

COLLECTIVE AGREEMENT

between the

VON for Canada - Nova Scotia Branch
(Hereinafter referred to as the “Employer”)

and

Nova Scotia Government and General Employees Union
(Hereinafter referred to as the “Union”)

Client Services

Expiry Date: March 31, 2028

TABLE OF CONTENTS

1.01	Definitions.....	6
1.02	Gender	9
ARTICLE 2 – RECOGNITION		9
2.01	Bargaining Agent Recognition	9
2.02	Mutual Agreements	9
ARTICLE 3 - UNION DUES - CHECK OFF		9
3.01	Deduction of Union Dues.....	9
3.02	Notification of Deduction.....	9
3.03	Remittance of Union Dues.....	10
3.04	Revenue Canada Tax Form	10
3.05	Religious Exclusions.....	10
ARTICLE 4 - NO DISCRIMINATION		10
4.01	No Discrimination	10
4.02	No Discrimination for Union Activity or Political Belief	10
4.03	No Harassment or Discrimination and Workplace Safety	10
ARTICLE 5 - MANAGEMENT RIGHTS		11
5.01	Management Rights	11
5.02	Consistent Application	11
ARTICLE 6 - UNION BUSINESS.....		11
6.01	No Interference with Union Activity.....	11
6.02	Leave Without Pay	11
6.03	Notification to Employer.....	12
6.04	Contract Negotiations	12
6.05	Recognition, Rights and Duties of Stewards	13
6.06	No Loss of Service, Seniority or Benefits	13
ARTICLE 7 - GRIEVANCE AND ARBITRATION		14
7.01	Informal Dispute Resolution	14
7.02	Grievance Procedure.....	14
7.03	Policy Grievance.....	15
7.04	Sexual Harassment and Personal Harassment	15
7.05	Referral to Arbitration	15
7.06	Arbitration Procedure.....	15
7.07	Arbitration Award	15
7.08	Arbitration Expenses	15
ARTICLE 8 - DISCIPLINE AND DISCHARGE		16
8.01	Entries to Files.....	16
8.02	Just Cause	16
8.03	Notification.....	16
8.04	Purging Files	16

8.05	Right to Have Steward Present	16
8.06	Support for Rehabilitation	17
ARTICLE 9 – INFORMATION		17
9.01	Access to Collective Agreement	17
9.02	Letter of Appointment	17
9.03	Seniority List	18
9.04	Personnel Files	18
9.05	Evaluation Reports	18
9.06	Bulletin Boards	18
9.07	Position Descriptions	18
9.08	Union Communications	19
ARTICLE 10 - HOURS OF WORK		19
10.01	Hours of Work	19
10.02	Full-time Employees	19
10.03	Part-time Employees	19
10.04	Schedule of Work Assignments	20
10.05	Additional Work Available Prior to Posting Schedule	21
10.06	Additional Work Available After Posted Schedule	21
10.07	Exchange of Shifts	21
10.08	Minimum rest period	21
10.09	Weekend Scheduling	21
10.10	Evenings	22
10.11	Changes to the Primary Rotation	22
10.12	Breaks	23
ARTICLE 11 – OVERTIME		23
11.01	Overtime Rate	23
11.02	Overtime Bank	23
11.03	No Layoff to Compensate for Overtime	23
11.04	Allocation and Notice of Overtime	24
ARTICLE 12 – TRAVEL		24
12.01	Reimbursement for Travel	24
ARTICLE 13 – LABOUR MANAGEMENT CONSULTATION COMMITTEE		24
13.01	Labour Management Committee	24
13.02	No Lockout or Strike	25
ARTICLE 14 - PAID HOLIDAYS		25
14.01	Holidays	25
14.02	Holiday Pay	26
14.03	Assignment of Holidays	26
14.04	Christmas or New Year's Day Off	27
14.05	Holiday Coinciding with a Day of Vacation	28
14.06	Exception	28
14.07	Compensation for Time Worked on a Holiday	28
ARTICLE 15 – VACATIONS		28

15.01	Vacation Entitlement.....	28
15.02	Vacation Year	29
15.03	Vacation Carryover.....	29
15.04	Vacation Scheduling.....	29
15.05	Illness During Vacation.....	30
15.06	Vacation Cancellation.....	31
15.07	Employee Compensation Upon Separation.....	31
ARTICLE 16 - SICK LEAVE		31
16.01	Sick Leave Defined.....	31
16.02	Amount of Sick Leave.....	31
16.03	Sick Leave Records.....	31
16.04	Employee to Inform Employer	32
16.05	Medical Certificate	32
16.06	Unpaid Sick Leave.....	33
16.07	Employee Confidential Medical Information	33
ARTICLE 17 – EDUCATION		33
17.01	Education and Training.....	33
17.02	Orientation.....	34
17.03	Changes in Job Requirements	34
ARTICLE 18 - WORKERS' COMPENSATION		34
18.01	Workers' Compensation	34
ARTICLE 19 - WAGES AND CLASSIFICATIONS		34
19.01	Rates of Pay	34
19.02	Biweekly payment of wages	35
19.03	New Classification	35
19.04	Shift Premiums	35
19.05	Weekend Premiums	35
19.06	Retroactive Pay for Employees	35
ARTICLE 20 - LEAVE OF ABSENCE		36
20.01	Pregnancy/Birth Leave	36
20.02	Pregnancy Leave Notice	36
20.03	Pregnancy Leave - Employer Requirement.....	37
20.04	Pregnancy Sick Leave.....	37
20.05	Pregnancy/Birth Allowance.....	37
20.06	Parental and Adoption Leave	38
20.07	Parental and Adoption Leave Allowance	40
20.08	Pregnancy/Birth and Parental and Adoption Leave Deferral	41
20.09	Return to Work	42
20.10	Service and Seniority Continuation.....	42
20.11	Group Benefit Plan Continuation	42
20.12	Special Leave – Birth.....	42
20.13	Special Leave - Adopted Child	43
20.15	Court Leave.....	43

20.16	Leave of Absence.....	43
20.17	Education Leave.....	44
20.18	Leave for Storm or Hazardous Conditions.....	44
20.19	Bereavement Leave	44
20.20	Bereavement While on Leave of Absence for Vacation Time Off.....	45
20.21	Sick Leave Medical/Dental; Family; Emergency.....	46
20.22	Compassionate Care Leave	47
20.23	Leave for Parent of a Critically Ill Child.....	47
20.24	Domestic Violence, Intimate Partner Violence, or Sexual Violence Leave ..	47
ARTICLE 21 – BENEFIT PLAN.....		47
21.01	Insurance Plan	47
21.02	Pension Plan	48
21.03	Benefits While on Unpaid Leave.....	48
ARTICLE 22 - HEALTH AND SAFETY		48
22.01	Occupational Health and Safety Act.....	48
ARTICLE 23 - JOB POSTING		48
23.01	Job Posting.....	48
ARTICLE 24 – LAYOFF		49
24.01	Layoff.....	49
24.02	Union Consultation	49
24.03	Layoff in Reverse Order of Seniority Within Site & Classification Grouping	49
24.04	Notice of Layoff.....	49
24.05	Recall in Order of Seniority Within Site and Classification Grouping	49
24.06	No New Employees	50
ARTICLE 25 - RE-OPENER		50
25.01	Change in Agreement.....	50
ARTICLE 26 - NOTICE OF RESIGNATION		50
26.01	Notice of Resignation	50
ARTICLE 27 - TERM OF AGREEMENT.....		50
27.01	Duration and Renewal of Agreement.....	50
27.02	Effective Date of Agreement.....	51
27.03	Future Legislation	51
APPENDIX "A" - WAGE SCALES		52
MEMORANDUM OF AGREEMENT #1		53
Re: Casual Transition Employees Grandparented on Weekend Schedules		53
MEMORANDUM OF AGREEMENT #2		54
Re: Hybrid / Remote Work		54
MEMORANDUM OF AGREEMENT #3		55
Re: Expression of Interest		55
MEMORANDUM OF AGREEMENT #4		56
Re: Utilization of Casual as Regular Part-Time		56

ARTICLE 1 - INTERPRETATIONS AND DEFINITIONS

1.01 Definitions

- a) **"Agreement"** – the Client Service Associate (CSA) and Client Service Associate Team Lead (CSATL) Collective Agreement between VON for Canada - Nova Scotia Branch and the Nova Scotia Government and General Employees Union.
- b) **"Bargaining unit"** - is the unit for collective bargaining described by Labour Relations Board Certification Order #5115 covering all persons employed by VON for Canada - Nova Scotia Branch as Client Service Associate (CSA) and Client Service Associate Team Lead (CSATL) and operating at multiple Site offices of VON service delivery throughout Nova Scotia.
- c) **"Casual employee"** - means a person who is not regularly scheduled and who works on an ad hoc basis. Once a Casual Employee has accepted a shift, the Casual is obligated to work. Casual shifts can be cancelled by the Employer provided that they are given twenty-four (24) hours' notice.

A Casual Employee shall receive an additional 6 % of the employee's straight time pay in lieu of benefits (e.g. vacation, holidays, sick time) under this collective agreement. This shall be paid to Casuals with each bi-weekly pay

A Casual Employee is expected to work at least twenty (20) hours in a six (6) week period, excluding approved periods of unavailability. The employment of the Casual employees may be terminated at the discretion of the Employer for lack of availability.

- d) **"Employee"** - means a member of the bargaining unit.
- e) **"Employer"** - VON for Canada - Nova Scotia Branch.
- f) **"Full-time employee"** - means an employee who is regularly scheduled to work seventy-five (75) hours in each bi-weekly pay period.
- g) **"Holiday"** - means 24-hour period commencing at 12:01 a.m. on the day designated as the holiday as per Article 14.

h) "Immediate Family" shall include the employee's

- a. Parent, stepparent, parent-in-law
- b. guardian, or ward of the employee
- c. spouse
- d. child, stepchild, child-in-law
- e. grandparent, step-grandparent
- f. grandchild or step-grandchild
- g. a relative permanently residing in the employee household or with whom the employee permanently resides.

The "in-law" and "step-relative" relationships referred to in this provision will only be considered "immediate family" in cases where it is a current relationship at the time of the death.

i) "Part-time employee" - means an employee who is hired to work less than seventy-five (75) hours in each bi-weekly pay period on a regular basis. A Part-Time employee shall receive the wage rate and applicable benefits on a pro-rata basis according to their paid hours of work, except as otherwise specified in the Collective Agreement.

j) "Probationary period" - a period not to exceed nine hundred and ten (910) hours worked. The period may be extended by mutual agreement between the Employer and the Union.

k) "Regular hours paid" includes hours paid by the Employer including paid holidays, paid vacation and paid sick leave (both expressed in paid hours), paid Union leave reimbursed by the Union as provided in Article 6.01 and any other paid leaves for which an employee is compensated by the Employer, but excludes overtime hours other than the straight time hourly equivalent of the actual overtime hours worked, and hours paid by a third party including Worker's Compensation Benefits. In no event shall regular hours paid in any one year exceed 1950 hours.

l) "Seniority" – means the length of continuous employment dating from the last date of hire within the bargaining unit.

"Loss of Seniority" - An employee shall lose seniority in the event that:

- (a) the employee is discharged for just cause and not reinstated;
- (b) the employee resigns or retires;
- (c) the employee is laid off for more than twelve (12) months without recall.

- (d) the employee has been appointed to a position excluded from the bargaining unit for a period in excess of eighteen (18) months.
- m) **“Service”**- means the length of continuous employment dating from the last date of hire with the Employer.
- n) **“Spouse”** – means a legal marriage partner, common-law spouse or a live-in partner. This includes a same-sex partner for purposes of Bereavement Leave, Leave for Family Illness, and benefit plans which extend coverage to same-sex partners.
- o) **“Temporary Employee”** is one who is hired for a term position, not to exceed twenty-four (24) months. Temporary employees shall be subject to the provisions of this Agreement, except that seniority shall be earned as per Article 1.01(l). If a Temporary Employee becomes a Regular Employee without a break in service, their employment and seniority date shall be their first day of continuous employment as a Temporary Employee.

Notwithstanding the probationary period, if the employment of an employee appointed to a position on a temporary basis is to be terminated for reasons other than willful misconduct or disobedience or neglect of duty, the Employer shall advise the employee in writing not less than five (5) days prior to the date of termination and shall pay the employee for any scheduled work days within that 5 day period.

p) Trial Period

Where a current employee is appointed to another classification within the bargaining unit the employee will be appointed in a trial period of 800 (eight hundred) hours of work. This shall include the training hours.

During the trial period, if the Employer determines that they are unsatisfactory in their new position or if the employee feels that they are unable to perform their duties or wish to return to their previous position, the Employee shall be returned to the Employee's former position with the same procedure being followed as outlined above. Any other Employee promoted or transferred in relation to the above assignment shall also be returned to that Employee's former position with the same procedure being followed as outlined above.

- q) **"Union"** - Nova Scotia Government and General Employees Union (NSGEU).

- r) **"Union representative"** - any person designated by the Union.
- s) **"Term Position"** means a position that is vacant due to the absence of a permanent Employee for no greater than twenty-four (24) months; or where the Employer determines the need to create a temporary position not to exceed 12 months unless the Employer and Union mutually agree to an extension of time periods for the term position.

1.02 Gender

Unless any provision of this Agreement specifies otherwise, personal pronouns importing the plural shall include individuals of any gender.

ARTICLE 2 – RECOGNITION

2.01 Bargaining Agent Recognition

The Employer recognizes that NSGEU is the sole representative to bargain with the Employer for all employees in the bargaining unit.

2.02 Mutual Agreements

No employee shall make any written or oral agreement with the Employer, its representatives or the employee's immediate management supervisor, which is contrary to the terms of this Agreement.

ARTICLE 3 - UNION DUES - CHECK OFF

3.01 Deduction of Union Dues

The Employer will, as a condition of employment, deduct an amount equal to membership dues from the biweekly pay of all employees in the bargaining unit.

3.02 Notification of Deduction

The Union will inform the Employer of the deduction to be made under Article 3.01.

3.03 Remittance of Union Dues

The Employer shall send the amounts deducted under Article 3.01 to the Secretary-Treasurer of the Union by one monthly cheque within a reasonable time after deductions are made. The cheque shall be accompanied by particulars identifying each employee and the deductions made on the employee's behalf. At this time, the Employer shall also advise the Union in writing of all appointments and terminations that occurred in the previous month.

3.04 Revenue Canada Tax Form

For each employee, the Employer shall indicate on the Revenue Canada Taxation Form (T4) the amount of contributions under this Article.

3.05 Religious Exclusions

Deductions for membership dues shall not apply to any employee who, for religious reasons, cannot pay Union dues provided they make a contribution equal to said Union dues to some recognized charitable cause.

ARTICLE 4 - NO DISCRIMINATION

4.01 No Discrimination

The Employer agrees that there shall be no discrimination against any employee on any grounds established in the Human Rights Act, S.N.S. 1991, c.12, as amended.

4.02 No Discrimination for Union Activity or Political Belief

The Employer agrees that there shall be no discrimination with respect to any employee by reason of membership or activity in the Union, or on the grounds of political belief.

4.03 No Harassment or Discrimination and Workplace Safety

The Employer shall provide, and the Union and employees shall support, a workplace free from harassment and discrimination as set out in the *Human Rights Act*. The Employer shall maintain a policy on workplace harassment which is accessible to the Employee via the VON intranet. The Union shall be informed of any revisions to the Employer's policy.

The parties are committed to a healthy, safe and supportive workplace and are committed to providing a work environment that values diversity and treats all persons with respect and dignity.

The parties are committed to a workplace free from the following:

- 1) discrimination contrary to the law or to this agreement;
- 2) harassment or bullying by other employees, supervisors, managers, any other person working or providing services to the Employer in the workplace, clients or the public.

Workplace harassment does not include the reasonable exercise of management rights, such as the performance management or attendance management of an employee by his or her supervisor or manager.

ARTICLE 5 - MANAGEMENT RIGHTS

5.01 Management Rights

The Union recognizes and agrees that all the rights, powers and authority both to operate and manage VON for Canada - Nova Scotia Branch under its control and to direct the workforce is vested exclusively with the Employer except as specifically abridged or modified by the express provisions of this Agreement.

5.02 Consistent Application

The Employer agrees that management rights will not be exercised in a manner inconsistent with the express provisions of the Collective Agreement.

ARTICLE 6 - UNION BUSINESS

6.01 No Interference with Union Activity

The Employer, or any of its supervisory employees, shall not, in any way, attempt to persuade any employee to refrain from becoming an officer or representative of the Union, or from exercising lawful rights as a member of the Union.

6.02 Leave Without Pay

Where operational requirements permit, and on reasonable notice, special leave without pay shall be granted to employees for union business:

- (a) as members of the Board of Directors of the Union for attendance at Board meetings;
- (b) as delegates to attend conventions of the Union's affiliated bodies including, National Union of Public and General Employees, Canadian Labour Congress, Nova Scotia Federation of Labour;
- (c) as members of standing Committees of the Union for the attendance at meetings of standing Committees;
- (d) as members of the Executive to attend Executive Meetings of the Nova Scotia Federation of Labour;
- (e) as full-time Elected Union Official;
- (f) as registered delegates to travel to and attend the Annual Meeting of the Union;
- (g) for such other Union business as may be authorized by the Union.
- (h) such permission will not be unreasonably withheld. If requested by the Union in writing, the Employer shall continue to pay the gross salary of any employee who is granted leave under Article 6.01 and shall bill the Union at the rate of 120% of the employee's gross pay rate to cover the costs of benefits for the period of such leave within a reasonable period of time.

6.03 Notification to Employer

The Union shall give written notice to the Employer of the names of stewards, members of the Board of Directors and Bargaining Unit Negotiating Council and other committees with Union representation including, but not limited to, Occupational Health and Safety and Labour-Management committees or those affected by Article 6.01.

6.04 Contract Negotiations

Where operational requirements permit, and on reasonable notice, the Senior Manager or delegate shall grant special leave without loss of regular pay for two (2) representatives and grant leave without pay to a third representative of the bargaining unit for the purpose of attending contract negotiation meetings with the Employer on behalf of the Union. Such permission shall not be unreasonably

withheld.

6.05 Recognition, Rights and Duties of Stewards

- (a) An employee may have the assistance of a Union representative in all matters relating to labour relations between the Union and the Employer.

The Employer recognizes the Union's right to select stewards and alternates to represent employees at each operating Site. The Union agrees to provide the Employer with a list of employees designated as stewards. A steward, or their alternate, shall obtain the permission of their immediate supervisor or designate before leaving their work to perform their duties as a steward.

Leave for this purpose shall be without loss of regular pay and shall not be unreasonably withheld. On resuming their normal duties, the steward shall notify their supervisor.

- (b) On commencing employment, the employee's immediate supervisor shall inform the new employee of the name and telephone number of the employee's Union steward(s) or representative(s). The Employer shall inform the employee regarding electronic access to a copy of the agreement as set out in Article 9.01.
- (c) A Local Steward shall be given up to one (1) hour without loss of pay, during new Employee orientation to educate new Bargaining Unit Members on their Union and Collective Agreement.

6.06 No Loss of Service, Seniority or Benefits

While on leave for union business pursuant to Article 6, an employee shall continue to accrue and accumulate service and seniority credits for the duration of the leave, and the employee's service and seniority shall be deemed to be continuous. There shall be no loss of benefits while on union business where the Union reimburses the Employer the cost of such benefits pursuant to Article 6.01.

ARTICLE 7 - GRIEVANCE AND ARBITRATION

7.01 Informal Dispute Resolution

Where an employee has a dispute of any nature (that is, any action or lack of action by the Employer that results in an employee feeling unjustly treated or otherwise aggrieved) that dispute may be discussed between the immediate supervisor and the employee or employees.

7.02 Grievance Procedure

A grievance is a dispute regarding the interpretation, application, operation, or alleged violation of this Agreement, or the dismissal or discipline of an employee covered by this Agreement. Should a grievance arise between the Employer and an employee covered by this Agreement the grievance will be resolved in the following manner:

- (a) Step 1 - The employee and/or the Union representative shall present the grievance in writing to the employee's immediate supervisor with a copy to the Labour Relations Officer within twenty-five (25) days after the date on which the grievor first became aware of any action or any lack of action by the Employer or other circumstances giving rise to the grievance. At the request of either party, the immediate supervisor shall arrange a meeting or teleconference to discuss the grievance. The employee shall have the right to have a steward or Union representative present at such a discussion. The immediate supervisor shall give a decision in writing to the employee and the Union within ten (10) days after the grievance meeting was held.
- (b) Step 2 - If the dispute is not settled at Step 1, the grievor and/or the Union representative shall submit the grievance in writing to the District Executive Director/Senior Manager within ten (10) days of receipt by the Union of the Step 1 answer. At the request of either party, the District Executive Director/Senior Manager shall arrange a meeting or teleconference with the Union to discuss the grievance the employee(s) shall have the right to have a steward or Union representative present at such a meeting. The District Executive Director/Senior Manager shall give a decision in writing to the Union within ten (10) days after the Step 2 grievance meeting was held.
- (c) Step 3 - If the grievance remains unresolved at Step 2, the matter may be submitted to Arbitration within sixty (60) days of the date the Union receives the Employer's response at Step 2.

- (d) In determining the time in which any step under the foregoing proceedings is to be taken, Saturdays, Sundays and recognized holidays shall be excluded. The time limits for the initial filing of grievances under Article 7.02 (a) are mandatory. Other time limits established in this Article are directory.

7.03 Policy Grievance

Where a grievance involving a question of general application or interpretation occurs, Step 1 may be bypassed.

7.04 Sexual Harassment and Personal Harassment

Cases of sexual harassment and personal harassment may be a matter for grievance and arbitration. Such grievances may be filed by the aggrieved employee and/or the union at Step 2 of the grievance procedure and shall be treated in strict confidence by both the Union and the Employer.

7.05 Referral to Arbitration

In the event that a grievance is submitted to arbitration, it shall be heard by an arbitrator agreed to by the parties. If the Employer and the Union fail to agree upon the appointment of the arbitrator within thirty (30) working days of notice of arbitration in accordance with Article 7.02 (c), the appointment shall be made by the Provincial Minister of Labour.

7.06 Arbitration Procedure

The arbitrator shall render a decision in as short a time as possible.

7.07 Arbitration Award

Arbitration awards shall be final and binding as provided by Section 42 of the Trade Union Act, R.S. 1994, c.475. An arbitrator shall not alter, modify or amend any part of this Agreement, nor make a decision inconsistent with the provisions of this Agreement. As provided by Section 43 (1)(d) of the Trade Union Act, the arbitrator in matters of discharge or discipline may substitute for the discharge or discipline any other penalty he deems just and reasonable.

7.08 Arbitration Expenses

Each party shall pay one-half the fees and expenses of the arbitrator.

ARTICLE 8 - DISCIPLINE AND DISCHARGE

8.01 Entries to Files

Any formal entry to an employee's personnel file that is of a disciplinary nature, meaning any form of misconduct that would warrant a letter being placed on the personnel file that could lead to further disciplinary action up to and including suspension or dismissal, shall not be placed on the employee's personnel file without prior knowledge of the employee affected.

8.02 Just Cause

No employee who has completed their probationary period shall be disciplined, suspended without pay or discharged except for just cause. Probationary employees may be terminated by the Employer at any time without cause.

8.03 Notification

When an employee who has completed their probationary period is discharged, or suspended without pay, the Employer shall within ten (10) days notify the employee in writing by registered mail, or personal delivery with a copy to the Union by email stating the reason for the discharge or the suspension without pay. Grievances relating to dismissal and suspension shall be filed at Step 2 of the grievance procedure within fifteen (15) weekdays of the Union receiving notice.

8.04 Purging Files

Notice of any disciplinary action, other than formal employee appraisals, shall be removed from the employee's file after the expiration of two (2) years from the date it was issued, provided there have not been any further infractions.

8.05 Right to Have Steward Present

- (a) An employee shall have the right to have their steward or Union representative present at any disciplinary meeting. Where a supervisor intends to interview an employee for disciplinary purposes, the supervisor shall notify the employee in advance of the subject of the meeting, in order that the employee may contact their steward or Union representative so that the employee can appropriately prepare for the meeting, provided this does not result in unreasonable delay of the meeting.

- (b) A steward shall have the right to consult with a Union Representative and to have a local Union Representative present at any disciplinary meeting, provided this does not result in unreasonable delay of the meeting.

8.06 Support for Rehabilitation

Without detracting from the existing rights and obligations of the parties recognized in other provisions of this Agreement, the Employer and the Union agree to cooperate in encouraging employees afflicted with alcoholism, drug dependency or gambling dependency to undergo a coordinated program directed to the objective of their rehabilitation.

ARTICLE 9 – INFORMATION

9.01 Access to Collective Agreement

The Employer agrees to post the Collective Agreement on its website and to advise each member of the bargaining unit of the access to the Collective Agreement online.

VON Intranet link: https://oldsite15.von.ca/pages.aspx?doc_id=912&ver_id=11880

NSGEU Website link: <https://nsgeu.ca/collective-agreements/healthcare-community/schedulers-and-caseload-planners/>

9.02 Letter of Appointment

Upon hiring or change of status, the Employer shall provide the employee with a letter of appointment indicating the employee's classification, pay rate and employment status. The Employer shall provide a monthly report of all new hires to the Union.

9.03 Seniority List

Separate updated permanent and casual seniority lists including all bargaining unit members shall be posted in the workplace on the next workday following January 31st and June 30th each year. The Employer shall send a copy of this list to the Union. The list shall be posted for a period of thirty (30) days during which time any questions as to the accuracy of the list may be forwarded to the Employer, failing which the list shall be deemed to be accurate. The Employer shall be entitled to rely on the list as posted or corrected, provided that any errors found and corrected prior to the next posting will, from that day forward, be recognized and applied properly and be reflected on the subsequent list.

9.04 Personnel Files

In the presence of an authorized representative of the Employer, an employee, shall with appropriate notice, be entitled to review their personnel file in the office in which it is normally kept. The employee may have a Union Representative present when reviewing their personnel file. Employees or persons authorized by them in writing shall be entitled to obtain copies of any material on their personnel file upon reasonable notice.

9.05 Evaluation Reports

Where a formal appraisal of an employee's performance is carried out, the employee shall be given sufficient opportunity to review the appraisal and sign on the review form indicating that its contents have been read. An employee shall receive a copy of the signed appraisal.

9.06 Bulletin Boards

The Employer shall provide bulletin board space for the posting of notices by the Union pertaining to elections, appointments, meeting dates, news items, social and recreational affairs.

9.07 Position Descriptions

- (a) Upon request by the employee, the Employer shall provide the position description outlining the duties and responsibilities assigned to the position upon hire.
- (b) The Employer will provide revised and updated position descriptions to employees upon request.

- (c) Copies of all current position descriptions shall be forwarded to the Union upon signing of this Agreement. Thereafter, all revised position descriptions shall be provided to the Union within fifteen (15) days of revision.

9.08 Union Communications

The employer agrees to permit the distribution of Union information related to regular union meetings, grievance matters related to the specific employee(s) directly involved in a grievance matter, and regular information to Shop Stewards through employee's VON e-mail subject to compliance with the VON's email policy.

ARTICLE 10 - HOURS OF WORK

10.01 Hours of Work

- (a) The Employer operates a seven-days per week, twenty-four hours per day operation, and, subject to other provisions in Article 10, employees will be scheduled to meet the requirements of this operation.
- (b) Hours of work shall include time spent carrying out job requirements, paid breaks, staff meetings, committee meetings called by the Employer. Travel time between home and the employees' workplace is not included in hours of work.

10.02 Full-time Employees

- (a) Hours of work for full-time employees shall consist of seventy-five (75) hours biweekly, normally in the form of ten (10) seven and one-half (7.5) hour shifts, or such other combination of ten (10) shifts as determined by mutual agreement between the Employer and an employee to make up the seventy-five hours.

This article is not applicable to Casual employees.

10.03 Part-time Employees

- (a) Part-time employees shall, at minimum, be scheduled for the amount of hours biweekly outlined in their terms of employment letter. Subject to operational requirements, part-time employees may also be scheduled after the schedule is posted for up to seventy-five (75) hours bi-weekly when mutually agreed.

- (b) Hours of work for part-time employees shall consist of up to seventy-five (75) hours bi-weekly, normally in the form of up to ten (10) seven and one-half hour shifts, or such other combination of up to ten (10) shifts as determined by mutual agreement between the Employer and an employee to make up the seventy-five (75) hours.

This article is not applicable to Casual employees.

10.04 Schedule of Work Assignments

- (a) Schedules shall be posted at least four (4) weeks in advance of the four (4) weeks of schedule to be worked.
- (b) The schedule shall be for a minimum of four (4) weeks.
- (c) Whenever possible, Full-time and Part-time employee shall receive two (2) days off in each calendar week or four (4) days off in each two (2) week period. At least two (2) of the days off in the two (2) week period shall be consecutive days off.
- (d) The Employer will make every reasonable effort not to change the posted shifts. However, if the Employer changes the shift schedule within twenty-four hours of the start time of a shift, the affected employee(s) with a shift changed shall be entitled to overtime compensation for the shift.
- (e) Overtime shall not be paid under this provision for short notice shift changes where an employee requests a change of schedule
- (f) Overtime shall not be paid under this provision where an employee mutually agrees with the employer to work. In this case the employer will indicate that the shift is being offered at a straight time pay rate of compensation.
- (g) In developing the schedule to be posted, requests for time off shall normally be submitted no later than two (2) weeks prior to the posting of the schedule but may be submitted later. The Employer will notify affected employees of any changes made to the schedule after it has been posted.

This article is not applicable to Casual employees.

10.05 Additional Work Available Prior to Posting Schedule

Additional work will be given on a fair and equitable basis to Part-time employees who have submitted availability prior to additional work being given to Casuals who have submitted availability, provided that no overtime costs are incurred. For clarity, submitted availability will be reviewed starting with the most senior part-time employee.

10.06 Additional Work Available After Posted Schedule

Additional work that becomes available after the posting of the schedule will be offered first to Part-time employees who previously indicated they were available then to Casual employees who previously indicated they were available provided that no overtime costs are incurred.

If additional shifts still remain available, they will be offered out to all employees and then assigned based on the first response provided that no overtime costs are incurred.

Employees have the ability to revise their unused availability after the posting of the schedule, upon notification to the Employer.

10.07 Exchange of Shifts

Provided with sufficient advance notice is given, and with the approval of the Employer, employees may exchange shifts where operational requirements permit, and there is no increase in cost to the Employer.

10.08 Minimum rest period

- (a) The Employer shall not require an employee to work more than six (6) consecutive days of work. A normal day off shall be a twenty-four (24) hour period commencing at 12:00 a.m. and ending the next 12:00 a.m.
- (b) An employee shall be provided with a minimum of ten (10) hours off between scheduled shifts, unless mutually agreed otherwise by the Employer and the employee.

10.09 Weekend Scheduling

Weekend staffing requirements will be determined by operational requirements. The Employer will endeavor to provide as many weekends off as is operationally feasible and to assign all employees on an equitable basis.

Schedules will normally provide for an average of one (1) weekend of work in each two (2) week period except where there is a mutual agreement between the Employer and employee to work more weekends.

Schedules will normally be such that the employee is not assigned to work on two (2) consecutive weekends, unless mutually agreed otherwise.

Should the Employer be operationally able to schedule two (2) weekends off in three (3), employees will be scheduled based on seniority.

This article is not applicable to Casual employees.

10.10 Evenings

Employees required to work evening shifts shall, subject to operational requirements, be scheduled as equitably as possible under the rotation. This does not preclude an employee from being continuously assigned to an evening shift at the employee's request where such continuing assignment is acceptable to the Employer.

This article is not applicable to Casual employees.

10.11 Changes to the Primary Rotation

No change in the primary rotation will occur until discussed with the affected employee(s) and the Union. The Union shall have the right to participate in the design of the new primary rotation. In the event of a change in the master rotation, the Employer shall provide employees with thirty (30) calendar days' notice of the new primary rotation. Where there is adverse impact to affected employees, requested extensions, up to an additional thirty (30) calendar days, will be granted.

Employees required to work such shifts shall, subject to operational requirements, be scheduled as equitably as possible under their new primary rotation.

This article is not applicable to Casual employees.

10.12 Breaks

An employee who works 7.5 hours shall receive one-half (1/2) hour in paid breaks. The daily breaks for such shifts shall be taken in the form of a one-half (1/2) unpaid-hour meal break and two (2) fifteen (15) minute paid breaks. However; operational requirements permitting, and with the advance approval of the VON, an employee shall be permitted to combine meal breaks and paid breaks to create a one-hour break or other such combination of breaks.

ARTICLE 11 – OVERTIME

11.01 Overtime Rate

All hours approved in advance by the Employer to be worked above seventy-five (75) hours bi-weekly shall be considered as overtime and shall be paid at one and one-half (1 1/2) times the regular rate of pay. In addition, any hours worked in excess of seven and one-half (7.5) hours in one day shall be considered to be overtime and shall be paid at one and one-half (1 1/2) times the regular rate of pay.

For a Casual Employee all hours approved in advance by the Employer to be worked above seventy-five (75) hours bi-weekly shall be considered as overtime and shall be paid at one and one-half (1 ½) times the regular rate.

Hours worked for the purpose of this Article shall include paid leaves.

11.02 Overtime Bank

Overtime pay shall be banked for each employee and paid out following receipt of reasonable written notice from the employee. Such notice must be given on the employee's timesheet. Overtime banks in excess of seventy-five (75) hours may be paid out to the employee.

11.03 No Layoff to Compensate for Overtime

An employee shall not be subject to reduced regularly scheduled hours of work, established in accordance with Article 10, in order to equalize any overtime worked.

11.04 Allocation and Notice of Overtime

Subject to the operational requirements of the service, the Employer shall make every reasonable effort:

- (a) to allocate overtime work on a fair and equitable basis among readily available employees; and
- (b) to give employees who are required to work overtime as much advance notice of this requirement.

ARTICLE 12 – TRAVEL

12.01 Reimbursement for Travel

For travel on approved work-related business an employee shall be paid at the Provincial Civil Service rate.

ARTICLE 13 – LABOUR MANAGEMENT CONSULTATION COMMITTEE

13.01 Labour Management Committee

- a) The Employer and the Union agree to maintain a Labour Management Committee(s). The Committees may be created within work sites throughout the province where the Employer maintains offices.

This Committee shall be comprised equally of representatives of the Employer and the Union. The Union and Employer representatives shall alternate as Chairperson. Each party shall notify the other in writing of the names of their respective Committee members.

The Committee(s) shall determine a schedule of meetings.

- b) The Employer or the Union may request, a bargaining unit wide Labour Management Committee Union designates will consist of the Union Employee Relations Officer, the Local President and two Local designates from the work site Labour Management Committee(s). Every effort shall be made to have the Union designates from different work sites. The Employer will designate representatives to the Committee

An agenda shall be developed and circulated prior to each meeting.

It is agreed that meetings will be scheduled in such a way as to give due consideration to the normal operation of VON and the convenience of the parties, however, where meetings are scheduled during working hours employees shall suffer no loss of regular pay while attending.

The parties agree that available options to reduce travel, including utilizing a virtual forum for meetings, will be used in any bargaining unit wide Labour Management Committee meeting.

13.02 No Lockout or Strike

During the term of this Agreement:

- (a) The Employer shall not cause a lockout, and an employee shall not strike during the term of this Agreement.
- (b) The Union shall not sanction, encourage, or support financially or otherwise, a strike by its members who are governed by the provisions of this Agreement during the term of this Agreement.
- (c) Nothing in this Article shall be construed to conflict with the Trade Union Act (Nova Scotia).

ARTICLE 14 - PAID HOLIDAYS

14.01 Holidays

This article is not applicable to Casual employees unless otherwise stated.

Holidays are defined to be as follows:

- | | |
|---------------------------|---|
| 1. New Year's Day | 8. Labour Day |
| 2. Heritage Day | 9. National Day of Truth and Reconciliation |
| 3. Good Friday | 10. Thanksgiving Day |
| 4. Easter Monday | 11. Remembrance Day |
| 5. Victoria Day | 12. Christmas Day |
| 6. Canada Day | 13. Boxing Day |
| 7. First Monday in August | 14. Any day proclaimed by the Provincial or Federal Government as a holiday |

An employee who works on Christmas Eve shall be compensated at the rate of 1.5X their regular rate for the hours worked between 1800 hours and 2400 hours.

14.02 Holiday Pay

(i) Full-Time Employees

For each holiday listed in Article 14.01, a full-time employee shall be paid seven and one-half (7.5) hours pay. When the calendar day of a holiday coincides with a full-time employee's day off, the Employer shall grant another day off with pay to such employee at a time mutually agreed to by the Employer and employee.

(ii) Part-Time Employees

In lieu of the Holidays listed in 14.01 a part-time employee shall receive holiday pay at the rate of 5% on all regular hours paid to a maximum of ninety-seven and one half (97.5) hours in any one year.

14.03 Assignment of Holidays

- (a) The process of determining which employees will be working each holiday for the upcoming calendar year will begin on the first Monday of December in the preceding calendar year. This process shall be completed within the time frame to have the schedule, in which the February holiday falls, posted as per Article 10.04.
- (b) Starting with the most senior employee, the Employer shall invite each employee in the bargaining unit to sign up for their four (4) preferred holidays in accordance with 14.01. Reasonable efforts shall be made to obtain requests from any employees on leave who are expected to return during this time.
- (c) The Employer shall then identify what their operational needs are for each of the holidays and how many additional employees are required for each day. The Employer shall then post these needs, identifying each holiday that there is a need and for how many employees. In order of seniority, employees may opt to volunteer for holidays of their choice of the remaining holidays with a need.
- (d) After following the process outlined in 14.03(c) in reverse order of seniority, the Employer shall assign employees to the holidays in order by greatest need. Employees who have opted to volunteer for additional holidays shall be bypassed on the assigning process unless needs are in excess of what they have volunteered for. If in this assignment, should the Employer reach the top of the seniority list and still have needs remaining, the Employer

shall return to the bottom of the list and continue assigning holidays in reverse order of seniority.

- (e) In the event that less staff are required to work a holiday than are scheduled, or should casuals be available to work on a holiday that results in too many employees now being scheduled, staff will be offered time off in the order below. Staff will only be offered time off if the Employer is operationally able to cover their shift without adjustments made to shifts on the current live schedule.
 - (i) To those who were assigned the holiday shift as per Article 14.03(d), based on seniority, unless they choose to continue to work the shift;
 - (ii) To those who have previously requested the time off according to the waitlist unless they choose to continue to work the shift;
 - (iii) To those employees scheduled to work on the holiday, based on seniority.
- (f) If additional employees are unexpectedly required to work on a holiday, the Employer will first attempt to schedule casual employees and then assign the least senior employee(s) that have the fewest number of extra holidays assigned.
- (g) Upon hire of new employees to the bargaining unit, the holiday schedule shall be reviewed within fifteen (15) days in order to review options available in accordance with this article and article 14.04. The number of holidays shall be prorated according to month of hire.
- (h) The Employer and Union agree that at each Labour Management Committee for each site, a standing agenda item shall be staffing levels for holidays. The Employer is committed to closely monitoring the required staffing levels on holidays and considering this in their operational needs in 14.03(a).

14.04 Christmas or New Year's Day Off

Based on operational requirements, each Full-time or Part-time employee shall receive either Christmas Day or New Year's Day off in rotation, unless mutually agreed otherwise.

14.05 Holiday Coinciding with a Day of Vacation

Where an employee is on vacation leave, and a holiday listed in Article 14.01 falls within that period, the holiday shall not count as a day of vacation, and the vacation day shall be given at another time.

14.06 Exception

This Article does not apply to an employee who is absent without pay on both the working day immediately preceding and the working day following the designated holiday. Time off without pay for Union business is excluded from this clause.

14.07 Compensation for Time Worked on a Holiday

- (a) An employee who is required to work a regular shift on a holiday listed in Article 14.01 shall be paid at the rate of time and one-half (1 ½) for each hour worked on the holiday.
- (b) An employee who is required to work overtime on a holiday listed in Article 14.01 shall be paid at the rate of double (2.0X) for each overtime hour worked on the holiday.

This article applies to casuals.

ARTICLE 15 – VACATIONS

15.01 Vacation Entitlement

An employee shall accrue vacation pay on the following basis:

- (a) Each year during the first six (6) calendar years of service at the rate of five point seven six nine per cent (5.769%) of regular hours paid to a maximum of nineteen hundred and fifty (1950) regular hours paid per calendar year;
- (b) Each year after six (6) calendar years of service but less than fifteen (15) calendar years of service – at the rate of seven point six nine two per cent (7.692%) of regular hours paid to a maximum of nineteen hundred and fifty (1950) regular hours paid per calendar year;

- (c) Each year after fifteen (15) calendar years of service at the rate of nine point six one five per cent (9.615%) of regular hours paid to a maximum of nineteen hundred and fifty (1950) regular hours paid per calendar year.
- (d) Each year after twenty-five (25) calendar years of service at the rate of eleven point five three eight percent (11.538 %) of regular hours paid to a maximum of nineteen hundred and fifty (1950) regular hours paid per calendar year.

15.02 Vacation Year

The vacation year shall be April 1 to March 31, inclusive. All vacation entitlement shall be taken by March 31 of each year, except as provided in Article 15.03.

15.03 Vacation Carryover

Prior to February 15 of any vacation year, an employee may request to carry over any portion of one year's vacation to a maximum of five (5) days. Such requests shall not be unreasonably denied.

15.04 Vacation Scheduling

- (a) Subject to operational requirements, at each respective Site, the Employer shall make every reasonable effort to ensure that an employee's vacation request is approved.
- (b) Employees are entitled to at least fourteen (14) calendar days' vacation between the period June 1 to September 30, at the discretion of the employee but in no event shall be granted in more than two calendar week periods except for the consideration of additional vacation requests after the conclusion of the bid process as contemplated by (d) below. A calendar week shall be considered to be from Monday to Sunday.
- (c) For the period of June 1 to September 30 in each calendar year, the employer will conduct a vacation bid to process vacation requests. The bid will be held during February, commencing on a date determined by the employer in advance *and communicated to Employees not less than two (2) weeks prior to the bid.* Employees will be assigned time (in order of descending seniority) to select their vacation. Vacation selections will be tentatively agreed at the employee's selection time and will be confirmed by VON in writing before March 30.

- (d) Vacations during the period of June 1 to September 30 shall be granted in descending order of seniority to the point where operational requirements restrict the Employer from granting further vacation. After the requests of all employees for such 14 days have been addressed, additional vacation time may be granted during the period June 1 to September 30 on the basis of first come first served.
- (e) For vacation time off requests of 1 calendar week and longer during the period from October 1 to May 31 in each calendar year, the employee shall make request for vacation leave before July 1st and the VON shall respond in writing before September 1st. Vacations will be granted based upon seniority.
- (f) Vacation time off requests within the period October 1st of the year to May 31st of the following year that are submitted after the July 1st deadline shall be granted on a first come, first served basis and shall be confirmed by the VON within four (4) weeks following receipt of a request.
- (g) Confirmed vacation requests shall not be subject to change because of a subsequent conflicting request from a more senior employee.
- (h) Vacations will not normally be granted in the period December 20th through January 5th but the Employer may consider requests. Where the Employer determines that based on operational requirements, vacation requests can be granted they will be approved on the basis of seniority.
- (i) Vacation requests, once approved by the Employer, shall not be changed, other than in cases of emergency, except by mutual agreement between the employee and the Employer.

15.05 Illness During Vacation

If an employee becomes ill during a period of vacation and such illness is for a period of three (3) or more consecutive days and such illness is supported to the Employer's satisfaction by a medical certificate from a legally qualified medical practitioner, the employee will be granted sick leave and their vacation credit shall be restored to the extent of the sick leave.

15.06 Vacation Cancellation

If an employee's vacation is approved and then cancelled by the Employer causing the employee to lose a monetary deposit on vacation accommodation and/or travel and providing the employee does everything reasonably possible to mitigate the loss, and providing the employee notifies the Employer that the monetary deposit will be forfeited, the Employer will reimburse the employee for the monetary deposit.

15.07 Employee Compensation Upon Separation

An employee, upon their separation from the Employer, shall be compensated for vacation leave to which the employee is entitled.

If an employee has taken paid vacation leave to which the employee was not entitled the overpayment shall be deducted in full on the last pay cheque.

ARTICLE 16 - SICK LEAVE

This Article is not applicable to casuals

16.01 Sick Leave Defined

Sick leave is an indemnity benefit and not an acquired right. An employee who is absent from a scheduled shift on approved sick leave, shall be granted sick leave pay when unable to perform the duties of their position because of illness or injury, provided that the employee is not otherwise receiving pay for that day, provided that the employee appropriately notifies the Employer, and provided that the employee has sufficient sick leave credits.

16.02 Amount of Sick Leave

Paid sick leave credits shall accumulate at the rate of eleven and one-quarter (11.25) hours for each one hundred and sixty-three (163) regular hours paid (i.e. 1.5 days per month for full-time employees). The maximum accumulation of sick leave credits shall be nine hundred (900) hours.

16.03 Sick Leave Records

A record of all unused sick leave will be kept by the Employer. Upon written request and with reasonable notice, an employee will be provided with a statement of the employee's sick leave credits.

16.04 Employee to Inform Employer

The employee shall inform the Employer as soon as possible of the employee's inability to report to work because of illness or injury. The employee shall inform the Employer in advance of the date of their return to work.

16.05 Medical Certificate

- (a) Subject to the Medical Certificates for Employee Absences Act, an employee who is off sick greater than five (5) days may, in accordance with Article 16.01, be required to provide a medical certificate satisfactory to Occupational Health evidencing their inability to perform the duties of their position due to restrictions and limitations caused by illness or injury.
- (b) Where an employee is required to submit medical reports (excluding medical certificates which may be required under Article 16.05 (a)), or where an examination is required, the Employer shall reimburse the employee for the full costs of any such examinations or medical reports.
- (c) Return to Work following absence due to illness or injury

Where an Employee has been absent from work for an extended and undefined period due to illness or injury such absence must be supported by an attending physician report, the employee may be required to provide the VON with a medical clearance from the employee's attending physician prior to returning to active employment.

- (i) The medical clearance to return to work must be satisfactory to the Employer. Costs associated with the medical clearance shall be in accordance with Article 16.05 (b). If the statement clears the Employee to return to full duties it shall be provided to VON with as much advance notice of the date of return as is possible. The employer will reinsert the employee into the active schedule as soon as reasonably possible.
- (ii) All medical information received by VON shall be held in the strictest of confidentiality.

16.06 Unpaid Sick Leave

An employee who is off sick beyond the employee's entitlement for sick leave, or long-term disability benefits or Employment Insurance sick benefits shall be considered to be on unpaid sick leave if the employee intends to return to work. The employees' circumstances shall be reviewed periodically for their ability to return to work.

16.07 Employee Confidential Medical Information

All employee confidential medical information shall be managed with restricted access in accordance with this collective agreement or *The Personal Health Information Act*, whichever is greater.

The Employer shall store such employee confidential medical information separately and allow access only to the persons who are directly involved in administering that information (i.e. Occupational Health)

ARTICLE 17 – EDUCATION

17.01 Education and Training

(a) Required by Employer

The Employer and the Union recognize that continuing education is of benefit to the Employer, employees and clients. Employees may be required to take advantage of continuing education (including in-service training). An employee required by the Employer to attend such continuing education (including in-service training) shall suffer no loss of regular earnings for attendance at such program(s), and shall be reimbursed for registration, travel and accommodation costs. If training is on a scheduled day off, the employee will get another day off without pay to replace the day of training within the same biweekly pay period for which the education is scheduled.

(b) Discretionary

Staff are encouraged to take advantage of relevant workshops offered in the community and may be sponsored by the Employer through tuition or time off at the discretion of the Regional Executive Director. Where attendance is not required by the Employer, then the employee and the Employer may agree in advance on what expense, if any, will be reimbursed.

(c) Notification of Training Programs

The Employer shall endeavor to notify all employees about relevant educational training programs. The notice shall contain the name and dates of the courses and where further information can be obtained.

(d) Leave for Examinations

Subject to operational requirements, leave of absence without loss of regular earnings shall be granted to allow an employee to write examinations for courses required by the Employer.

17.02 Orientation

New employees will be given an orientation to the Site as applicable and its policies and procedures.

17.03 Changes in Job Requirements

If the Employer identifies additional training or education which it requires an employee(s) to complete to upgrade their qualifications, the employee(s) will be reimbursed by the Employer for related course expenses, travel and accommodation costs, and will be provided leave of absence without loss of regular pay for the time required to complete the training and education.

17.04 The parties agree that the Employees EI rebate will be used for education *for* employees covered by this collective agreement.

ARTICLE 18 - WORKERS' COMPENSATION

18.01 Workers' Compensation

Employees are covered by the Workers' Compensation Act.

ARTICLE 19 - WAGES AND CLASSIFICATIONS

19.01 Rates of Pay

The Employer shall pay wages for each classification as set out in Appendix "A" - Wages and Classifications, attached hereto and forming a part of this Agreement.

19.02 Biweekly payment of wages

Wages shall be paid bi-weekly.

19.03 New Classification

Should a new classification be created during the term of this Agreement, the Employer and the Union shall decide the rate of pay. Nothing herein shall prevent the Employer from employing personnel in the new classification until the new rate of pay is established. The rate of pay once established shall be retroactive to the date of commencement of work in the new position. If the parties are unable to agree, the dispute shall be submitted to arbitration.

19.04 Shift Premiums

An employee shall receive a shift premium of \$2.35 per hour in addition to the regular rate of pay for all hours worked between 6:00 p.m. and 6:00 a.m.

This shift premium rate shall increase to four dollars (\$4.00) per hour, effective date of ratification, and shall be applicable to all hours worked, including overtime hours worked.

19.05 Weekend Premiums

An employee shall receive a weekend premium of \$2.35 per hour in addition to the regular rate of pay for all hours worked between 12:01 am Saturday and 7:00 am Monday.

This weekend premium rate shall increase to four dollars (\$4.00) per hour, effective date of ratification, and shall be applicable to all hours worked, including overtime hours worked.

19.06 Retroactive Pay for Employees

Employees who were employed in the bargaining unit between April 1, 2024, and the signing date of this Agreement, shall be entitled to full retroactivity of any applicable wage increase as set out in Appendix A.

Former employees shall have thirty (30) days after the signing of this Agreement to apply, in writing, for retroactivity. Failure to apply within thirty (30) days shall result in forfeiture of retroactivity.

ARTICLE 20 - LEAVE OF ABSENCE

20.01 Pregnancy/Birth Leave

- (a) A pregnant employee is entitled to unpaid leave of absence, which when combined with parental leave, is a maximum of up to seventy-eight (78) weeks.
- (b) A pregnant employee shall, no later than the fifth (5th) month of pregnancy, forward to the Employer a written request for pregnancy leave.
- (c) The Employer may, prior to approving such leave, request a certificate from a legally qualified medical practitioner stating that the employee is pregnant and specifying the expected date of delivery.
- (d) Pregnancy leave shall begin on such date as the employee determines, but not sooner than sixteen (16) weeks preceding the expected date of delivery nor later than the date of delivery.
- (e) Pregnancy leave shall end on such date as the employee determines, but not later than seventy-eight (78) weeks following the date of delivery, no sooner than one (1) week after the date of delivery.

20.02 Pregnancy Leave Notice

- (a) A pregnant employee shall provide the Employer with at least four (4) weeks' notice of the date the employee intends to begin pregnancy leave. Such notice and start date of the leave may be amended:
 - (i) by changing the date in the notice to an earlier date for medical reasons as verified by the employee's attending physician. In such cases the employee will provide as much advance notice of the revised start date of the leave as is possible; or,
 - (ii) by changing the date in the notice to an earlier date for personal reasons if the notice is amended at least four (4) weeks before the originally selected date; or,
 - (iii) by changing the date in the notice to a later date if the notice is amended at least four (4) weeks before the original date.

- (b) Where notice as required under Article 20.02 (a) is not possible due to circumstances beyond the control of the employee, the employee will provide the Employer as much notice as reasonably practicable of the commencement of the employee's leave or return to work.
- (c) The Employer shall not terminate the employment of an employee because of the employee's pregnancy.

20.03 Pregnancy Leave - Employer Requirement

The Employer may require a pregnant employee to commence a leave of absence without pay where the employee's position cannot be reasonably performed by a pregnant woman or the performance of the employee's work is materially affected by the pregnancy. Such action shall not be taken until the employee has been advised of the Employer's concerns and is provided with the opportunity to furnish medical evidence establishing the employee's ability to work.

20.04 Pregnancy Sick Leave

Leave for illness of an Employee arising out of or associated with a Employee's pregnancy prior to the commencement of, or the ending of, pregnancy leave granted in accordance with Article 20.01, may be granted sick leave in accordance with the provisions of this Collective Agreement.

20.05 Pregnancy/Birth Allowance

- (a) An employee entitled to pregnancy leave under the provisions of this Agreement, who provides the Employer with proof that the employee has applied for, and is eligible to receive employment insurance (E.I.) benefits pursuant to Section 22, Employment Insurance Act, S.C. 1996, c.23, shall be paid an allowance in accordance with the Supplementary Employment Benefit (S.E.B).
- (b) In respect to the period of pregnancy leave, payments made according to the S.E.B. Plan will consist of the following:
 - (i) Where the employee is subject to a waiting period of one (1) week before receiving E. I. benefits, payments equivalent to seventy-five per cent (75%) of their weekly rate of pay for each week of the one (1) week waiting period, and less any other earnings received by the employee during the benefit period;

- (ii) Where the Employee has served the one (1) week waiting period in Article 20.05 (b) (i) one (1) additional payment equivalent to the difference between the weekly E.I. benefit, the Employee is eligible to receive and ninety-three percent (93%) of their weekly rate of pay, less any other earnings received by the Employee during the benefit period which may result in a decrease in the E.I. benefits to which the Employee would have been eligible if no other earnings had been received during that period.
- (iii) Up to a maximum of five (5) additional weeks, payments equivalent to the difference between the weekly E. I. benefits the employee is eligible to receive and ninety-three per cent (93%) of their weekly rate of pay, less any other earnings received by the employee during the benefit period which may result in a decrease in the E. I. benefits to which the employee would have been eligible if no other earnings had been received during the period.
- (c) For the purpose of this allowance, an employee's weekly rate of pay will be one-half (1/2) the bi-weekly rate of pay to which the employee is entitled for their classification on the date immediately preceding the commencement of their pregnancy leave. In the case of a Part-Time employee, such weekly rate of pay will be multiplied by the fraction obtained from dividing the employee's time worked (as defined for the purpose of accumulating service) averaged over the preceding twenty-six (26) weeks by the regularly scheduled full-time hours of work for the employee's classification.
- (d) Where an employee becomes eligible for a salary increment or pay increase during the benefit period, benefits under the S.E.B. plan will be adjusted accordingly.
- (e) The Employer will not reimburse the employee for any amount the employee is required to remit to Human Resources Development Canada, where their annual income exceeds one and one-half (1 1/2) times the maximum yearly insurable earnings under the Employment Insurance Act.

This Article is not applicable to casuals

20.06 Parental and Adoption Leave

Shall refer to the following leaves which include biological parents and adoptive parents:

- (a) The parental leave of an employee who has taken pregnancy/birth leave and whose newborn child or children arrive in the employee's home during the pregnancy/birth leave,
 - (i) shall begin immediately upon the exhaustion of the pregnancy/birth allowance without the employee's returning to work; and
 - (ii) shall end not later than sixty-one (61) weeks after the parental leave began as determined by the employee. In no case shall the combined pregnancy/birth and parental/adoption leaves to which the employee is entitled exceed a maximum of seventy-eight (78) weeks.
- (b) The parental leave for an employee who becomes a parent of one or more children through the birth of the child or children, other than a parent for whom provision is made in Article 20.06 (a),
 - (i) shall begin on such date coinciding with or after the birth of the child as the employee determines; and
 - (ii) shall end not later than seventy-eight (78) weeks after the child or children first arrive in the employee's home.
- (c) An employee who becomes a parent of one or more children through the placement of the child or children in the care of the employee for the purpose of adoption of the child or children is entitled to a leave of absence of up to seventy-eight (78) weeks. This leave:
 - (i) shall begin on a date coinciding with the arrival of the child or children in the employee's home; and
 - (ii) shall end not later than seventy-eight (78) weeks after the leave began.
- (d) An employee who takes parental or adoption leave other than a parent who gave notice under Article 20.02 shall provide four (4) weeks' notice in advance of the commencement of the leave. The Employer may accept less notice.

20.07 Parental and Adoption Leave Allowance

- (a) An employee entitled to parental or adoption leave under the provisions of this Agreement, who provides the Employer with proof that the employee has applied for and is eligible to receive employment insurance (E. I.) benefits pursuant to the Employment Insurance Act, 1996, shall be paid an allowance in accordance with the Supplementary Employment Benefit (S.E.B.) Plan.
- (b) In respect to the period of parental or adoption leave, payments made according to the S.E.B. Plan will consist of the following:
 - (i) Where the employee is subject to a waiting period of one (1) week before receiving E. I. benefits, payments equivalent to seventy-five percent (75%) of their weekly rate of pay for each week of the one (1) week waiting period, less any other earnings received by the employee during the benefit period;
 - (ii) Where the Employee has served the one (1) week waiting period in Article 20.07 (b) (i) one (1) additional payment equivalent to the difference between the weekly E.I. benefit, the Employee is eligible to receive and ninety-three percent (93%) of their weekly rate of pay, less any other earnings received by the Employee during the benefit period which may result in a decrease in the E.I. benefits to which the Employee would have been eligible if no other earnings had been received during that period; and
 - (iii) Up to a maximum of ten (10) additional weeks,
 - a. where the Employee is in receipt of Standard E.I. Parental Benefits, the payments will be equivalent to the difference between the weekly Standard E.I. Parental Benefits the Employee is eligible to receive and ninety-three per cent (93%) of the Employee's weekly rate of pay;
 - b. where the Employee is in receipt of Extended E.I. Parental Benefits, the payments will be equivalent to the difference between the Weekly Standard E.I. Benefits the Employee would have been eligible to receive and ninety-three percent (93%) of the Employee's weekly rate of pay;

- (c) For the purposes of this article, “Standard E.I. Parental Benefits” means the E.I. benefits paid to an Employee who is taking a parental leave of up to thirty-five (35) weeks and “Extended E.I. Parental Benefits” means the E.I. benefits paid to an Employee who is taking a parental leave greater than thirty-five (35) weeks.
- (d) For the purposes of this allowance, an employee’s weekly rate of pay will be one-half the bi-weekly rate of pay to which the employee is entitled for their classification on the day immediately preceding the commencement of the adoption leave. In the case of a Part-Time employee, such weekly rate of pay will be multiplied by the fraction obtained from dividing the employee’s time worked (as defined for the purpose of accumulating service) averaged over the preceding twenty-six (26) weeks by the regularly scheduled full-time hours of work for the employee’s classification.
- (e) Where an employee becomes eligible for a salary increment or pay increase during the benefit period, payments under the S.E.B. Plan will be adjusted accordingly.
- (f) The Employer will not reimburse the employee for any amount the employee is required to remit to Human Resources Development Canada where their annual income exceeds one and one-half (1 ½) times the maximum yearly insurable earnings under the Employment Insurance Act.

This Article is not applicable to casuals

20.08 Pregnancy/Birth and Parental and Adoption Leave Deferral

If an employee is entitled to pregnancy/birth or parental, or adoption leave and the child to whom the leave relates is hospitalized for a period exceeding or likely to exceed one week, the employee is entitled to return to and resume work and defer the unused portion of leave until the child is discharged from the hospital, upon giving the Employer reasonable notice.

20.09 Return to Work

An employee on pregnancy/birth or parental, or adoption leave must provide a minimum of four (4) weeks' notice of their intended date to return to work, or such shorter period of notice as mutually agreed between the Employer and the employee. When a Regular employee reports for work upon the expiration of pregnancy/birth or parental, or adoption leave, the Regular employee shall resume work in the position held by the employee immediately before the leave began or where that position is eliminated in a comparable position within the site.

20.10 Service and Seniority Continuation

While on pregnancy/birth or parental, or adoption leave, an employee shall continue to accrue and accumulate service and seniority credits at the same rate as before the leave for the duration of the leave and the employee's service and seniority shall be deemed to be continuous.

20.11 Group Benefit Plan Continuation

While an employee is on pregnancy/birth or parental, or adoption leave, the Employer shall permit the employee to continue participation in eligible benefit plans. The employee shall be responsible to pay both the Employer and the employee's shares of the premium costs for maintaining such coverage for which the employee is eligible during the period of leave. The employee shall make arrangements for this prior to their approved leave.

This Article is not applicable to casuals

20.12 Special Leave – Birth

Where an employee's spouse gives birth to a child, the employee shall be granted special leave without loss of regular pay up to a maximum of fifteen (15) scheduled hours during the confinement of the mother. This leave may be divided into periods and granted on separate days.

This Article is not applicable to casuals

20.13 Special Leave - Adopted Child

Special leave with pay up to a maximum of fifteen (15) scheduled hours shall be granted to an employee when an adopted child arrives in the employee's home. This leave may be divided into periods and granted on separate days.

This Article is not applicable to casuals

20.14 Leave for Loss of Pregnancy

- a) Employees shall be entitled to leave, in accordance with labour standards, for a pregnancy which ends prior to nineteen (19) weeks. The employee may be entitled sick leave or may elect that such leave be paid by charging the time to their accumulated vacation, accumulated holiday or accumulated overtime.
- b) If a pregnancy ends after the nineteenth (19th) week of pregnancy, the employee shall be entitled to up to sixteen (16) weeks of Pregnancy Leave.

20.15 Court Leave

A leave of absence without loss of regular earnings or benefits shall be given to every employee, other than an employee on leave of absence without pay or under supervision, who is required:

- (a) to serve on a jury; or
- (b) by subpoena or summons to attend as a witness in a workplace related matter at any court whereby law the employee is compelled to attend.
- (c) Any employee given leave of absence with pay pursuant to Article 20.14 (a) and Article 20.14 (b) shall have deducted from their salary an amount equal to the amount that the employee receives for such duty.

This Article is not applicable to casuals

20.16 Leave of Absence

The Employer, in any one year, may grant at its sole discretion to an employee:

- (a) leave without pay or benefits, for such a period as the Employer deems circumstances warrant.

- (b) leave with pay for reasons other than those covered under Articles 20.01 to 20.14 inclusive and, Articles 20.18 to 20.20 inclusive, and for such period as it deems circumstances warrant.

20.17 Education Leave

Subject to operational requirements, unpaid leaves of absence for education purposes shall not be unreasonably denied.

20.18 Leave for Storm or Hazardous Conditions

- (a) Client Services employees who are able to complete their work from home on storm days may, provided there is no additional cost to the Employer, be approved by the Employer in advance to work from their home.
- (b) Time lost by an employee as a result of absence due to storm conditions or because of the condition of public streets and highways or because an employee finds it necessary to seek permission to leave prior to the end of the regular shift must be:
 - i) where determined by the Employer to be operationally necessary made up by the employee at a time agreed upon by the Employer and the employee; or
 - ii) charged to the employee's accumulated vacation time, accumulated holiday time or accumulated overtime; or
 - iii) otherwise deemed to be leave without pay.
- (c) Employees shall notify their supervisor or the supervisor's designate prior to the start of their shift when they are unable to attend at the workplace due to storm conditions. Employees who find it necessary to seek permission to leave prior to the end of the regular shift shall notify the supervisor or supervisor's designate and such permission shall not be unreasonably denied.

20.19 Bereavement Leave

- (a) If a death occurs in the immediate family of an Employee when the Employee is at work, or scheduled to go to work, then the Employee shall be granted bereavement leave with pay for the remainder of the Employee's scheduled shift for that day.

- (b) If a death occurs in the immediate family as set out in Article 1.01(h) of an employee, the employee shall be granted five (5) consecutive days of bereavement leave commencing on the calendar day following the day of the death of the family member except for the death of an employee's step-grandchildren or step-grandparents or anyone permanently residing in the employee's household or anyone with whom the employee permanently resides in which case the employee shall be granted three (3) consecutive days bereavement leave commencing on the calendar day following the day of the death of the family member. The employee shall not have a loss of regular pay for scheduled shifts not worked during the bereavement leave.
- (c) In the event of the death of or for the death of the employee's parent's siblings, employee's sibling's children, the employee shall be granted one (1) day bereavement leave granted on the day of the funeral. The employee shall not have a loss of regular pay for a shift not worked on that day.
- (d) If a death occurs for which bereavement leave is provided under this Article, and the Employee has scheduled vacation days during the bereavement period, bereavement leave shall be substituted for the scheduled vacation days.
- (e) In the event that the service for any of the persons listed in Articles 20.18 (b) or (c) does not take place within the period of bereavement leave provided but occurs later, the employee may defer up to the final two (2) days of their bereavement leave without loss of regular pay to accommodate travel or attendance at the services.

This article is not applicable to casuals except article 20.18(a)

20.20 Bereavement While on Leave of Absence for Vacation Time Off

If an employee is on leave of absence for vacation time off at the time of the bereavement of an immediate family member as defined in Article 20.18 (a), (b) or (c), the employee shall be granted bereavement leave without loss of regular pay or benefits based on their regular scheduled hours of work for that period had they not been on vacation and be credited the appropriate number of hours to the employee's vacation credits.

20.21 Sick Leave Medical/Dental; Family; Emergency

Employees with sufficient sick leave credits shall be allowed leave of absence without loss of regular pay for up to a total of thirty-seven and one-half (37.5) hours per fiscal year (pro-rated for Part-Time Employees based on regular hours paid) debited against sick leave credits in order to:

- (a) participate in appointments and medical services required for the employee's personal preventative medical or dental care. Employees shall provide their immediate supervisor with at least seven (7) days' notice to be eligible for this leave, except where the appointment was offered or required on short notice in which case, as much notice as possible shall be provided the date of an appointment or service for personal medical, dental care and indicate the time off needed on the affected shift if the employee is scheduled to work. Such leave shall not be unreasonably denied. The employer may require proof of the need to be absent from work.
- (b) attend to the employee's own urgent personal matters limited to:
 - (i) The Employee's own medical or dental health is at an immediate risk;
 - (ii) Making the alternate care arrangements for a member of the employee's immediate family as defined in Article 1.01 who has become unexpectedly or suddenly ill or disabled and requires the employee's personal attention and where this could not be serviced by others or attended to by the employee outside of their assigned shifts;
 - (iii) a critical condition (fire, flood, or other natural disaster excluding adverse driving conditions) which requires the employee's personal attention which could not be serviced by others or attended to by the employee outside of their assigned shifts. The Employer may require verification of the condition claimed.
- (c) An employee at least seven (7) days' notice to be eligible for this leave, except where the appointment was offered or required on short notice in which case, as much notice as possible shall be provided, will be permitted to use up to fifteen (15) of the hours referred to here (pro-rated for Part-Time employee based on regular hours paid) to attend to Medical and Dental appointments for a child or spouse or parent or any other relative who permanently resides with the employee.

This article is not applicable to casuals

20.22 Compassionate Care Leave

Employees, upon making written request to the Senior Director of Labour Relations or Designate, shall be entitled to compassionate leave in accordance with the *Labour Standards Code*.

20.23 Leave for Parent of a Critically Ill Child

Employees upon making written request to the Senior Director of Labour Relations or Designate shall be granted Leave for Parent of a Critically Ill Child in accordance with the *Labour Standards Code* of Nova Scotia.

20.24 Domestic Violence, Intimate Partner Violence, or Sexual Violence Leave

An Employee is entitled to a leave of absence for Domestic Violence in accordance with the provisions of the Nova Scotia *Labour Standards Code*.

20.25 Leave for Crime-related Death or Disappearance of a Child

Employees shall be granted Leave for Crime-related Death or Disappearance of a Child in accordance with the Labour Standards Code of Nova Scotia.

ARTICLE 21 – BENEFIT PLAN

21.01 Insurance Plan

Insurance Plan benefits and coverage shall be available to Full-time and Part-time employees in accordance with the eligibility criteria of the VON National Plan.

The VON agreed to pay the equivalent of 65% of the cost of Tier 2 for all employees who are eligible to participate in the Health Plan as set out in the specific Plan Text.

The VON agrees to pay the equivalent of fifty percent (50%) of the cost of Tier 2, Group 1 (single of the Dental Plan) for all employees who are eligible to participate in the Dental Plan as specified in the Plan Text.

This article is not applicable to casuals.

21.02 Pension Plan

Pension Plan benefits and coverage shall be available to regular employees in accordance with the eligibility criteria of the VON National Plan.

21.03 Benefits While on Unpaid Leave

Employees on any unpaid leave may continue to participate in the benefit plans (other than the pension plan) but must pay both the employee and Employer share of the premiums for such benefits. The Employee shall make arrangements for this prior to the employee's approved leave.

ARTICLE 22 - HEALTH AND SAFETY

22.01 Occupational Health and Safety Act

The Employer and employees shall comply with the provisions of the Occupational Health and Safety Act, S.N.S. 1996, c7.

ARTICLE 23 - JOB POSTING

23.01 Job Posting

- (a) Where the Employer determines that a regular or temporary bargaining unit vacancy exists within a Site or a new bargaining unit position is created, the Employer shall post a notice of such new position or vacancy on all bulletin boards and by internal electronic mail.
- (b) The notice shall indicate:
 - (i) the classification of the position;
 - (ii) the work unit and the location to which the position is regularly assigned;
 - (iii) whether the position is full-time or part-time.
- (c) In determining the successful candidate when filling a vacant or new position, seniority shall be the determining factor where two or more bargaining unit candidates are equal in skills, ability and qualifications to perform the required duties of the position. Full-time and Part-time employees shall be given preference in the selection process over casual employees regardless of seniority.

- (d) The posting for a position shall be for a minimum of seven (7) days.

ARTICLE 24 – LAYOFF

This Article is not applicable to casuals.

24.01 Layoff

An employee may be laid off because of technological change, shortage of work or funds or because of the discontinuance of a function or the reorganization of a function.

24.02 Union Consultation

Where employees are to be laid off, the Employer will advise and consult with the Union as soon as reasonably possible with a view to minimizing the adverse effects of the decision to lay off an employee(s).

24.03 Layoff in Reverse Order of Seniority Within Site and Classification Grouping

Employees shall be laid off in reverse order of seniority within their Site and their classification grouping or may accept voluntary layoff with notice to the Employer.

In the event that an Employee is laid off in their classification grouping but there is a junior Employee in another classification grouping within their Site and the Employee has the skills and ability to perform the work the Employee can displace the junior Employee provided the Employee cannot displace into a higher paying classification grouping or a larger FTE.

24.04 Notice of Layoff

- (a) The layoff notices shall include the effective date of layoff and the reasons therefore.
- (b) Thirty (30) days' notice of layoff shall be sent by the Employer to the Union and the employee(s) who is/are to be laid off.

24.05 Recall in Order of Seniority Within Site and Classification Grouping

- (a) Employees shall be recalled in reverse order of layoff within their Site and their classification grouping. Employees are responsible for maintaining their current contact phone number and address with the Employer.

- (b) Subject to Article 24.05 (a), employees on the recall list shall be given first option in order of seniority of filling any bargaining unit vacancy (-ies) outside their classification grouping, including casual vacancies, providing they possess the necessary qualifications, skills and abilities to perform the functions of the job concerned and provided that the vacancy is not in a higher paying classification grouping or a higher FTE. An employee who accepts casual work retains their employee status, but such casual work shall not constitute a recall for the purposes of Article 24.07 (c).

24.06 No New Employees

No new employee shall be hired unless all employees on the recall list who are able to perform the work required have had an opportunity to be recalled.

ARTICLE 25 - RE-OPENER

25.01 Change in Agreement

Any change deemed necessary in this Agreement may be made by mutual agreement in writing at any time during the life of this Agreement.

ARTICLE 26 - NOTICE OF RESIGNATION

26.01 Notice of Resignation

- (a) If an employee desires to terminate their employment, the employee shall forward a letter of resignation to their immediate supervisor not less than two (2) weeks prior to the effective date of resignation, provided however that their immediate supervisor may accept a shorter period of notice. The supervisor will acknowledge by letter the receipt of the resignation within five (5) days.
- (b) An employee who has terminated employment through resignation may withdraw the resignation within one (1) business day of the time it was submitted to the Employer.

ARTICLE 27 - TERM OF AGREEMENT

27.01 Duration and Renewal of Agreement

- (a) The term of this Agreement shall be from April 1, 2024, to March 31, 2028, and thereafter from year to year unless or until either party gives notice in writing to bargain during the three (3) month period preceding the date of its termination.

- (b) If any article in this agreement or part thereof is altered or rendered invalid by the operation of existing or future legislation, the remainder of this agreement shall remain in full force and effect for the remainder of the term.

27.02 Effective Date of Agreement

Except for Appendix "A" or as specifically provided otherwise in this Agreement, the terms and benefits of this Collective Agreement shall be effective from the date of ratification provided VON receives written confirmation of the successful ratification.

27.03 Future Legislation

- (a) If any Article in this Agreement or part thereof is altered or rendered invalid by the operation of existing or future legislation, the remainder of this Agreement shall remain in full force and effect for the remainder of the term.
- (b) Any part of this Agreement that is so altered or invalidated as per Article 27.03 (a) shall, on the request of the other party, be renegotiated by the Employer and the Union and shall be replaced or altered as may be then mutually agreed between the parties.

IN WITNESS WHEREOF the parties have executed this Agreement in Halifax this

10th day of July 2026.

VON for Canada - Nova Scotia Branch

Nova Scotia Government and General Employees Union

Tara Nix
[Signature]
Kayla Smith
Colin Ross
Tyla McTadden

[Signature]
Eileen Dickey
[Signature]
Watt [Signature]
Paula Melanson

APPENDIX "A" - WAGE SCALES

Classification		Expired Hourly Rate	% Increase: 3.0%	% Increase: 2.5%	Adjustment including 2.0%	% Increase: 2.0%	% Increase: 2.0%
			Apr 1, 2024 Hourly Rate	Apr 1, 2024 Hourly Rate	Apr 1, 2025 Hourly Rate**	Apr 1, 2026 Hourly Rate	Apr 1, 2027 Hourly Rate
Client Service Associate (CSA)	Start	\$20.3733	\$20.9845	\$21.5091	\$25.1932	\$25.6971	\$26.2110
	After 6 months	\$20.9448	\$21.5731	\$22.1124	\$25.7965	\$26.3124	\$26.8387
	After 18 months	\$21.5395	\$22.1857	\$22.7403	\$26.4244	\$26.9529	\$27.4920
	After 30 months	\$22.1225	\$22.7862	\$23.3559	\$27.0400	\$27.5808	\$28.1324
Client Service Associate Team Lead (CSA +\$1.00)	Start	\$21.3733	\$21.9845	\$22.5091	\$26.1932	\$26.6971	\$27.2110
	After 6 months	\$21.9448	\$22.5731	\$23.1124	\$26.7965	\$27.3124	\$27.8387
	After 18 months	\$22.5395	\$23.1857	\$23.7403	\$27.4244	\$27.9529	\$28.4920
	After 30 months	\$23.1225	\$23.7862	\$24.3559	\$28.0400	\$28.5808	\$29.1324

** Effective April 1, 2025, adjustment at top of scale to \$27.04 which is inclusive of 2% increase.

General Economic Increases

In the event there is a general economic increase(s) negotiated in the Administrative Professional bargaining unit within the Nova Scotia Health Authority during the period November 1, 2025 – October 31, 2027, that is greater than the general economic increase(s) provided for in this Agreement, in respect of that same period, the same general economic increase(s) may be applied to this agreement in place of the previously agreed increase(s) but to be applied at the relative timing within the April 1, 2026 – March 31, 2028 time period.

NSGEU Local 29 shall have thirty (30) days from the date of ratification of the other agreement to advise the Employer in writing of their intention to accept the alternate general economic wage increases. Should NSGEU Local 38 accept the alternate general economic adjustment this agreement be amended accordingly and not be subject to ratification.

MEMORANDUM OF AGREEMENT # 1

Re: Casual Transition Employees Grandparented on Weekend Schedules

Employees who were employed on the date of ratification for the sites identified below will be grandfathered into their current weekend frequency as indicated below.

1 in 3 weekends scheduled to work for Pictou and Cumberland

2 in 5 weekend scheduled to work for Tri-County and AV

These arrangements are only available to Employees who were employed at the sites listed above on the date of ratification of this collective agreement and who remain in their current permanent FTE.

If an Employee is in a temporary vacancy with a different FTE, they will be scheduled in accordance with Article 10.09 until they return to their permanent position. If the Employee permanently changes their FTE, they will no longer be grandfathered in their weekend schedule but will be scheduled in accordance with Article 10.09

All new hires at the site are not grandfathered and may be scheduled in accordance with Article 10.09. Even if a new hire is initially scheduled with more weekends off than provided in Article 10.09, the new hire is not grandfathered and can be changed to be scheduled in accordance with Article 10.09 at any time.

MEMORANDUM OF AGREEMENT #2

Re: Hybrid / Remote Work

WHEREAS the parties recognize that there may be opportunities for scheduling efficiency or flexibility with remote/hybrid work options and options for remote/hybrid work may be recruitment incentive for CSAs;

IT IS AGREED THAT:

The Employer is willing to review its current policy/guidelines on Remote Office Work to assess whether there are opportunities that could be explored for CSAs. Nothing herein obligates the Employer to implement remote/hybrid work options.

If the Employer determines that it is willing to consider options under its Remote Office Work policy/guidelines for CSAs it will notify the Union and the parties will meet to discuss.

Hybrid/ Remote Work shall be a standing agenda item on the Bargaining Unit Wide Labour Management Committee.

MEMORANDUM OF AGREEMENT #3

Re: Expression of Interest

Whereas the parties wish to discuss the use of Expression of Interest within the bargaining unit, the parties agree to meet within 60 days of ratification of this collective agreement to review the use of expression of interest in the past two (2) years within the bargaining unit, to discuss special projects which may trigger the use of an expression of interest and what terms and conditions may be appropriate to use for an expression of interest.

At the meeting to review, three (3) representatives of the Union and the NSGEU Representative will meet with four (4) representatives of the Employer.

The Employer will provide information on previous use of expression of interest within the bargaining unit prior to the meeting.

MEMORANDUM OF AGREEMENT #4

Re: Utilization of Casual as Regular Part-Time

Casuals are employees who are not regularly scheduled and who work on an ad hoc basis as per Article 1.01 (c). Casuals are used for things like replacement of regularly scheduled Employees or temporary vacancies. If the Union feels that a Casual(s) is being regularly scheduled as part of the Primary schedule and not as a replacement, the Union will identify this with the Employer in writing, and the concern will be reviewed at Labour Management.

If on review the work being done by the Casual employee is a regular Part-time position it will be posted in accordance with Article 23.