

## **ARTICLE 58: Call Centre Employees**

58.02

- (a) **All Call Centre employees shall receive at least five (5) days of in-person training on crisis intervention and coping skills upon initial hire.**
- (b) **All Call Centre employees shall receive a minimum of three (3) days of in-person training every two (2) years to reinforce coping skills.** ~~be provided the opportunity to participate in a minimum of two (2) days of training annually on matters related to working in a Call Centre, such as training to reinforce coping skills.~~
- (c) **All Call Centre employees shall receive a minimum of three (3) days of in-person crisis intervention training every two (2) years.**

**NEW**

**58.05 Call Centre employees shall have a minimum of thirty (30) seconds off the telephone between calls.**

**NEW**

**58.06 Call Centre employees who feel negatively impacted by abusive or threatening behaviour of a client shall:**

- a) **have the right to immediately advise the client that they are terminating the call;**
- b) **report the incident to their immediate supervisor;**
- c) **be provided with immediate Critical Incident debriefing on request;**
- d) **be provided the time they need to recover from the call before returning to their duties;**
- e) **suffer no reprisals for exercising their rights under this Article.**

**58.07 Call Centre employees who feel negatively impacted by a call from a client in crisis shall:**

- a) **report the incident to their immediate supervisor;**
- b) **be provided with immediate Critical Incident debriefing on request;**
- c) **be provided the time they need to recover from the call before returning to their duties;**
- d) **suffer no reprisals for exercising their rights under this Article.**