



Bulletin

"Code Red" - Update

Thursday, January 26, 2017

To: All Members at BCAA RACC

Earlier this month, we were advised that RACC was experiencing a "Code Red" and that BCAA was directing its managers onto the phones to perform your work. We received inquiries from many of you advising of your frustration with the situation and the apparent mismanagement that appears to have contributed to these events. These frustrations included:

- Not knowing what "Code Red" meant
- Inconsistency over the past year when management has decided to take calls or do dispatch work when a "Code Red" had not been declared and call volumes appeared significantly higher or lower than present
- Chronic understaffing throughout the past year at times when high call volumes were known to occur
- Inability by the Workforce Management department to adequately schedule your department
- BCAA declining to keep fully trained, departing employees in the casual pool for utilization during these times

We presented these frustrations to Senior BCAA management and they have issued a response to some of them. BCAA admitted to being significantly short-staffed and referenced approved time off requests, casual absences and STD/LTD leaves as contributing factors. Recent recruitment efforts were also cited and we were advised that BCAA is currently recruiting a further 8 positions. Whether this was to account for recent attrition or to increase headcount was not disclosed.

What remains outstanding is clarification on when a "Code Red" is determined by BCAA going forward. Given that this will mean managers doing your work, we take this matter very seriously. We have advised your employer that we are including these recent examples of management performing bargaining unit work in grievance 16-0019 and still require the following information from BCAA, which includes, but is not limited to: the names of the managers who performed bargaining unit work, the nature of the work performed, as well as the dates/times/duration they performed the work. If you have been keeping records of this information, please forward it to myself at this time.

We will keep you updated as this unfolds. In the meantime, contact your Job Steward and myself when you observe management performing your work or with any other concerns related to this matter.

In Solidarity,

Trevor Hansen
Union Representative

MoveUP

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