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THE REGIONAL MUNICIPALITY OF NIAGARA

HUMAN RESOURCES COMMITTEE

REPORT 08-2003

Minutes of a meeting of the Human Resources Committee, held in Committee Room 4, Regional Municipal Building, Thorold, Ontario, on Tuesday, October 7, 2003, commencing at 9:30 a.m.

ATTENDANCE

Committee: Councillors Nicholson, Chair; Zimmerman, Regional Chair; Collins, Harry, Muir, Saracino, Smeaton.

Staff: Messrs. Trojan, Chief Administrative Officer; Nicol, Commissioner, Human Resources Department; Ms. Gilroy, Deputy Regional Clerk.

Staff (Part-time): Mr. Brcic, Director, Water and Wastewater Services, Public Works Department; Ms. Clausen, Corporate Health and Safety Co-ordinator; Ms. Elliott, Director, Organizational Development and Compensation Services; Ms. Fontana, Director of Corporate Health Services and Employee Relations; Mr. Miron, Corporate Health Services Manager; Mr. Neville, Commissioner, Public Works Department; Ms. Peacefull, Co-ordinator, Corporate Education and Development; Ms. Roach, Manager, Infant Education and Parent Teaching Program, Public Health Department; Mr. Ventresca, Director of Seniors Services, Community Services Department.

CLOSED SESSION

62. Moved by Councillor Harry
Seconded by Councillor Saracino

That this Committee do now meet in Closed Session for purposes of receiving information of a confidential nature relating to personnel matters.

Carried.

63. Presentation:
Michael Reid, Christian Labour Association of Canada
Re: Deer Park Villa

Mr. Michael Reid, Ontario Representative, Christian Labour Association of Canada, accompanied by Penny Enns, expressed concerns with respect to the Region's response to CUPE's application to represent them.

Ms. Fontana, Director of Corporate Health Services and Employee Relations and Mr. Ventresca, Director of Seniors Services, Community Services Department, responded to questions from Committee members.

64. Labour Relations Strategy for Operation of Deer Park Villa

Moved by Councillor Collins
Seconded by Councillor Muir

That Report HR 41-2003, Labour Relations Strategy for Operation of Deer Park Villa, October 7, 2003, be received as a status update on the labour relations issues associated with the acquisition of Deer Park Villa and

That staff amend their labour relations strategy as recommended by legal counsel and as stated in this report.

Carried.

65. Water and Wastewater Services Divisional Reorganization

Mr. Neville, Commissioner, Public Works Department, and Mr. Brcic, Director, Water and Wastewater Services, presented the Water and Wastewater Services Divisional Re-organization and responded to questions from Committee members.

Moved by Councillor Smeaton
Seconded by Councillor Harry

That Report HR 39-2003/PWA 159-2003, on the re-organization of the Water and Wastewater Services Division of the Public Works Department, and the recommendations included in the report, be approved.

Carried.

66. Moved by Councillor Harry
Seconded by Councillor Collins

That this Committee do now rise with report.

Carried.

HUMAN RESOURCES DEPARTMENT

67. "I Can Do That", Customer Service Program Improvements

Mr. Nicol, Commissioner, Human Resources Department, introduced Fiona Peacefull, Co-ordinator, Corporate Education and Development, and expressed appreciation to Fiona and the departmental champions who supported the program. He introduced Suzanne McPetrie, Community Services Department, and Diane Rhodes, Public Health, two champions who were in attendance at the meeting. The Committee members viewed the "I Made a Choice" video which will be used at all New Employee Orientation Sessions to provide new employees with an overview of our organization and insight into our commitment to customer service. The "I Made a Choice" video and proposed "playbook" demonstrates the positive employee empowerment resulting from the "Make It Right" and "I Can Do That" philosophies, as well as the potential for extending customer service training to employees who work in 7 day a week, 24 hour a day services across Niagara.

Councillor Nicholson, Committee Chair, on behalf of the Committee, congratulated staff for the most impressive video and requested that it be shown at an upcoming Regional Council meeting.

Moved by Councillor Collins
Seconded by Councillor Muir

That Report HR 34-2003, October 7, 2003, "I Can Do That" – Customer Service Program Improvements, be received for information.

Carried.

(Please refer to Staff Directions.)

68. Infant Education and Parent Teaching Program (IEPT)
Annual Enhanced Funding

Moved by Councillor Muir
Seconded by Councillor Saracino

That Report HR 35-2003/PHD 64-2003, October 7, 2003, Infant Education and Parent Teaching Program (IEPT) Annual Enhanced Funding, be received; and

That approval be granted to accept additional funding from the Ministry of Community, Family and Children's Services for the Infant Education and Parent Teaching (IEPT) program; and

That the Regional Chair and Regional Clerk be authorized to process the Ministry of Community, Family and Children's Services budget documents.

Carried.

69. 2003 Occupational Health & Safety
Audit Results and Action Plan

Mr. Nicol, Commissioner, Human Resources Department, provided an overview of Report HR 36-2003, which provides the results of the 2003 Occupational Health and Safety Audit completed by the Municipal Health and Safety Association (MHSA), in May, 2003. The subsequent Corporate Health and Safety Action Plan will guide the development of an effective health and safety management system for the Corporation.

Moved by Councillor Muir
Seconded by Councillor Harry

That Report HR 36-2003, October 7, 2003, 2003 Occupational Health & Safety Audit Results and Action Plan, be received for information.

Carried.

70. Human Resources Department
Information Pamphlets

Mr. Nicol, Commissioner, Human Resources Department, provided the committee members with copies of the Human Resources Department Information Pamphlets, which were developed in keeping with the department's business plan of "awareness and access to Human Resource services" and Council's business goal of "optimal access to the Niagara Region".

Moved by Councillor Collins
Seconded by Councillor Muir

That Report HR 37-2003, Human Resources Department Information Pamphlets, October 7, 2003, be received for information.

Carried.

71. Redeployment of Vacated Management Position,
Seniors Services

Mr. Nicol, Commissioner, Human Resources Department, provided highlights of Report HR 38-2003, and together with Mr. Ventresca, Director, Seniors Services, Community Services Department, responded to questions from Committee.

Moved by Councillor Muir
Seconded by Councillor Saracino

That Report HR 38-2003, Redeployment of Vacated Management Position, Seniors Services, October 7, 2003, be approved.

Carried.

72. Comparative Information - Ministry of Transportation
- Union Wage Settlement

Mr. Nicol, Commissioner, Human Resources Department, explained that the last reported Ministry of Transportation union wage settlement was provided in response to Council's request of September 18, 2003.

Moved by Councillor Collins
Seconded by Councillor Muir

That Report HR 40-2003, Comparative Information - Ministry of Transportation, Union Wage Settlement, October 7, 2003, be received for information.

Carried.

73. Corporate Employee Recognition Team (CERT)
"Recognition of Excellence" Award Winners

Mr. Nicol, Commissioner, Human Resources Department, was pleased to announce the next recipients of the Corporate Employee Recognition Team (CERT) "Recognition of Excellence" Award Winners through Report HR 42-2003. The presentations will be made at an upcoming Council meeting.

Moved by Councillor Muir
Seconded by Councillor Collins

That Report HR 42-2003, Corporate Employee Recognition Team (CERT) "Recognition of Excellence" Award Winners, October 7, 2003, be received for information.

Carried.

CORRESPONDENCE

74. Moved by Councillor Saracino
Seconded by Councillor Muir

That Communication HR 3-2003, being a letter from the Federation of Canadian Municipalities Members' Advisory (September 24, 2003) respecting Call for Resolutions for Consideration by the FCM National Board of Directors, be received.

Carried.

CLOSED SESSION

75. Moved by Councillor Muir
Seconded by Councillor Collins

That this Committee do now meet in Closed Session for purposes of receiving information of a confidential nature relating to personnel matters.

Carried.

76. Negotiation Update

Councillor Muir provided an update on the negotiations with the Niagara Regional Police Association.

77. Personnel Issue

Moved by Councillor Harry
Seconded by Councillor Muir

That the recommendations put forward by the Chief Administrative Officer, on a personnel issue, be approved.

Carried.

78. Moved by Councillor Harry
Seconded by Councillor Saracino

That this Committee do now rise with report.

Carried.

79. Expression of Appreciation

Mr. Nicol, Commissioner, Human Resources Department, expressed his appreciation to Councillor Nicholson, Committee Chair, and the members of the Human Resources Committee, for their leadership and support during this term of office. He noted the many accomplishments of the committee over the past three years. Mr. Nicol also extended personal appreciation and best wishes to Councillor Muir, who is not returning to Council next term.

STAFF DIRECTIONS

Staff was requested to:

- show the "I Made a Choice" video at the 2003 Council Orientation (Minute Item 67) (Councillor Muir)

ADJOURNMENT

The Committee adjourned at 11:45 a.m. to meet again on **Thursday, November 20, 2003, in Committee of the Whole**, at Regional Headquarters.

Rob Nicholson
Chair

Pam Gilroy
Deputy Regional Clerk

Thomas R. Hollick
Regional Clerk