



# **TREASURY BOARD NEGOTIATIONS 2021**

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## **Program and Administrative Services (PA)**

**February 18, 2022**

## **Preamble:**

This document represents bargaining proposals of the Public Service Alliance of Canada for this round of negotiations for the Program and Administrative Services (PA) Group. These proposals are being submitted without prejudice to any future proposed amendments and/or additions, and subject to any errors and/or omissions.

The Public Service Alliance of Canada reserves the right to add to, amend, modify, and withdraw its proposals at any time during Collective Bargaining, to introduce counter-proposals to the Employer's demands, and to introduce new demands that might emerge from discussions at the bargaining table or from new information obtained during negotiations.

The workers covered under this agreement work proudly on behalf of Canadians. Accordingly, the Union is introducing language and reserves the right to introduce additional language to maintain and improve the quality and level of the public services provided to Canadians.

Where the word RESERVE appears, it means that the Union reserves the right to make proposals at a later date. In particular, the Public Service Alliance of Canada reserves the right to introduce a comprehensive wage proposal at an appropriate time during negotiations.

If neither party has a proposal on a specific clause or article or memorandum of understanding, that clause or article or memorandum shall be renewed.

Finally, the Union requests of the Employer disclosure of any plans for changes at its administrative or workplace level that may affect this round of negotiations, and reserves the right to make additional proposals after receiving this information.

## ARTICLE 59 CALL CENTRE EMPLOYEES

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**59.01. Employees working in call centres shall be provided with a minimum of a forty (40) second cognitive microbreak between calls.**

59.024 Employees working in call centres shall be provided five (5) consecutive minutes not on a call for each hour not interrupted by a regular break or meal period.

59.032

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- a. **Upon initial hire, A** all call centre employees shall be provided **with the opportunity to participate in** at least one (1) day of facilitated training on **coping skills**, crisis intervention, **and the ability to handle difficult calls.** ~~In addition, new employees will also receive facilitated training on coping skills upon initial hire.~~
- b. All call centre employees shall be provided **with the opportunity to participate in** a minimum of two (2) days of **refresher** training annually on matters related to working in a call centre, such as training to reinforce ~~copng skills~~ **the items listed in a) and topics identified following consultation with the Union.**

59.043 Call monitoring is intended to improve performance by providing guidance and feedback to the employee and shall not be used for disciplinary purposes.

59.054 Coaching and development feedback resulting from call monitoring shall be provided in a timely and meaningful fashion.

**ARTICLE 61**  
**CORRECTIONAL SERVICE SPECIFIC DUTY ALLOWANCE**

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**61.02** The CSSDA shall be two thousand dollars (\$2,000) annually and paid on a biweekly basis in any pay period for which the employee is expected to perform said duties of the specific position in a month. **The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.**

## **NEW ARTICLE**

### **PAROLE OFFICER CASELOAD**

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**XX.01** The parties agree that the following provisions shall apply to employees in the WP classification working as Parole Officers with the Correctional Service of Canada:

#### **Institutions**

- a. Parole Officers working as Intake Assessment Officers shall have a maximum caseload of eight (8) offenders at any given time. Such caseload shall be comprised entirely of offenders awaiting intake or post-assessment transfer. The Intake Assessment Officers shall have six (6) working days to finalize each individual file.
- b. Parole Officers assigned to the Structured Intervention Units (SIU) shall have a maximum caseload of eight (8) offenders at any given time.
- c. Parole Officers working with offenders in maximum security institutions shall have a maximum caseload of twenty-five (25) offenders at any given time.
- d. Parole Officers working in medium security institutions shall have a maximum caseload of twenty-three (23) offenders at any given time.
- e. Parole Offices working in minimum security institutions shall have a maximum caseload of twenty (20) offenders at any given time.
- f. Parole Officers working in multi-level institutions shall normally be assigned to offender files at a single security level. Should a Parole Officer be assigned to offenders at multiple levels due to operational requirements, the caseload for the lowest security level shall apply.

#### **Community Correctional Centres**

- a. Parole Officers working in Community Correctional Centres shall have a maximum caseload of eight (8) offenders at any given time.

#### **Community Parole Offices**

- a. Parole Officers working in Community Parole Offices shall have their caseloads adjusted monthly in accordance with the assessed needs of offenders, so that a Parole Officer has a maximum of thirty (30) Frequency of Contacts (FOC) with offenders per month.

**XX.02** Parole Officers shall not be required to write more than two (2) Community Assessment Reports per month.

**XX.03** Should a Parole Officer be assigned to a caseload above the maximum thresholds outlined above, the Parole Officer shall be paid a per diem of \$75 per day for each additional file, except in cases where the Parole Officer is covering absences due to annual leave or training.

**XX.04** Whenever the caseload or contact ratios above are exceeded, the Employer shall approve the Parole Officer's requests for overtime in order to meet their statutory and FOC obligations.

## **NEW ARTICLE INDIGENOUS LANGUAGE ALLOWANCE**

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**The union RESERVES the right to table further proposals under this article pending receipt of additional data from the Joint Committee on Indigenous Languages**

**Employees who use an Indigenous language in the workplace shall be paid an Indigenous Language Allowance of \$1500 annually.**

**The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.**

## APPENDIX A

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Unless otherwise specified, all adjustments occur June 21, 2021, prior to application of the annual economic increase.

The Union's general economic increases proposal was made at the Common issues table on November 4th 2021 and takes into account recent wage increases and CPI trends.

The Union proposes the following economic increases to all rates of pay for every PA, SV, TC and EB bargaining unit employees:

Effective 2021: 4.50%

Effective 2022: 4.50%

Effective 2023: 4.50%

The effective date is different for each collective agreement but in all case, it should be considered to be the day following the expiration date of the relevant collective agreement.

### Market adjustments

#### Adjustments based on CRA job rates

To restore appropriate relationships between and among classifications and occupations within the public service, the Union proposes to eliminate the pay gap between PA group members and comparable employees at the Canada Revenue Agency ("CRA"). To do so, we propose that, effective June 21, 2021, prior to applying an economic increase, the job rate for most levels in each classification be increased to equal the job rate (effective November 1, 2020) for the comparable SP level at CRA for which there is the largest disparity within that category.

#### AS, IS & PM classifications adjustment

Within the PA group, the AS, IS and PM classifications have pay grids that are reasonably harmonized. These groups also have large comparable groups within the CRA. To eliminate the pay gap between ASs, ISs and PMs and their respective comparators at CRA, the Union proposes that the wage rates for all levels in each of the AS, IS and PM classifications be increased by the difference in the rate for the comparable SP level at CRA with the largest disparity.

#### CR, DA & ST classifications adjustment

To eliminate the pay gap between CRs, DAs and STs and their respective comparators at CRA, the Union proposes that effective June 21, 2021, prior to applying an economic increase, the job rate for most levels in each of the IS, DA and ST classifications be increased to equal the job rate for comparable SP level at CRA with the largest disparity.

#### DA-CON-1 and DA-CON-2 classification adjustment

For the purposes of internal relativity and equity, the Union proposes that the job rate for DA-CON-1s and DA-CON-2s be increased by same rate of adjustment as for the rest of the DA classification.

**WP, CM & OE classification adjustment**

The WP, CM and OE classifications do not have comparators at CRA. For the purposes of internal relativity and equity, the Union proposes that the job rate for each level in the WP, CM and OE classifications be increased by same adjustment for the AS, IS and PM classifications.

**OTHER PAY NOTES**

- Editorial changes to pay notes
- Any required pay note changes to reflect new pay scales and allowances (e.g. adjustments to wage grids)

**NEW ALLOWANCE: Case Managers at Veterans Affairs in the WP Classification**

- Annual allowance of \$2000.00
- The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.

**NEW ALLOWANCE:** All employees outside of Correctional Service of Canada who work in an environment where there is the possibility of in-person interaction with inmates, offenders or judicial files.

- Annual allowance of \$1750.00
- The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.



**APPENDIX B**  
**MEMORANDUM OF AGREEMENT RESPECTING SESSIONAL LEAVE**  
**FOR CERTAIN EMPLOYEES OF THE TRANSLATION BUREAU**

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**RENEW**

**APPENDIX G**  
**MEMORANDUM OF UNDERSTANDING BETWEEN THE TREASURY**  
**BOARD OF CANADA AND THE PUBLIC SERVICE ALLIANCE OF**  
**CANADA WITH RESPECT TO OCCUPATIONAL GROUP STRUCTURE**  
**REVIEW AND CLASSIFICATION REFORM**

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**RENEW**

**APPENDIX H**  
**MEMORANDUM OF UNDERSTANDING SALARY PROTECTION:**  
**RED CIRCLING**

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**RENEW – FOR DISCUSSION**

**APPENDIX I**  
**LETTER OF UNDERSTANDING BETWEEN THE TREASURY BOARD**  
**AND THE PUBLIC SERVICE ALLIANCE OF CANADA**

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**RENEW**

## Appendix J

### Memorandum of Understanding Between the Treasury Board (hereinafter called the Employer) and the Public Service Alliance of Canada (hereinafter called the Alliance) in Respect of the Program and Administrative Services Group: ~~Compensation Advisors~~ Retention Allowance for Employees Working in Compensation Operations

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1. In an effort to increase retention of all ~~compensation advisors and~~ employees working in compensation operations at ~~Public Service and Procurement Canada or departments not serviced by the Pay Centre~~ who perform work directly related to compensation operations, including processing transactions, at the CR-05, AS01, AS02, AS03 or AS04 group and levels, the Employer will provide a "retention allowance" for the performance of compensation duties in the following amount and subject to the following conditions:
  - a. Effective according to the dates determined by subparagraph 2) a) ii) of Appendix F, employees falling into the categories listed above shall be eligible to receive an allowance to be paid biweekly;
  - b. The employee shall be paid the daily amount shown below for each calendar day for which the employee is paid pursuant to Appendix A of the collective agreement. This daily amount is equivalent to the annual amount set out below divided by two hundred and sixty decimal eighty-eight (260.88);

Retention allowance

Annual	Daily
<del>\$4500</del> \$3,500	<del>\$17.25</del> \$13.42

- c. **The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.**
    - d. The retention allowance specified above does not form part of an employee's salary;
    - e. The retention allowance will be added to the calculation of the weekly rate of pay for the maternity and parental allowances payable under Article 38 and 40 of this collective agreement;
    - f. Subject to (f) below, the amount of the retention allowance payable is that amount specified in paragraph 1(b) for the level prescribed in the certificate of appointment of the employee's CR-05, AS01, AS02, AS03 or AS-04 position. ~~Compensation Advisors at the AS-01, AS-02 and AS-03 levels working in departments serviced by the Pay Centre who were receiving the \$2,500 allowance under the previous collective agreement and who are not entitled to the \$3,500 allowance under the current agreement will continue to receive an annual allowance of \$2,500 (\$9.58 daily);~~
    - g. When a compensation advisor or employee as defined in clause 1 above is required by the Employer to perform duties of a classification level that does not have a retention allowance, the retention allowance shall not be payable for the period during which the employee performs the duties.
2. A part-time employee receiving the allowance shall be paid the daily amount shown above divided by seven decimal five (7.5), for each hour paid at their hourly rate of pay.
3. An employee shall not be entitled to the allowance for periods he/she is on leave without pay or under suspension.

4. This memorandum of understanding expires with the signing of a new collective agreement.

Signed at Ottawa, this 9th day of the month of ~~July 2020~~.

**APPENDIX L  
ARCHIVED PROVISIONS FOR THE ELIMINATION OF SEVERANCE  
PAY FOR VOLUNTARY SEPARATIONS  
(RESIGNATION AND RETIREMENT)**

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**RENEW**

**APPENDIX O**  
**MEMORANDUM OF UNDERSTANDING BETWEEN THE TREASURY BOARD OF CANADA AND THE PUBLIC SERVICE ALLIANCE OF CANADA WITH RESPECT OF EMPLOYEES IN THE PROGRAMME ADMINISTRATION (PM) GROUP WORKING AS FISHERY OFFICERS**

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1. The Employer will provide an annual allowance to incumbents of Programme Administration (PM) Group positions at the PM-05 to PM-06 levels for the performance of their duties as Fishery Officers.
2. The parties agree that PM employees shall be eligible to receive the annual allowance in the following amounts and subject to the following conditions:
  - a. Effective according to the dates determined by subparagraph 2) a) ii) of Appendix F, employees falling into the categories listed below shall be eligible to receive an allowance to be paid biweekly;
  - b. The allowance shall be paid in accordance with the following table:

Annual allowance: Programme Administration (PM)	
Positions	Annual allowance
PM-05	\$3,534
PM-06	\$3,534

- c. **The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.**
      - d. The allowance specified above does not form part of an employee's salary.
3. An employee in a position outlined above shall be paid the annual allowance for each calendar month for which the employee receives at least seventy-five (75) hours' pay.
4. Part-time employees shall be entitled to the allowance on a pro-rata basis.
5. This memorandum of understanding expires on June 20, ~~2024~~ ~~2021~~.

**APPENDIX Q**  
**MEMORANDUM OF UNDERSTANDING BETWEEN THE TREASURY BOARD OF CANADA AND THE PUBLIC SERVICE ALLIANCE OF CANADA WITH RESPECT TO WELFARE PROGRAMMES (WP) GROUP WORKING AS PAROLE OFFICERS AND PAROLE OFFICER SUPERVISORS**

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1. The Employer will provide an allowance to incumbents of Welfare Programmes (WP) Group positions at the WP-04 level working as a Parole Officer and WP-05 level working as a Parole Officer Supervisors or Parole Officer Managers at Correctional Services Canada (CSC).
2. The parties agree that WP employees shall be eligible to receive the annual allowance in the following amounts and subject to the following conditions:
  - a. Effective according to the dates determined by subparagraph 2) a) ii) of Appendix F, employees falling into the categories listed below shall be eligible to receive an allowance to be paid biweekly;
  - b. The allowance shall be paid in accordance with the following table:

Annual allowance: Welfare Programmes (WP)	
Positions	Annual allowance
WP-04	<b>\$7000</b> <del>\$2,000</del>
WP-05	<b>\$7000</b> <del>\$2,000</del>

- c. **The allowance shall be increased by the applicable general economic increase in each year of the collective agreement.**
  - d. The allowance specified above does not form part of an employee's salary.
- ~~3. An employee in a position outlined above shall be paid the annual allowance for each calendar month for which the employee receives at least seventy-five (75) hours' pay.~~
4. Part-time employees shall be entitled to the allowance on a pro-rata basis.
5. This memorandum of understanding expires on June 20, **2024** ~~2021~~.

**NEW**  
**APPENDIX S**  
**~~PENALTY CLAUSE FOR IMPLEMENTATION OF OGS OCCUPATIONAL~~**  
**~~GROUP STRUCTURE REVIEW~~**

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**Public Service Alliance of Canada in respect of employees in the Program Administration Bargaining unit.**

**The Employer is committed to complete and finalize the review and redesign of the Program Administration occupational group structure (OGS), including the development of job evaluation standards for the PA Occupational Group.**

**The parties agree that the job evaluation standards are to be consistent with the application of gender-neutral job evaluation principles and practices and will follow the requirements under the Canadian Human Rights Act, or subsequent pay equity legislation applicable to employees in the federal public service.**

**The Employer is committed to engaging in meaningful consultation with the Alliance. Meaningful consultation on Classification Reform will include consultation with the Alliance on the development of job evaluation standards which reflect and evaluate, in a gender-neutral manner, the work performed by employees in the PA Occupational Group.**

**The Employer agrees to pay to all employees in the bargaining unit, a pensionable lump sum payment of two hundred and fifty dollars (\$250) per month for all months from October 1, 2022 onwards until the completion of the new job evaluation standards and the negotiation of new wage rates as set out below.**

**The Alliance agrees to meet with the Employer to negotiate the new pay rates and rules affecting the pay of employees on their movement to the new pay lines.**