

OESPA-CBLT

Thursday, January 19, 2017
9:30 a – 2:00 p
OESPA Office

~ AGENDA ~

- 9:30 INTRODUCTIONS & WELCOME
Name/Title/Work Location
- 9:45 Update from Central Support on Custodians Project Patricia Walker
Friday, January 13, 2017 1st graduation
46 candidates completed the training and received their certificate
- 9:55 Update on Classified Job Descriptions & Evaluations Patricia Walker
Modified training document to provide a definition for 'empathy'
- 10:15 Emergency Item
Executive Assistant/HR

Discuss Combo Bonus (Maybe a TA?) CBLT
- 11:15 Review Employee Actions During an Investigation OESPA
- 12:00 Assignments for Sub-committees OESPA

SUB-COMMITTEE	TOPICS	MEMBERS	CO-CHAIRS & CONTACT #s	1 ST MEETING DATE & LOCATION
Human Resources (HR)	<ul style="list-style-type: none">▪ Article X, H – Layoff Language▪ Article XIII, B – Rest Periods & Lunch (clarify)▪ Attendance Policy (New Language)	Almeda Jefferson Cesar Molina Steve Huckeba Cindy Mendez Lindsay Bowlin Patricia Walker Ron Pollard	Stephanie Heron 407 317-3200 x: 200-2132	
Safe Driver	<ul style="list-style-type: none">▪ Appendix D	Bill Wen Mike Barnett Steve Huckeba Patricia Walker Ron Pollard	Patricia Walker 407 317-3337 option 1	

SUB-COMMITTEE	TOPICS	MEMBERS	CO-CHAIRS & CONTACT #S	1 ST MEETING DATE & LOCATION
Finance & Comp	<ul style="list-style-type: none"> Compensation for 2017-18 	Elizabeth Silva Lindsay Bowlin Almeda Jefferson Jim Surguine Patricia Walker Ron Pollard	Judith Padres 407 317-3200 x: 200-2482	

*** Lunch ***
12:30 – 2:00

TOPICS RAISED FOR THE 2016-17 CBLT

STATUS/COMMITTEE ASSIGNMENT

Insurance Benefits	Fringe Benefits
Layoff language – Article X, H	HR
Rest Periods & Lunch – Article XIII, B	HR
Attendance Policy	HR
Safe Driver Plan – Appendix D & E	Safe Driver
Compensation for 2017-18	Compensation
Custodial Square Footage – Workloads	CBLT/In discussion
Paid FMLA	Fringe Benefits
Personal Leave (Increase # of days from 6 to ?????)	CBLT/In discussion
Language for Bid Process Added to the Contract	CBLT/In discussion

Meeting Schedule for January – April, 2017

Date	Location	Time
Tuesday, February 7, 2017	OESPA Office	8:30 a – 4:00 p
Tuesday, March 7, 2017	Pine Hills Compound	8:30 a – 4:00 p
Tuesday, April 4, 2017	Edgewater HS	8:30 a – 4:00 p

Agenda Items for Next Meeting

- Discussions regarding language for Bid Process Added to the Contract
- Jim Pulliam, Chief Information Officer

OESPA Bargaining
January 19, 2017
OESPA Offices

Minutes

The following notes represent a summary of the discussions that took place during the OESPA-CBLT on January 19, 2017.

Update on Central Support on Custodians Project

- Central Support Services has been given a two-year moratorium on the IPCS pre-employment screen testing in lieu of a 1 week training program developed in conjunction/collaboration with Worker's Compensation (WC). The update includes the following information.
 - The training is for one week, 3 hours per day, from 5:30 – 8:30 pm.
 - Trainings are held at the Orange Technical College, the Orlando campus.
 - This training pilot is for 2 years. During this two years, WC will closely monitor WC claims to ensure injuries don't spike, now that the IPCS screen test is not being used.
 - Friday, January 13, 2017, was the first graduation class to complete the one week program.
 - 46 candidates completed training and received certificates of completion.
 - Another class of 46 is scheduled to start the first of February.
 - A third class is scheduled to start shortly after the February class. The number of attendees for this class has not yet be determined.
 - With these 3 classes of candidates who successfully completing this training, it will close approximately 150 custodial vacancies, districtwide.

Update on Classified Job Descriptions & Evaluation

- The training module, developed to train managers on the changes to the classified evaluation document has been updated to reflect concerns expressed at last month's meeting regarding the use of the word 'empathy'.
 - In an effort to address OESPA's concern with the use of the word 'empathy' the training module developed to train managers on the changes to the classified evaluation document. OESPA expressed concern on the broad definition for the meaning of the word 'empathetic'.
 - The training module, and the supporting documentation, has been updated to include definitions for the following terms: customer, customer service, timely, accurate, courteous and empathetic.
 - A copy of the training document was shared with the team. (See attached)

- Question:
How will the employees know the definitions for these terms? There's training for the managers but how will this reach the classified employees being evaluated by these changes?
Answer:
The district has no problem sharing this information with the classified work force.
- Kenrick would like to have the definition of empathetic added to the job description and the evaluation document.
- Patricia: we will take this under advisement.
- Kenrick: this is a simple matter of understanding. Our disagreement last time was the definition of empathy. We like this definition. How can you hold someone responsible if the plain definition is not really what is being used in this context? The training document will not be posted with the job description. If you evaluate someone, they have to know what they are being held to.
- Lindsey: a suggestion would be to include this in pre-employment orientation, and create a management directive for it.

Transportation Emergency Item

Steve Huckleba

- Transportation had an emergency item to bring forward.
 - There has been vandalism in restrooms, especially the ones at Hanging Moss. The temporary solution is to install port-a-johns. If they are vandalized, they can be replaced. We can't keep up with keeping it clean. An hour after the bathrooms are cleaned, they are vandalized again.
 - Kenrick: if we have a properly installed camera to capture pictures of employees that might be an option.
 - Other suggestions included: a badge swipe to get in. Problem with the badge swipe is the names of persons whose badges can access the doors would have to be manually entered.
 - We are also having plumbing issues in bathrooms at the Eric Olsen Compound.
 - It was suggested that we use both a camera to catch the individual and port-a-johns for emergency use, when the regular bathrooms are vandalized or out of service.
 - There was consensus that cameras will have to be used to identify the individual(s) responsible for this vandalism.
 - Kenrick: The issue has been brought here to the CBLT. But when we talk about closing restrooms and using portable facilities, that is a change in working conditions. We need to look at a camera solution. OESPA would not be happy with port-a-johns being used because bathrooms have been closed until the vandal(s) have been caught.
 - Steve agreed to work with Worker's Compensation to get a light duty employee who could monitor the restrooms for vandalism.

- Port-a-johns will be a backup plan to use while the restrooms are being cleaned and only in a temporary capacity.
- Transportation should also consider a portable hand-washing station in conjunction with the port-a-john.

Executive Assistant/HR

- There was discussion around adding the Executive Assistant/HR to the titles of positions exempt from union membership, according to Public Employment Relations Commission (PERC)
 - Ron Pilgrim is the Chief Negotiator. Because of his title and position, his executive assistant is in-eligible to be a member of the bargaining unit.
 - The title should be added to Article I, C. 2.
 - This is a single employee, not multiple employees.
 - Language for a proposed Tentative Agreement (TA) and Memorandum of Agreement (MOU) was distributed for discussion.
 - OESPA caucused about the proposed TA and MOU.
 - OESPA returned and proposed language changes.
 - District did not agree with the proposed language changes. The proposed TA and MOU died in discussion.

Employee Actions during an Investigation

- OESPA distributed a proposal for adding language to the contract regarding an employee's behavior while under investigation
 - Kenrick provided the following: "Pursuant to FS, employees shall have the right to engage in concerted activities not prohibited by law. The Board shall not direct, request and/or recommend to employees involved in investigations not to discuss the case with their coworkers." FS 447.03
 - OESPA proposed language regarding this issue to be added to the contract under Article XII – Discipline. There was discussion regarding what would be the best citation to include and where inside the Discipline Article this new language would appear.
 - The following points were made by the district:
 - a) There are 2 documents where the statement regarding employee behavior during an investigation existed.
 - * In the PDM letter employees receive when an investigation is launched, and
 - * In the script the ER managers read at the beginning of a PDM.
 - b) The sentence citing this prohibition has been removed from both these documents
 - c) Nowhere in the contract is or was this prohibition ever included.

- d) The district disagreed that OESPA's proposed language needed to be added to the contract since nowhere in the contract did the prohibition language exist.
- Kenrick cited Article V.B.6 as evidence that the contract does address this issue. The article reads:

"Employees who serve as worksite representatives may investigate grievances of other employees from that worksite, provided they notify their supervisor in advance and as long as it does not interfere with the normal worksite operations. This shall not be construed so as to prohibit normal discussion between employees, provided such discussion does not interfere with normal worksite operations."

He is surprised that we do not want to consider adding this language to the contract. This should be easy to do and putting up these obstacles is insulting. When the District wants it in and it's statute we push to get it in the contract. When the Union wants to include it to help preserve rights, the District refuses. Things change and this does not hurt the district and it shows employees that the District will preserve rights. This should have been a "gimme" for the district. Why not? It is because Employee Relations is a sacred cow.
- Patricia attempted to respond to Ken's comments.
- The discussions deteriorated.
- Ron Pilgrim adjourned the meeting to allow cooler heads to prevail and respect to return to the discussion.

*Sample of Training document
for managers re: changes
to evaluations*

Orange County Public Schools

New for 2016-17

A new customer service responsibility was added to all classified job descriptions. It reads:

"Responds to external and internal customers in a timely, accurate, courteous and empathetic manner representing OCPS in a positive light."

Orange County Public Schools

New for 2016-17

How does OCPS define an external / internal customer?

Orange County Public Schools

New for 2016-17

OCPS defines "customer" as anyone receiving either information or a service from an OCPS employee, whether the recipient is another OCPS employee, or someone not employed by OCPS.

Orange County Public Schools

New for 2016-17

An internal customer is someone employed with OCPS. It could be a co-worker or someone from another department or school.

An external customer is anyone **not** employed with OCPS.

Orange County Public Schools

New for 2016-17

What does a "Customer Service" response look like?

Orange County Public Schools

New for 2016-17

It's **timely**. Every effort should be made to respond to customers within 24 – 48 hours after a request is received. The response can:

- ☐ Provide the customer with the information requested,
- ☐ Make the customer aware of your progress in securing an answer, or
- ☐ Provide the customer with who or where they can secure their answer

Orange County Public Schools

New for 2016-17

It's **accurate**: Information provided customers must be accurate. Accuracy ensures:

- ☐ The information is correct.
- ☐ The customer can rely on the information provided them.
- ☐ The information is consistent and dependable.

Orange County Public Schools

New for 2016-17

It's **courteous**: The interaction with the customer should be:

- ☐ Polite.
- ☐ Considerate.
- ☐ Civil, in keeping with the District's Civility Policy.

Orange County Public Schools

New for 2016-17

It's **empathetic**: OCPS defines empathetic as "the ability to convey an understanding of the customer's request."

This can occur by carefully listening to the customer to understand the request. It may involve paraphrasing back to the customer "what you heard the request to be", so the customer will feel understood or can further clarify their request.

Orange County Public Schools

New for 2016-17

These four components:

- ☐ Timely
- ☐ Accurate
- ☐ Courteous
- ☐ Empathetic

Define OCPS's definition of Customer Service.

Orange County Public Schools

Customer Service

The Customer Service responsibility has also been added to the employee's evaluation form. Under:

II. Interpersonal Skills; B. Cooperation

Orange County Public Schools

Customer Service

This section of the classified evaluation will now read:

Cooperates with coworkers, managers, internal and external customers in relationships and daily operations; supports the District's customer service initiative.

Orange County Public Schools

Customer Service

The Guidelines are:

You should treat the customer service component the same as you've treated all the other components under the broad umbrella of Interpersonal Skills (i.e. Communication, Cooperation, Teamwork Skills).

Orange County Public Schools

Customer Service

The essential difference in this change to the classified evaluation is that now, **Cooperation** has been expanded to include the elements of customer service.

Orange County Public Schools

Customer Service

What does this mean?

As the evaluating manager, you should **first** model the customer service behavior you're expecting from your staff.

Orange County Public Schools

Customer Service

Where this behavior is **not** being practiced within your staff, you should coach your employee for improvement.

Orange County Public Schools

Customer Service

Where this behavior **is** being practiced by your employees, you should recognize and encourage its continuance.

Orange County Public Schools

Customer Service

Incorporating the customer service responsibility in every employee's job description and evaluation reiterates the value the District places on our customers and our commitment to Stellar Customer Service to everyone we serve.

Orange County Public Schools

Customer Service

If you have questions, you should contact your
Employee Relations Manager or the Labor
Relations Office at (407) 317-3337, option 1.

Proposed by District

TA#: 1
January 19, 2017

OESPA-CBLT

ARTICLE I, C, 2

Excluded: Classified positions employed in the following offices are excluded from the bargaining unit: Superintendent, Chief of Staff, School Board Services, General Counsel, Labor and Legislative Relations, Employee Relations, Personnel Specialist in Compensation Services, ~~and~~, Budget Specialists in the Office of Management and Budget and Executive Assistant, Human Resources, ~~who directly supports the Chief Negotiator.~~
is directly supervised by the

NOTA: this
did in discussion

MOU#: 1
January 19, 2017

OESPA-CBLT

ARTICLE I, C, 2

Excluded: Classified positions employed in the following offices are excluded from the bargaining unit: Superintendent, Chief of Staff, School Board Services, General Counsel, Labor and Legislative Relations, Employee Relations, Personnel Specialist in Compensation Services, ~~and~~, Budget Specialists in the Office of Management and Budget and Executive Assistant, Human Resources, ~~who directly supports the Chief Negotiator.~~
is directly supervised by

Proposed by OESPA

TA # ____

MOU # ____

January 19th, 2017

OESPA Proposal (Statutory Concerted Activity)

Pursuant to Florida Statutes employees shall have the right to engage in concerted activities not prohibited by law. The Board shall not direct, request and/or recommend to employees involved in investigations not to discuss the case with their coworkers.

NO TA for this
all documents with language in
question have been updated
& language has been removed.

OESPA-CBLT MEETING

Thursday, January 19, 2017

9:30 AM - 4:00 PM

OESPA OFFICE

SIGN-IN SHEET

PIN	NAME	POSITION TITLE	WL NAME	SUPERVISOR NAME	CONTACT PHONE#
57152	Almeida Jefferson	Sr. Administrator	FRS	Lora Gilbert	2025160
98512	Elizabeth Silva	Sr. Manager	Compensation	Theresa Hurtado	200-2172
18283	William Nessler	Subchief Driver	Transportation	Joan Nessler	407-761-7883
24316	Julio A Vazquez	Custodial Tech	Magic Way	Kevin Ballinger	2025026
99876	Tony Smyrock	Retiree/Retiree Tech	N/W Maintenance	Mike Laughlin	402-692-4444
51436	Glennell Tom-Grady	TC/TCIS	East Lake ES Bonneville ES	Pat Boyter	331-2234
8649	Howard Mulkenso	B.S.T	Northwest Maint.	Brett Merrill	(407) 694-7408
59409	Stephanie Jackson	Principal	HRMS	Patricia Fritzer	407 9539455
	Melissa Pfeiffer	Herman UD	OESPA		
	Kennick Pratt	UD	OESPA		
7521	Michelle Smith	Principal	Welch		
95463	Ron Pollard	Oespa President	Oespa Office		
60786	Ron Polgar	HR	HR		

SIGN ONLY ONE SIGN-IN SHEET

OESPA-CBLT MEETING

Thursday, January 19, 2017

9:30 AM - 4:00 PM

OESPA OFFICE

SIGN-IN SHEET

PIN	NAME	POSITION TITLE	WL NAME	SUPERVISOR NAME	CONTACT PHONE#
8481	Helen Tyke	SECTION LDR	Central Service Support	Kevin Bellinger	(407) 317-3700
100445	Floria Mitchell	Para	Rock Lake El.	Robin Broner	407 245-1880
92341	Stephanni Heron	Director	Employment Services	Ron Alderine	202-2132
105127	Jennifer Fowler	Director	Env. Compliance	Michael Eugene	203-3939
8211	Michael Camis	Sr Mgr	the IER	Leigh Ann Badkner	200 2124
13475	James Surgine	Sr. Director	Facilities	John Morris	202-5017
11738	STEVE HUCKABA	Sr. Admin	TRANSPORTATION	Brian Wren	208-6436
106789	Warren Davis	Driver	East River Camp	Jeff Grice	407-558-1165
66891	Tanya Daley	IT Admin	Safety Training	Adam Zubitsky	407-963-8864
33501	Sharon del Millan	ITS	ITS	Pat Bonfante	
11905	Theresa Walker	Lead Negotiator	Waters	Ken Pygman	407 3175337
13726	Ylenda Anderson	Sr Financial Specialist	Waters	Julia Hanson	407 403-1046
22300	Unasay Bowlin	Director	Payroll	Doreen Corcolino	2004081

SIGN ONLY ONE SIGN-IN SHEET