



**COLLECTIVE AGREEMENT  
BETWEEN**

**THE CORPORATION OF  
THE CITY OF CALGARY**

**AND**

**IBEW LOCAL 254  
Emergency Communications Officer**

**2021-2023**

## IBEW Local 254

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(Emergency Communications Officers) Agreement

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COLLECTIVE AGREEMENT BETWEEN:

THE CORPORATION OF THE CITY OF CALGARY  
hereinafter called "The City"

OF THE FIRST PART

and

LOCAL UNION 254  
THE INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, (EMERGENCY  
COMMUNICATIONS OFFICERS)  
hereinafter called "The Union"

OF THE SECOND PART

#### ARTICLE 1.00 - COVERAGE AND PURPOSE

1.01 The City recognizes the International Brotherhood of Electrical Workers, Local 254, as the exclusive Bargaining Agent under Certificate #118-2012 for all civilians employed in the **Emergency Management and 9-1-1** as Emergency Communications Officers. This agreement shall constitute the salaries, wages, and working conditions of this group of employees.

#### ARTICLE 2.00 - TERM OF AGREEMENT

##### 2.01 Contract Term

This Agreement shall be in full force and effect from the date both parties ratify the agreement until **December 31, 2023**. Either party to this agreement may, within a period of not less than sixty (60) days and not more than one hundred and twenty (120) days preceding the date of expiry of this agreement, by notice, require the other party to this agreement to commence bargaining. All terms of this Agreement shall remain in full force and effect during negotiations in accordance with the Labour Relations Code. Should such notice not be given by either party, this agreement shall continue in full force and effect until **December 31, 2024**, and so on for each succeeding yearly period or until such time as the required notice has been given. However, changes can be made anytime by mutual consent of the designated representatives of The City of Calgary, and Local Union 254 I.B.E.W.

##### Mutual Agreements

All Letters of Understanding shall be reviewed at the expiry of this agreement.



## ARTICLE 3.00 - GRIEVANCE PROCEDURE

The City and the Union jointly recognize the desirability of preventing grievances through the use of good judgment, communication and clear directives by all parties.

Within ten (10) working days, an employee is expected to attempt resolution of the difference informally with their exempt Supervisor. Should the employee choose, they may involve their union representative. Should this attempt at resolution fail to resolve the difference, a grievance may be submitted in writing, pursuant to Article 3.10.

The timelines outlined in Article 3.09 will commence after the above noted discussions.

### 3.01 Definition of a Grievance

Either party to this Agreement may lodge a grievance in writing with the other party on a difference which arises between the parties bound by this Collective Agreement as to the interpretation, application, operation or contravention or alleged contravention of this Agreement, or any question as to whether any difference is arbitrable.

### 3.02 Filing Procedure

No grievance shall be considered except under the terms of the following procedure as hereinafter provided, including specifically the placing of the grievance in writing, citing the article allegedly violated, containing a statement of the difference, and the remedy sought. At all steps, copies shall be sent to **Emergency Management and 9-1-1**, Human Resources and Labour Relations. Grievances shall be submitted on a form satisfactory to the City and the Union.

### 3.03 General (or Policy) and Dismissal Grievance

When a dispute involving a question of general application or interpretation of this Agreement occurs, or where the Union has a grievance, Step One or Two of the grievance procedure may be bypassed. A grievance arising from a dismissal may bypass Step One.

### 3.04 Employee Attendance At Hearings

All person(s) aggrieved shall have the right to be present at all steps of the grievance procedure.

### 3.05 Union Representation At Hearings

The aggrieved employee (or group of employees) shall have the case presented by the Business Agent, Union Representative or Shop Steward of Local 254.

### 3.06 Time Limits

Longer periods of time for consideration of grievances may be given at any step in the procedure, if mutually agreeable by both parties. Unless there is mutual agreement, however, where one party initiates a grievance but does not submit the grievance to the second or subsequent steps within the prescribed time limits, the grievance will be deemed as abandoned or withdrawn.

### 3.07 Working Days Defined

For the submission of grievances as provided herein, "working days" shall be considered as the days in which The City's general offices are open to the public for the transaction of regular business.

### 3.08 Filing Time Limit

No grievance shall be considered where circumstances giving rise to such grievance should reasonably have been known to the employee or The City more than ten (10) working days prior to the first filing of the grievance.

### 3.09 Grievance Procedure Steps

Grievances arising under this Agreement shall be adjusted and settled as follows:

Step One - The grievance shall be submitted to the **Chief, Emergency Management & 9-1-1 or Manager, Optimization Services**, or their designate, who shall hear the grievance within five (5) working days and shall render a decision within three (3) working days from the date the grievance is heard.

Step Two - If a satisfactory settlement is not obtained in Step One, the grievance shall be submitted within five (5) working days to the Director, or their designate, who shall hear the grievance within five (5) working days and shall render a decision within three (3) working days from the date the grievance is heard.

Step Three - If a satisfactory settlement is not obtained in Step Two, the grievance shall be submitted within five (5) working days to the General Manager, or their designate, who shall hear the grievance within five (5) working days and shall render a decision within three (3) working days from the date the grievance is heard.

Step Four - If a satisfactory settlement is not obtained in Step Three, the grievance may be referred by either party to Arbitration as per Article 4.

#### Article 3.10 City Grievance Procedure

Should The City have a grievance with respect to the terms of this Collective Agreement, such grievance shall be submitted, in writing, to the Business Manager (or designate), IBEW Local Union 254, within ten (10) working days in accordance with Article 3.08.

The grievance shall be heard within five (5) working days and a decision rendered by the Business Manager (or designate) within 3 (three) working days from the date the grievance is heard.

If a satisfactory settlement is not obtained from the Business Manager, the grievance may be referred by either party to Arbitration as per Article 4.

#### ARTICLE 4.00 - ARBITRATION

##### 4.01 Arbitration Filing Procedure

If a satisfactory settlement is not reached through the grievance procedure outlined in Article 3, the grievance may be referred by The City or by the Union to an Arbitration Board for final and binding settlement. The party submitting the grievance to arbitration will advise the other party of their intent to proceed to arbitration and name their nominee to the Arbitration Board within thirty (30) calendar days of the date the decision of Step Three of the grievance procedure is received.

##### 4.02 Arbitration Board

The Arbitration Board shall be composed of one (1) appointee by The City and one (1) appointee by the Union and a mutually agreed Chairman. Appointment, power, and decisions of the Arbitration Board shall be in accordance with the applicable provisions of the Labour Relations Code.

##### 4.03 Single Arbitrator

The parties may by mutual agreement elect arbitration by a single Arbitrator under the provisions of the Labour Relations Code. If the parties are unable to mutually agree to finalization by a single Arbitrator the grievance shall be settled by an Arbitration Board as provided for above.

##### 4.04 Time Limits

The Arbitration Board or the Arbitrator is requested to meet within three (3) months following appointment and the parties further request that a decision be rendered.

#### 4.05 Arbitration Expenses

Each party to the difference shall bear the expense of its respective appointee to the Arbitration Board and the two (2) parties shall bear equally the expenses of the Chairman.

#### ARTICLE 5.00 - UNION REPRESENTATIVES

5.01 The Business Manager of the IBEW Local 254 may appoint Union representatives on all shifts or teams to protect the interests of the Local Union. Management shall be informed by the Union of current appointments of Business Agents and Union Representatives.

5.02 During classroom training the Assistant Business Manager or Union Representative will be allowed reasonable work time to address the new E.C.O's and welcome them on board. Joint participation by Management is encouraged and welcome.

#### ARTICLE 6.00 - DISCIPLINARY ACTION

##### 6.01 Disciplinary Action Notice

a) When an employee is disciplined and the discipline is to be a matter of record, the employee shall be given written particulars stating the just cause that warranted such action and a full explanation of the terms of the penalty. The employee shall be advised of the right to have a Union Representative or designate present as an observer.

b) When an employee is being investigated by management on any matter which could result in discipline of either that employee or of another employee, or when disciplinary documents are to be placed on an employee's personnel file, employees will be advised that they have the right to union representation at the meeting. All information related to an investigation and/or disciplinary action shall be provided to the union.

##### 6.02 Disciplinary Document Expiry

After one (1) calendar year's time, any disciplinary document will be removed from the employee's personnel file in Human Resources, the **Emergency Management and 9-1-1** and the Union's file. These documents shall be destroyed and the discipline shall not be held against the employee from this point on.

##### 6.03 File Review

An employee has the right to review their current personnel file, including those where they have previously worked in another City Business Unit by making an appointment and jointly reviewing the file with a management representative.

#### 6.04 Exoneration

If an employee is exonerated and the discipline has resulted in lost monies to the employee, The City shall reimburse the employee for such damage.

#### ARTICLE 7.00 - CHECK-OFF

7.01 The City agrees to the monthly check-off of normal union dues and to the monthly check-off of dues under the Rand Formula. The Union shall certify changes in dues, in writing to The City. Such changes will be implemented by The City upon receipt of written authorization.

#### ARTICLE 8.00 - DISCRIMINATION & HARASSMENT

8.01 The City shall not refuse to employ or refuse to continue to employ or discriminate against any person with regard to employment or any condition of employment or advancement opportunities in accordance with the Alberta Human Rights Act **because of race, colour, ancestry, place of origin, religious beliefs, gender, gender identity, gender expression, age, physical disability, mental disability, marital status, family status, source of income, sexual orientation**. The City also agrees not to discriminate against any employee by reason of their membership or activity in the Union.

8.02 The City and the Union are committed to improving the workplace by providing a work environment for all **Emergency Management and 9-1-1** personnel that is free from all forms of harassment.

In order to reinforce the dignity and self-worth of all employees the City and the Union are committed to maintaining a harassment free workplace. The City and the Union will not tolerate, ignore or condone workplace harassment.

All **Emergency Management and 9-1-1** personnel, City employees and bargaining unit members are responsible for respecting the dignity and rights of their co-workers/co-members.

#### ARTICLE 9.00 - PAY DAYS

9.01 All employees shall be paid on a bi-weekly basis. All employees shall receive a statement of earnings, deductions, and hours worked with each payroll deposit.

## ARTICLE 10.00 - HOURS OF WORK

### 10.01 Hours of Operation

The Union recognizes that **Calgary 9-1-1** is a twenty-four (24) hours per day, seven (7) days per week operation.

### 10.02 Work Week Hours

The work week shall consist of an average of thirty-five (35) hours, forty (40) hours, or forty-two (42) hours per week over an eight (8) week period, for full time employees, with consecutive days off.

However, employees pay is based on their actual work schedule.

### 10.03 Shift Breaks

- Eight (8) hour shift shall receive a paid twenty (20) minute break X 2
- Ten (10) hour shift shall receive a paid twenty-five (25) minute break X 2
- Twelve (12) hour shift shall receive a paid thirty (30) minute break X 1 and a fifteen (15) minute break X 2.

Breaks may be combined when operationally feasible. Breaks will not be scheduled at the beginning or end of a scheduled shift.

**Operational shifts will be scheduled for no less than four (4) hours in duration.**

### 10.04 Rest Between Shifts

Shift hours shall be so arranged that there is a minimum of ten (10) consecutive hours rest between shifts and should an employee be required to work during this intermission they shall be paid at the overtime rate, except when changing shifts according to a set schedule. Double shifting within a twenty four (24) hour period will not occur.

### 10.05 Team Change/ Master Shift Rotation

- a) Where it is found necessary to change an employees' hours from one work team to another with different days off, an employee shall be given fourteen (14) calendar days written notice except in the following circumstances:
- i. The employee, or the union on behalf of the employee(s) requests the shift change;
  - ii. An accident has occurred;
  - iii. Urgent work is necessary;
  - iv. Any emergency including a state of emergency.



Failure to give fourteen (14) calendar days written notice of a shift change, in circumstances not listed above, shall result in overtime being paid for any hours worked that exceed eight (8) hours in a work day that were not set out in the employee's regular work schedule, during the fourteen (14) day notice period.

- b) Changes in the Master Shift Schedule from the current shift rotation shall not be arbitrarily changed by Management. Prior to implementation, Management will approach the Union to seek their input and formally discuss changes being proposed.

The Master Shift Schedule will identify the regularly scheduled hours and the scheduled days off.

Subject to operational needs, 60 days notice must be given, in writing, to the Union/employees, of any Master Shift Schedule change.

#### 10.06 Split Days Off

Employees shall not be required to split their days off except by mutual consent between the employee and the employer.

#### 10.07 Shift Definitions

A shift is the identified period of time that an employee is scheduled to start and finish the hours of work during each work day.

Shifts will be defined and coded to the date on which the shift starts.

### ARTICLE 11.00 SHORT TERM SHIFT CHANGE NOTICE

11.01 When a temporary change in an employee's regular shift is necessary, a twenty- four (24) hour notice shall be given by the City to the employee except for emergency shifts. Failure to provide twenty-four (24) hours' notice will result in overtime for all hours that fall short of the 24 hour notice period.

Any alteration in scheduled start/end times are to be avoided.

### ARTICLE 12.00 - SHIFT DIFFERENTIAL

**To all employees working any shift that starts after 11:30 a.m., a \$1.10 per hour premium will be paid when working any hours that fall between 11:30 hours and 21:59 hours.**

**A \$1.20 per hour premium will be paid to all employees when working any hours that fall between 22:00 hours and 06:00 hours.**

## ARTICLE 13.00 - OVERTIME WORK

### 13.01 Overtime Definition

Work during any period of hours other than those mentioned in Article 10.00 shall be considered as overtime.

### 13.02 Overtime Distribution

In the matter of overtime, The City agrees to distribute such overtime as evenly as possible among the members of the Calgary 9-1-1.

### 13.03 Overtime Pay/Call-Out

Double time (2X) shall be paid for all overtime. An employee shall receive payment of no less than two (2) hours at double time (2x) when called-out for work (**Call-Out Pay**). No employee shall be required to take time off in lieu of overtime pay. Earned overtime can be placed in the employee's overtime bank.

**Management initiated cancellation of pre-scheduled overtime with less than four (4) hours notice shall result in call-out pay.**

### 13.04 Overtime Breaks

An employee scheduled to work beyond their regular shift or called in to work overtime will receive breaks in accordance with Article 10.03.

### 13.05 Overtime Pay Calculation

All overtime will be computed on an hourly basis.

### 13.06 Relief Pay

An employee who is assigned to perform the major duties and responsibilities of a higher rated position in the bargaining unit for a period of one hour or more shall be paid the rate that applies to the higher position for the time spent in the position. The higher rated pay (relief pay) is processed when the employee chooses to be paid. If the employee chooses to bank the time, it will be paid at the prevailing rate.

## ARTICLE 14.00 - COURT ATTENDANCE

### 14.01 Court Attendance While on Day Off

When an employee is required to attend court on an off-duty day, that employee shall be entitled to eight (8) hours for either morning or afternoon court. If an employee is required to attend both morning and afternoon court, an additional six (6) hours will be earned for a total of fourteen (14) hours for both appearances.

### 14.02 Court Attendance During Regularly Scheduled Hours of Work

When an employee is required to attend court during regularly scheduled hours, such court attendance shall be considered part of the employee's regular work duties. If the court attendance starts or ends within two hours of the beginning or end of an employee's shift, the employee will not be required to report to the **Emergency Management and 9-1-1** before or after such court attendance.

### 14.03 Court Attendance and Shift Change

When an employee is required to attend court and the hours of court attendance fall partially or completely outside of the employee's regularly scheduled hours of work that day, the court attendance shall be considered part of the employee's regular work duties. The employee's regularly scheduled hours of work will be adjusted to allow for attendance at court.

### 14.04 Court Attendance During Vacation

If an employee is **required to attend** court during their vacation, they shall be entitled to sixteen (16) hours **of straight time for each calendar day that court is attended. The employee shall be credited the hours to their overtime bank after their return-to-work date. The hours banked may be paid out at the employee's request subject to Article 21.00.**

### 14.05 Court Attendance Expenses During Vacation

If an employee is brought back for court appearances during a vacation, all expenses for travel and lodging incurred by the employee returning from vacation, shall be paid by The City as well as those expenses for the employee to return to the vacation destination.

#### 14.06 Court Attendance During Leave of Absence

If an employee is required to attend court during an approved leave of absence, they shall be entitled to sixteen (16) hours of straight time for each calendar day that court is attended. The employee shall be credited the hours to their overtime bank after their return-to-work date. The hours banked may be paid out at the employee's request subject to Article 21.00.

#### 14.07 Court Attendance Notification

The employee must advise the **Assistant Deputy Chief** if their attendance is required in court during their vacation **or leave of absence** as soon as practicable.

### ARTICLE 15.00 - STATUTORY HOLIDAYS

#### 15.01 Holidays

The City agrees to grant the following paid holidays: New Year's Day, Family Day, Good Friday, Easter Sunday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, **National Day for Truth and Reconciliation**, Thanksgiving Day, Remembrance Day, ½ day on the employee's last scheduled working day preceding Christmas Day, Christmas Day, Boxing Day, and any other day declared a holiday by the Federal, Provincial or Municipal government.

In recognition that many statutory holidays are based on Christian Holy Days, and that many employees may choose to celebrate other Holy Days based on their individual faith, Management shall permit employees, on an annual basis, to submit documentation indicating their request and their religion are bona-fide, and to designate up to three (3) Holy Days in lieu of Good Friday, Easter Sunday and Christmas Day where regular work is normally performed on these days. The designation will be made in writing to their supervisor with reasonable notice prior to the requested day off or the Christian holiday that is being exchanged, whichever comes first.

Employees selecting this option will take the designated days as a Statutory Holiday and the relevant provisions of Article 15.00 shall apply. The granting of time off for such designated Statutory Holiday shall be at the supervisor's discretion, based on operational needs. Employees who select this option will treat the original Statutory Holidays as regular days and will be paid at the appropriate straight-time rate.

#### 15.02 Holiday During Regular Work Period

No deductions in the wages and salaries of any employee with more than thirty (30) calendar days service in the previous twelve (12) months shall be made on account of the above-mentioned holidays.

#### 16.06 Vacation Pay

Any employee who is assigned for a major portion of the year to rotating shift work shall receive the hourly shift differential in addition to their regular pay while on vacation.

#### 16.07 Stacking of Vacation

An employee upon being entitled to three (3) weeks or more of vacation, shall be entitled, upon written request, to save and carry forward to a future vacation period, one (1) week of annual vacation per annum to a maximum of six (6) weeks subject to written approval of the **Deputy Chief or Leader, Learning and Wellness**, and the needs of the operation. Subject to the preceding conditions, an employee entitled to five (5) weeks or more vacation shall be entitled to save and carry forward to a future vacation period two (2) weeks of annual vacation per annum to a maximum of six (6) weeks. Such deferred vacation shall be paid at the employee's prevailing salary when taken. Those employees with more than four (4) weeks after December 31, 1994 will be allowed to maintain but not replace those weeks in excess of the maximum.

Employees may stack vacation provided the minimum provincially legislated vacation time is taken.

For the purposes of banking, a week shall normally be forty (40) hours, but in all cases based on an employee's average weekly hours of work.

Years of Service	Vacation Entitlement	Bankable Vacation
0-1	2 weeks	None
2-4	3 weeks	1 week
5-7	3 weeks	None
8-16	4 weeks	1 week
17-24	5 weeks	2 weeks
25-29	6 weeks	2 weeks
30 or more	7 weeks	2 weeks

#### 16.08 Vacation Entitlement and Health Related Absences

An employee, who has been absent on **one of the following leaves: Maternity Leave, Parental Leave, Adoption Leave, Family Leave, Compassionate Care Leave, Unpaid Medical Leave, Long Term Disability or** Sickness and Accident or Workers' Compensation, shall **continue to accrue vacation entitlement hours for a period of up to twelve (12) months.**

#### 16.09 Vacation Selection

Permanent employees shall select vacations in accordance with the **9-1-1 Operations** Vacation Selection Standard Operating Procedures. Limited term employees who work full time hours for one year or more but have not yet reached established status will be placed within a vacation selection group.

#### 15.03 Holiday Pay During Absence From Work

If a statutory holiday or designated lieu day falls during a period of approved medical leave (S&A, LTD, WCB), the employee shall only receive the sick leave pay for which they are eligible.

While on Maternity Leave, Parental Leave, Adoption Leave, Compassionate Care Leave, and Family Leave, employees shall be credited with a banked lieu day.

#### 15.04 Holiday on Day Off

When a statutory holiday falls on an employee's scheduled day off, the employee shall be entitled to a lieu day equivalent to the employee's regular shift (predominant scheduled hours) prior to the statutory holiday. The lieu bank will be paid out at the employee's request.

Should the employee choose to take the time off, the taking of lieu time off to be mutually agreed between the employee and management and shall be taken no later than the end of the subsequent calendar year in which it is banked, or it will be paid out. In all cases banked lieu days not taken as time off by the end of the subsequent calendar year will be paid out. Lieu days will be paid out no later than Pay Period 3 of the following year, at the rate of pay held on December 01 of the previous year.

Where a statutory holiday falls on a scheduled day off of an employee on paid sick leave (S&A, WCB, LTD), they will receive a banked lieu day. The scheduled day off will be determined from the employee's pre-disability work schedule and will be subject to payout should the lieu day not be taken as time off by the end of the subsequent calendar year.

#### 15.05 Holiday Pay

Statutory holiday entitlements will be defined and coded to the date on which the shift starts. If a statutory holiday falls on an employee's regular working day, the employee shall receive a day's pay for the holiday but if the employee works, the employee shall also receive double time for the hours worked. Half of the statutory premium (double time) and all the straight time for the day shall be paid out. The remaining half of the statutory premium shall be placed into the employee's overtime bank.

Should an employee be required to work on a day off they will receive a lieu day for the statutory holiday plus overtime (2x) for all hours worked. The employee will have the option to either receive pay or bank the overtime.

**Any employee whose regular shift commences on or after 1800 hours on New Year's Eve and continues after midnight will receive, in addition to their regular pay, an additional amount of pay which will equal one-half (1/2) of the number of hours of the shift for which the employee was scheduled.**



## ARTICLE 16.00 - VACATIONS

### 16.01 Vacation Entitlement

Employees covered by this agreement shall be entitled to receive vacation with pay in accordance with entitlements after completion of:

One (1) year service	-	two (2) weeks
Two (2) years' service	-	three (3) weeks
Eight (8) years' service	-	four (4) weeks
Seventeen (17) years' service	-	five (5) weeks
Twenty-five (25) years' service	-	six (6) weeks
Thirty (30) years' service	-	seven (7) weeks

### 16.02 Vacation Credits

- a) Vacation credits will occur on the anniversary of the original date of hire for employees.
- b) Vacation selections shall be scheduled within a calendar year from January to December. Employees may be allowed to use vacation prior to their anniversary date with the understanding that the adjustment may be necessary if they leave the City service.

### 16.03 Previous Service

Those employees who were previously employed by The City of Calgary and whose employment was continuous to the current position will be entitled to paid vacation time as directed by their Anniversary Date.

### 16.04 Holiday During Vacation

Statutory holidays occurring during the vacation period shall be given in addition to the above-mentioned weeks of vacation. Where the holiday falls on a scheduled day off, the employee will be eligible to bank a lieu day (Article 15.04). Where a holiday falls on a scheduled workday, the employee will not be required to use vacation time to cover the absence.

### 16.05 Vacation Week

One (1) week of vacation entitlement shall normally be forty (40) hours, but in all cases based on an employee's average weekly hours of work. When taking vacation time off the employee's vacation allotment will be reduced by actual time taken based on their actual work schedule.

**Management may require employees to take vacation in complete tours provided the employee has sufficient entitlement. If the employee has fewer than the required hours of entitlement, the employee may take vacation in complete daily shifts. If the employee has fewer than a complete daily shift of vacation entitlement remaining or the employee has not been able to use their vacation due to operational demands, unused vacation entitlement may be carried over to the following year.**

Any changes to the 9-1-1 **Operations** Vacation Selection Standard Operating Procedures will be done through mutual consultation between union and management.

#### ARTICLE 17.00 - EMPLOYEE BENEFITS

17.01 Employees shall participate in the Municipal Employees Benefit Association of Calgary and are eligible for applicable benefits therein in accordance with the terms and conditions of the agreement between The City of Calgary and the Municipal Employees Benefit Association of Calgary.

**The City of Calgary acknowledges that all eligible employees shall participate in the Local Authorities Pension Plan, in accordance with the terms and conditions of the Alberta Employment Pension Plans Act.**

#### ARTICLE 18.00 - TECHNOLOGICAL CHANGE

18.01 Where The City introduces or intends to introduce a technological change that affects the terms and conditions or security of employment of any employees to whom this agreement applies, and/or alters the basis upon which this agreement was negotiated, it is agreed:

That said technological change and impact adjustment shall be discussed between the bargaining representatives of the parties to this agreement and any dispute that may arise shall be subject to the arbitration proceedings as contained in Article 4.00, thereby bypassing all other steps in the grievance procedure.

That The City will provide the Union ninety (90) days notice in writing of any intended technological change that affects the terms and conditions or security of employment of the employees to whom this agreement applies and/or alters the basis upon which this agreement was negotiated.

That The City will assume all of these responsibilities with regard to employees who may be affected by said technological change. This responsibility includes, but is not limited to, retraining, updating and upgrading of skills and reasonable compensation to any employee who is displaced due to the change.

That if any employee cannot cope with the change and is able to be transferred to another position and is able to do the work to which they were transferred to, they shall continue to receive the wage rate held in their previous position, until such time as the lower rate reached their former rate at the time of transfer.

## ARTICLE 19.00 - CLOTHING ISSUE

### 19.01 Initial Issue

The initial issue of uniform for Emergency Communications Officers on their enlistment will be:

- 4 uniform shirts either long or short sleeve
- 3 pairs of uniform pants or skirts
- 1 tie
- 1 belt
- 12 pairs of socks or 12 pairs of pantyhose
- 1 sweater
- 2 pairs of shoes or boots (or 1 pair of shoes and 1 pair of boots)
- 1 tie clip
- 4 t-shirts

### 19.02 Annual Issue

As required permanent Emergency Communications Officers will be issued the following clothing each year up to a maximum of:

- 3 uniform shirts, either long or short sleeve
- 3 pairs of uniform pants or skirts
- 1 belt (as required)
- 6 pairs of socks or 12 pairs of pantyhose
- 1 pair of shoes or boots
- Sweater as required
- 4 t-shirts

## ARTICLE 20.00 - LAYOFF

### 20.01 Layoff

In the event of a reduction of permanent staff in **Emergency Management and 9-1-1**, the most junior person shall be the first to be laid off and the last to be rehired.

### 20.02 Layoff Procedure - Permanent Employees

The City, for reasons of lack of work, will endeavor to not lay off those permanent employees who are employed in **9-1-1 Operations** by The City of Calgary in **I.B.E.W. Local 254**. The City, for the purpose of retention of employment for permanent employees of the bargaining unit may:

1. schedule employees off on current vacation entitlements
2. schedule employees off on any banked time
3. notwithstanding the above, The City and the Union may by mutual agreement implement other methods to attain that desired results.

The City will exhaust all of the foregoing measures prior to initiating layoffs.

### 20.03 Rehire

Former permanent employees subject to rehire, under this Article, shall be notified by telephone, and if contact is not possible, by registered mail to the employee's last address of record. An employee so notified shall advise the Calgary 9-1-1 in writing of their intentions. If an employee does not report for work as required, they shall lose any rights under this Article. Any permanent employee not offered rehire within twelve (12) months of their layoff shall lose any rights under this Article.

### 20.04 Notice of Layoff

When a reduction in permanent staff takes place, employees when terminated (except for just cause) shall receive 1 week's notice or 1 week's pay in lieu thereof or any longer notice specified by the Employment Standards Code.

## ARTICLE 21.00 - OVERTIME BANK

### 21.01 Compensation Procedures

All employees shall have the option of receiving one (1) hour's pay for each hour earned or accumulate the hours up to one hundred and sixty (160) hours. Subject to the needs of the 9-1-1 **Operations or Optimization Services**, employees will be allowed to be paid on a straight time basis for time earned or take their accumulated time off when requested, provided reasonable notice of intention to take time off is given. In the event the requested time off is refused to the employee, the supervisor will notify the employee in writing outlining the reason(s) for the decision. Earned hours of work can be deposited to the employee's overtime bank and paid out at the prevailing rate.

### 21.02 Hour Limit

When hours in excess of one hundred and sixty (160) have been accumulated by any one employee, such employee will be paid for all hours over one hundred and sixty (160) at the rate of one (1) hour's pay and paid out at the prevailing rate.

## ARTICLE 22.00 - VACANCIES, TRANSFERS AND PROMOTIONS

### 22.01 Staffing of Positions

When a vacancy occurs, or a new position is created, Management shall have the sole right to make the decision as to whether such positions shall be filled. When Management decides to fill such positions, it shall be made available electronically. Such posting shall be open for a period of not less than seven (7) nor more than fifteen (15) days.

The posting shall set out the job description, minimum qualifications, classification and wage rate. An electronic copy of the

posting shall be sent to the Union. Vacancies or new positions shall be filled by bargaining unit members provided the applicant can qualify.

Where subsequent vacancies occur within three (3) months of the posting closing, Management may fill such vacancies with qualified candidates from the initial competition without reposting. Vacancies for subsequent positions will be filled from the original ranked order of the candidates who completed the interview process. All internal candidates originally interviewed will be notified of the subsequent appointment.

When vacancies occur employees will be eligible to move between teams based on qualifications and seniority, subject to operational requirements.

#### 22.02 Selections

Education, training, experience, and ability shall be considered in filling vacant or new positions, transfers and promotions. Where these factors are judged by Management to be relatively equal, seniority shall be the determining factor. Qualifications may not be established in a discriminatory manner.

#### 22.03 Reversion

When a permanent employee who has completed a probationary period is transferred or promoted to another regular (established) position within The City, for a period not to exceed six (6) months from the date of such transfer or promotion, they shall be permitted to or may be required to revert to their former regular (established) position within the **Emergency Management and 9-1-1**.

Permanent employees, promoted or transferred from a regular (established) position under the provisions of Article 22, to a limited term position outside the bargaining unit shall be returned to their former position at the expiry of the limited term position or a period not to exceed twelve (12) months, whichever is less, unless previously reverted at their own or management's request.

The employee shall accumulate service and be permitted to retain their seniority in that former position for a period not to exceed six (6) months or twelve (12) months from the date of transfer or promotion.

The employee shall accumulate service and will retain, but not accumulate, seniority in the position from which they left in the **Emergency Management and 9-1-1**. The employee is not eligible for any internal postings while working outside the bargaining unit **and will not be required to pay union dues to the bargaining unit**.

Any employee affected by such reversion will also be returned to their former position. The Union shall be notified of all transfers or promotions as they relate to this clause.

#### 22.04 Seniority

A seniority list shall be developed for all employees in established and limited term positions covered by this agreement. The employer will provide the Union with a seniority list of all employees once each year within thirty (30) calendar days of receiving the written request from the Union.

Seniority is defined as the length of service in the bargaining unit.

The seniority order for employees with the same appointment date will be adjusted based on marks from examinations during the initial training period. The employee with the highest mark will be placed first on the seniority list within their date of appointment and the remaining employees in descending order, according to their marks. **Where there is a tie in seniority between employees on the list who do not have the same appointment or reappointment date, the employee with the earliest (re)appointment date will be placed first. Where a tie still exists, marks from examinations during the initial training period will break the tie and determine the order.**

#### 22.05 Eligibility Lists (Relief Purposes)

An eligibility list that is established and maintained for the **9-1-1 Operations or Learning and Wellness**, will be done so in accordance with the principles outlined in Article 22.02.

Relief opportunities of 119 days or less will be distributed evenly among qualified employees for the particular team where the relief is required.

Relief opportunities of 120 days or greater will be offered to the most senior qualified employee from the overall combined eligibility list. An employee may decline these relief assignments.

Updated on a yearly basis.

When an employee applies initially or applies for re-instatement, the placement on the eligibility list shall be the date of the most recent application. When we have multiple "dates of applications" seniority will prevail.

Eligibility lists will be made available to the Supervisor's and the Union.

### ARTICLE 23.00 - EMPLOYEES

#### 23.01 Permanent Employee

A permanent employee shall be one who has completed a probationary period. Those permanent employees who have completed a probationary period elsewhere in The City service shall serve a 6 month trial period in an established Emergency Communication Officer position.



### 23.02 Probationary Employee

A probationary employee shall be one who has been appointed to a regular (established) position in the bargaining unit but who has not completed a probationary period in The City service. The probationary period shall be 6 months in a regular (established) position; however, any days absent from work will be added to the stipulated six (6) month period.

### 23.03 Temporary Employee

A temporary employee shall be one who has not attained permanent status, who has not completed a probationary period but holds a limited term assignment.

Notwithstanding Article 23.01 and 23.02, temporary employees who subsequently obtain a regular (established) position with **9-1-1 Operations** with more than six (6) months, but less than twenty-four (24) months continuous service, shall nonetheless be considered to have completed the probationary period. The continuous service will include any hours worked as an on-call employee prior to becoming, or returning to, a temporary employee.

### 23.04 Temporary Full-Time Employee

Employees with twenty-four (24) months continuous in the **9-1-1 Operations** and not occupying a regular (established) position shall nonetheless be classed as permanent.

## ARTICLE 24.00 - RE-ENGAGEMENT OF FORMER EMPLOYEES

24.01 When an employee leaves The City service for any reason and is later re-engaged, their seniority shall date only from the time of their re-engagement.

24.02 Any former employee of **9-1-1 Operations**, or a former employee of an operation similar to **9-1-1 Operations**, who is hired/rehired within two (2) years of leaving may:

- be rehired outside of the regular hiring process including bypassing formal classroom training if applicable;
- be paid at a pay classification that may reflect their previous years of service.

Except for the pay classification, all service-related entitlements and benefits such as seniority and service will commence in the same manner as a new hire.

## ARTICLE 25.00 - LEAVES OF ABSENCE ADMINISTRATION

### 25.01 Leave of More Than 30 Days

When an employee has been granted leave of absence of any kind and for a period of more than 30 consecutive days, and such employee, prior to commencing leave, elects to continue benefit coverage, the employee shall be required to pay both the employee's and the employer's share of the premiums for applicable benefits. Payment is to be made in advance and shall be based on the average earnings over a period of 6 months immediately preceding the date of such leave of absence. Seniority and service shall not accrue during such leave, except as provided for in other clauses within this Article.

### 25.02 Leave of Less Than 30 Days

Where an employee has been granted leave of absence of any kind for a period of 30 days or less, such employee shall be required to pay the usual employee benefit premiums and any other levies which would normally occur had such leave of absence not been granted. Seniority and service shall accrue during such leave.

### 25.03 Entitlements While on Leave

Employees while on leave of absence without pay for any reason for more than 30 days, shall not be eligible for any remuneration from The City of Calgary, including wages, vacation accumulation, statutory holiday entitlement, any other fringe benefits or premiums, nor shall the leave of absence be considered as time accrued towards salary increment increases, except as provided for in other clauses within this Article.

### 25.04 Military Leave

A request for military leave of absence shall be submitted in writing to the **Deputy Chief or Leader, Learning and Wellness**, no later than **four (4) weeks** in advance of such leave.

In the granting of leave of absence for military purposes, it is agreed that the terms of such leave will be in accordance with the Government of Canada regulations, and any regulations passed by the City of Calgary relative to City Pension, and group insurance contributions.

## ARTICLE 26.00 - OVERSTAYING LEAVE OF ABSENCE

26.01 Where an employee overstays a leave of absence without permission of the **Chief, Emergency Management and 9-1-1 or Manager, Optimization Services**, the employee shall automatically be terminated for cause from The City, unless in the opinion of the **Chief, Emergency Management and 9-1-1 or Manager, Optimization Services**, such overstay was justified

## ARTICLE 27.00 - GENERAL LEAVES OF ABSENCE

27.01 A permanent employee desiring a general leave of absence must apply in writing to the **Deputy Chief of Leader, Learning and Wellness** no later than 2 months in advance of such leave. Should such application be refused, the employee shall have the right to appeal to the **Chief, Emergency Management and 9-1-1 or Manager, Optimization Services**, through the proper officials of the Union. The decision of the **Chief, Emergency Management and 9-1-1 or Manager, Optimization Services** shall be final and shall be communicated to the Union in writing.

## ARTICLE 28.00 - UNION OFFICE LEAVE OF ABSENCE

28.01 When it is necessary for an employee(s) to make application for leave of absence to perform duties of any office in the Local Union or of the Parent Union, such request shall have priority over all other applications. The application must be made in writing by the Business Manager or Assistant Business Manager to the **Chief, Emergency Management and 9-1-1 or Manager, Optimization Services**.

Such employee(s) shall retain their original seniority rights in their department with no decrease in status, but without claim to any promotion effected during their absence on leave.

During such absence, employee(s) shall be entitled to accumulate seniority in accordance with the Union agreement and shall be entitled to all provisions of the Municipal Employee Benefit Association of Calgary and the Local Authorities Pension Plan, or applicable benefits. The employee or union will be responsible for payment of all levies, both employee's and employer's share, pertinent to the above benefits.

Any employee(s) granted such leave for Union office will continue to be paid by The City and subsequently, the Union will reimburse The City.

Upon termination of the Union office leave, such employee(s) shall return to a comparable position with no loss of pay and if an identical classification is not immediately available, the employee(s) shall be placed into the first vacant or new position in that classification that comes open with the department. The employee(s) shall provide one (1) months notice prior to returning to The City upon termination of Union office leave.

## ARTICLE 29.00 - UNION BUSINESS LEAVE OF ABSENCE

29.01 Any employee engaged in any Union activity, such as, committees, meetings, or a grievance process, shall request leave from the **Deputy Chief or Leader, Learning and Wellness** or designate, with as much notice as is feasible, indicating the approximate time off requested.

An employee granted any leave for Union business will continue to be paid by The City, and subsequently, the Union shall reimburse The City. This reimbursement will not apply to:

- Joint labour/management meetings approved by The City
- Representation for the purpose of discipline/grievance
- Up to 3 employees, representing the local Union to attend meetings to negotiate with the employer

Those employees who are representing the local Union, for which the reimbursement does not apply to, will have their shifts adjusted accordingly by the employer in order to accommodate their attendance.

## ARTICLE 30.00 - BEREAVEMENT LEAVE

### 30.01 Bereavement Leave - Immediate Family

When a death occurs in an employee's immediate family the employee, upon request, shall be permitted by the **Deputy Chief or Leader, Learning and Wellness**, a leave of absence with pay of seven (7) consecutive calendar days. Immediate family is defined as current spouse (including common-law or **independent partner**); parent, step-parent, guardian (**current or former**), **foster parent (current or former)**; **sibling, half-sibling, step-sibling** child, step-child, foster child or ward; grandparents or step-grandparents of the employee; grandchild or step-grandchild; or related dependent living in the household of the employee.

### 30.02 Bereavement Leave - More Distant Relatives

A leave of absence with pay of seven (7) consecutive calendar days may be permitted at the discretion of the **Deputy Chief or Leader, Learning and Wellness** to address the demise of the employee's parent-in-law or step parent-in-law, **sibling-in-law; step sibling-in-law children-in-law**, grandparent-in-law, or step grandparent-in-law.

### 30.03 Bereavement Leave During Vacation

When an employee qualifies for bereavement leave during a period of vacation, there shall be no deduction from vacation credits for such absence. Any employee who is absent on sick leave (with or without pay) or who is absent on Workers' Compensation shall not be entitled to bereavement leave.

### 30.04 Leave to Attend Funeral

Leave with pay for up to a maximum of one day to attend funeral services only of persons related more distantly than those listed in Article 30.01 and 30.02, may be granted at the discretion of the **Deputy Chief or Leader, Learning and Wellness** or designate.

## ARTICLE 31.00 - MATERNITY LEAVE

### 31.01 Maternity Leave Entitlement

A pregnant employee who has ninety (90) days continuous service shall be entitled to maternity leave without pay for a period not to exceed sixteen (16) weeks. As soon as practicable, such employee shall apply in writing for maternity leave, including advice to the **Deputy Chief or Leader, Learning and Wellness** of the estimated delivery date and date of commencement of maternity leave. Maternity leave shall commence at the time designated by the employee, within thirteen (13) weeks of the estimated delivery date, except under circumstances in 31.03 below. During such maternity leave, the employee shall be entitled to accumulate service and seniority in accordance with the collective agreement.

### 31.02 Benefit Coverage While on Maternity Leave

An employee who has applied for maternity leave shall be required to pay in advance for the non-health-related portion of the leave, their share of the premiums for applicable benefits as per MEBAC and any other levies normally in force had such leave of absence not been granted.

### 31.03 Maternity Leave Commencement

Employees who are pregnant and have been deemed unfit for work by her Physician, shall be eligible to apply for benefits under the MEBAC Agreement. Should this employee be approved for Sickness and Accident and/or Long Term Disability prior to the date she had indicated that her maternity leave would commence, this period of absence will not be included as part of her maternity leave.

### 31.04 Return From Maternity Leave

An employee returning to work from maternity leave shall be reinstated to the position held at the time maternity leave commenced or provided with work of a comparable nature at not less than the same salary and other benefits that had accrued to the employee prior to commencing maternity leave, but in either case, without claim to any promotions effected during absence on leave.

### 31.05 Maternity Leave Extension

A maximum three (3) week extension to the sixteen (16) week period of maternity leave, may be granted by the Deputy **Chief or Leader, Learning and Wellness**. The employee must provide the **Deputy Chief or Leader, Learning and Wellness** with a letter from their physician indicating that due to either pre or post-delivery medical complications, the employee is unable to return to work as previously arranged.

## ARTICLE 32.00 - ADOPTION LEAVE

32.01 Where an employee seeks leave of absence for the purpose of legal adoption, the employee shall be entitled to a leave of absence without pay, for a period not to exceed sixteen (16) weeks. The terms and conditions applicable to adoption leave shall be the same as those for maternity leave.

The employee shall request this leave from the **Deputy Chief or Leader, Learning and Wellness** at least two (2) weeks prior to obtaining custody of the child being adopted. Where due to the circumstances of the adoption process, the employee is not able to request this leave within the above time frame, they shall submit their request as soon as they can after they have been notified of the custody date.

In situations where the employee has to travel to another country for the adoption of a child, their adoption leave shall commence on their first day of travel.

Where both adoptive parents are employees of The City, they may share the adoption leave with the total not to exceed sixteen (16) weeks. The parents may be granted leave simultaneously, subject to operational requirements.

## Article 33.00 - PARENTAL LEAVE

33.01 A natural or adoptive parent with at least ninety (90) days continuous service is entitled to an unpaid Parental Leave of up to sixty-two (62) weeks for the care of a newborn or adopted child. The terms and conditions applicable to parental leave shall be the same as those which apply to maternity and adoption leave.

Parental leave may be available within the year that the child arrives home. If both parents are City employees, they may share the leave of absence, with the total leave not to exceed sixty-two (62) weeks. The parents may be granted leave simultaneously, subject to operational requirements.

## ARTICLE 34.00 - BIRTH/CUSTODY LEAVE

34.01 An employee, upon request, may be granted leave of absence with pay for **one (1)** day for the purpose of attending the birth of **their** child, or for attending to the release from hospital of **their** spouse who has given birth, **or on the day of first obtaining custody of a child who has been legally adopted. It is understood that this leave will apply on an employee's regular scheduled work day.**



## ARTICLE 35.00 - FAMILY LEAVE AND COMPASSIONATE CARE LEAVE

### 35.01 – Eligibility Compassionate Care Leave

Employees who have at least ninety (90) days service with The City, shall be entitled to Compassionate Care Leave without pay to give care or provide support to a gravely ill family member in accordance with the terms outlined in the Alberta Employment Standards Code. During such Compassionate Leave, the employees shall be entitled to accumulate service in accordance with the collective agreement. **No loss of seniority or service shall result from such leave.**

### 35.02 Eligibility Family Leave

Employees who have at least **ninety (90) days** service with The City, and who either are unable to qualify for Compassionate Care Leave or who qualify but have exhausted their Compassionate Care Leave, shall be entitled to a Family Leave without pay to care for ill or elderly family members. No loss of seniority or service shall result from such leave.

### 35.03 Benefits

Employees who are granted Family Leave **or Compassionate Care Leave** are responsible for payment of their share of Municipal Employees Benefit Association of Calgary premiums if such leave does not exceed 30 consecutive days. If the leave exceeds 30 consecutive days the employee shall be required to prepay their own, and the employer's share of Municipal Employees Benefit Association of Calgary premiums.

### 35.04 Administration

If an employee requests, consideration shall be given to reducing their hours of work to accommodate their responsibilities for an ill or elderly family member **or gravely ill family member**. Similarly, where an opportunity exists for alternate employment within the Corporation which would allow an employee to meet their responsibilities to an ill or elderly family member, **or gravely ill family member**, consideration will be given to the transfer of the employee to the suitable vacancy. Reduction in hours of work, or movement of employees for this purpose, shall be implemented upon consideration of the needs of the operation and following consultation and concurrence of the proper officials of the Union.

## ARTICLE 36.00 - WITNESS DUTY

Any employee who is subpoenaed as a witness in a Civil case in which the City solicitor certifies the City as having an interest, or where called as a witness in a criminal case which the City Solicitor certifies as a work of good citizenship, shall not suffer any net loss of pay while so serving.

## ARTICLE 37.00 - CLASSIFICATIONS

37.01 The bargaining unit classifications are set out in Schedule A which is attached to and forms part of this Agreement.

## ARTICLE 38.00 - SALARIES, WAGES AND BENEFITS

38.01 The basic minimum salary scales and increments as set out in Schedule B which is attached to, and forms part of this Agreement shall be applicable to all employees covered by this Agreement on the dates and year indicated.

## ARTICLE 39.00 - SERVICE PAY

Effective January 1, 2004, service pay shall be paid to all employees at the following rate:

After ten (10) years service with The City	\$10.00 per month
After fifteen (15) years service with The City	\$15.00 per month
After twenty (20) years service with The City	\$20.00 per month
After twenty-five (25) years service with The City	\$25.00 per month

This annual pay methodology will be implemented as of 2003 December 29. All employees eligible for this entitlement shall receive this annual payment no later than pay period 3 in the subsequent year(s).


## ARTICLE 40.00 - INDEMNIFICATION

The City will indemnify and save harmless any employee from any action, claim, cause or demand whatsoever that may be made or arise out of the employee carrying out the duties of an Emergency Communications Officer, except where the action of the employee constitutes a gross disregard or neglect of their duties.

Signed this 12 day of Nov 2024.

FOR THE CORPORATION OF THE CITY  
OF CALGARY

  
\_\_\_\_\_  
CHIEF ADMINISTRATIVE OFFICER

  
\_\_\_\_\_  
CITY CLERK  
Katarzyna Martin  
City Clerk

NOV 12 2024

<b>APPROVED</b>	
As to Content	
Human Resources	
As To Form	
Solicitors	

FOR IBEW LOCAL 254,  
EMERGENCY COMMUNICATIONS  
OFFICERS

  
\_\_\_\_\_  
BUSINESS MANAGER, I.B.E.W. L254

  
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ASSISTANT BUSINESS MGR., I.B.E.W.  
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## APPENDIX "A" - PART-TIME EMERGENCY COMMUNICATIONS OFFICER

Part-time shall mean an employee who works less than full-time scheduled hours. May work additional, unscheduled shifts, in order to meet operational needs.

Temporary Part-time shall mean employees who work scheduled hours (posted in advance) but have no permanent status as an employee.

Permanent Part-time (established) shall mean employees who work an average of at least 20 scheduled hours per week and are entitled to receive benefits as per the MEBAC agreement.

The probation period for an Emergency Communications Officer occupying an established part-time position is equivalent to 1040 hours at regular pay.

A Temporary Part-time employee, who has 24 months of continuous service with an average of at least 20 hours per week from the date of employment shall be placed into an established Part-Time position. No probation period shall be required for these employees' provided they have demonstrated satisfactory performance. The City will not separate these employees merely to break service.

All provisions of the Collective Agreement between Local 254 IBEW and The City of Calgary are applicable unless modified below:

1.01 One year of service for part-time Emergency Communications Officers is equivalent to the completion of 2080 hours at regular pay for pay increment purposes.

### 1.02 Vacation Entitlement and Vacation Pay

Employees shall be entitled to vacation pay based on anniversary date as follows:

- Two (2) weeks, after one (1) years' service. Vacation pay equal to 4% of regular wages.
- Three (3) weeks, after two (2) years' service. Vacation pay equal to 6% of regular wages.
- Four (4) weeks, after eight (8) years' service. Vacation pay equal to 8% of regular wages.
- Five (5) weeks, after seventeen (17) years' service. Vacation pay equal to 10% of regular wages.
- Six (6) weeks, after twenty-five (25) years' service. Vacation pay equal to 12% of regular wages.
- Seven (7) weeks, after thirty (30) years' service. Vacation pay equal to 14% of regular wages.

1.03 Overtime will apply for work in excess of forty (40) hours per week or twelve (12) hours per day averaged over each two (2) week pay cycle.

- 1.04 Part-time Emergency Communications Officers shall receive the following clothing initially and upon completion of 2080 hours at regular pay thereafter:

- 3 Uniform shirts, either long or short sleeves
- 3 pairs Uniform pants or skirts
- 1 tie (initial issue only)
- 1 belt (initial issue, then as required)
- 6 pairs socks or 12 pairs pantyhose
- 1 pair shoes or boots
- 1 tie clip (initial issue only)
- sweaters as required

- 1.05 Temporary Assignments to Full-Time Positions

When a part-time Emergency Communications Officer is seconded to a full-time work schedule for a temporary assignment, such employee shall work the regular full time hours with the same provisions as a full time Emergency Communications Officer, including being entitled to benefits in accordance with the MEBAC Agreement.

When an employee has worked full time or almost full time scheduled hours for over six (6) months the **Deputy Chief** will determine if said employee should be placed into a limited term full-time position.

- 1.06 Permanent part time employee's lieu day entitlements will be calculated on a bi-weekly formula based on total hours worked within a four week cycle then divided by two to obtain the bi-weekly hours worked, and multiplied by 1/8 to obtain the number of hours that will be placed in their lieu bank. (example:  $80 \text{ hours} / 2 \times .125 = 5 \text{ hours}$ )

## APPENDIX "B" - ON-CALL EMERGENCY COMMUNICATIONS OFFICER

Provisions of the collective agreement between IBEW Local 254 Emergency Communications Officers and The City of Calgary are applicable to On-Call Emergency Communications Officers only if they are specifically cited in Appendix 'B'.

Permanent and Temporary Emergency Communications Officers may request approval to transfer to on-call status.

- 1.01 On-Call Emergency Communications Officers do not occupy regular (established) positions. Any regular (established) position vacancies will be selected from incumbent Emergency Communications Officers first, then posted as required. If so appointed will receive credit for their On-Call service, including any hours worked as a temporary employee, towards completion of the six (6) month probation period.
- 1.02 One (1) year of service for On-Call Emergency Communications Officers is equivalent to the completion of 2080 hours at regular pay.
- 1.03 Vacation entitlement and vacation.
  - Vacation pay equal to 4% of regular wages after completion of one (1) year service.
  - Vacation pay equal to 6% of regular wages after completion of two (2) years of service.
  - Vacation pay equal to 8% of regular wages after completion of eight (8) years of service.
  - Vacation pay equal to 10% of regular wages after completion of seventeen (17) years of service.
  - Vacation pay equal to 12% of regular wages after completion of twenty-five (25) years of service.
  - Vacation pay equal to 14% of regular wages after completion of thirty (30) years of service.
- 1.04 Overtime will apply for work in excess of forty-**two** (42) hours per week or twelve (12) hours per day.
- 1.05 On-Call Emergency Communications Officers shall receive the same pay and shift premium as permanent Emergency Communications Officers.

- 1.06 On-Call Emergency Communications Officers shall receive the following clothing initially and every second year thereafter.
- 3 Uniform Shirts, either long or short sleeves
  - 3 Pairs Uniform Pants or Skirts
  - 1 Tie (initial issue only)
  - 1 Belt (initial issue, then as required)
  - 12 Pairs Socks or 12 Pairs of Pantyhose
  - 1 Pair Shoes or Boots
  - 1 Tie clip (initial issue only)
  - 1 Sweater initially and replacement as required.
- 1.07 **The City agrees to grant the following holidays: New Year's Day, Family Day, Good Friday, Easter Sunday, Victoria Day, Canada Day, August Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day, Remembrance Day, ½ day on the employee's last scheduled working day preceding Christmas Day, Christmas Day, Boxing Day, and any other day declared a holiday by the Federal, Provincial or Municipal government.**
- 1.08 Holiday Pay- as per Employment Standards Code.
- 1.09 On-Call Emergency Communications Officers will receive advance notice of their shift scheduling, **based on their availability** but, as the need arises, will be called on short notice to come in to work.
- 1.10 Pay days as per permanent employees.
- 1.11 In cases of lay-offs in the bargaining unit, On-Call employees will be the first and handled as termination of temporary employment.
- 1.12 Grievance procedure as per permanent employees, except that on-call employees must accumulate the equivalent of six months worked in order to access the grievance procedure.
- 1.13 Discipline action as per permanent employees.
- 1.14 Court attendance - minimum four (4) hours straight time.
- 1.15 **On-Call employees shall be permitted to take shift transfers from other employees as per the conditions in the SOP-Admin-Shift Transfers.**



## SCHEDULE A - CLASSIFICATIONS

### Class Title

Emergency Communications Officer (On Call)

Emergency Communications Officer

Senior Emergency Communications Officer

Emergency Communications Officer - Dispatcher

Senior Emergency Communications Officer - Dispatcher

Emergency Communications Officer (Training)

Emergency Communications Officer (Lead Specialist) Training Specialist

Lead, Quality Improvement

Resource Officer (RES1)

Eligibility for Sr. ECO and Sr. ECO - Dispatcher classification change - completion of seven (7) years of service (full-time) or the equivalent of seven (7) years in hours worked (part time or on-call).

# SCHEDULE B - PAY SCHEDULE

**Effective January 4, 2021**

<b>Position</b>	<b>Hourly Rate First 12 Months (In Training)</b>	<b>Hourly Rate 1<sup>st</sup> Year</b>	<b>Hourly Rate 2<sup>nd</sup> Year</b>	<b>Hourly Rate 3<sup>rd</sup> Year</b>	<b>Hourly Rate 4<sup>th</sup> Year</b>	<b>Hourly Rate 7<sup>th</sup> Year (Senior)</b>
ECO	\$30.01	\$35.31	\$38.42	\$42.03	\$44.42	\$46.64
ECO -Lead Specialist	\$52.84					
ECO- Dispatcher		\$36.37	\$39.57	\$43.29	\$45.75	\$48.04
Training Specialist	\$52.84					
Lead, Quality Improvement	\$52.84					

**Effective December 20, 2021**

<b>Position</b>	<b>Hourly Rate First 12 Months (In Training)</b>	<b>Hourly Rate 1<sup>st</sup> Year</b>	<b>Hourly Rate 2<sup>nd</sup> Year</b>	<b>Hourly Rate 3<sup>rd</sup> Year</b>	<b>Hourly Rate 4<sup>th</sup> Year</b>	<b>Hourly Rate 7<sup>th</sup> Year (Senior)</b>
ECO	\$30.47	\$35.84	\$38.99	\$42.66	\$45.09	\$47.34
ECO -Lead Specialist	\$53.64					
ECO- Dispatcher		\$36.92	\$40.16	\$43.94	\$46.44	\$48.76
Training Specialist	\$53.64					
Lead, Quality Improvement	\$53.64					

**Effective December 19, 2022**

<b>Position</b>	<b>Hourly Rate First 12 Months (In Training)</b>	<b>Hourly Rate 1<sup>st</sup> Year</b>	<b>Hourly Rate 2<sup>nd</sup> Year</b>	<b>Hourly Rate 3<sup>rd</sup> Year</b>	<b>Hourly Rate 4<sup>th</sup> Year</b>	<b>Hourly Rate 7<sup>th</sup> Year (Senior)</b>
ECO	\$31.07	\$36.56	\$39.77	\$43.51	\$45.99	\$48.29
ECO -Lead Specialist	\$54.71					
ECO- Dispatcher		\$37.66	\$40.96	\$44.82	\$47.37	\$49.74
Training Specialist	\$54.71					
Lead, Quality Improvement	\$54.71					

Note:

1. Emergency Communications Officers who are certified to perform Dispatching duties will be paid 3% more than the above rates for Emergency Communications Officers 1st, 2nd, 3rd, 4th year and Senior Emergency Communication Officer.
2. Emergency Communications Officer (Lead Specialist) is 10% more than Senior Communications Officer - Dispatcher.
3. Incremental steps for all Emergency Communications Officers shall be granted after one year service.
4. Officer Coaches shall receive \$1.00 per hour above their regular rate of pay during the period of time they are designated for coaching and mentoring and/or assessing.
5. Employees assigned to perform the major duties and responsibilities of a higher classification outside of Article 13.06 shall receive the applicable hourly rate of the assigned classification.
6. Emergency Communications Officer's occupying the Resource Officer (RES1) position will be paid at their current rate of pay.

LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: JOB SHARING

The parties recognize that, over the term of this Collective Agreement, permanent employees within I.B.E.W. Local 254 (Emergency Communications Officers), will submit to the Deputy **Chief**, a proposal to enter into a job-sharing arrangement of a full-time regular (established) position within the **9-1-1 Operations**.

The Deputy **Chief's** approval and/or continuance of job-sharing arrangements shall be subject to the principle that no loss of operating efficiency shall occur as a result of a job-share arrangement within the **9-1-1 Operations**.

If job-sharing arrangements can be agreed to within the **9-1-1 Operations**, they will be implemented and administered by following the process as outlined in The City's Corporate "Job Sharing Guidelines" and/or other corporate guidelines

with respect to such arrangements.

Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY



Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254



**Brad Dougherty**  
Business Manager

Originally signed: 2002 June 7

LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: WCB ADMINISTRATION & TOP-UP

**All WCB wage replacement payments from a claim initiated under the employ of The City of Calgary, must be assigned to The City for the purposes of administration.**

When an employee **has an accepted lost time claim with** WCB, from a claim initiated under the employ of The City of Calgary; **The City shall "top-up" an eligible employee's WCB wage replacement** payment until it is equal to 100% of **their net** earnings (at the basic pay rate) for the **period equal to the** duration of the **Long Term Disability (LTD) elimination** period. **Where applicable, such "top-up" payment shall** be retroactive to the effective date of the WCB claim.

**When an eligible employee is waiting for their WCB claim to be adjudicated, they may be eligible for wage replacement benefits in accordance with the MEBAC Agreement. WCB wage replacement payments, when received, shall be used to offset any such benefit paid while waiting for WCB wage replacement payments.**

**An eligible employee shall be one who has met the MEBAC eligibility requirements to qualify for Sickness and Accident (S&A) benefits.**

Signed this 12 day of November, 2024.

FOR THE CORPORATION OF  
THE CITY OF CALGARY

Dm Hamilton

Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254

Brad Dougherty

**Brad Dougherty**  
Business Manager

Originally signed: 2005 July 26

LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: STAFF DEVELOPMENT & TRAINING

The parties recognize and support the need for staff development and training in order that its employees improve their present skills and develop new skills for their career benefit and also for the benefit of the Corporation.

The schedule of training courses shall be posted as soon as practicable. The City of Calgary commits to providing employees with as much prior notice as possible of when they will be scheduled to attend training sessions, keeping the employee's days off a priority.

**Emergency Management and 9-1-1** will ensure that, as far as reasonably practical, its required training will be conducted during the employee's regularly scheduled hours of work. A day of training will be considered equivalent to a days work (Day for a Day). Training that exceeds half of a regular shift and is not less than five (5) hours shall be considered equivalent to a day of work.

Training on Regular Scheduled Shifts:

Training that falls entirely on the employee's regularly scheduled shifts, will result in a day for a day. Employee's will be paid for their regularly scheduled shifts and are not expected to complete the remainder of their shift for any training event that is greater than half their shift.

Training that is half or less than half hours of a regular shift will result in employees returning to their normal duties for the remainder of the shift.

Training on Regular Day Off Work or a Combination of scheduled shifts and days off:

Training that exceeds half a shift per training day that falls entirely on an employee's scheduled day off, or on a combination of the employee's scheduled days off and scheduled working days shall result in a day for a day.

Training that is half of or less than half hours of a regular shift may result in overtime or schedule adjustment.

Either option of overtime or a schedule adjustment will be made based on mutual agreement and operational needs.

Part time employees will be paid regular hours and scheduled accordingly for training opportunities. Such training hours will form part of the bi- weekly calculation for overtime purposes.

Classroom time for training days shall not exceed nine (9) hours duration unless mutually agreed to by the parties, excluding Officer Coaching.

This Letter of Understanding applies to:

1. an employee being trained
2. an employee relieving a trainer
3. an employee assisting a trainer
4. an employee who has been scheduled by management to attend a conference

Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY



Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254



**Brad Dougherty**  
Business Manager

Originally signed: 2007 May 7



LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: COLLAPSING THREE UNION CERTIFICATIONS

As a result of **Calgary 9-1-1** merging from three unions and/or certifications to one, the parties agree to the following changes in the terms and conditions of affected employees as follows:

1. Full time employees shall be required to work an average of forty (40) hour work week and will receive breaks in accordance with Article 10.00.
2. Employees currently entitled to bank 80 hours into a VO bank will be allowed to use up any hours they currently have in that bank until August 31, 2007 at which point employees' may choose to add eligible hours to their overtime bank and any remaining hours will be paid out.
3. Employees from Fire shall be moved into Schedule B of the IBEW Local 254 (Emergency Communications Officers) collective agreement as of date of ratification and no longer entitled to VO accrual and weekend premium. They will be moved from their current base position rate of pay/classification to the next higher increment rate of pay within a Dispatch, Call Evaluator or Supervisor classification in order to ensure no employee will result in a yearly loss of pay. Incremental steps for all Emergency Communication Officers classifications shall be granted after one-year satisfactory service (2,080 hours) or frozen as indicated.
4. See attached documentation that reflects that actual placement of Fire employees' on the Emergency Communication Officer pay schedule.
5. See attached new rates of pay for the newly hired Police personnel effective date of opening of the **Calgary 9-1-1**. Also, the time they have served to date will be credited towards their next increment.

Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY



Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254



Brad Dougherty  
Business Manager

Originally signed: 2007 May 7

LETTER OF UNDERSTANDING BETWEEN  
THE CORPORATION OF THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: JOINT LABOUR/MANAGEMENT MEETINGS

With the intent of strengthening our relationship through problem solving, enhanced communication and exploring future opportunities and concerns together, I.B.E.W. Local 254 and the City of Calgary commit to a quarterly Labour Management Committee meeting schedule. The Committee shall consist of I.B.E.W representatives from **Emergency Management and 9-1-1** representatives from The City of Calgary (as agreed to by the parties and referenced in the Labour Management Charter) and shall meet no less than once per quarter. IBEW **Emergency Management and 9-1-1** representatives shall be paid in accordance with Article 29.00. Additional meetings may be held at the request of either party. At least five (5) days prior to any meetings of the Committee, each party shall deliver to the other party a notice of the matters to be discussed, which will form a mutually agreed upon agenda that will result in a solution driven meeting.

A City representative and the I.B.E.W. representative or designate shall be designated as a Joint Chairperson and shall alternate in presiding over meetings. The minutes of each meeting shall be prepared by the Chairperson who presided over that meeting and shall be signed by the Co-Chairperson and circulated as promptly as possible to the Committee Members.

The Joint Labour/Management Committee may make recommendations on changes to the Collective Agreement. Changes to the Collective Agreement can only be made by the Parties to the Collective Agreement.

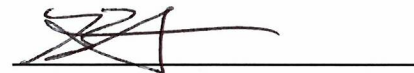
Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY



Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254



**Brad Dougherty**  
Business Manager

Originally signed: 2009 April

LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: LATERAL MOVES OF EMERGENCY COMMUNICATIONS OFFICERS BETWEEN JOB FUNCTIONS

The parties recognize and support the need to provide an opportunity that would allow employees to move from one job function to another.

Criteria to be used will include but not be limited to:

- a. Operational Capacity
  - i. The number of available opportunities will be dependent on operational capacity and training capacity. Notwithstanding the foregoing, the **9-1-1** Deputy **Chief** Operations or designate will retain the final decision as to whether or not a lateral move will take place.
- b. Qualifying Criteria
  - i. In order to be eligible for this opportunity, employees will have an assessment completed of their performance in their current position, including ability and reliability. If more than one employee applies for a lateral move at the same time and the performance reviews are relatively equal, seniority will be the determining factor.
  - ii. Employees must have worked in their current position for one year or more.
  - iii. Employees must be prepared to work 35, 40 or 42 hours schedule depending on operational needs. Employees must be required to work a rotating schedule.
  - iv. Employees must be prepared to work on any team based on operational needs.
  - v. Employees who have achieved a higher-ranking dispatch position will default to the equivalent year ECO level for payroll purposes.
  - vi. Employees must be available for full duration of training.
  - vii. Part-time or on-call employees must be willing to accept full-time status. Future reversion back to part-time or on-call status will be considered after a minimum of 12 months full-time status.

Training:

Employees chosen for this opportunity will be required to join a New Hire training class. Taking into consideration previous experience, the employee's classroom schedule may be adjusted. The employee may be required to work operationally in their former job function on occasions for up to three weeks into the start of their training in situations where material being covered is duplicate to previous knowledge.

Return to Former Job Function:

Once employees are signed off and working in their new job function, they will not be eligible for consideration for another change in job function under the terms of this letter, for a period of 12 months. If unsuccessful in training, employees will be returned to their former job function.

Work in Former Job Function:

Employees will only be allowed to work in their former job function for up to the first three weeks of training. This would include picking up additional shifts, shift trades or management requests.

Planning for implementation of lateral moves between Emergency Communication Officers between job functions will commence immediately upon the signing of this Letter of Understanding and will be implemented no later than December 31, 2011.

Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY



Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254



**Brad Dougherty**  
Business Manager

Originally Signed 2011 October 21



LETTER OF UNDERSTANDING BETWEEN  
THE CITY OF CALGARY AND  
IBEW, LOCAL 254 (EMERGENCY COMMUNICATIONS OFFICERS)

RE: HEALTH AND WELLNESS

The City of Calgary recognizes the need for health and wellness initiatives within the **9-1-1 Operations** workplace due to the nature of the job & related shift work. Therefore, employees shall receive a "wellness break" each shift as needed.

Employees may use this wellness break from duty for purposes that include but not limited to physical activity when operationally feasible.

Signed this 12 day of Nov, 2024

FOR THE CORPORATION OF  
THE CITY OF CALGARY

Dm Hamilton

Duncan Hamilton  
Manager, Labour Relations

FOR I.B.E.W LOCAL 254

Brad Dougherty

**Brad Dougherty**  
Business Manager

Originally signed: 2004 June 16