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To: All BCEHS Employees/CUPE 873 Members

From: Darlene MacKinnon, Chief Operating Officer, BCEHS and
Troy Clifford, Provincial President, APBC

RE: Joint Scheduled On-Call Implementation Update

Thank you to everyone who participated in the 16 face-to-face scheduled on-call (SOC) information sessions in the early spring and for those who attended the virtual sessions online. Those consultations were informative in shaping next steps for SOC implementation. Due to COVID-19, the planning that was underway was delayed but it has resumed and remains an organizational priority.

The Joint SOC Implementation and Evaluation Committee has been meeting regularly since May 25. The committee is comprised of members from CUPE 873 and BCEHS. Read about the committee's responsibilities here on [page 96](#) in the Summary of Changes document.

Following education on fatigue risk management from international experts in January, the committee completed a detailed review of fatigue risks for SOC. BCEHS and CUPE 873 agreed that the joint analysis conducted using the FAID Quantum tool shows that the criteria established during bargaining are appropriate for selecting candidate SOC stations. This is an important milestone that supports the health and safety of paramedics.

A joint SOC implementation planning session held June 25 highlighted areas of collective agreement language and interpretation that require further analysis. BCEHS and CUPE 873 have subsequently created three sub-committees to conduct this work in preparation for regional consultation activities and to inform system implementation.

On April 20, the Ministry of Health announced a new framework that will help ensure people living in rural, remote, and indigenous communities in BC have access to health care they can count on during the COVID-19 pandemic and into the future. In addition to SOC planning, BCEHS and CUPE 873 are meeting every two weeks to discuss the temporary COVID-19 surge resources that have already been deployed and the long-term solutions required. The Ministry of Health and regional health authorities continue to work through the details of the framework, and our own long-term planning work remains in its very early stages.

In consideration of all ongoing activities, we have determined that the first area for regional consultation and SOC prototype implementation will be Vancouver Island. However, preparation for the rural framework and other foundational work will continue in all areas of the province.

Vancouver Island was selected due to its self-contained geography, and the ability to make changes across a single health authority and single dispatch operations centre. It also allows both BCEHS and CUPE 873 to provide concentrated support to employees and frontline supervisors during this prototype phase which will begin in early fall.

The Island provides a mix of station types which will help in the assessment of the SOC model. There are 22 stations on the Island that are part of the list of 92 possible SOC communities. Many neighbouring stations will also be considered during transfer planning, cross coverage and other operational and employee impacts.

We remain committed to working closely with representatives from these regional areas as we move forward and are currently reviewing the safest way to conduct this work in our new COVID-19 reality. Details of the consultation process during the prototype phase will be shared soon.

SOC is more than just a change in how our staffing is structured in rural and remote stations and it is also a commitment to improving patient care and providing our employees more sustainable, steady work in their communities. These changes are significant and require planning and consultation at both the provincial and local levels with a range of stakeholder groups. BCEHS and CUPE 873 are working together to make these changes work for the communities and patients we serve, and to support the frontline work of our paramedics.

Regular updates will be provided as progress is made on this important initiative. If you have any questions or are needing clarity on matters related to this collective agreement implementation, talk to your manager or email Towards2022@bcehs.ca, or your union executive at info@apbc.ca.

Sincerely,

Darlene MacKinnon
Chief Operating Officer
BC Emergency Health Services
Provincial Health Services Authority

Troy Clifford
Provincial President
Ambulance Paramedics of BC
CUPE Local 873