, curtailment or cessation of operations, or any part thereof, and to determine and exercise all other functions and prerogatives which shall remain solely with the Home except as specifically limited by the express provisions of this Agreement.

The Home agrees that it will exercise these functions consistent with and in accordance with the provisions of this Agreement.

These rights shall not be exercised in a manner inconsistent with the provisions of this Agreement and the Human Rights Code.

ARTICLE 4 – NO DISCRIMINATION

The parties agree that a safe workplace, free of violence (including domestic violence) and harassment, is a fundamental principle of a healthy workplace. Commitment to a healthy workplace requires a high degree of cooperation between employers, employees, physicians, and the Union. Nurses should feel empowered to report incidents of disruptive behaviour, including physician behaviour, without fear of retaliation. The parties are both committed to a harassment free environment and recognize the importance of addressing discrimination and harassment issues in a timely and effective manner as set out below:

- 4.01
- (a) It is agreed that there will be no discrimination, interference, restriction or coercion exercised or practiced with respect to any employee covered by this agreement on the basis of race, creed, colour, ethnic origin, place of origin, sex, sexual orientation, marital status, age, ancestry, citizenship, disability, religious affiliation, gender identity, gender expression, record of offences or any other factor which is not pertinent to the employment relationship. Ref: *Ontario Human Rights Code*.
 - (b) All entitlements contained herein in respect of spouses and relatives of spouses shall also exist in respect of common-law spouses. Eligibility will be determined in accordance with the Master Benefit Policy.

- 4.02 The Employer and the Union recognize their joint duty to accommodate handicapped employees in accordance with the provisions of the Ontario Human Rights Code.
- 4.03 (a) Every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee because of race, creed, colour, ancestry, ethnic origin, place of origin, sex, sexual orientation, marital status, age, ancestry, citizenship, disability, religious affiliation, gender identity, gender expression, record of offences or disability. Ref: *Ontario Human Rights Code*, Sec 5(2) and 10(1).
- (b) Every person who is an employee has a right to freedom from harassment in the workplace because of sex by their employer or agent of the employer or by another employee.
- (c) Every person has a right to be free from,
- i) a sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome; or
 - ii) a reprisal or threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.
- (d) An employee who believes that they have been harassed contrary to this provision may file a grievance under Article 8 of this agreement.

NOTE: Workplace harassment means:

- (a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or

Workplace sexual harassment:

- (a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- (b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Ref: *Occupational Health and Safety Act*, Sec. 1(1).

4.04 Whistle Blowing Protection

Provided a nurse has followed reasonable policies or procedures issued by the Home to protect the Home's entitlement to investigate and address any allegation of wrongdoing, nurses will not be subject to discipline or reprisal for the reasonable exercise of their professional obligations, including those related to resident advocacy.

ARTICLE 5 – STRIKES AND LOCKOUTS

5.01 The Union agrees there shall be no strikes and the Employer agrees there shall be no lockouts so long as this Agreement continues to operate. The terms "strike" and "lockout" shall bear the meaning given them in the Ontario Labour Relations Act.

ARTICLE 6 – UNION SECURITY

6.01 The Employer shall deduct, in the first payroll period in each month, from the earnings of all employees in the bargaining unit, a sum equal to the monthly union dues for each employee. Where an employee has no earnings during the first payroll period, the deduction shall be made in the next payroll period where the employee has earnings within that month.

If the failure to deduct dues results from an error by the Home, then, as soon as the error is called to its attention by the Union, the Home shall make the deduction in the manner agreed to by the parties. If there is no agreement, the Home shall make the deduction in the manner prescribed by the union, provided there is no additional cost to the Home.

6.02 Dues shall be deducted monthly from each employee, but in the case of a newly-hired employee such deduction shall commence in the first pay period immediately following their date of hire.

6.03 The amount of the regular monthly dues shall be those authorized by the Union and the Vice-President, Finance of the Union shall notify the Home in writing of any changes therein and such notification shall be the Home's conclusive authority to make the deduction specified. In the case of any local dues levies, written notification will be made by the local treasurer and such notification shall be the Home's conclusive authority to make the deduction specified.

6.04 The total amount deducted, pursuant to 6.03 above, shall be remitted monthly to the Union no later than the 15th of the month following the month in which the dues were deducted. In remitting such dues, the Employer shall provide a list of employees from whom deductions were made in accordance with this Article.

The list shall also include name changes, deletions and additions from the preceding month highlighting new hires, resignations, terminations, new unpaid leave of absence of greater than one (1) month, returns from leaves of absence. A copy of this list will be sent concurrently to the local Union. The Employer shall provide the information provided in an electronic format. The Employer will also identify the dues month, arrears or adjustment payments with explanation, name(s) of the bargaining unit, cheque date and number as well as payroll contact information.

- 6.05 The list shall include the names, addresses, and social insurance numbers, if approved by the employee, of all employees covered by this Agreement who have been employed at any time during the period of said deduction and including therein a specific list of employees on unpaid leave of absence and of employees who are off work on long-term disability or receiving WSIB and of employees who have terminated. A copy of this list will be sent concurrently to the Bargaining Unit President.
- 6.06 In consideration of the deducting and forwarding of Union Dues in accordance with this Article, the Union agrees to indemnify and save harmless the Employer against any claims or liabilities arising or resulting from such deduction.
- 6.07 The Employer shall provide to each employee for income tax purposes a T4 supplementary form, or its equivalent, showing the total dues deducted from that employee that qualify for deduction for income tax purposes during the previous year.
- 6.08 (a) All new employees will be introduced to their Union Steward and to the Union President.
- (b) During the orientation period an Officer of the Union or Union Steward shall be allowed up to twenty (20) minutes within regular working hours to interview such employees. During such interview, membership forms may be provided to the employee.

ARTICLE 7 – UNION REPRESENTATION

7.01 Negotiating Committee

The Employer recognizes a negotiating committee which shall be composed of two (2) Union members whose duty it shall be to negotiate a Collective Agreement and renewals thereof.

7.02 Grievance Committee

The Employer recognizes a grievance committee which shall be composed of two (2) Union members who shall be responsible for the handling of all grievances.

7.03 (a) Union-Management Committee

A Union-Management Committee which shall be composed of two (2) Union members shall meet with two (2) representatives of the Employer quarterly or at the request of either party to discuss matters of mutual concern. Payment of wages for such meetings, where the meeting is not held during an employee's regular working hours shall be at their regular rate of pay for the time spent at such meetings. It is agreed that no premium rate of pay shall be paid for time spent at such meetings.

(b) Purpose:

The Union-Management Committee is a joint committee between Cassellholme Home for the Aged and the Ontario Nurses' Association whose

purpose includes:

- Promoting and providing effective and meaningful communication of information and ideas, including but not limited to workload measurement tools and the promotion of best practices
- Reviewing professional responsibility complaints as per Article 10 with a view to identifying trends and sharing organizational successes and solutions, making joint recommendations on matters of concern including the quality and quantity of nursing care and discussing the development and implementation of quality initiatives.
- Discussing and reviewing matters relating to orientation and in-service programs

Membership: 2 Union representatives and 2 Employer representatives

Chairperson: The duty of chair shall be shared between the parties on rotating basis.

Meeting Frequency:

- 1) The Committee shall meet quarterly or at the request of either party.
- 2) The schedule for the calendar year shall be determined in December of the year prior.

Agenda:

- 1) Chairperson for the upcoming meeting shall receive agenda items (including new and unresolved issues) from both parties and shall distribute the agenda five working days in advance of the meeting.
- 2) The first business item at the meeting shall be approval of the agenda, and the second business item shall be the approval of the minutes of the previous meeting.

Minutes:

- 1) Minutes shall be drafted by the parties on an alternating basis. The party that chairs shall be responsible for drafting the minutes and such minutes shall be reviewed by that meeting's chairperson before the next meeting.
- 2) Minutes shall be shared in sufficient time to allow for agenda building for the next meeting, and approved minutes shall be posted within 7 days of such approval in mutually agreed locations.
- 3) Minutes shall reflect discussion and decisions made at the current meeting, specify actions to be taken, accountability and report-back expectations.

7.04 Joint Occupational Health and Safety Committee

- (a) It is a mutual interest of the parties to promote health and safety in workplaces and to prevent and reduce the occurrence of workplace injuries and occupational diseases. The parties agree that health and safety is of the utmost importance and agree to promote health and safety and wellness throughout the organization. The employer shall provide orientation and training in health and safety to new and current employees on an ongoing basis, and employees shall attend required

health and safety training sessions. Accordingly, the parties fully endorse the responsibilities of employer and employee under the *Occupational Health and Safety Act*, making a particular reference to the following:

- (b) The parties agree to comply with the Occupational Health & Safety Act.
- (c) The Employer shall recognize one (1) ONA member as a certified worker pursuant to the Occupational Health and Safety Act.
- (d) Such Committee shall identify potential dangers and hazards, institute means of improving health and safety programs and recommend actions to be taken to improve conditions related to safety and health.
- (e) The Home agrees to cooperate reasonably in providing necessary information to enable the Committee to fulfil its functions. In addition, the Home will provide the Committee with reasonable access to all accident reports, health and safety records and any other pertinent information in its possession.
- (f) The Association agrees to endeavour to obtain the full cooperation of its membership in the observation of all safety rules and practices.
- (g) “A member of a committee shall be deemed to be at work while the member is fulfilling the requirements for becoming certified by the Workplace Safety and Insurance Board and the member’s employer shall pay the member for the time spent at the member’s regular or premium rate as may be proper”. (Ref: *Occupational Health and Safety Act*, Sec. 9 (36) “[This provision] does not apply with respect to workers who are paid by the Workplace Safety and Insurance Board for the time spent fulfilling the requirements for becoming certified”. (ref: Sec 9 (37)
- (h) It is understood and agreed that this section does not apply to a nurse.
 - i) when circumstances described below is inherent in the worker’s work or in a normal condition of the worker’s employment; or
 - ii) when the worker’s refusal to work would directly endanger the life, health or safety of another person. Ref: *Occupational Health and Safety Act*, Sec. 43(1).
- (i) A worker may refuse to work or do particular work where they have reason to believe that:
 - i) any equipment, machine, device or thing the worker is to use or operate is likely to endanger themselves or another worker;
 - ii) the physical condition of the workplace or the part thereof in which they work or is to work is likely to endanger themselves; or
workplace violence is likely to endanger themselves; or
 - iii) any equipment, machine, device or thing they are to use or operate or the physical condition of the workplace or the part thereof in which they work or to work is in contravention of this Act or the regulations and such contravention is likely to endanger

themselves or another worker. Ref: *Occupational Health and Safety Act*, Sec. 43(3).

iv) The parties further agree that suitable subjects for discussion at the Joint Labour Management Committee will include aggressive residents.

(j) "Workplace Violence" means

i) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

ii) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.

iii) A statement of behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

(k) the Employer shall take every precaution reasonable in the circumstances for the protection of a worker. [Occupational Health and Safety Act, s. 25(2)(h)].

When faced with occupational health and safety decisions, the employer will not await full scientific or absolute certainty before taking reasonable action(s) including but not limited to, providing personal protective equipment that the employees deem necessary based on their clinical and professional judgement, that reduces risk and protects nurses.

The employer will ensure adequate stocks of the N95 respirator or equivalent (or such other personal protective equipment as the parties may in writing agree) to be made available to nurses at short notice in the event there are reasonable indications of the emergence of a pandemic or a new infectious disease.

7.05 (a) The two members of the grievance committees shall suffer no loss of regular pay for time spent in meetings with the Home, up to but not including arbitration.

(b) The two members of the negotiating committee shall be paid their regular hourly rate for all hours (minimum of 8 to a maximum of 12) spent in meetings with the Home, up to but not including arbitration, to a maximum of four (4) days per negotiating committee member.

7.06 Employees attending meetings called by the Employer will be compensated at their regular rate of pay for time spent at such meetings. No premium rate of pay shall be paid for time spent at such meetings.

7.07 The Employer agrees to give representatives of the Ontario Nurses' Association access to the premises of the Home for the purposes of investigating grievances, attending joint meetings or otherwise assisting in the administration of this Agreement. The Association agrees to request permission as far in advance as possible; such request will not be unreasonably denied.

- 7.08 The Union shall notify the Employer in writing of the names of its representatives on the aforementioned committees.

ARTICLE 8 – GRIEVANCE PROCEDURE AND ARBITRATION

- 8.01 Any employee or the Union has the right to lodge a grievance with respect to any matter arising out of the interpretation, application or alleged violation of this Agreement.

- 8.02 At the time formal discipline is imposed or at any stage of the grievance procedure, including the complaint stage, a nurse is entitled to be represented by their union representative. In the case of suspension or discharge, the Employer shall notify the nurse of this right in advance. The Employer also agrees, as a good labour relations practice, it will also notify the Local President. If due to administrative oversight the Employer does not notify the Local President than such discipline is not null and void.

- 8.03 Step No. 1

It is the intent of the parties that complaints of employees shall be adjusted as quickly as possible, and it is understood that the Union has no grievance concerning an individual nurse until the Director of Care or designate has been given an opportunity of adjusting the complaint. Such complaint shall be discussed with the Director of Care or designate within twenty-one (21) calendar days after the circumstances giving rise to it have occurred. This discussion may include consultation, advice and assistance from others. If there is no settlement within fourteen (14) calendar days, it shall then be taken up as a grievance within fourteen (14) calendar days in the following manner and sequence:

Step No. 2

The Union may present the grievance to the Manager of Human Resources or designate, who shall render their decision within ten (10) calendar days after the presentation of the grievance to them. The parties may, if they so desire, meet to discuss the grievance at a time and place suitable to both parties. If the decision is unsatisfactory, then the grievance may be presented in the following manner:

Step No. 3

Within ten (10) calendar days after the decision is given at Step No. 2, the aggrieved employee, and/or the Grievance Committee shall meet with a committee appointed by the Administrator or designate to consider the grievance. At this stage the employee and/or the Grievance Committee may be accompanied by a representative of the Union. The decision of the committee of the Board of Management will be rendered in writing within ten (10) calendar days following such a meeting to the Labour Relations Officer and the local Union representative.

- 8.04 Arbitration

If final settlement of the grievance is not reached at Step No. 3, then either of the parties may notify the other party in writing of its desire to submit the grievance to arbitration and the notice shall contain the name of the first party's appointee to the Board of Arbitration. If no such written request is received within thirty (30)

calendar days after the decision is given at Step No. 3, then the grievance shall be deemed to have been abandoned. The recipient of the notice shall within fourteen (14) calendar days, inform the other party of the name of its appointee to the Arbitration Board. The two appointees so selected shall, within fourteen (14) calendar days of the appointment of the second of them, appoint a third person who shall be Chairperson. If the recipient of the notice fails to appoint an arbitrator, or if the two appointees fail to agree upon a Chairperson within the time limit, the appointment shall be made by the Minister of Labour for Ontario upon request of either party. Notwithstanding the above, the parties may agree to the use of a sole arbitrator, Section 49 and Section 50 of the Labour Relations Act.

- 8.05 No person may be appointed as an arbitrator who has been involved in an attempt to negotiate or settle the particular grievance concerned.
- 8.06 Each of the parties shall pay its own expenses including pay for witnesses and the expenses of its own nominee and one-half (½) the expenses and fees of the Chairperson.
- 8.07 All differences arising from the administration, interpretation, application or alleged violation of this Agreement, including a question as to whether a matter is arbitrable, shall be arbitrable.
- 8.08 The Board of Arbitration shall have no power to alter, add to, delete from, modify or amend this Agreement in order to give any decision inconsistent with it. However, the Board shall have the power to dispose of any discharge or a discipline grievance by any arrangement which in its opinion, it deems just and equitable. The decision of the majority of the members of the Board of Arbitration or sole Arbitrator shall be the decision of the Board. But if there is no majority, the decision of the Chairman shall govern.
- 8.09 It is understood and agreed that the Union has carriage of all grievances throughout the grievance and arbitration procedure and not any individual or group of individuals. All agreements reached under the grievance procedures between the representatives of the Home and the representatives of the Association will be final and binding upon the Home and the Association and the employees.
- 8.10 The time limits referred to in both the Grievance and Arbitration Procedures may be extended by written consent of the parties to this Agreement, and such request shall be confirmed in writing.
- 8.11 Group Grievance
- Where a number of employees have identical grievances and each employee would be entitled to grieve separately, they shall present a group grievance in writing signed by each employee who is grieving to the Director of Care or their designate within fourteen (14) calendar days after the circumstances giving rise to the grievance have occurred. The grievance shall then be treated as being initiated at Step No. 1 and then applicable provisions of this Article shall then apply with respect to the processing of such grievance.
- 8.12 The time limits in the grievance/arbitration procedure are mandatory and can only be extended by mutual agreement in writing between the parties.

8.13 Employer Grievance

Any grievance instituted by the Employer may be done so in the form of a policy grievance at Step No. 2 of the Grievance Procedure and it will be submitted to the Bargaining Unit President or their designate.

8.14 Union Grievances

An Union policy grievance which is defined as an alleged violation, interpretation, or wrong application of this Agreement, may be lodged by the Grievance Committee in writing with the Administrator at Step No. 3 of the Grievance Procedure within fourteen (14) calendar days after the circumstances giving rise to such grievance occurred.

8.15 Electronic Grievance Forms

- (a) The parties agree to use the electronic version of the Grievance Form.
- (b) The parties agree that hard copies of the electronic grievance form are valid for purposes of Articles 8 and 9 of the Agreement.
- (c) Electronic grievance forms may be sent, via email, to the applicable manager or designate.
- (d) The electronic signature of the Union Executive representative or Labour Relations Officer will be accepted as the original signature.
- (e) The union undertakes to get a copy of the electronic version signed by the employee(s).
- (f) The parties agree to not use or rely upon any preliminary arguments related to the use of the electronic version should a grievance proceed to arbitration as per Articles 8 and 9 of the Agreement.

ARTICLE 9 – DISCHARGE AND SUSPENSION GRIEVANCES

9.01 An employee is entitled, at time of the imposition of suspension or discharge to be given written reasons for such action.

At the time formal discipline is imposed or at any stage of the grievance procedure, including the complaint stage, an employee is entitled to be represented by their Union Steward. In the case of suspension or discharge, the Home shall notify the employee of this right in advance. The Home also agrees, as a good labour relations practice, in most circumstances it will also notify the Local President if due to administrative oversight the employer does not notify the Local President then such discipline will not be null and void.

The Home agrees that where an employee is required to attend a meeting with the Home that may lead to disciplinary action, as a good labour relations practice, it will inform the employee of the purpose of the meeting.

All investigations related to a nurse's employment will be completed in a timely manner considering the context of each individual investigation including the availability of witnesses.

9.02 The release of a probationary employee for reasons based on performance and ability to do the job, including skills, suitability and availability shall not be subject to the grievance procedure unless the probationary employee is released for:

- (a) reasons which are arbitrary, discriminatory or in bad faith;
- (b) a probationary employee may be terminated under a standard of less than just cause.

The Home agrees to provide written reasons for the release of a probationary employee within seven (7) days of such release.

A claim by a probationary employee that they have been unjustly released shall be treated as a grievance, provided the employee is entitled to grieve, if a written statement of such grievance is lodged by the employee with the Home at Step 3 within seven (7) days after the date the release is effected. Such grievance shall be treated as a special grievance as set out below.

The Home agrees to provide written reasons within seven (7) calendar days to the affected employee in the case of discharge or suspension and further agrees that it will not suspend, discharge or otherwise discipline an employee who has completed their probationary period, without just cause.

A claim by an employee who has completed their probationary period that they have been unjustly discharged or suspended shall be treated as a grievance if a written statement of such grievance is lodged by the employee with the Home at Step No. 3 within seven (7) calendar days after the date the discharge or suspension is effected. Such special grievance may be settled under the Grievance or Arbitration Procedure by:

- (a) confirming the Home's action in dismissing the employee; or
- (b) reinstating the employee with or without loss of seniority and with or without full compensation for the time lost; or
- (c) by any other arrangement which may be deemed just and equitable.

ARTICLE 10 - PROFESSIONAL RESPONSIBILITY

10.01 The Parties agree to incorporate the "Decision Tree/Process for Workload developed/finalized by the Parties on November 8, 2011. (See Appendix C)

10.02 In the event that the Employer assigns a number of residents or a workload to an individual employee or group of employees, such that they have cause to believe that they are being asked to perform more work than is consistent with proper resident care, they shall:

- (a) i) Complain in writing to the Director of Nursing within ten (10) calendar days of the alleged improper assignment. The chairperson of the Union Management Committee shall convene a meeting of the committee within ten (10) calendar days of the filing of the complaint. The committee shall hear and attempt to resolve the complaint to the satisfaction of both parties.

- ii) Failing resolution of the complaint within ten (10) calendar days of the meeting of the Union Management Committee, the complaint shall be forwarded to an independent assessment committee composed of three (3) registered nurses; one (1) chosen by the Ontario Nurses' Association, one (1) chosen by the Employer and one (1) chosen by a panel of four (4) independent registered nurses who are well respected within the profession. The member of the committee chosen from a panel of independent registered nurses shall act as chairperson.
- iii) The Assessment Committee shall set a date to conduct a hearing into the complaint within fourteen (14) calendar days of its appointment and shall be empowered to investigate as is necessary, and to make what findings as are appropriate under the circumstances. The Assessment Committee shall report its findings, in writing, to the parties within twenty-one (21) calendar days following completion of its hearing.
- iv) It is understood and agreed that representatives of the Ontario Nurses' Association, including the Labour Relations Officer and the Nursing Practice Officer, may attend meetings held between the Home and the Association under this provision.
- v) Any complaint lodged under this provision shall be on the form set out in Appendix C.
- (b)
 - i) The list of the Assessment Committee is attached to Appendix B and forms part of this Agreement.
 - ii) Each party will bear the cost of its own nominee and will share equally the fee of the Chairperson and whatever other expenses are incurred by the Assessment Committee in the performance of its responsibilities as set out herein.

10.03 The assignment of resident care duties, including the delegation or direction of duties by members of the bargaining unit to other health care providers shall be in accordance with the Regulated Health Professionals Act (R.H.P.A.) and related statutes and regulations and in accordance with the guidelines established by the College of Nurses of Ontario.

10.04 Electronic Professional Responsibility Workload Report Forms

- (a) The parties agree to use the electronic version of the Professional Responsibility Workload Report Form (PRWRF) as Appendix D.
- (b) The parties agree that hard copies of the electronic PRWRF are valid for purposes of Article 10 of the Agreement.
- (c) Electronic PRWRFs may be sent, via email, to the applicable manager or designate.
- (d) The electronic signature of the Union Executive representative or Labour Relations Officer will be accepted as the original signature.

- (e) The union undertakes to get a copy of the electronic version signed by the employee(s).
- (f) The parties agree to not use or rely upon any preliminary arguments related to the use of the electronic version should a PRWRF proceed to an Independent Assessment Committee as per Article 10.02.

ARTICLE 11 – PROFESSIONAL DEVELOPMENT

- 11.01 The parties recognize their joint responsibility in and commitment to active participation in the area of professional development.
- 11.02 Committee
Professional development issues shall be dealt with through the Union Management Committee.
- 11.03 Orientation and In-Service Program
The Home recognizes the need for a Home Orientation Program of such duration as it may deem appropriate taking into consideration the needs of the Home and the nurses involved.
- 11.04 Nurses who displace other nurses in the event of a long-term layoff, nurses recalled from layoff, nurses whose probationary period has been extended under Article 10.01, and nurses who are transferred on a permanent basis may be provided any orientation determined necessary by the Home for the purposes of allowing the nurse to assume satisfactorily the duties of such position.
- 11.05 Both the Home and the Association recognize their joint responsibility and commitment to provide, and to participate in, in-service education. The Association supports the principle of its members' responsibility for their own professional development and the Home will endeavour to provide programs related to the requirements of the Home. Available programs will be publicized, and the Home will endeavour to provide nurses with opportunities to attend such programs during their regularly scheduled working hours.
- 11.06 When a nurse is on duty and required to attend any in-service program within the Home and during their regularly scheduled working hours the nurse shall suffer no loss of regular pay. When a nurse is required by the Home to attend courses (including obligatory certifications and re-certifications required for the job) or meetings outside of their regularly scheduled working hours, the nurse shall be paid for all time spent in attendance on such courses at their regular straight time hourly rate of pay.
- 11.07 (a) Nurses may be required, as part of their regular duties, to supervise activities of students in accordance with the current College of Nurses of Ontario *Accountability Standards for RN's and RPN's Working with Students*. Nurses will be informed in writing of their responsibilities in relation to these students. Any information that is provided to the Home by the educational institution with respect to the skill level of the students will be made available to the nurses recruited to supervise the students.

- (b) Nurses are expected, as part of their regular duties, to provide guidance and advice to members of the health care team.

11.08 The Home undertakes to notify the Association in advance, so far as practicable, of any technological changes which the Home has decided to introduce which will significantly change the status of the nurse within the bargaining unit.

The Home agrees to discuss with the Association the effect of such technological changes on the employment status of the nurses and to consider practical ways and means of minimizing the adverse effect, if any, on the nurses concerned.

11.09 Where computers and/or new computer technology (e.g. computer charting) are introduced into the workplace that nurses are required to utilize in the course of their duties, the Home agrees that necessary training will be provided at no cost to the nurses involved.

11.10 A copy of any completed evaluation which is to be placed in a nurse's file shall be first reviewed with the nurse. The nurse shall initial such evaluation as having been read and shall have the opportunity to add their views to such evaluation prior to it being placed in their file. It is understood that such evaluations do not constitute disciplinary action by the Home against the nurse.

Each nurse shall have reasonable access to all their files for the purpose of reviewing their contents in the presence of their supervisor. A copy of the evaluation will be provided to the nurse at their. A request by a nurse for a copy of other documents in their file will not be unreasonably denied.

11.11 Any letter of reprimand, suspension or other sanction will be removed from the record of a nurse eighteen (18) months following the receipt of such letter, suspension or other sanction provided that such nurse's record has been discipline free for one year.

11.12 The Peer Feedback Process of the Quality Assurance Program Required by the College of Nurses of Ontario

The above referenced Peer Feedback is confidential information which the nurse is expected to obtain by requesting feedback from peer(s) of their choice, for the sole purpose of meeting the requirements of the Quality Assurance Program required by the College of Nurses of Ontario. The parties recognize the importance of supporting the confidential nature of the Peer Feedback component of the Quality Assurance Program. For further clarity, the above referenced Peer Feedback will not be used as a performance evaluation under Article 11.12.

ARTICLE 12 – JOB SECURITY AND SENIORITY

12.01 Probation

- (a) Newly employed employees will be considered probationary for five hundred hours (500). In the case of a casual employee, up to a maximum of eight months. The parties recognize that ongoing feedback about the nurse's progress is important to the probationary nurse. Seniority shall then be credited as of the date of first entry into the service of the Employer and shall be cumulative. There will be a performance report

made after four hundred (400) hours of the probationary period having expired.

- (b) With the written consent of the Home, the probationary employee and the Bargaining Unit President of the Union or designate, such probationary period may be extended. Where the Home requests an extension of the probationary period, it will provide notice to the Union at least seven (7) calendar days prior to the expected date of expiration of the initial probationary period. It is understood and agreed that any extension to the probationary period will not exceed an additional (500 hours) worked and, where requested, the Home will advise the employee and the Union of the basis of such extension with recommendations for the employee's professional development.

12.02

Seniority

The Employer will keep up to date a seniority list based on the employee's start date for full time employees and the number of hours paid for part-time and casual part-time employees and post the same in at least one (1) conspicuous place and one copy to be given to the Union. Seniority lists shall be posted semi-annually by January 31st and July 31st, with copies sent to the Union. If an employee does not challenge the position of their name on the seniority list within fifteen (15) of the employee's working days from the date of the posting of the seniority list, then they shall be deemed to have proper seniority standing.

All seniority, vacation and other credits obtained under this Collective Agreement shall be retained and transferred with the employee if their status is altered from full-time employment to part-time employment and vice versa. For the purpose of seniority in transfer from part-time to full-time, 1500 hours equals one (1) year's service. For the purpose of seniority in transfer from full-time to part-time one (1) year's service equals 1500 hours.

12.03

- (a) Seniority shall be retained and accumulated when an employee is absent from work under the following circumstances:
- i) when on leave of absence with pay;
 - ii) when on approved leave of absence without pay not exceeding thirty (30) calendar days.
 - iii) when absent due to disability resulting in WSIB benefits or STD or LTD benefits including the period of the disability program covered by Employment Insurance.
 - iv) when on annual vacation.
 - v) when on pregnancy, parental or adoption leave for fifty-two (52) weeks.
- (b) Seniority shall be retained but not accumulated when an employee is absent from work under the following circumstances:
- i) when on an approved leave of absence without pay exceeding thirty (30) calendar days.

- ii) when absent due to lay-off to a maximum of twenty-four (24) months.
- (c) Seniority shall terminate and an employee shall cease to be employed by the Employer when they:
- i) resigns;
 - ii) is discharged and not reinstated;
 - iii) is absent from work in excess of three (3) working days unless a reason satisfactory to the employer is provided ;
 - iv) is on layoff for a continuous period of twenty-four (24) months;
 - v) fails to return to work within fourteen (14) calendar days after being recalled from lay-off by notice sent by registered mail unless such return, in the opinion of the Employer, is not reasonably possible. It shall be the duty of the employee to notify the Employer of any change of address. If an employee fails to do this the Employer will not be responsible for failure of notice sent by registered mail to reach such employee;
 - vi) fails to return to work following a Leave of Absence unless a reason satisfactory to the employer is provided;
 - vii) Refuses to stay or return to work in an emergency situation which seriously affects resident care, unless reasons satisfactory to the Home is given.

12.04

Vacancies

- (a) In the case of permanent vacancies or a new position within the bargaining unit, the Employer will post notice of such vacancies for a period of seven (7) calendar days prior to making an appointment to any such position. A copy of such notice shall be given to the Local Union. If no qualified employee applies, the Employer may then hire a new employee. The names of the successful applicant(s) shall be posted by the Employer. An employee can exercise their seniority rights to apply for either full-time or part-time positions.

Subsequent vacancies created by the filling of a posted vacancy are to be posted for seven (7) consecutive calendar days.

- (b) Staff changes, transfers or promotions within the bargaining unit shall be based upon the following factors:
- i) qualifications;
 - ii) ability, experience and performance;
 - iii) seniority.

Where the results of factors "i" and "ii" are relatively equal, factor "iii" shall govern. However, if senior applicants are refused a position they will be given the reason for such refusal in writing.

- (c) Temporary vacancies which occur because of sickness, accident or leave of absence which are not expected to exceed sixty (60) calendar days may be filled at the discretion of the Employer. In filling such vacancies consideration shall be given to full-time and part-time employees in the bargaining unit on the basis of seniority.
- (d) An employee who is absent due to leave of absence or illness shall have the right to return to their former position as shall the employee(s) who fill temporary vacancies provided such position still exists.
- (e) Notwithstanding layoff notices or there being employees on layoff, the job posting requirements under this article must be followed prior to any employee being recalled from layoff.
- (f) A part-time employee who fills a temporary full-time position will be considered part-time and will be covered by the provisions of the collective agreement that relate to part-time.

12.05

- (a) A nurse who is transferred to a position outside of the bargaining unit shall, subject to (b) below retain, but not accumulate, their seniority held at the time of the transfer. In the event the nurse is returned to a position in the bargaining unit they shall be credited with the seniority held at the time of transfer and resume accumulation from the date of their return to the bargaining unit.
- (b) In the event that a nurse is transferred out of the bargaining unit under (a) above for a specific term or task which does not exceed a period of twelve (12) months or in the case of pregnancy or parental leave, up to eighteen (18) months, and is returned to a position in the bargaining unit, the nurse shall not suffer any loss of seniority, service or benefits. It is understood and agreed that a nurse may decline such offer to transfer and that the period of time referred to above may be extended by agreement of the parties.

12.06

Lay-off

In the event that a reduction of the nursing force is required, the Employer agrees that the overall seniority will govern lay-offs, i.e. the employee with the least amount of seniority will be the first to be laid off, provided that the remaining employees are qualified to perform the available work. Employees shall be recalled to positions in the bargaining unit in the reverse order of lay-off.

The procedure for lay-off shall initially be separate for full-time and part-time until there is no employee with less seniority in the respective employment category. The Union and the Home may agree to a different procedure for lay-off and recall.

12.07

In the event of a layoff of a permanent or long term nature, as defined in accordance with the ESA:

- (a) The Home will provide the Union with fifteen (15) calendar days' notice in advance of the employee receiving notification of the lay-off. The Home will meet with the Union to review the following;
- i) the reasons causing the lay-off;
 - ii) the service which the Home will undertake after the lay-off;
 - iii) the method of implementation, including areas of cutback and the employees to be laid off.
- (b) An employee shall be given sixty (60) calendar days notice of permanent lay-off or pay in lieu thereof and shall be advised personally of the reason for such lay-off.

This notice shall be deemed to include the Employer's obligations under the *Employment Standards Act*, unless such obligation under *Employment Standards Act* for an individual employee would be greater, in which case that employee shall be paid in accordance with the *Employment Standards Act*.

- 12.08 An employee will be required to submit a written resignation at least two (2) weeks in advance of their terminal date except in cases of emergency.

ARTICLE 13 – LEAVE OF ABSENCE

13.01 Personal Leave

Written request for a leave of absence will be considered on an individual basis by the Employer. Except in the case of extenuating circumstances, a request for a leave of absence shall be made at least fourteen (14) calendar days in advance of the commencement of the requested leave. The Employer will render a decision of a leave of absence request, in writing, to the applicant within seven (7) days of receipt of such request. Such requests shall not be unreasonably withheld.

13.02 Bereavement Leave

A nurse who notifies the Home as soon as possible following a bereavement shall be granted up to five (5) scheduled working days off with pay in conjunction with the day of the funeral of a member of their immediate family. "Immediate family" means parent, brother, sister, spouse, son, daughter, son-in-law, daughter-in-law, mother-in-law, father-in-law, sister-in-law, brother-in-law, step parent, step children, grandparent, grandparent of spouse or grandchild.

A nurse shall be granted one (1) scheduled working day off with pay for bereavement leave to attend the funeral of, or a memorial service (or equivalent) for their aunt, uncle, niece or nephew. "Spouse" for the purposes of bereavement leave will be defined as in the Family Law Act. - "Spouse" for the purposes of bereavement leave will include a partner of the same sex. Where a nurse does not qualify under the above noted conditions, the Home may nonetheless grant a paid bereavement leave. The Home, in its discretion, may extend such leave with or without pay particularly where extensive travel is involved.

Notwithstanding the above, an employee, who qualifies for bereavement leave, will be granted flexibility to distribute their bereavement leave entitlement over two (2) periods, in order to accommodate delayed internment/memorials and other religious accommodations as per the Human Rights Code.

13.03

(a) Leave for Union Business

Leave of absence without pay to attend Union business will be granted to employees provided request is made in writing to the Director of Care or their designate at least fourteen (14) calendar days in advance of the commencement date of such leave. Only one (1) employee shall be permitted such leave and the total annual days of leave shall not exceed thirty (30) calendar days. During such leave of absence, the employee's salary and applicable benefits shall be maintained by the Home and the local Union agrees to reimburse the Home in the amount of the full cost of such and applicable benefits. Part-time employees will receive seniority credit for all leaves granted under this Article.

(b) ONA Staff Leave

Upon application in writing by the Union on behalf of an employee to the Home, an unpaid leave of absence may be granted to such employee selected for a secondment or a temporary staff position with the Ontario Nurses' Association. Subject to the availability of staffing for the normal operation of the Home, such leave shall not be unreasonably denied or extended beyond twelve (12) months. There shall be no loss of service or seniority for an employee during such leave of absence. It is understood that during such leave the employee shall be deemed to be an employee of the Ontario Nurses' Association. The employee agrees to notify the Home of their intention to return to work at least four (4) weeks prior to the date of such return. The employee shall be reinstated to their former position, unless that position has been discontinued, in which case the employee shall be given a comparable job.

(c) Leave, President, O.N.A.

Upon application in writing by the Union on behalf of the employee to the Employer, a leave of absence shall be granted to such employee elected to the office of the President of the Ontario Nurses' Association. There shall be no loss of service or seniority during such leave of absence. During such leave of absence, the employee's salary and applicable benefits shall be maintained by the Home and the Union agrees to reimburse the Home in the amount of the full cost of such salary and applicable benefits. It is understood, however, that during such leave the employee shall be deemed to be an employee of the Ontario Nurses' Association. The employee agrees to notify the Home of their intention to return to work at least two (2) weeks prior to the date of such return.

Notwithstanding the above, the Home and the Union may make alternate arrangements in respect to salary and benefit continuation.

(d) Leave, Board of Directors, O.N.A.

An employee who is elected to the Board of Directors of the Ontario Nurses' Association other than to the office of President shall be granted

leave of absence with reasonable notice without pay up to a total of fifty (50) days annually or up to one hundred (100) days annually if the employee is the Secretary-Treasurer or the President-Elect. There shall be no loss of seniority or credits for the purposes of salary advancement and vacation entitlement or other purposes during such leaves of absence. Leave of absence for Board Members of the Ontario Nurses' Association will be separate from the Union leave provided in part (a). During such leave of absence, the employee's salary and applicable benefits shall be maintained by the Home and the Union agrees to reimburse the Home in the amount of the full cost of such salary and the employer's cost of applicable benefits.

(e) Local Coordinator Leave

The Home agrees to grant leaves of absence, without pay, to employees elected to the position of Local Co-ordinator. Subject to reasonable notice and subject to availability of staffing for the normal operation of the Home, it is understood and agreed that a Local Co-ordinator shall be granted such leave(s) as they may require fulfilling the duties of the position.

13.04 Jury and Witness Duty Leave

If a nurse is required to serve as a juror in any court of law, or is required to attend as a witness in a court proceeding in which the Crown is a party, or is required by subpoena to attend a court of law or coroner's inquest or is required by subpoena to appear as a witness before the College of Nurses of Ontario, in connection with a case arising from the nurse's duties at the Home, the nurse shall not lose regular pay for scheduled shifts because of such attendance provided that the nurse:

- (a) notifies the Home immediately on the nurse's notification that they will be required to attend court;
- (b) presents proof of service requiring the employee's attendance;
- (c) deposits with the Home the full amount of compensation received, excluding mileage, travelling and meal allowance and a receipt where available.

Where a nurse is scheduled to work on a night shift prior to a day of jury duty, the Home will attempt to reschedule the nurse's shift to include the time spent at such hearing. It is understood that any rescheduling shall not result in the payment of any premium pay to that nurse.

Where the Home is unable to reschedule the nurse and, as a result, the nurse is required to attend jury duty during other than their regularly scheduled paid hours, the nurse shall be paid for all hours actually spent at such hearing at their straight time hourly rate subject to (a), (b), and (c) above.

13.05 Pregnancy Leave

- (a) Pregnancy leave will be granted in accordance with the provisions of the Employment Standards Act, except where amended in this provision.

- i) An employee who is eligible for a pregnancy leave may extend the leave for a period of up to sixty-one (61) weeks in duration, inclusive of any parental leave.
 - ii) Seniority and service will accrue and the Home will continue to pay the premiums for benefit plans for employees for a period of up to seventeen (17) weeks while an employee is on pregnancy leave under Article 12.05 and for a period of up to thirty-five (35) weeks while an employee is on parental leave under Article 12.06. Seniority and service will accrue for an adoptive parent or a natural father for a period of up to sixty-three (63) weeks while such employee is on a parental leave under Article 13.06.
- (b) The employee shall give written notification at least one (1) month in advance of the date of commencement of such leave and the expected date of return.
 - (c) The employee shall reconfirm their intention to return to work on the date originally approved in subsection (b) above by written notification received by the Home at least four (4) weeks in advance thereof. The employee shall be reinstated to their former position unless the position has been discontinued in which case they shall be given a comparable job.
 - (d) Employees newly hired to replace employees who are on approved pregnancy leave may be released and such release shall not be the subject of a grievance or arbitration. If retained by the Home, in a permanent position, the employee shall be credited with seniority from date of hire subject to successfully completing their probationary period. The employee shall be credited with tours worked (hours worked for employees whose regular hours of work are other than the standard work day) towards the probationary period provided in Article 11.01 to a maximum of 30 tours (225 hours for employees whose regular hours of work are other than the standard work day).

The Home will outline to employees hired to fill such temporary vacancies the circumstances giving rise to the vacancy and the special conditions relating to such employment.

- (e) The Home may request an employee to commence pregnancy leave at such time as the duties of their position cannot reasonably be performed by a pregnant woman or the performance or non-performance of their work is materially affected by the pregnancy.
- (f) On confirmation by the Unemployment Insurance Commission of the appropriateness of the Home's Supplemental Unemployment Benefit (SUB) Plan, an employee who is on pregnancy leave as provided under this Agreement who has applied for and is in receipt of Unemployment Insurance pregnancy benefits pursuant to Section 22 and 23 of the Unemployment Insurance Act, shall be paid a supplemental unemployment benefit. That benefit will be equivalent to the difference between eighty four percent (84%) of their regular weekly earnings and the sum of their Unemployment Insurance benefits and any other earnings. Such bi-weekly payment shall commence following completion of the one week Unemployment Insurance waiting period, and receipt by the Home of the employee's Unemployment Insurance cheque stub as

proof that they are in receipt of Unemployment Insurance pregnancy benefits, and shall continue while the employee is in receipt of such benefits for a maximum period of fifteen (15) weeks. The employee's regular weekly earnings shall be determined by multiplying their regular hourly rate on their last day worked prior to the commencement of the leave times their normal weekly hours.

The employee does not have any vested right except to receive payments for the covered unemployment period. The plan provides that payments in respect of guaranteed annual remuneration or in respect of deferred remuneration or severance pay benefits are not reduced or increased by payments received under the plan.

The Employer will pay the employee eighty-four percent (84%) (or other amount of wages that are topped up) of their regular weekly earnings during the one (1) week period of leave while waiting to receive Employment Insurance benefits. The amount of any SUB payment (exclusive of the above payment) shall not increase or decrease as a result of an employee's option to extend any leave under changes to existing Employment Insurance legislation.

- (g) The Employer shall continue to pay the percentage in lieu of benefits for part-time employees based on the employee's normal weekly hours for a maximum period of fifteen (15) weeks of the pregnancy leave in addition to pension contributions if applicable.

13.06

Parental Leave

- (a) An employee who becomes a parent of a child is eligible to take a parental leave in accordance with the provisions of the Employment Standards Act, except where amended by this provision.
- (b) An employee who has taken a pregnancy leave under Article 13.05 is eligible to be granted a parental leave of up to sixty-one (61) weeks in duration, in accordance with the Employment Standards Act. An employee who is eligible for a parental leave who is the natural father or is an adoptive parent may extend the parental leave for a period of up to sixty-three weeks in duration, consideration being given to any requirements of adoption authorities. In cases of adoption, the employee shall advise the Home as far in advance as possible with respect to a prospective adoption and shall request the leave of absence, in writing, upon receipt of confirmation of the pending adoption. If, because of late receipt of confirmation of the pending adoption, the employee finds it impossible to request the leave of absence in writing, the request may be made verbally and subsequently verified in writing.
- (c) The employee shall be reinstated to their former position, unless their former position has been discontinued, in which case they shall be given a comparable job.
- (d) Employees newly hired to replace employees who are on approved parental leave may be released and such release shall not be the subject of a grievance or arbitration. If retained by the Home, in a permanent position, the employee shall be credited with seniority from date of hire subject to successfully completing their probationary period. The

employee shall be credited with tours worked (hours worked for employees whose regular hours of work are other than the standard work day) towards the probationary period provided in Article 12.01 (a) to a maximum of 30 tours (225 hours for employees whose regular hours of work are other than the standard work day).

The Home will outline to employees hired to fill such temporary vacancies, the circumstances giving rise to the vacancy and the special conditions relating to such employment.

- (e) On confirmation by the Unemployment Insurance Commission of the appropriateness of the Home's Supplemental Unemployment Benefit (SUB) Plan, an employee who is on parental leave as provided under this Agreement who has applied for and is in receipt of Unemployment Insurance parental benefits pursuant to Section 22 and 23 of the Unemployment Insurance Act, shall be paid a supplemental unemployment benefit. That benefit will be equivalent to the difference between eighty four percent (84%) of their regular weekly earnings and the sum of their Unemployment Insurance benefits and any other earnings. Such bi-weekly payment shall commence following completion of the one week Unemployment Insurance waiting period, and receipt by the Home of the employee's Unemployment Insurance cheque stub as proof that they are in receipt of Unemployment Insurance parental benefits, and shall continue while the employee is in receipt of such benefits for a maximum period of twelve (12) weeks. The employee's regular weekly earnings shall be determined by multiplying their regular hourly rate on their last day worked prior to the commencement of the leave times their normal weekly hours.

The employee does not have any vested right except to receive payments for the covered unemployment period. The plan provides that payments in respect of guaranteed annual remuneration or in respect of deferred remuneration or severance pay benefits are not reduced or increased by payments received under the plan.

The Employer will pay the employee eighty-four percent (84%) (or other amount of wages that are topped up) of their regular weekly earnings during the one (1) week period of leave while waiting to receive Employment Insurance benefits. The amount of any SUB payment (exclusive of the above payment) shall not increase or decrease as a result of an employee's option to extend any leave under changes to existing Employment Insurance legislation.

- (f) The Employer shall continue to pay the percentage in lieu of benefits for part-time employees based on the employee's normal weekly hours for a maximum period of twelve (12) weeks of the parental leave in addition to pension contributions if applicable.

13.07

Leave of absence without pay may be granted to any employee who wishes to enrol in a post graduate course, certificate or degree course and research programs at the discretion of the Employer. Such request shall not be unreasonably withheld.

Should the employee be a representative of the Employer when participating in the above, they shall continue to accrue seniority during such absence.

13.08 Legislated Leaves

Family Medical Leave will be granted in accordance with the *Employment Standards Act* for up to twenty-eight (28) weeks within a fifty-two (52) week period. Domestic or Sexual Violence Leave and other legislated leaves will also be granted in accordance with the *Employment Standards Act*.

ARTICLE 14 – HOURS OF WORK

14.01 The work schedules, as posted, shall not be construed to be a guarantee of a specific number of hours of work or of days of work per week.

The normal daily tour shall be either;

- 7.5 hours (exclusive of a total of thirty (30) minute unpaid meal break and inclusive of two (2) fifteen minute paid rest periods);
- 9.5 hours (exclusive of a total of thirty (30) minute unpaid meal break and inclusive of two (2) fifteen minute paid rest periods);
- 11.25 hours (exclusive of a forty-five (45) minute unpaid meal break and inclusive of three (3) fifteen minute paid rest periods);

The rest periods are subject to the exigencies of resident care. The Home and the Union may agree in writing to combine meal and rest periods with different durations provided the total hours remain the same.

The normal tour may also include up to fifteen (15) minutes either at the beginning or end of the tour for the purposes of report without pay. Normal tours shall be where the majority of hours fall between the following:

Extended Hours:

Days	0630 – 1830
Nights	1830 – 0630

Regular Tours:

Days	0630 – 1430
Evenings	1430 – 2230
Nights	2230 – 0630

14.02 If an employee is unable to take their normal meal break due to the exigencies of resident care, such employee will be paid straight time their hourly rate provided the Employee has notified the Employer and given the Employer the opportunity to re-schedule such meal time within the shift. Employees working the night shift will receive a paid meal break as they are required by the MOHLTC regulations to remain on site.

14.03 Master Scheduling Regulations

- (a) Schedules will be posted two (2) weeks in advance for a six (6) week period. Requests for days off will be submitted two (2) weeks prior to posting.

- (b) Requests for change in posted time schedules must be submitted in writing, twenty-four (24) hours in advance, and co-signed by the employee willing to exchange days off or tour of duty. In any event, it is understood that such a tour of duty, initiated by the employee and approved by the Employer, shall not result in overtime compensation or payment.

14.04 Master Scheduling Regulations - Full-time

- (a) In any two week period, at least two (2) consecutive days off must be scheduled.
- (b) Each employee shall be scheduled to work no more than two (2) weekend in four (4). A weekend will consist of fifty-six (56) consecutive hours off with the majority of the hours off being on Saturday and Sunday.
- (c)
 - i) A period of two (2) consecutive tours off shall be scheduled between a change of tours.
 - ii) A shorter period of time between changes of tour may be scheduled by mutual consent.
 - iii) An employee may not be required to change tours of duty more than once during a work week.
 - iv) Forty-eight (48) hours off shall be scheduled following night tours.
 - v) These scheduling regulations may be waived between December 15 and January 15th so that all employees may receive five (5) or more consecutive days off at either Christmas or New Year's. Time off at Christmas shall include Christmas Eve Day, Christmas Day and Boxing Day, and time off at New Year's shall include New Year's Eve Day and New Year's Day. The Christmas schedule will be posted no later than November 15th.
 - vi) Any violations of the master scheduling regulations shall result in premium pay.

14.05 Scheduling Regulations - Part-time

- (a) A part-time employee must be available for work on a regular predetermined basis for forty-five (45) hours in a two (2) week period on the posted schedule. Once the schedule has been posted, there is no obligation for a part-time employee to accept any additional shifts that may be offered.
- (b)
 - i) The Employer agrees to schedule part-time employees, by seniority, according to their commitment on the posted schedule.

ii) The Home will have met its obligation by calling the employee (whether the Employee answers or accepts the shift).

iii) Prior to Posting of the Schedule

Where all part-time employees have been given the opportunity to work up to their committed tours, extra tours will then be offered to part-time employees on the basis of equitable distribution.

iv) Once all regular part-time nurses have been offered all available tours, any remaining available tours, will then be offered to casual part-time nurses on the basis of equal distribution.

v) After the Posting of the Schedule

In the event part-time employees are not given the opportunity to work up to their committed tours, when extra tours become available the schedule is posted, they will be offered first to those regular part-time employees who have not been offered their commitment of tours. Otherwise, shifts will be offered to regular, part-time nurses on the basis of seniority.

vi) Where no part-time employee is willing to perform the available work the tour will be offered to casual part-time employees on the basis of equitable distribution.

vii) It is agreed that the Employer is not required to offer additional tours to part-time employees that would result in premium pay.

viii) Part-time employees shall not be scheduled to work more than two (2) consecutive weekends.

ix) Any violations of the part-time scheduling regulation shall result in premium payment.

x) These scheduling regulations may be waived between December 15 and January 15th so that all employees may receive no less than five (5) consecutive days off at either Christmas or New Year's. Time off at Christmas shall include Christmas Eve Day, Christmas Day and Boxing Day, and time off at New Year's shall include New Year's Eve Day and New Year's Day.

14.06 When changing from Daylight Saving Time to Eastern Standard Time the employees involved shall be paid for the hours worked at their regular rate of pay.

14.07

Scheduling

- (a) The parties agree to establish a master rotation for full-time employees. The master rotation will not be changed without the discussion of the Union.
- (b) At least twelve (12) hours time off will be scheduled between tours.
- (c) The first tour of the day is the day tour.
- (d) Split tours will not be scheduled and paid holidays or days in lieu thereof, shall not be used to change tours.
- (e) A tour that begins or ends during the twenty-four (24) hour period of a paid holiday where the majority of hours worked fall within the holiday, shall be deemed to be work performed on the holiday for the full period of the tour.
- (f) Master schedules will be such that they reflect present practice regarding distribution of day and night shifts.
- (g) Weekends:

An employee will receive premium pay for all hours worked on a third consecutive weekend save and except where:

- i) such weekend has been worked by the employee to satisfy specific days off required by such employee; or
- ii) such employee has requested weekend work; or
- iii) such weekend is worked as the result of an exchange of shifts with another employee.

Weekend Definition

Where an employee is scheduled to work and works overtime in conjunction with the normal completion time of the Friday day shift or the normal commencement time of the Monday day shift, such overtime will not be construed to be work performed on a weekend for the purpose of this Article.

- (h) It is understood that there will be no additional cost factor to the Home by implementation of extended tours.
- (i) The parties agree to meet at the request of either party to discuss any concerns with extended tours or to discuss any changes to this Letter of Understanding.
- (j) 12 Hour Tours
 - i) The normal daily tour will be twelve (12) consecutive hours in any twenty-four (24) hour period, inclusive of a total of forty-five (45) minutes of paid meal time.

- ii) The hours of work will be seventy-five (75) hours per pay averaged over a six (6) week Schedule.
- iii) Full time and Part-time nurses will not be scheduled for more than three (3) consecutive extended tours.

ARTICLE 15 – OVERTIME AND PREMIUM PAYMENT

15.01 (Article 15.01 applies to full-time nurses only)

- (a) Overtime at the rate of one and one-half (1 ½) times their regular straight time hourly rate shall be paid for all hours over the hours daily tour as defined in Article 14.01 or all hours beyond 75 hours in a bi-weekly period, averaged over the length of the schedule. If a nurse is authorized to work in excess of the hours referred to in Article 14.01 they shall receive overtime premium of one and one-half (1 ½) times their regular straight time hourly rate.

For purpose of clarity a nurse who is required to work on their scheduled day off shall receive overtime premium of one and one half (1 ½) times their regular straight time hourly rate except on a paid holiday the nurse shall receive two (2) times their straight time hourly rate.

- (b) (Article 15.01 (b) applies to part-time nurses only.)

If a part-time nurse is authorized to work in excess of the hours referred to in Article 14.01, they shall receive overtime premium of one and one half (1 ½) times their regular straight time hourly rate.

A part-time nurse (including casual nurses but not including part-time nurses who are filling temporary full-time vacancies) who works in excess of seventy-five (75) hours in a two (2) week period shall receive time and one half (1 ½) their regular straight time hourly rate for all hours worked in excess of seventy-five (75).

- (c) (Article 15.01 (c) applies to temporary full-time nurses)

A part-time nurse who is filling a temporary full-time vacancy shall receive time and one half (1 ½) their regular straight time hourly rate for all hours worked in excess of an average of 37 ½ hours per week over the full-time nursing schedule determined by the Home. Such averaging will commence at the conclusion of the two week period following the nurse's transfer to the temporary full-time position and will end at the conclusion of the two week period prior to the nurse's return to their former position.

Overtime premium will not be duplicated for the same hours worked under Article 14.01 nor shall there be any pyramiding with respect to any other premiums payable under the provisions of this collective Agreement. Nothing herein will disentitle the nurse to payment of the normal tour differential provided herein.

15.02 An employee shall be paid a shift premium of two dollars and thirty cents (\$2.30) per hour for each hour worked which falls within the hours defined as an evening shift and two dollars and seventy cents (\$2.70) for each hour defined as the night

shift. Tour differential shall not form part of the employee's straight time hourly rate.

15.03 Overtime slips must be presented to the Director of Care for authorization. It is understood that there is no requirement to remain in the Home during an unpaid meal break. However, where meals and breaks are concerned, the parties, have adopted general guidelines under which an overtime premium would be authorized. The guidelines are posted in the RN office. No overtime premium shall be paid where overtime worked by the employee was occasioned by their previous absence for personal reasons.

15.04 Overtime premium or premium pay shall not be paid twice for the same hours worked.

15.05 An employee who is called in or reports for work as scheduled shall receive a minimum of four (4) hours pay and shall perform any nursing duties assigned by the Home, if their regular duties are not available.

15.06 (a) 1) Posted schedules for full time employees shall be consistent with the master rotation, except for leaves requested by the employee, other collective agreement provisions, or to meet the employer's operational requirements.

2) Except as provided in 3 (below), hours worked on tours which depart from the master rotation or tours which are changed after the work schedule is posted, shall be paid at premium pay.

3) If a full time posted schedule departs from the master rotation or if the full time posted schedule is altered due to operational needs, the employer shall:

- i) make a reasonable effort to schedule a part time employee at straight time before changing a full time scheduled shift
- ii) rotate the changes to full time posted schedule amongst the full time employees based upon reverse seniority, unless premium would be incurred or approved leaves for other RN's would be altered.
- iii) If the posted schedule departs from the master rotation the employer will endeavour to provide notice to the employee at least seven (7) calendar days in advance of the start of the posted schedule
- iv) if the change is made after the posted schedule is posted, the employer shall provide written notice through StaffStat technology to the employee at least seven-two (72) hours prior to the change.

(b) Cancellation or Change of Part-time Employees

If the Employer changes the work schedule without at least twenty four (24) hours advance notice of the scheduled reporting time, the employee will receive time and ½ their regular rate of pay for their next scheduled shift; such provision does not apply where the Employee mutually agrees.

(c) Offering of Overtime Tours

Overtime tours will be offered to full-time nurses on the basis of seniority, prior to offering such tours to part-time nurses.

15.07 Responsibility Allowance

Where there is no Registered Nurse Manager in the building, the Employer may designate a nurse as Nurse-in Charge on a unit or for the facility. A designated nurse in charge will receive two dollars (\$2.00) per hour in addition to their regular hourly rate salary. Consideration will be given to the senior RN.

The characterization of “no Registered Nurse Manager in the building” does not apply to meal breaks or to the period of time between the end of shift (or work-day) of the Registered Nurse Manager on site and the commencement of the RN Night shift, Monday to Friday.

15.08 An employee shall be paid a weekend premium of two dollars and eighty cents (\$2.80) per hour for each hour worked between 2400 hours Friday and 2400 hours Sunday, or such other forty-eight (48) hour period as the local parties may agree upon.

If an employee is receiving premium payment under any scheduling regulation with respect to consecutive weekends worked, they will not receive weekend premium under this provision.

15.09 Stand-by

Stand-by shall be offered on a voluntary basis. Should a nurse wish to assume a stand-by rotation outside of their regularly scheduled working hours, should one become available, the nurse shall receive stand-by pay in the amount of three dollars and forty-five cents (\$3.45) per hour for the period of stand-by scheduled by the Home. Where such stand-by falls on a paid holiday, the nurse shall receive stand-by pay in the amount of five dollars and five cents (\$5.05) per hour. Stand-by pay shall, however, cease where the nurse is called in to work under Article 14 and works during the period of stand-by.

Stand-by tours will be offered on a voluntary basis of seniority in the following order:

- Regular Part Time
- Casual
- Regular Full Time

A nurse may terminate their stand-by assignment by providing the Director of Care with thirty (30) days written notice of their intent to do so.

Where a nurse is called back from standby, and the nurse would otherwise be in an overtime situation, such nurse shall receive two times (2x) their regular straight time hourly rate for all hours worked with a minimum guarantee of four (4) hours' pay at two time (2x) their regular straight time hourly rate.

Otherwise, where a nurse is called back from standby, such nurse shall receive time and one half (1.5x) their regular straight time hourly rate for all hours worked

with a minimum guarantee of four (4) hours' pay at time and one half (1.5x) their regular straight time hourly rate.

ARTICLE 16 – HOLIDAYS

16.01 (a) All full-time and part-time employees shall receive the following holidays without loss of pay:

New Year's Day	Civic Holiday
Family Day (3 rd Monday in February)	
Good Friday	Labour Day
Thanksgiving Day	Easter Monday (Full-Time only)
Christmas Day	Victoria Day
Boxing Day	Canada Day

In addition to the foregoing, full-time employees shall be entitled to one (1) floating holiday at a time to be mutually agreed upon between the employee and the Director of Care. To qualify for payment of a holiday an employee must meet the conditions established in the Employment Standards Act unless otherwise specified herein.

(b) Stat holidays may be accumulated and carried forward up to six (6) months. If an employee is unable to take their stat lieu day after six months, the amount owed will be paid out to the employee.

(c) When an employee works on a holiday or when a holiday falls on a scheduled day off, any compensating time off may be accumulated and taken at a mutually agreeable time.

16.02 When a full-time and part-time employee works on a holiday they shall receive premium pay at the rate of time and one-half (1½) for the first twelve (12) hours worked on such holiday and shall receive another day off with pay if qualifies under the Employment Standards Act or at the option of the employee they shall receive premium pay at the rate of 2 ½ times for the first twelve (12) hours worked on such holiday.

16.03 When a holiday falls, within an employee's vacation period, it shall be added to the end of their vacation or scheduled at a mutually agreeable time provided such employee qualifies for payment for the holiday.

16.04 The Employer shall endeavour to arrange for paid holidays off to be divided equitably among the employees.

16.05 Employees who are in receipt of sick leave or bereavement leave on a paid holiday shall receive another paid day off in lieu of such holiday, provided such employee qualifies for payment.

ARTICLE 17 – VACATIONS

17.01 All full-time employees shall be granted vacations without loss of pay as follows:

1.25 days for each month of employment for less than one (1) year service.

3 weeks after 1 year service	- 6%
4 weeks after 4 years service	- 8%
5 weeks after 10 years service	- 10%
6 weeks after 18 years service	- 12%
7 weeks after 28 years service	- 14%

- 17.02
- (a) Requests for vacation shall be submitted by no later than September 30 and the Home will approve vacation based on its quota and resident care needs, posted by October 31 for January 1 to June 30.
 - (b) Requests for vacation shall be submitted by no later than March 31 and the employer will approve vacation based on its quota and resident care needs, posted by April 30 for July 1 to December 31. For such requests seniority will prevail for conflicts in dates.
 - (c) Any vacation requested after the submission dates will be scheduled at the discretion of the Home without regard for seniority. The Employer will make a reasonable effort to reply to the nurse's request within one week of the employee submitting such written request.
 - (d) For any vacation requested within the submission dates but not approved, the Home and the employee will meet to make their best efforts to agree upon alternate vacation dates.
 - (e) Unrequested vacation may be scheduled by the Employer, within the vacation year as of September 1st. Prior to scheduling such unrequested vacation, the employer will meet with the employee regarding the vacation scheduling.
 - (f) To minimize disruption to the schedule and lost shift opportunities for staff members, vacation requests approved under 17.02 shall not be cancelled after posting of the schedule unless extenuating circumstances exist. In such cases, cancellation will be mutually agreed upon between the manager and the employee.
 - (g) A full time nurse will be allowed to carry forward vacation if the employer is unable to grant the nurses vacation request due to resident care needs. Any unused vacation will be paid out in January of the following year, if in excess of two weeks.
- 17.03
- (a) Vacation pay for full-time employees is based on salary continuance.
 - (b) Vacation pay for part-time and casual employees shall be paid, out in each pay period, and not accrued.
- 17.04
- When an employee's employment is terminated for any reason, full payment for vacation earned but not taken will form a portion of such employee's termination pay on a separate cheque.
- 17.05
- (a) All part-time employees shall receive an annual vacation (with pay as set down below in accordance with their years of employment) as follows:
 - 1 year of service = 1500 hours of work
 - Less than one year - 1.25 days for each month, prorated

1 year or more	- 3 weeks
4 years or more	- 4 weeks
10 years or more	- 5 weeks
18 years or more	- 6 weeks
28 years or more	- 7 weeks

- (b) Vacation pay shall be based on applicable percentage of gross earnings in the preceding year as follows:

less than 3 years of employment	- 6%
less than 10 years of employment	- 8%
10 years or more of employment	- 10%
18 years or more of employment	- 12%

All vacation pay will be paid in separate itemized cheques.

- i) A part-time employee's hours of service of employment shall be calculated on the basis of time running from and including the day that the part-time employee became an employee of the Home.
- ii) For purposes of clarity, years of employment shall be calculated on the basis of a part-time employee's, number of completed tours
1 year = 1500 hours of work.

17.06 For the purpose of vacation entitlement, length of continuous service, for those employees who have elected to change their status from full-time to part-time or vice versa, shall mean combined service as both full-time and part-time.

17.07 Illness During Vacation

- (a) Where an employee's scheduled vacation is interrupted due to serious illness, which commenced prior to and continues into the scheduled vacation period, the period of such illness shall be considered sick leave.
- (b) Where an employee's scheduled vacation is interrupted due to serious illness requiring the employee to be an in-patient in a hospital the period of such hospitalization shall be considered sick leave.
- (c) The portion of the employee's vacation, which is deemed to be sick leave under the above provisions, will not be counted against the employee's vacation credits.

17.08 Where an employee with less than one year employment requests a leave of absence for vacation the Employer may grant a period of two weeks with or without pay, with payment being based on earned entitlement. Such requests shall not be unreasonably denied.

17.09 Vacation Interruption due to Bereavement

When an employee's scheduled vacation is interrupted due to a bereavement leave in accordance with Article 12.02 the portion of the employee's vacation which is deemed to be bereavement leave will not be counted against the employee's vacation credits.

- 17.10 The Employer will make a reasonable effort to avoid cancelling approved vacation.

ARTICLE 18 – INSURANCE AND PENSION PLANS (FULL-TIME ONLY UNLESS SPECIFICALLY INDICATED)

18.01 Semi-Private Coverage

The Employer agrees to contribute seventy five percent (75%) of the billed premium for semi-private hospitalization insurance for each full-time eligible employee.

18.02 Extended Health Plan

The Employer agrees to contribute seventy-five percent (75%) of the billed premium, of the Extended Health Plan under the current Maximum Benefit plan (or equivalent plan) for each full-time eligible employee. The Employer agrees to eliminate the \$10.00 deductible for chiropractic for the 15 visits.

The extended health plan includes coverage for mental health services by a Psychologist, Registered Psychotherapist or Social Worker (MSW) for a total of \$800.00, with no maximum per visit.

18.03 Vision Care Plan

The employer agrees to contribute 75% of the billed premium of the vision care plan for full-time employees. The vision care benefit will provide the following:

- (a) Ocular examination including refraction limited to not more than one in any continuous period of twenty-four (24) months for an adult and not more than one in any continuous period of twelve (12) months for dependent child.
- (b) Treatment of eye for accidental injury or disease.
- (c) Diagnostic services for suspected disease.
- (d) Cost of frames, lenses, and fitting of prescription glasses excluding any charges in excess of \$450.00 in any continuous period of twenty-four (24) months.
- (e) The cost of fitting contact lenses prescribed as necessary for severe deformity of eye excluding any charges in excess of \$450.00 in any continuous period of twenty-four (24) months.
- (f) Visual training by a licensed optometrist.

18.04 Dental Plan

The Employer agrees to contribute seventy-five percent (75%) of the billed premium for a dental plan for each full-time employee that provides the following benefits:

Examinations
 Consultations
 Specific Diagnostic Procedures
 X-Rays
 Preventative Services
 Fillings
 Extractions
 Anaesthesia Services
 Equivalent to Blue Cross #9
 Ortho

Such benefits shall be paid in accordance with a current Ontario Dental Association fee schedule.

18.05 Life Insurance

- (a) The Employer shall provide all employees with life insurance coverage of two (2) times annual earnings to a maximum of \$100,000 if not already a multiple thereof and shall pay one hundred percent (100%) of the premium.
- (b) The Employer shall provide a Double Indemnity Accidental Death and Dismemberment Plan and shall pay one hundred percent (100%) of the premium.

18.06 A full-time employee will be credited with 101.25 hours sick leave credits on January 1 of each year. Full-time probationary employees starting on January 1st or later shall, upon completion of the probationary period, be credited with 56.25 hours of sick leave credits, and thereafter shall earn 11.25 hours of sick leave credit per month to a cumulative maximum sick leave total of 101.25 hours of sick leave credits in a calendar year.

It is understood that earned sick leave days may be used during the waiting period for Short Term Disability.

Sick leave credits are not payable on termination of employment and are not carried forward to the next calendar year.

Medical certification is required for payment of earned sick leave days for absences in excess of three (3) consecutive days, unless outbreak related to the nurse's employment. If the Employer requires the employee to obtain a medical certificate, the employer shall pay the full cost of obtaining the certificate. A medical certificate will include a certificate from a nurse practitioner and/or midwife in the context of the employee's pregnancy.

18.07 Short Term Disability Insurance

The Employer shall pay one-hundred percent (100%) of the billed premium for a short term disability plan for all full-time employees. The plan will provide coverage for seventy-five percent (75%) of an employee's gross earnings up to a maximum of two thousand five hundred dollars (\$2,500) per pay. This shall become payable after an elimination period of 1st day hospital, 1st day accident and 4th day sickness to a maximum of seventeen (17) weeks.

18.08 Long Term Disability Insurance

The Employer shall pay one-hundred percent (100%) of the billed premium for a long term disability plan for all full-time employees. The plan will provide coverage for sixty-six and two thirds percent (66 2/3%) of an employee's gross earnings to a maximum \$5,000 monthly. A non evidence benefit of \$4,000 month maximum is also available. This shall become payable after an elimination period of one hundred and twenty (120) consecutive days (seventeen weeks) and will continue as long as the employee is disabled or until they reaches age 65, whichever comes first.

18.09 O.M.E.R.S.

The Ontario Municipal Employees' Retirement System (O.M.E.R.S.) Pension Plan shall be available to all full-time and part-time employees according to the terms and conditions of the plan.

18.10 Benefits while on Sick Leave and/or Long Term Disability

The Home agrees to continue its share of the premiums for Health and Welfare Benefits under Article 18 while an employee is on sick leave including the Unemployment Insurance period, or on Long Term disability to a maximum of eighteen (18) months.

- 18.11
- (a) The Employer shall provide each nurse with Information Booklets outlining all of the current provisions in the Benefits and the Sick Leave/Long Term Disability Plan defined in Article 18.
 - (b) The Home shall notify the Association of the name(s) of the carrier(s) which provide the benefit plans and the Sick Leave/LTD Plan defined in Article 20.
 - (c) The Employer may substitute another carrier for any plan provided that the benefits conferred thereby are not in total decreased. The Employer shall discuss with the Association any change in the carrier or underwriter for any plan at least one month before implementing such plan. The Employer will provide the Union with a summary outlining the differences, if any, between the levels of benefits provided by the existing and new carrier plans.

- 18.12
- Any dispute which may arise concerning a nurse's entitlement to short term or long term benefits under carrier's plan may be subject to grievance and arbitration under the provisions of this Agreement. However, the nurse is required to use the carrier's medical appeals process, if available to the nurse, to attempt to resolve disputes. The Union may file a grievance on the nurse's behalf, but the arbitration hearing of the grievance will not occur until the determination of the nurse's appeal, or within 90 days of the filing of the appeal, whichever is sooner. Any delay occasioned by the appeal will not count against the timeliness of the grievance, nor against any time limit in section 49 of the *Labour Relations Act*, 1995. For this reason, the time limit for referring such a grievance to arbitration will be extended for up to thirty-six (36) calendar days after the result is known to the Union.

ARTICLE 19 – MISCELLANEOUS

- 19.01 The Employer agrees to provide one (1) bulletin boards for the sole use of the Union.
- 19.02 A copy of this Agreement in mutually suitable form will be issued by the Employer, within sixty (60) days of signing, to each employee now employed, and as employed. The Employer shall bill the local Union for fifty percent (50%) of the costs.
- 19.03 Prior to implementing any change in written rules, regulations, or policies which directly affects the employees the Home will provide written notice to the Local President.
- 19.04 Within fourteen (14) days of receipt of a written request from the nurse, the Home will provide the nurse with a letter detailing their employment date(s), period(s) of service and positions held at the Home, provided such information remains of file with the Home.

ARTICLE 20 – COMPENSATION

- 20.01 (a) All employees shall be compensated for their services in accordance with Schedule "A".

(b) Graduate Non-Registered Nurse

A graduate nurse on presentation of registration or proof of success in passing their registration examination, shall be given registered nurse's salary retroactive to date of employment or date of writing examination, whichever is the later.

A nurse whose status is changed from non-registered to registered shall retain their increment level and their service review date.

20.02 Recognition of Related Experience

Effective the date of ratification, a claim for recent related clinical experience, if any, shall be made in writing by the nurse at the time of hiring on the application for employment form or otherwise. The nurse shall co-operate with the Home by providing verification of previous experience so that their recent related clinical experience may be determined and evaluated during their probationary period. Having established the recent related clinical experience, the Home will credit a new nurse with one (1) annual service increment for each year of experience up to the maximum of the salary grid.

If a period of more than two (2) years has elapsed since the nurse has occupied a full-time or part-time nursing position, then the number of increments to be paid, if any, shall be at the discretion of the Home. The Home may also give effect to part-time nursing experience in special circumstances.

- 20.03 When a new classification, which is covered by the terms of this Collective Agreement, is established by the Employer, the Employer shall determine the rate of pay for the new classification and notify the Local Association of the new classification and its rate of pay. If the Association challenges the rate of pay, it

shall have the right to request a meeting with the Employer to negotiate a mutually satisfactory rate. Such request shall be made within (10) calendar days after receipt of such notice from the Employer, of the new occupational classification and rate. Any change mutually agreed upon resulting from such meeting shall be retroactive to the date that such notice of the new rate was given by the Employer.

If the parties are unable to agree to the rate of pay, the matter may then be submitted to arbitration as provided for in this Agreement, provided application for arbitration is made within fifteen (15) calendar days of the said meeting. The decision of the Board of Arbitration (or Arbitrator, as the case may be) shall be based on the relationship established by comparison with other nursing classifications within the Home, having regard to the requirement of such classification.

- 20.04 (a) Part-time nurses will receive thirteen percent (13%) in lieu of fringe benefits.
- (b) For part-time nurses who are members of the Pension Plan, the percentage in lieu of fringe benefits is nine percent (9%).

ARTICLE 21 - RENEWAL

- 21.01 This Agreement shall be effective from April 1, 2020 and shall remain in effect until March 31, 2023 unless either party gives to the other party a written notice of termination or a desire to amend this agreement, then it shall continue in effect for a further year without change and so on from year to year thereafter.

If either party desires to modify or amend this Agreement, it shall give the other party notice in writing not earlier than ninety (90) days before the expiry date of its election to do so.

During the period of negotiation resulting from any of the provisions above, this Agreement shall remain in full force and effect.

- 21.02 Increases to the salary schedule shall be retroactive and apply to all employees in the bargaining unit as of April 1, 2020 on the basis of each hour paid to them from April 1, 2020 to the date the salary rates are increased. Such retroactive pay shall be paid out within two pay periods (approximately four weeks) of ratification. The Home shall be responsible to contact in writing at their last known addresses any employees who have left since April 1, 2020 to advise them of their entitlement to any retroactive adjustment within fifteen (15) days following ratification. Such employees will have a period of thirty (30) days after the mailing of the notice in which to claim such adjustments, and not thereafter.

ARTICLE 22 – WORKPLACE SAFETY AND INSURANCE BOARD/MODIFIED WORK PROGRAMME

- 22.01 (a) Prior to any employee returning to work off W.S.I.B. on a modified/light/alternate work program, the Employer will notify and meet with members of the Local executive to consult on a back to work program for the worker. Any agreement resulting from these discussions which conflicts with the Collective Agreement shall prevail over any

provisions of this Agreement in the event of a conflict if so desired by the employee.

- (b) The Employer agrees to supply the injured employee with a copy of the Workplace Safety and Insurance Board's Form 7 (Employer's Report of Accidental Injury or Industrial Disease).

22.02 If an employee becomes disabled in accordance with the Human Rights Code definition and unable to carry out completely the functions of their position, the Employer will endeavour to find alternate employment within the Home for that employee, as per the limits of the Code.

ARTICLE 23 – JOB SHARING

23.01 If the Home agrees to a job sharing agreement, the following conditions shall apply unless otherwise agreed to by the parties:

- (a) Job sharing requests with regard to full-time positions shall be considered on an individual basis.
- (b) Total hours worked by the job sharer shall equal one (1) full-time position. The division of these hours on the schedule shall be determined by mutual agreement between the two (2) employees and the Director of Care.
- (c) The above schedules shall conform with the scheduling provisions of the Collective Agreement.
- (d) Each job sharer may exchange shifts with their partner, as with other employees as provided by the Collective Agreement.
- (e) The job sharers will be covered by the part-time provisions of the Collective Agreement and paid the percentage in lieu of benefits.
- (f)
 - i) The job sharers involved will have the right to determine which partner works on scheduled paid holidays and job sharers shall only be required to work the number of paid holidays that a full-time employee would be required to work.
 - ii) It is understood that only one (1) of the job sharers will work either Christmas or New Year's and the other job sharer will have time off or premium pay will apply.
- (g) Coverage:
 - i) It is expected that both job sharers will cover each other's incidental illnesses and vacation. If, because of unavoidable circumstances, one cannot cover the other, the unit supervisor must be notified to book coverage. Job sharers are not required to cover for their partner in the case of prolonged or extended absences.
 - ii) Vacation, Maternity Leave, and other leaves pursuant to Article 14 of the Collective Agreement.

- iii) This agreement does not preclude a job sharer applying to a temporary position.

In the event that one member of the job-sharing arrangement goes on any of the above leaves of absence, the coverage will be negotiated with the Director of Care, but it is hoped that the remaining member of the position would be prepared to cover the leave of absence as much as possible.

Implementation

- (h) Where the job sharing arrangement arises out of the filling of a vacant full-time position, both job-sharing positions will be posted and selection will be based on the criteria set out in the Collective Agreement.
- (i) Any incumbent full-time employee wishing to share their position, may do so without having their half of the position posted. The other half of the job-sharing position will be posted and selection will be made on the criteria set out in the Collective Agreement.
- (j) If one of the job sharers leaves the arrangement, their position will be posted. If there is no successful applicant to the position, the shared position must revert to a full-time position. The remaining employee will have the option of continuing the full-time position or reverting to a part-time position for which they is qualified. If the employee does not continue full-time, the position must be posted in accordance with the Collective Agreement.

Discontinuation:

- (k) Either party may discontinue the job-sharing arrangement with ninety (90) days notice. Upon receipt of such notice a meeting shall be held between the parties within fifteen (15) days to discuss the discontinuation. It is understood and agreed that such discontinuation shall not be unreasonable or arbitrary.

It is understood and agreed that if the original full-time employee wishes to return to their full-time position all other involved employees will revert to their former positions.

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SIGNING PAGE

SIGNED AT NORTH BAY, ONTARIO THIS “2” DAY OF “April”, 2021.

FOR THE EMPLOYER

“S. Giroux”

FOR THE UNION

“D. Kutchaw”

Labour Relations Officer

“M. Kelly”

Bargaining Unit President

LETTER OF UNDERSTANDING

Between:

CASELLHOLME HOME FOR THE AGED
(hereinafter referred to as the "Employer")

And:

ONTARIO NURSES' ASSOCIATION
(hereinafter referred to as the "Union")

Re: Supernumerary Positions

The Employer may introduce supernumerary positions. No appointment will be made to a supernumerary position without prior discussion with the Union.

SIGNED AT NORTH BAY, ONTARIO THIS "2" DAY OF "April", 2021.

FOR THE EMPLOYER

FOR THE UNION

"S. Giroux"

"D. Kutchaw"

Labour Relations Officer

"M. Kelly"

Bargaining Unit President

LETTER OF UNDERSTANDING

Between:

CASELLHOLME HOME FOR THE AGED
(hereinafter referred to as the "Employer")

And:

ONTARIO NURSES' ASSOCIATION
(hereinafter referred to as the "Union")

Re: Innovative Unit Scheduling

Schedules other than those included in Articles 14.01 may be developed in order to improve quality of working life, support continuity of resident care, ensure adequate staffing resources, and support cost-efficiency. The Parties agree that such innovative schedules may be determined by the Home and the Union subject to the following principles:

- (a) Such schedules shall be established by mutual agreement of the Home and the Union;
- (b) These schedules may pertain to full-time and/or part-time nurses;
- (c) The introduction of such schedules and trial periods, if any, shall be determined by the parties and recorded in a Letter of Understanding. Such schedules may be discontinued by either party with three months notice as determined in the Letter of Understanding;
- (d) Upon written agreement of the Home and the Union, the parties may agree to amend collective agreement provisions to accommodate any innovative unit schedules.

SIGNED AT NORTH BAY, ONTARIO THIS "2" DAY OF "April", 2021.

FOR THE EMPLOYER

FOR THE UNION

"S. Giroux"

"D. Kutchaw"
 Labour Relations Officer

"M. Kelly"
 Bargaining Unit President

LETTER OF UNDERSTANDING

Between:

CASELLHOLME HOME FOR THE AGED
(hereinafter referred to as the "Employer")

And:

ONTARIO NURSES' ASSOCIATION
(hereinafter referred to as the "Union")

Re: Christmas Schedule

Prior to the posting of the Christmas schedule, the Employer will meet the Bargaining Unit President to review and hear suggestions regarding the Christmas Schedule.

SIGNED AT NORTH BAY, ONTARIO THIS "2" DAY OF "April", 2021.

FOR THE EMPLOYER

FOR THE UNION

"S. Giroux"

"D. Kutchaw"

Labour Relations Officer

"M. Kelly"

Bargaining Unit President

LETTER OF UNDERSTANDING

Between:

CASELLHOLME HOME FOR THE AGED
(hereinafter referred to as the "Employer")

And:

ONTARIO NURSES' ASSOCIATION
(hereinafter referred to as the "Union")

Re: Casual Nurses

Casual nurses are expected to maintain competency to work as a nurse and ensure mandatory Home training requirements are completed. A casual nurse who has not provided availability or has refused offers of work for one (1) shift every six (6) weeks, without an explanation satisfactory to the Employer, and in consultation with the Union, will be removed from the casual list.

Notwithstanding, casual nurses will still be entitled to utilized Article 13 to obtain leave for a defined period.

SIGNED AT NORTH BAY, ONTARIO THIS "2" DAY OF "April", 2021.

FOR THE EMPLOYER

FOR THE UNION

"S. Giroux"

"D. Kutchaw"

Labour Relations Officer

"M. Kelly"

Bargaining Unit President

LETTER OF UNDERSTANDING

Between:

CASELLHOLME HOME FOR THE AGED
(hereinafter referred to as the "Employer")

And:

ONTARIO NURSES' ASSOCIATION
(hereinafter referred to as the "Union")

Re: Recruitment and Retention Incentive – Part Time Benefits

The Employer may offer to regular part time nurses, the option to participate in the current ONA extended health and dental plan on a 70% reimbursement basis. Such agreement requires a nurse to commit to work the equivalent of a 70% FTE on a regular, pre-determined basis. A 70% FTE equates to a commitment of five (5) - 12 hour shifts bi-weekly.

This recruitment and retention incentive is subject to audit by the benefit plan administrator at 6 month intervals to ensure the required commitment is fulfilled. A participating employee may opt out of the plan at any time, however, re-enrollment is subject to the terms and conditions of the benefit plan administrator.

A 30 day waiting period (from date of signed commitment) applies prior to being eligible for benefits.

The Employer reserves the right to cancel the recruitment and retention incentive with sixty (60) days written notice to the Union and participating members.

SIGNED AT NORTH BAY, ONTARIO THIS "2" DAY OF "April", 2021.

FOR THE EMPLOYER

FOR THE UNION

"S. Giroux"

"D. Kutchaw"
Labour Relations Officer

"M. Kelly"
Bargaining Unit President

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SCHEDULE "A"

Classification - Registered Nurse

	<u>Effective April 1, 2020</u>	<u>Effective April 1, 2021</u>	<u>Effective April 1, 2022</u>
Start	\$33.81	\$34.40	\$35.00
1 Year	\$33.97	\$34.56	\$35.17
2 Years	\$34.53	\$35.13	\$35.75
3 Years	\$36.24	\$36.87	\$37.52
4 Years	\$37.95	\$38.61	\$39.29
5 Years	\$40.09	\$40.79	\$41.50
6 Years	\$42.25	\$42.99	\$43.74
7 Years	\$44.40	\$45.18	\$45.97
8 Years	\$47.57	\$48.40	\$49.25
25 Years	\$48.40	\$49.25	\$50.11

SCHEDULE "B"**LIST OF PROFESSIONAL RESPONSIBILITY ASSESSMENT COMMITTEE -
CHAIRPERSONS**

The parties agree to meet to discuss the Independent Assessment Committee Chairpersons. The parties agree to revise and update the list to ensure that an adequate number of Chairpersons are available.

Each party will bear the cost of its own nominee and will share equally the fee of the Chairperson and whatever other expenses are incurred by the Assessment Committee in the performance of its responsibilities as set out herein.

APPENDIX "C"Decision Tree/Process for Workload
Concerns/Issues

RN Supervisor(s) to discuss workload concerns/issues at the time of their occurrence with co-workers and brainstorm possible solutions. These may include calling in additional staff or other staff in the facility providing immediate assistance.



If the workload issue is not resolved the RN Supervisor(s) will consult with the Director of Care Monday to Friday during their regular working hours. After hours, if urgent the RN Supervisor will consult with the Manager on call.



Every attempt will be made to resolve the workload issue



The workload concerns/issues are documented on the Professional Responsibility Workload Report Form as soon as possible after the incident. The PRWRF will be forwarded to the Director of Care and ONA Bargaining Unit President (BUP) with ten (10) calendar days of the incident.



The RN Supervisor(s) will discuss the issue with the Director of Care on the next day the Director of Care and RN Supervisor are both working.



The Director of Care to review the PRWRF and complete the Management Comments section and provide a copy to the ONA BUP within ten (10) calendar days of submission.



ONA BUP to review Management Comments with affected RN Supervisor(s). The ONA BUP will notify the Director of Care, in writing, within ten (10) calendar days of the receipt of the Management comments if the PRWRF will be forwarded to the next Union Management Committee meeting for discussion.



Unit Management Committee Meeting. Review issues by themes for resolution, and mutually agreed timeframes for action plans. There may be discussion related to themes related to resolved to PRWRFs.

**ONA/LONG-TERM CARE PROFESSIONAL RESPONSIBILITY
WORKLOAD (PRW) REPORT FORM**

The Professional Responsibility Clause in the Collective Agreement is a problem-solving process for nurses to address nursing practice and workload concerns relative to resident care/outcomes and safety. The PRW report form is a documentation tool that can facilitate and promote a problem-solving approach.

SECTION 1: GENERAL INFORMATION

Name(s) of Employee(s) Reporting (Please Print)

Employer: _____ Unit//Floor/Pod: _____

of Beds in Unit/Home: _____ Unit//Home Census this Shift: _____

Date of Occurrence: Day | Month | Year | Time : _____ 7.5 hr. shift 11.25 hr. shift Other: _____

Is this a Specialty Unit? Yes No

Name of Supervisor/Charge Nurse: _____ Date/ Day | Month | Year
Time notified: _____

SECTION 2: DETAILS OF OCCURRENCE

Provide details of how the residents well being was potentially or actually compromised. Please identify the Nursing Standard(s)/Practice Guidelines/Best Practices or employer policy that are believed to be at risk:

Is this an: Isolated incident? Ongoing problem? (when in outbreak) (Check one)

SECTION 3: WORKING CONDITIONS

In order to effectively resolve workload issues, please provide details about the working conditions **at the time of occurrence** by providing the following information:

Regular Staffing #: RN _____ RPN _____ PSW _____ Clerks & Other _____

Actual Staffing #: RN _____ RPN _____ PSW _____ Clerks & Other _____
 Agency/Registry RN: Yes No And how many? _____
 Junior Staff*: Yes No And how many? RN _____ RPN _____
 PSW _____ Temp RNs _____
 RN Staff Overtime: Yes No If yes, how many staff? _____ Total Hours: _____

**as defined by your unit/floor/pod*

If there was a shortage of staff at the time of the occurrence, (including support staff) please check one or all of the following that apply:

Absence/Emergency Leave Sick Call(s) Vacancies
 Management Support available on site? Yes No
 On Standby? Yes No On Call? Yes No
 Did they respond? Yes No Did they resolve the issue? Yes No

Charge nurses (CN) are not held accountable for the actions of others, they are accountable for their actions in relation to others ("Nurse in Charge", *CNO Communique*, Sept. 2002).

Were you working in a Charge Nurse Leadership Role? Yes No

i) Assigning:

Could you assign staff according to their abilities? Yes No
 Did you have time to determine what staff was most likely to need your help? Yes No
 Did you have time to provide necessary support and supervision? Yes No

ii) Communication:

Could you regularly check in with staff during the shift to identify the need for support? Yes No
 Are there clear roles and responsibilities? Yes No
 Are there decision trees, current care plans etc. to assist the CN to quickly identify problems, decide on follow-up action, and who will take that action based on the roles and responsibilities? Yes No
 Have you notified compliance? Yes No

iii) Leadership/Supervision:

Were you given enough time, opportunity, tools and resources to properly supervise? Yes No
 Did you need to stop an unsafe situation? Yes No
 If yes, did this include intervening or taking over the care of a resident? Yes No

On this shift, leadership was demonstrated in the following ways: (Check all that apply)

Facilitating Role model/mentor Advocating/promoting quality care
 Resource person Problem solver Team collaborator

SECTION 4: NURSE/RESIDENT/ENVIRONMENT CARE FACTORS CONTRIBUTING TO THE CONCERN/ISSUE

Please check off the factor(s) you believe contributed to the workload issue and provide details:

Change in resident acuity/incidents e.g. falls. Provide details:

Number of residents on infectious precautions _____ Type of Precautions: _____

of Admissions _____ # of Deaths _____ # of Transfers to Hospital _____

Lack of/or equipment/malfunctioning equipment. Please specify:

Visitors/Family Members Lack of resources/supplies Home in outbreak

Communication/Process Issues Home in enhanced compliance monitoring

Drs. Days Non-Nursing Duties. Please specify:

Other (i.e. Physician/Nurse Practitioner unavailable, # of RAIs & RAPs, # of palliative residents). Please specify:

Exceptional Resident Factors (i.e. significant amount of time required to meet residents' needs/expectations). Please specify:

SECTION 5: REMEDY

(A) Discuss the concern/issue within the unit/area/home at the time the concern/issue occurs. Provide details of how it was or was not resolved.

(B) Failing resolution at the time of the concern/issue, seek assistance from the person designated by the employer as having responsibility for a timely resolution. **Continue to move up the management ladder for a timely resolution. Provide details including name(s) of individual(s):**

SECTION 6: RECOMMENDATIONS

Please check off one or all of the areas below you believe should be addressed in order to prevent similar occurrences:

- Inservice
- Orientation
- Review nurse/resident ratio
- Change unit layout
- Float/casual pool
- Review policies & procedures
- Adjust RN staffing
- Adjust support staffing
- Replace sick calls/LOAs, etc.
- Input into how compliance recommendations are implemented
- Change Start/Stop times of shift(s). Please specify:

Equipment/Supplies. Please specify:

Other. Please specify:

SECTION 7: EMPLOYEE SIGNATURES

Signature: _____	Phone # / Personal E-mail: _____
Signature: _____	Phone # / Personal E-mail: _____
Signature: _____	Phone # / Personal E-mail: _____
Signature: _____	Phone # / Personal E-mail: _____
Date Submitted: _____	

SECTION 8: MANAGEMENT COMMENTS

Did you discuss the issues with your employee/nurse on his/her next working day?

Yes No If yes, date: _____

Provide details:

Please provide a written response with information/comments in response to this report, including any actions taken to remedy the situations, where applicable and provide a copy to the nurse(s), Bargaining Unit President and Labour Relations Officer (LRO).

SECTION 9: RESOLUTION

Is the issue resolved? Yes No

If yes, how is it resolved?

If no, please provide the date in which you forwarded this to Labour-Management. _____

SECTION 10: RECOMMENDATIONS OF UNION-MANAGEMENT COMMITTEE (LABOUR-MANAGEMENT)

The Union-Management Committee recommends the following in order to prevent similar occurrences:

Dated: _____

- Copies: (1) Manager
(2) ONA Rep
(3) Director of Care (or designate)
(4) ONA Member
(5) LRO

ONA/LONG-TERM CARE PROFESSIONAL RESPONSIBILITY – WORKLOAD REPORT FORM - GUIDELINES AND TIPS ON ITS USE

The parties have agreed that resident care is enhanced if concerns relating to professional practice, resident acuity, fluctuating workloads and fluctuating staffing are resolved in a timely and effective manner. The collective agreement provides a problem solving process for nurses to address concerns relative to resident care. This report form provides a tool for documentation to facilitate discussion and to promote a problem-solving approach.

PRIOR TO SUBMITTING THE WORKLOAD REPORT FORM PLEASE FOLLOW THE PROBLEM SOLVING PROCESS BELOW AND AS OUTLINED IN THE COLLECTIVE AGREEMENT ARTICLE 19 FOR NURSING HOMES OR AS IDENTIFIED IN YOUR COLLECTIVE AGREEMENT.

PROBLEM SOLVING PROCESS

- 1) At the time the workload issue occurs, discuss the matter within the Unit/Floor to develop strategies to meet resident care needs using current resources. Using established lines of communication, seek immediate assistance from an individual identified by the Employer (e.g. Charge Nurse/Assistant Director of Care/Director of Care/Administrator) who has responsibility for timely resolution of workload issues.
- 2) Failing resolution of the workload at the time of the occurrence, **complete** the form. **Some** Collective Agreements require the nurse to discuss the issue with the Manager (or designate) on the next day that both the Employee and Manager (or designate) are working or within the time frame stated in the Collective Agreement, **however** in the absence of this language, it is recommended and a good practice to discuss the concern with your Manager.
- 3) When meeting with the manager, you may request the assistance of a Union representative to support/assist you in the meeting. Every effort will be made to resolve the workload issues at the unit level. The Bargaining Unit Representative shall be involved in any resolution discussions at the unit level. All discussions and action will be documented.
- 4) The Nursing Home Professional Responsibility Clause assumes the Nursing Leader consulted in Steps 1 & 2 would be the same person consulted in the above Step 3 and therefore the Nursing Home Step 2 is: Failing resolution, **submit** the Professional Responsibility Workload Report Form to the Union-Management Committee within 20 calendar days from the alleged improper assignment. The Union-Management Committee will meet within 20 days of the filing of the complaint to attempt to resolve the complaint to the satisfaction of both parties. This is Step 3 in most of the other Collective Agreements. Please check your own Collective Agreement for accurate timelines. (SEE BLANK REPORT FORM ATTACHED TO THESE GUIDELINES.)
- 5) Prior to the complaint being forwarded to the Independent Assessment Committee (IAC), the Union may forward a written report outlining the complaint and recommendations to the Director of Resident Care and/or the Administrator.
- 6) If the issue remains unresolved it shall be forwarded to an IAC as outlined in the Collective Agreement within the requisite number of days of the meeting in 3) above.
- 7) The Union and the Employer may mutually agree to extend the time limits for referral of the complaint at any stage of the complaint procedure.
- 8) Any settlement arrived at under the Professional Responsibility Clause of the Collective Agreement shall be signed by the parties.

TIPS FOR COMPLETING THE FORM

- 1) Review the form before completing it so you have an idea of what kind of information is required.
- 2) Print legibly and firmly as you are making multiple copies.
- 3) Use complete words as much as possible. Avoid abbreviations.
- 4) As much as possible, you should report only facts about which you have first-hand knowledge. If you use second-hand or hearsay information, identify the source if permission is granted.
- 5) Identify the College of Nurses of Ontario (CNO) Standards/Practice Guidelines/Long-Term Care policies and procedures you believe to be at risk. The CNO Standards can be found at www.cno.org.
- 6) Do not, under any circumstances, identify residents.