



Canadian Office & Professional
Employees Union

Bargaining

FAQs about Vacation and Shift Scheduling for IAs and CAs under the Tentative Agreement

Friday, February 27, 2015

To: All ICBC Claims Adjusters and Injury Adjusters

**Please note that this bulletin does not apply if you do out of province claims.*

Your bargaining committee has been hard at work answering questions about the tentative agreement over the past two weeks. Understandably, many questions have been about the proposed changes to vacation and shift scheduling for Injury Adjusters and Claims Adjusters. Here is a list of answers to some of your most frequently asked questions on this issue.

Is there a minimum number of staff allowed to take vacation at one time?

No. ICBC has always had the right to set how many people are allowed time off and when, but they have never had the responsibility to make their project transparent and to consult with the union. Under the tentative agreement, they will be required to sit down with your union and let us give input on their procedure. They will also have to explain their rationale behind their decisions.

How will the vacation and shift schedule sign-up be done?

By seniority, the same as in the past.

What will the hours of operation be outside of CCIC?

ICBC has told us they plan two shifts: 7:30 a.m. – 4:00 p.m. and 9:30 a.m. to 6:00 p.m. (the latter would run 8:30 a.m. to 5:00 p.m. on Fridays). ICBC could change these shifts in the future, but the hours of operation must abide by the requirements laid out in Article 12.04 (a) [link] in the collective agreement.

With Regard to Injury Adjusters, why are CCIC and the outside areas split?

ICBC proposed this system due to the different hours of work at CCIC.

What happens if everyone in one location is off at the same time?

ICBC has committed that your seniority would be maintained and vacation will be honoured for Injury Adjusters and Claims Adjusters covered by Provincial Scheduling.

Does the provincial scheduling apply to all CAs and IAs?

Provincial scheduling of shifts and vacation applies to all IAs and CAs except those in Commercial Claims and Out-of-Province Claims.

If you have a question that isn't answered here, email icbcbargaining@cope378.ca.

In solidarity,

Your Bargaining Committee:

Yasmin Carroll, Executive Board Member

Joyce Galuska, Executive Board Member

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web version: <http://www.cope378.ca/faqs-about-vacation-and-shift-scheduling-ias-and-cas-under-tentative-agreement>

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SCHEDULING FOR IAs and CAs

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