



## SPEAKING POINTS

### Framework Agreement Meeting

### P Wallace and K Pond (CITY)

### M Major, H N-Morrison (COTAPSA)

### July 12<sup>th</sup>, 2017

<p><b>Who are our members, who is COTAPSA and what we do?</b></p>	<ul style="list-style-type: none"> <li>➤ Non Union staff are heavily relied upon when: there is a labour issue to keep the City moving, as Agents of Change, and Creators of Innovation for the City</li> <li>➤ Non Union employees have no formal voice representing them</li> <li>➤ COTAPSA, is a volunteer, not for profit, incorporated association with well over 52 years of service. It has worked hard to become the trusted 'voice' by both non-union employees and the City</li> <li>➤ COTAPSA responds to issues, questions and challenges with a focus on representing the interests, advocating, and promoting improvements to the terms and conditions of employment of its members. It promotes a high standard of conduct and efficiency in civic service and the promotion of cooperation with City Council</li> </ul>
<p><b>WHY A Framework Agreement?</b></p>	<p>The City benefits overall from having COTAPSA as an active partner, problem solver and intermediary</p> <p>A Framework Agreement would enhance the relationship already established and provide a more formalized relationship with the City so COTAPSA, as agent representing the nonunion employees, is readily contacted for input on issues, policies etc., impacting nonunion employees as a group or as an individual</p> <p>A formal agreement between the City and COTAPSA did exist in the form of an MOU prior to amalgamation and at that time, when this agreement was dissolved (June 1998), there was agreement to bring it back in future. COTAPSA trusted that this would happen</p> <p><b><u>Future is Now</u></b> – <i>20 years of waiting is long enough</i>, nonunion staff want the association to formally act on their behalf and represent them</p> <p>One point of contact</p>

<p><b>WHY NOW?</b></p>	<p>Other Ontario municipalities have agreements with their non-union groups:</p> <ul style="list-style-type: none"> <li>➤ some are compulsory, all inclusive (Windsor – CANUE)</li> <li>➤ other only have unionized sections i.e. Administration (Ottawa) (employees who hire, fire or discipline left out) and</li> <li>➤ others removed manager section to unionize only to move back to association status and are looking at bringing in managers again (Kitchener-Waterloo)</li> </ul> <p>AMAPCEO – COTAPSA wants to establish a formal relationship with the City comparable to how this group works. However, <b><u>it does not want to act as a bargaining agent</u></b> as AMAPCEO does but rather as the key agent participating and interacting with the City when changes are being considered that impact the non-union employees</p> <p>Over the past two years COTAPSA through the President, its Board and the Executive Director, has rebranded the association and working hard to raise the level of communication with members (and in some areas nonmembers), raised the profile of the association, increased its positive working relationship with the City and is committed to continue to move forward in these areas. It wants a formal working arrangement like the Framework Agreement (draft supplied in Dec 2016) that outlines the future relationship with the City, and governs how we work together.</p> <p>Some have suggested that the status quo be left as is but our Board believes it can't rely on a <i>gentleman's agreement</i>, wherein we could be left out of major discussions or forgotten for input until the last minute, if at all.</p> <p>Our membership has tasked us to established agreement with the City that supports the relationship.</p> <p>Trust has been built – so let's leverage and move forward</p>
<p><b>What does COTAPSA do for the City?</b></p>	<p>As the single point of direct contact to nonunion employees we want to work closely with the City for best results – for the City and our members</p> <p>In the last year alone:</p> <ul style="list-style-type: none"> <li>❖ Reinstated City HR Meetings – making more formal and results driven</li> <li>❖ Developed a Strike Plan which went beyond helping just our members to ensure the smooth running of the</li> </ul>

	<p>City and relationships during a period of Labour unrest – including access to a 24 hour help line</p> <ul style="list-style-type: none"> <li>❖ Identified and advocated on part of all non-union staff when federal government was reviewing taxable benefits – City not aware of this situation</li> <li>❖ Surveyed members and wrote a report presented to PPEB on the <i>Greenshields to Manulife transition issues</i> – the City was not aware of some of the items highlighted and flagged by members i.e. Manulife covering items not in the agreement with the City</li> <li>❖ Performance Planning Survey with a third of the membership responding – <i>report to be provided today to K Pond</i></li> <li>❖ We have also worked with the City to write and deliver a very successful <i>Retirement 101 Seminar</i> series – answering questions for members – from this work and input back from participants protocols were developed with PPEB that lead to a greater understanding with employees and easier working relationship within the City and those asking questions</li> <li>❖ Supportive of Employee Engagement, Excellence Toronto (engage members to participate), etc., even Ombudsman's Office has reached out and asked us to support PTSD work</li> <li>❖ When called upon we have also helped departments like PPEB when they go through Program Review</li> <li>❖ Overall when the City (usually City HR) has asked us to support or reach out to nonunion employees we have acted on their behalf</li> </ul>
<p><b>Staff Support which aids the City</b></p>	<p>The COTAPSA Senior Human Relations Officer's (SHRO) work representing non-union members enables open lines of communication with various parts of City Government and resultantly through negotiation and advocacy with City contacts saves the City money, time and resources.</p> <p>SHRO, G. Ciardullo has supplied this service to our members for over 15 years and is often their first phone call for help.</p> <p>Her services and work are the primary reason employees join the association</p>
<p><b>Steps since August 2015</b></p>	<ul style="list-style-type: none"> <li>✓ June/2015 - Sept/2016 the ED and President of COTAPSA met with the majority of City Councilors and the Mayor. The Framework Agreement idea was raised/discussed as a key concern and need for our members and we received support for the idea of resurrecting in a new iteration</li> <li>✓ 2016/Spring worked with a Government Relations firm to develop idea as to what the association wanted in a Framework</li> <li>✓ May/2016 - a Councillor agrees to act as champion on the item and bring forward to Council</li> <li>✓ Mayor in Sept/16 suggested as a first step that we contact City Manager to discuss</li> </ul>

- ✓ Sept-Nov/16 staff drafted Framework Agreement which the Board approved
- ✓ Dec/16 Draft Framework provided Draft to HR Executive Director Kerry Pond
- ✓ Some Discussion between K Pond and HNM in early 2017
- ✓ Waiting for Meeting with City Manager
- ✓ ?

As the Mayor suggested and we support -- we would rather work with the City to bring forward a Framework Agreement to Council