

Union ★
Update

OPEIU
Local



For Local 8 Members at Crisis Connections

January 19, 2023

Responding to CC announcement "Crisis Department Migration to Standard 8 hr shifts"

As we prepare for membership meetings and a vote on our first contract at CC, our Union Bargaining Team learned yesterday via email—at the same time as all other Crisis Department staff—that CC plans to standardize work schedules by transitioning to 8-hour shifts beginning February 19th. Changing shift times was never discussed in the past two years during our meetings with CC management (Neil Olson, Aundrea Jackson, and various employees from HR) to negotiate the contract.

While we understand CC's desire to simplify and standardize the schedule, and acknowledge the decision to do so is a management right, we need to understand the possible impacts, which are potentially something we *can* bargain over.

After reading the announcement that all shift-based employees in the Crisis Department would be moving onto "a scheduled 8-hour day, to include a .5-hour unpaid lunch break," we reached out to management for clarification. CC confirmed that the transition to 8-hour shifts does **not** mean the existing mutual agreement in place between some employees and the employer to waive the lunch break is changing. We were explicitly told the announced change was in regard to scheduled shift times and **not** mandatory breaks.

Management also clarified that some lines will not have a schedule change because of contractual requirements (e.g., PPC).

In looking at current schedules within the Crisis Department we can see that:

- There are 9 shifts that are 7 hours long
- There is 1 shift that is 7.5 hours long
- There are 2 shifts that are 7.75 hours long
- There are 10 shifts that are 8 hours long
- There are 3 shifts that are 8.25 hours long
- There are 22 shifts that are 8.5 hours long

In evaluating the net impact of standardizing shift times, it appears:

- 12 shifts will see an increase in hours (anywhere from 15 to 60 minutes)
- 10 shifts will maintain the same number of hours (8 hours)
- 25 shifts will see a reduction in hours (anywhere from 15 to 30 minutes)

We are trying to foresee what other effects this schedule change could have. For example:

- Some shifts will see an increase in hours and others will see a reduction in hours (as broken down above).
- Swing shift employees would no longer receive the GY shift differential between 12am-1am.
- If the shifts are 8am-4pm (day shift), 4pm-12am (swing shift), and 12am-8am (graveyard shift), there won't be an overlap or staggering of shifts that allows continuous supervision of crisis line calls, or time for employees to share information, hand off cases, sign on/off the computer system, etc.
- Currently, there is a volunteer shift from 9pm-1am. Will the volunteers' shift hours also change to align with the staff schedule or will volunteers and GYPWs overlap?

Neil's email invited staff to provide feedback to Crisis Line Supervisors, CD Scheduling, and him directly. We encourage you to do that. Please also let us know how you will be impacted by emailing your Union reps at Valarie@opieu8.org and Tara@opeiu8.org so we can best advocate for what is needed.



OFFICE AND PROFESSIONAL EMPLOYEES INTERNATIONAL UNION LOCAL 8

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