

# Community Social Services Employers' Association of BC

ANNUAL REPORT 2021







Photo credit: WeCONNECT

# Our Vision

Deliver leading Human Resources and Labour Relations services that foster a sustainable, resilient and robust work force in social services.

# Our Guiding Principles

- We value the work of our member agencies and recognize the contribution members make to their communities and the people they serve.
- We deliver quality services in a professional manner with honesty and respect. We facilitate a positive, productive and diverse labour relations environment within the social services sector.
- We embrace and promote the principles of Truth and Reconciliation.
- We work collaboratively with our members and government, value member input and support and promote open and honest communication.
- We are committed to best practices and seek to develop innovative solutions to labour relations and human resources issues.
- We recognize that we are a multi-employer association organized in three distinct divisions and we strive to balance the interests and aspirations of member agencies with the government mandate.
- We believe employees are our most important resource and support them to be the best they can be.



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## About

The **Community Social Services Employers' Association of BC** (CSSEA) provides, human resources, labour relations, collective bargaining services, and research and knowledge management to 196 members and 75 associates throughout the province ranging in size from under 10 employees to more than 600 and collectively employing more than 17,000 people.

Created in 1994 and based in Vancouver, CSSEA is the accredited bargaining agent for members and negotiates three sectoral collective agreements.

CSSEA members deliver a wide array of services to the people they support across BC in three service divisions:

- Indigenous Services
- Community Living Services
- General Services

Government and members rely on CSSEA to be a leader in human resources and labour relations in the community social services sector. Through stakeholder consultation and collective bargaining, CSSEA endeavours to build constructive and collaborative relationships with members, government, employees and unions, while continuing to attend to evolving membership needs.

CSSEA comprises four departments that deliver services to members and associates:

- Human Resources and Labour Relations (HRLR) Services
- Research and Knowledge Management
- Communications and Events
- Corporate Services

HRLR Services delivers consistent, reliable and trusted advice on human resources and labour relations issues. The team provides collective agreements negotiation and administration services, third-party representation (mediation, arbitration, human rights), disability management, and training and skills development.

Research and Knowledge Management collects and analyzes sectoral compensation and workforce data, conducts research on external compensation and benefits, manages the sector's job classification system, provides costing services during collective bargaining, and oversees information technology infrastructure, systems and website maintenance.

Communications and Corporate Services inform external stakeholders and internal clients and are responsible for communications, database maintenance, event planning, member and associate management, and governance administration.

# Board Chair Message

The past year has continued to be one of the most challenging in our professional and personal lives. The COVID-19 pandemic has forced us to be resilient in ways we never thought possible and adaptive in ways we never thought would be required of us. And while we, fortunately, find ourselves on the cusp of the other side of this life-changing journey, the last 18 months have proven to mean so much more than a public health crisis.

This past year has revealed a crisis in humanity. From the horrific murder of George Floyd sparking massive Black Lives Matters protests and a spotlight on other police-related killings, to scores of reports involving violence towards Asians and giving way to a strong Stop Anti-AAPI (Asian American and Pacific Islander) Hate movement, Canadians watched in horror at incidents that felt removed from our borders. Inside our hearts, I think we all knew that we had some issues with systemic racism and sexism in Canada too – we just weren't quite ready to face them yet.

It took a watershed moment on the unceded traditional territory of the Tk'emlups te Secwepemc First Nations to bring these issues to light, prompting our collective healing journey. When 215 unmarked graves were discovered at the former Kamloops Indian Residential school, then subsequently, 751 more graves on the school grounds of the Cowessess First Nation in Saskatchewan, followed by 182 more unmarked graves located on the Ktunaxa Nation's traditional territories near Cranbrook – we realized there had been another “pandemic” – continental colonialism. And the final numbers are not yet in.

We as British Columbians, and indeed a nation, are experiencing our own, personal existential crisis. The emotional shock we still feel months after the discovery in Kamloops, has forever changed our country and people.

As community social services providers, many of us provide direct services to Indigenous peoples and are deeply knowledgeable about the systemic challenges they face. Given our proximity to these challenges, we as a sector have a larger role to play as allies. We can begin to do the work of healing these deep-rooted wounds by re-affirming and re-committing to the Truth and Reconciliation Commission of Canada's Calls to Action.



While the Commission's 94 recommendations

were released six years ago, they remain significant today in that they remind Canadians we all have a role to play in dismantling colonialism and rebuilding our relationships with Indigenous peoples. Embracing these recommendations mean that we, first and foremost, must listen; listening to the needs and priorities laid out through the Calls to Action will form the foundation for understanding, action and ultimately, healing.

For my colleagues in community social services, recommendation #57 is particularly relevant:

## **Professional Development and Training for Public Servants**

*"We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), Treaties and Aboriginal rights, Indigenous law, and Aboriginal-Crown relations. This will require skills based training in intercultural competency, conflict resolution, human rights, and anti-racism."*

I encourage members to make a sincere effort to pursue such training for as broad a workplace audience as possible; I also call on CSSEA to incorporate these important topics into future conferences, HR Practitioners meetings and other training initiatives. I think it's important that CSSEA and its membership reaffirm its commitment and engage in building bridges with humility and an open heart.

As we emerge from this global pandemic, it is important to seize the fact that we have an opportunity to build a stronger and more inclusive new “normal.” We should continue to listen and carry on the conversation of what is required to allow Indigenous peoples to feel safe and equitably served. We as a sector have long delivered services with empathy and an explicit respect for dignity – let's use those qualities to uplift others and build peace.

**Fernando Coelho**, CSSEA Board Chair





Photo credit: WeCONNECT

## BOARD

**Chair - Fernando Coelho**, Chief Executive Officer  
posAbilities Association of British Columbia, Burnaby  
*Community Living Services*

**Vice Chair, Rod Santiago**, Executive Director  
Archway Community Services Society, Abbotsford  
*General Services*

**Treasurer, Dawn Hein**, Chief Executive Officer  
Mission Association for Community Living, Mission  
*Community Living Services*

**Rob Byers**, EFO and Assistant Deputy Minister  
Ministry of Children and Family Development  
*Government Appointee*

**Ross Chilton**, Chief Executive Officer  
Community Living BC, Vancouver  
*Government Appointee*

**Ryan Cucheron**, Executive Director  
Venture Training, Vernon  
*Community Living Services*

**Jennifer Dysart**, Executive Director  
Haida Child and Family Services Society, Massett

**Adam McKinnon**, Assistant Deputy Minister  
Ministry of Social Development and Poverty Reduction, Victoria

**Robert Pauliszyn**, A/Assistant Deputy Minister  
Public Sector Employers' Council Secretariat, Victoria  
*Government Appointee*

**Bernadette Spence**, Chief Executive Officer  
Vancouver Aboriginal Child & Family Services Society, Vancouver  
*Indigenous Services*

**Tim Veresh**, Executive Director  
PLEA Community Services Society of BC, Vancouver  
*General Services*

# CEO Message

I begin my remarks by echoing the sentiments so eloquently conveyed by our board chair and extend my feelings of deep sorrow and condolences to the Indigenous communities affected by the residential schools discoveries. The Board's call to re-focus on the Truth and Reconciliation Commission of Canada's Calls to Action, particularly the prioritization of training on Indigenous history, is an important one. As social services agencies providing direct care to the Indigenous community, we all need to be knowledgeable about and sensitive to the historical traumas that were inflicted in the past and are still impacting Indigenous people today. I encourage you, whether as individuals or an organization, to continue seeking knowledge on the history and legacy of residential schools, Aboriginal rights, Indigenous law, and the like. I also invite all members to attend this year's conference session on developing worldview skills for transforming Indigenous and non-Indigenous relationships.

At an operational level, 2021 was a year like no other but continued to further our effort to fulfill the goals set out in CSSEA's 2019-2022 Strategic Plan. Predictably, the COVID-19 pandemic took precedence and affected our priorities for 2020-21 as our focus was to support members and manage an ever-evolving pandemic with its implications on operations and delivering client services. We have had to invest extra resources into protecting and strengthening our IT network as the majority of staff worked remotely and our interactions and business went online. In addition, we have devoted time to ensuring that the many announcements from government related to sick leave, changes to the *Employment Standards Act*, vaccinations, and directives from the PHO were immediately communicated and explained.

Despite the continuing challenges of balancing the here and now with looking ahead to the future, CSSEA has made strides on its Strategic Plan. Specifically:

**Goal 1 – Explore with government broadening CSSEA's role and membership:** While this goal is dependent on government decision making, CSSEA has discussed with government whether expanding the membership fits within its policy and strategy for the sector. CSSEA has produced a White Paper that was initially presented to the Board and later, refined and shared with PSEC. We anticipate a continuation of this discussion with government in the coming months/years, likely beyond the expiration of our current Strategic Plan.



## **Goal 2 – Contribute to/play a leadership**

**role in the development of an HR strategy for the sector:** This goal is being tackled in a multi-pronged approach, with recruitment and retention strategies forming the core of our efforts. CSSEA has been actively engaging sectoral partners like the Ministry of Child and Family Development's Sector Advisory Committee, BC CEO Network and the Federation of Community Social Services of BC to keep abreast of sector challenges based on our data and analysis and to collectively explore solutions. CSSEA has met with PSEC and Assistant Deputy Ministers to lay out key recruitment and retention issues, and have requested funding to conduct quantitative labour market analyses, so variables across sectors can be better understood.

A refining of the sector's HR strategy will also largely depend on a gradual modernization of the Collective Agreements. As CSSEA prepares for the 2022 round of collective bargaining, we have encouraged members to communicate their foremost bargaining objectives so common concerns can be incorporated into our 2022 bargaining plan. While the consultation process is now over, the effort is ongoing as the Bargaining Committee continues to meet and finalize the bargaining plan priorities.

Finally, the issue of management and excluded salary inversion and compression continues to be frequently discussed as top-of-mind among the membership. While CSSEA is certainly alive to the issue that stagnant management and excluded salaries are antithetical to building an effective long-term retention strategy, the extent of our ability to effect change has been to communicate supporting data and analysis to PSEC. CSSEA has been candid and direct in relaying management concerns to government and continues to encourage government to consider the impact of compression and inversion on management staff and its impact on recruitment and retention, as well as members' ability to continue delivering quality services to British Columbians.

**Goal 3 – Improve and strengthen ability to collect and report meaningful, relevant, quality data that supports the work and priorities of the sector:** CSSEA has long been known for its strength in sectoral data collection and has been proactive in engaging the membership to provide input for our suite



of surveys. We continue to look for ways to simplify and streamline the data collection process for members and to that end, have recommended that government provide one-time funding to move all employers to one of the approved payroll platforms. We also keep in close contact with government on their data requirements when developing funding templates so CSSEA can be responsive and adjust our data collection accordingly. This ensures that the aggregate data we provide informs decision making at all levels. In addition, we continue with the original contract with PSEC and government to collect and provide analysis on over 750 non-union agencies that comprise the social services sector.

**Goal 4 – Examine the use of technology to leverage member’s services and engagement:** Our current experience with the pandemic has proven what a valuable and forward-looking goal this is. I am pleased that we had a head start in developing web-based trainings for the sector, specifically a series of online training modules that will address a wide swath of common HRLR topics and will be introduced this fall. We enlisted the expertise of a long-time trainer to develop a web platform that will provide on-demand, interactive professional development to the membership, particularly the often overlooked management group. I invite all members to learn more about the workings of this new training initiative when we introduce it at this year’s AGM and Conference.

**Goal 5- Enhance CSSEA’s role in creating effective member relations:** A pillar of our goal to improve member relations has been our commitment to encouraging healthy and safe workplaces for our membership. It has been an exciting and fulfilling journey to participate in the transition of the WorkSafeBC health and safety pilot project to the Community Social Services Health and Safety Council, a first-of-its-kind safety organization for the sector in Canada in social services. With the Council now having achieved association status, we are working through its future governance model, branding and online presence. I am pleased that, in the midst of such grassroots structural planning, the Council has already been

able to offer an initial webinar to 500 attendees. The speed at which the Council is providing tangible and practical expertise is encouraging to witness and a credit to its current Board and Council Director, Satvinder Basran. CSSEA remains committed to supporting its development and growth now and into the future.

In what was another unpredictable year, I am proud of the accomplishments that CSSEA staff have made. I thank staff for their flexibility in adapting to these changing times while also prioritizing our core business of providing sound HRLR expertise to the membership. I remain amazed at the grit and commitment demonstrated by members as they have continued to serve vulnerable British Columbians in the midst of an 18-month pandemic. As we hopefully start to move out of these trying times, I look forward to connecting with you more personally in the near future and, fingers crossed, an in-person AGM and conference in 2022.

**Gentil Mateus, CEO**

# Our Members

CSSEA members are social services employers contracted and funded by the provincial government to provide a range of community social services. Primarily not-for-profit agencies, member organizations range in size from under 10 to more than 600 employees and collectively employ approximately 17,000 people throughout British Columbia.

## CSSEA Members Must Meet the Following Criteria:

- Have a unionized component
- Receive at least 50 per cent of total agency funding from provincial ministries and/or authorities through ongoing, direct service contracts
- Receive at least 50 per cent of provincial contract revenue from non-health ministries or authorities
- Receive at least \$250,000 from provincial ministries and/or authorities for the unionized component
- Have a community of interest within the community social services sector

## Services Provided by Members

The contract services delivered by members focus on support and care programs for a wide variety of valued British Columbians.

Services include:

- Residential and day support programs for persons with disabilities
- Crisis intervention programs
- Transition houses and residential transition care
- Counselling and life skills programs
- Emotional behaviour therapy
- Counselling for sexually abused persons and their families
- Respite care homes for persons with developmental disabilities
- Job readiness and community integration services
- Literacy and language skills programs
- Immigrant settlement support programs

## MEMBERS AND ASSOCIATES BY DIVISION

DIVISIONS	MEMBERS	ASSOCIATES
Indigenous Services	6	1
Community Living Services	93	6
General Services	97	68
<b>Total</b>	<b>196</b>	<b>75</b>

## MEMBERS AND ASSOCIATES BY REGION

REGIONS	MEMBERS	ASSOCIATES
Kootenays	17	6
Lower Mainland	74	49
North	26	4
Thompson Okanagan	29	3
Vancouver Island	50	13
<b>Total</b>	<b>196</b>	<b>75</b>

## MEMBERS AND ASSOCIATES BY UNION AFFILIATION

UNION	MEMBERS	UNION	MEMBERS
BCGEU	124	HSA	17
BCNU	2	SEIU	1
CLAC	2	UFCW	3
CSWU	1	USWA	4
CUPE	36		
HEU	19	<b>Total</b>	<b>209*</b>

\* Some members have more than one certification.



# Our Associates

CSSEA associates are organizations that have a community of interest within the community social services sector but do not meet the criteria to be CSSEA members. Associates access CSSEA services and resources on a fee-for-service basis. Associate organizations are unionized and non-unionized employers from each of the three membership divisions.

## Services Provided to Associates

In an effort to continue providing expertise that cater to the diverse needs of our associates, we offer three levels of service.

### Consulting Services and Collective Bargaining Package (\$10,000/year), which includes:

- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

### Subscription Services Package (\$150/year), which includes:

- Access to CSSEA's Members' Only Website for Human Resource/Labour Relations (HRLR) Templates, Resources and Best Practices Materials
- HRLR Email Alerts
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Additional Services Offered at Competitive Rates:
  - Collective Bargaining at the rate of \$175/hour + GST
  - HRLR Services at the rate of \$150/hour + GST
  - Job Classifications and Compensation Analysis at the rate of \$100/hour + GST
  - WorkSafeBC Appeals at the rate of \$150/hour + GST

### Consulting Services Package (\$5,000/year) which includes:

- Collective Bargaining at the rate of \$125/hour plus expenses (see below) and applicable taxes
- Human Resources
- Labour Relations
- Job Classifications
- Compensation Analysis
- WorkSafeBC Appeals
- Other HRLR Services
- Sector Surveys and Reports
- One Regional HRLR Training Session
- Preferred Rates from Partner Service Providers
- Access to CSSEA's Annual Fall Conference
- Access to CSSEA's Members' Only Website for HRLR Templates, Resources and Best Practices Materials
- HRLR Email Alerts

# HRLR Services

## Collective Bargaining and Associate Members

CSSEA staff provided negotiations services to a variety of associate members over the past year, even as the pandemic displaced in-person meetings. Negotiations started, continued, or were concluded virtually at the following members:

- First Nations Health Authority
- Living Well Home Care
- Inter-Cultural Association of Greater Victoria
- LJ Christmas Manor
- Gallery Gachet

## Cases of Interest

### 1. Proliferation of Bargaining Units

The HEU applied to certify a couple of non-union worksites at Options Community Services Society (Options), however it was already certified to the BCGEU at a number of its other worksites and programs. At the certification hearing, CSSEA objected to the HEU application to establish an additional bargaining agent because it would contribute to "industrial instability" at the employer, with multiple unions administering the same sectoral agreement (General Services). CSSEA requested that the Labour Relations Board (LRB) apply its evolving case law and policy which supports larger single bargaining units rather than multiple smaller ones ("proliferation") in a sectoral bargaining environment. As recently as 2019, the LRB had granted additional certifications in the Community Social Services sector, allowing proliferation of bargaining units/agents.

However, in a July 2, 2021 Decision, the LRB dismissed HEU's certification application on the basis that a second bargaining unit/agent would lead to industrial instability, consistent with its evolving law and policy. This decision provides clarity to CSS employers that additional unions will not normally be allowed to organize unrepresented employees in non-union programs and worksites of unionized CSSEA members. Instead, the LRB will exercise its preference to allow the incumbent union to apply to expand its certification if employees wish to be represented by a union.

### 2. Reimbursement for Eye Exams

A policy grievance was filed by the Union Bargaining Association (UBA) claiming that eye exam costs are reimbursable to employees at 100% of the cost, unlike the 80% rate payable for all other extended health claims. The UBA claimed that in 2013 bargaining, the parties agreed that the 80% limit on reimbursement would not apply and that the claim is supported by the language of the collective agreement which contains no reimbursement rate for eye exams in Article 27.6 while the same clause expressly mentions the 80% reimbursement rate for other EHC benefits. CSSEA asserted that the collective agreements were settled on the understanding that any improvements made to the EHC plan, including for eye exams, were still subject to the usual 80% reimbursement rate. In a decision issued on January 29, 2021, Arbitrator Sullivan dismissed the UBA policy grievance, ruling that the unions had not proven the parties intended to change the usual reimbursement rate for this benefit.

## Referrals to Hearings

CSSEA Advocates and Consultants remained active with hearing work involving largely local, employer-specific grievances. From September, 2020 to September, 2021, there were:

- 98 matters referred to arbitration and expedited arbitration,
- 9 matters referred to the Labour Relations Board, and
- 2 matters referred to the Human Rights Tribunal.

The breakdown of the top 5 types of issues referred to arbitration continues to be heavily weighted toward disciplinary matters:

## Top 5 Grievance Issues

26	24	9	9	4
Cases on Termination	Cases on other Discipline	Cases on Layoff and Recall	Cases on Payment of Wages	Cases on Job Post & Selection





Photo credit: Community Living Victoria

# Finance, Research and Knowledge

## \$20 Million Low Wage Redress

CSSEA worked with the Employer Classification Committee and CSSBA on the distribution of \$20 Million Low Wage Redress Wage Increase plus the 2.0% General Wage Increase to close the wage gap with comparator classifications in health sector. The \$60 Million Low Wage redress and 6.0% General Wage Increases over three years are part of the 2019-2022 Collective Agreements.

CSSEA and CSSBA have agreed on the distribution of the third (or last) of three annual \$20 million Low Wage Redress fund effective April 1, 2021. The agreement provides for the following distribution:

- All classifications will receive, at minimum, the 2% GWI.
- All Joint Job Evaluation Plan (JJEP) classifications will receive 3.4% LWR + 2% GWI.
- In addition, JJEP classifications in Grid 1 to 6 will receive an additional 2.5% LWR, for a total of 5.9% LWR + 2% GWI.
- Paraprofessional classifications in Grid 13-P, 14-P, and 15-P will receive 2% GWI at the Step 1 rate and 4.96% LWR + 2% GWI at the Step 4 rate. New Step 2 and Step 3 rates are calculated between the Step 1 and Step 4 rates. The total percentage increases (including 2% GWI) are shown in the table below:

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
13-P	All 13-P Classifications	2.00%	4.24%	5.25%	6.96%
14-P	All 14-P Classifications	2.00%	4.55%	5.78%	6.96%
15-P	All 15-P Classifications	2.00%	4.48%	5.76%	6.96%

- Paraprofessional classifications in Grid 16-P, as well as Licensed Practical Nurse, Occupational Therapist, Physiotherapist, Nurse, and Speech Language Pathologist, will fully catch up to equivalent classifications in the health sector. The Step 4 rate will match the top rate in the health sector, and the Step 1 rate will receive 2% GWI if it is already higher than the starting rate in the health sector. The total percentage increases (including 2% GWI) are shown in the table below:

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
13-P-LPN	Licensed Practical Nurse	2.00%	2.48%	2.00%	2.23%
16-P	All 16-P Classifications	2.00%	4.54%	5.89%	7.20%
16-P-OT/PT	Occupational Therapist	2.00%	3.71%	4.37%	4.99%
16-P-OT/PT	Physiotherapist	2.00%	3.71%	4.37%	4.99%
16-P-RN	Nurse	2.00%	3.04%	3.06%	3.14%
17-P-SLP	Speech Language Pathologist	2.00%	2.62%	2.35%	2.00%

- Paraprofessional Grid 16-P Nutritionist is renamed to Dietitian.
- Paraprofessional Grid 17-P will receive 10.16% LWR + 2% GWI at the Step 4 rate, and Grid 18-P, 19-P, and 20-P will receive 10.98% LWR + 2% GWI at the Step 4 rate. They will have received the same total increase (17.7%) over the 3-year term of the collective agreement as Grid 16-P. The total percentage increases (including 2% GWI) are shown in the table below:

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
17-P	All 17-P Classifications	2.00%	6.36%	9.45%	12.16%
18-P	All 18-P Classifications	2.00%	6.68%	10.05%	12.98%
19-P	All 19-P Classifications	2.00%	6.73%	9.97%	12.98%
20-P	All 20-P Classifications	2.00%	6.74%	10.04%	12.98%

- To maintain adequate pay differential for Layered-Over supervisors, new rates are established for Layered-Over positions of the following classifications: Licensed Practical Nurse, Occupational Therapist, Physiotherapist, Nurse, and Speech Language Pathologist.

GRID LEVEL	CLASSIFICATION	STEP 1	STEP 2	STEP 3	STEP 4
14-P-LPN	Layered-Over LPN	\$29.62	\$31.20	\$32.79	\$34.37
17-P-OT/PT	Layered-Over OT/PT	\$40.03	\$42.65	\$45.27	\$47.89
17-P-RN	Layered-Over Nurse	\$43.09	\$46.33	\$49.58	\$52.82
18-P-SLP	Layered-Over SLP	\$41.36	\$43.54	\$45.71	\$47.89

## Compensation and Employee Turnover Report (C&ETR)

In 2020, we recorded a data collection participation rate of 83.1% of CSSEA member agencies. We estimate that the information collected captured close to 92% of the total full-time equivalents (FTE).

In 2020, we conducted four (4) Report Orientation session/webinars and two (2) one-on-one sessions.

As of September 23, 2021, we have received reports from 73.2% of our members. At our current rate, we are poised to match or exceed last year's participation rate as well as FTEs captured. These numbers can be attributed to our team diligently connecting with individual members, offering assistance in completing surveys, and actively following up.



# Management

## Non-Union/Non-CSSEA Data Collection

In 2021 approximately 681 non-union social services agencies were invited to complete the *Compensation and Employee Turnover Report*. As of September 23, 2021, we have received reports from 550 non-CSSEA agencies yielding a participation rate of 80.8%.

CSSEA is collecting the report data on behalf of government, leveraging the capacity and cost-effectiveness of our existing data collection process. The ability to obtain both member and non-member data is beneficial for the sector at large, as it paints a balanced picture of the sector as a whole in BC.

## Joint Job Evaluation Plan (JJEP)

CSSEA worked with employers, the unions and completed 417 job classification reviews from 103 agencies in the past year.

4 New Certifications			
BCGEU			USW
Ann David Transition Society	Ann David Transition Society	IDM Youth Services	Active Care Youth and Adult Services
10	5	6	6
Jobs reviewed	Jobs reviewed	Jobs reviewed	Jobs reviewed

BY REGION	AGENCIES	JOBS
Kootenays	11	22
Lower Mainland	38	204
North	13	66
Thompson	12	30
Vancouver Island	15	73
BY DIVISION	JOBS	
Indigenous Services	12	
Community Living Services	91	
General Services	292	
BY UNION	JOBS	
BCGEU	281	
HSA	66	
HEU	20	
CUPE	24	
USWA	3	
CLAC	1	

## Social Services Workforce Information System (WFIS)

The strength of our data collection systems have made it possible for the Research and Knowledge Management department to offer more to members by way of reports. They include:

1. Agency Pyramid
2. Funding Profile
3. Benefits Participation and Family Status
4. Paid Sick Leave Days per FTE
5. Paid Sick Leave Days Per Employee
6. Total Compensation Comparison
7. Total Compensation Cost
8. Total Compensation Cost Annual Trend
9. Agency Specific Reports for Health for those required to report to HSCIS

## CSSEA PUBLICATIONS

1. Executive Director Salary Report
2. Management & Excluded Salary Report
3. Non-Union Salary Report
4. Employee Turnover Report
5. Employee Turnover Report by Region
6. Employee Turnover Report by Classification
7. Agency Specific Employee Turnover Report
8. HR Metrics Report
9. Agency Specific HR Metrics Report
10. CSSEA Fact Book

## CSSEA Website Job Posting

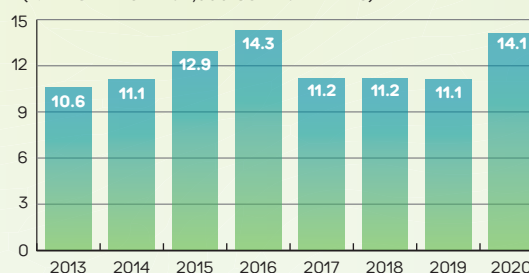
A total of 343 jobs from members and associates were posted on the Careers page of the CSSEA website.

## Early Intervention Program

CSSEA has been active in communicating to members about the Community Social Services Early Intervention Program (CSSEIP). The program is a mandatory component of the 2019-2022 Collective Agreements and is a collaborative effort between CSSEA, the CSSBA and the sector's three disability management providers (Great-West Life, Acclaim Ability Management Inc. and the Disability Management Institute).

## Sector LTD Incidence Rate

(NEW CLAIMS PER 1,000 COVERED LIVES)



# Communications and Awards of Excellence

## COVID-19

The priority of CSSEA's communications department in 2021 continued to be preparedness to act swiftly and nimbly when news broke and was required to be disseminated to the membership. Predictably, COVID-19 remained top of mind, as the membership continued to navigate new questions that invariably came up when dealing with a once-in-a-career pandemic. While the initial influx of queries related to self-isolation subsided, CSSEA continued to act as an important conduit for government to inform the public sector on various programs and initiatives. This included federal and provincial aid programs like the Canada Emergency Wage Subsidy (CEWS) and provincial Temporary Pandemic Pay (TPP), changes to the *Employment Standards Act* related to sick leave and paid time off, the do's and don'ts of managing employee vaccinations, and the like. CSSEA remained in regular contact with relevant government agencies including PSEC Secretariat, WorkSafeBC, various provincial ministries, the BC Centre for Disease Control and the Office of the Provincial Health Officer to ensure employers were informed of opportunities and responsibilities related to the safe management of their workplaces. We continued to respect the workload and time constraints of numerous employers by communicating strategically and consolidating details into FAQ bulletins that aimed to be clear, organized and exhaustive.

## AGM and Conference

Having been in the throes of the pandemic during the planning of our 2020 AGM and Conference, CSSEA was forced to re-think whether it was appropriate to hold a conference that explored traditional conference topics. In consultation with the member AGM Planning Committee, it was ultimately decided that what was necessary was a targeted virtual session that addressed the topical workplace health and safety issues that members were facing. In collaboration with conference sponsor WorkSafeBC, we put together a program that provided support, leadership and guidance to employers and workers on the challenges of addressing COVID-19 and coping with psychological health and safety in community social services workplaces.

WorkSafeBC proved to be the authority in providing COVID-19 information and resources, and CSSEA was an ideal venue and vehicle to promote and reinforce those resources. Their presentation not only engaged with employers on establishing a baseline in responding to what was then the first wave of the pandemic, it also offered advice on how to manage a second wave – which in hindsight, was of critical importance.

CSSEA's 2020 conference was a first in that it was held entirely virtually. Also, due to the challenging and uncertain financial times we were in, CSSEA made the event complimentary and open to all employers and workers throughout BC in community social services.

The event attracted 294 participants from 151 organizations. Based on our post-conference evaluation, which was completed by 39% of attendees, the event was very positively received.

The following are highlights of responses:

- 90% of respondents rated the *Flow/Timing* of the event rated between Good to Excellent.
- 81% of respondents rated the *Virtual Platform* for the event rated between Good to Excellent.
- 77% of respondents rated they were Likely to Extremely Likely to *Attend Future Sessions*.
- 87% of respondents rated relevancy of materials presented at the event rated between Good to Excellent.
- 81% of respondents rated the *Speakers Lineup* for the event rated between Good to Excellent.

## BC Community Social Awards of Excellence

While the decision was made to cancel the 2020 BC Community Social Services Awards of Excellence due to the ongoing pandemic and inability to travel and produce the winners' videos, which are an integral part of the awards program, we are pleased to be holding the awards in 2021. Now in its sixth year, the Awards of Excellence has been an uplifting and inspirational feature for the sector, as it has, so far, told the stories of 20 outstanding individuals. We look forward to continuing this important initiative in 2021 and are encouraged to have received 21 nominations this year.

We thank TELUS for their continued enthusiastic support of the awards. CSSEA also thanks the members who took part in reviewing nominations, as well as the external judging panel who selected final winners:

### Member Committee

Tammy Khanna, Independent Living Housing Society  
of Greater Victoria  
Ann Kutcher, Westcoast Family Centres Society  
Shari Mahar, Community Integration Services Society  
Meredith Millman, TELUS  
Jaye Russell, Sea to Sky Community Services

### Judging Panel

Mark Bermel, TELUS  
Doug Campbell, Consultant  
Christian Codrington, Principal Consultant, Forum HR  
Randi Mjolsness, retired Assistant Deputy Minister





Photo credit: Community Living Victoria

# CSS Health and Safety Council

The Community Social Services Health and Safety Council (Council) made history this year by officially becoming a Health and Safety Association for the sector. The Council's vision is to promote and cultivate safe and healthy workplaces by providing leadership on injury prevention, sound disability management, and return to work best practices in the sector.

The three sectoral partners of the Council are the Federation of Community Social Services of BC, Community Social Services Bargaining Association, and the Community Social Services Employers' Association of BC. The Council consults and works in partnership with WorkSafeBC, sister Health and Safety Associations, and stakeholders to support the industry.

## Council Composition

The Council is Chaired by Gentil Mateus and Vice-Chaired by Tammy Khanna and Pamela Pye. The Board is composed of industry leaders, including both employers and employees (union & non-union), and WorkSafeBC, who together provide input on a range of diverse services and programs in community social services.

The Council Advisory Panel, which is composed of employers and workers who are health and safety subject matter experts (including a WorkSafeBC representative) provides vital support to the Council Board. The Advisory Panel provides direct and valuable insight on the various service streams in community social services.

The Council delivers support to workers and employers registered within three WorkSafeBC Classification Units: Counselling or Social Services (CU#766007), Life and Job Skills Training (CU#766010), and Residential Social Services Facility (CU#766017).

There are roughly 2,200 employers registered in the three combined classification units, along with a large diverse workforce.

## Council Initiatives

The top three causes of injury claims that continue to be identified in the community social services are: Acts of Violence or Force, Over-exertion and Fall/Slips/Trips, which the Council and Advisory Panel are focused on addressing as a priority.

In 2021, the Council has been focusing on four Workplans: Council Infrastructure Development Initiative to support governance,

developing a Community Social Service Violence Risk Assessment Tool Initiative (VRAT) which will be released later in 2021, Information Gathering Initiative from industry, and COVID-19 Universal/Standards Precautions support, including accessing Personal Protective Equipment.

The Council is also working on a brand identity package, which will include a logo, style guides and a website, which will be released shortly.

The Council recognizes *Memorandum of Agreement #17 RE: Provincial Occupational Health and Safety Council for Community Social Services of the 2019 Collective Agreement*, which has served as a cornerstone document. Some of the key health and safety identified in the MOA were: violence prevention and training including risk assessments, psychologically healthy and safe workplace standards, providing supports for Joint Training Committees on joint educational opportunities and a host of others, including mutual interest and benefit in health and safety for the sector.

Respecting that organizations provide a wide spectrum of services and are in various locations across the province, the focus of the Council's training initiatives will be on developing best practices at an industry level on education for the sector. As this area develops, the Council's aim is to become a health and safety education depository for the community social services industry.

On June 25, the Council launched an inaugural training webinar on Psychological Health & Safety in the Workplace. Speakers from the Canadian Mental Health Association of BC provided an engaging and interactive presentation for 500 participants across the province. The next webinar will address Violence Prevention Training in the Workplace.

The success of the Council's first year was made possible by the hard work and dedication of the Council Board and Advisory Panel members. They continue to provide superb guidance and support on working together for a common goal to address the multifaceted health and safety needs of the sector.

The Council would also like to recognize frontline workers, supervisors, managers, support staff, executive directors and volunteer board members of organizations who have been leading and working tirelessly in providing services to some of the most vulnerable across British Columbia.

## COUNCIL BOARD MEMBERS

### COUNCIL CHAIR

**Gentil Mateus** – CEO CSSEA

### COUNCIL VICE-CHAIRS

**Tammy Khanna** – Independent Living  
Housing Society of Greater Victoria

**Pamela Pye** – BCGEU

### WORKSAFEBC

**Denise Subotin** – WorkSafeBC

### COMMUNITY SOCIAL SERVICES EMPLOYERS

**Janice Barr** – Community Living Society  
of BC

**J. Gordon Cote** – Nanaimo and Area Resource  
Services for Families (NARSF Programs Ltd)

**Melinda Heidsma** – AiMHi Prince George  
Association for Community Living

**Judy Valsonis** – Touchstone Family Association

**Tim Veresh** – PLEA Community Services

### COMMUNITY SOCIAL SERVICES BARGAINING ASSOCIATION OF UNIONS

**Colin Brehaut** – Health Sciences Association  
of BC (HSA)

**Georgina Hackett** – Hospital Employees'  
Union (HEU)

**Lois Higgins** – BC Government Employees'  
Union (BCGEU)

**Shelley Moore** – Construction and Specialized  
Workers' Union (CSWU)

**Michael Reed, Sheryl Burns** (alternate) –  
Canadian Union of Public Employees (CUPE)

**Fred Scott** – United Food and Commercial  
Workers (UFCW)

## ADVISORY PANEL

### ADVISORY PANEL CHAIR

**Satvinder Basran** – Council Director

**Fiona Senyk** – Council Health & Safety  
Coordinator (support)

### WORKSAFEBC

**Arvin Cajigas** – Industry Specialist, Industry  
& Labour Services

### COMMUNITY SOCIAL SERVICES BARGAINING ASSOCIATION OF UNIONS (WORKERS)

**Brian Campbell** – BC Government  
Employees' Union (BCGEU)

**Lucia Salazar** – Hospital Employees' Union  
(HEU)

**Michael Wisla / Nina Hansen** – Health  
Sciences Association of BC (HSA)

### COMMUNITY SOCIAL SERVICES EMPLOYERS

**Graham Chaplow** – Developmental Disability  
Association

**Diane Hong** – S.U.C.C.E.S.S.

**Paul Hucul** – Vancouver Aboriginal Child &  
Family Services

**Terri Nakayama** – Starbright Children's  
Development Centre

**Mandy Rhodes** – Milieu Family Services Inc.

**Brenda Wagner** – AXIS Family Resources Ltd.



# Financial Statements

The following are excerpted highlights from CSSEA's audited financial statements.

The complete document is available by contacting CSSEA's office.

## STATEMENT OF FINANCIAL POSITION

March 31, 2021, with comparative information for 2020

	2021	2020
<b>FINANCIAL ASSETS</b>		
Cash (note 7)	\$ 137,608	\$ 1,209,353
Term Deposits (note 3)	750,000	500,000
Investments (note 4)	587,960	492,178
Accounts receivable	50,745	89,637
	1,526,313	2,291,168
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities	229,923	584,537
Deferred revenue (note 6)	221,658	32,366
Deferred contribution (note 7)	-	641,635
Obligations under capital leases (note 8)	66,286	32,664
	517,867	1,291,202
Net financial assets	1,008,446	999,966
<b>NON-FINANCIAL ASSETS</b>		
Tangible capital assets (note 9)	93,102	54,732
Prepaid expenses	92,247	87,786
	185,349	142,518
Accumulated surplus	\$ 1,193,795	\$ 1,142,484
Accumulated surplus is comprised of:		
Accumulated surplus (note 14)	\$ 1,109,560	\$ 1,150,306
Accumulated remeasurment gains (losses)	84,235	(7,822)
	\$ 1,193,795	\$ 1,142,484

Approved on behalf of the Board

## STATEMENT OF OPERATIONS AND ACCUMULATED SURPLUS

Year ended March 31, 2020, with comparative information for 2020

		2021	2020
<b>REVENUE</b>			
	<b>BUDGET</b>	<b>ACTUAL</b>	<b>ACTUAL</b>
Provincial government funding	\$ 2,667,320	\$ 2,642,641	\$ 2,674,412
Sector bargaining initiative (note 7)	-	641,635	370,365
Fees	651,666	417,736	401,629
Investment income, net (note 5)	261,000	30,844	25,854
	3,344,986	3,732,856	3,472,260
<b>EXPENSES (NOTE 13)</b>			
Human resources and labour relations	1,119,856	1,068,784	990,725
General	1,063,841	1,016,974	1,014,192
Research and knowledge management	773,026	758,373	768,114
Membership	379,448	263,031	248,548
Bargaining (note 7)	8,815	666,440	480,153
	3,344,986	3,773,602	3,501,732
Annual deficit	-	(40,746)	(29,472)
Accumulated surplus, beginning of year	1,150,306	1,150,306	1,179,778
Accumulated surplus, end of year	\$ 1,150,306	\$ 1,109,560	\$ 1,150,306

## STATEMENT OF REMEASUREMENT GAINS AND LOSSES

Year ended March 31, 2021, with comparative information for 2020

	2021	2020
Accumulated remeasurment gains, beginning of the year	\$ (7,822)	\$ 9,882
Unrealized gains (losses), generated during the year from:		
Investments	95,782	(17,370)
Remeasurement gains realized and reclassified to the Statement of Operations and Accumulated Surplus from:		
Investments	(3,725)	(334)
Net remeasurement gains for the year	92,057	(17,704)
Accumulated remeasurement gains, end of year	\$ 84,325	\$ (7,822)

For a copy of CSSEA's full financial statements, please contact us.

# Panels

## INDIGENOUS SERVICES

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**Chair - Bernadette Spence**, Chief Executive Officer  
Vancouver Aboriginal Child & Family Services Society, Vancouver

**Vice-Chair - Jennifer Dysart**, Executive Director  
Haida Child and Family Services Society, Massett

**Kathleen Bennett**, Executive Director  
Northwest Inter-Nation Family and Community Services Society  
Prince Rupert

**Adam Calvert**, Executive Director  
Métis Family Services, Surrey

**Melanie Hudson**, Chief Executive Officer  
Island Métis Family & Community Services, Victoria

**Colleen Lucier**, Executive Director  
Lii Michif Otipemisiwak Family & Community Services Society, Kamloops

## COMMUNITY LIVING SERVICES PANEL

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**Chair - Tammy Khanna**, Executive Director  
Independent Living Housing Society of Greater Victoria, Victoria

**Vice Chair - Dawn Hein**, Chief Executive Officer  
Mission Association for Community Living, Mission

**Fernando Coelho**, Chief Executive Officer  
posAbilities Association of British Columbia, Burnaby

**Ryan Cucheron**, Executive Director  
Venture Training, Vernon

**Shari Mahar**, Executive Director  
Community Integration Services Society, Port Coquitlam

**Tanya Sather**, Executive Director  
Burnaby Association for Community Inclusion, Burnaby

**Anita Sihota**, Executive Director  
Delta Community Living Society, Delta

**Julie Unger**, Executive Director  
Chilliwack Society for Community Living, Chilliwack



## GENERAL SERVICES PANEL

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**Chair - Judy Valsonis**, Executive Director  
Touchstone Family Association, Richmond

**Vice Chair - Jaye Russell**, Executive Director  
Sea to Sky Community Services Society, Squamish

**Tyrell Arnold**, Executive Director  
Connexus Community Resources Society, Vanderhoof

**Kelly Kelland**, CEO  
Interior Community Services, Kamloops

**Ann Kutcher**, Executive Director  
Westcoast Family Centres Society, Vancouver

**Sanjeev Nand**, Executive Director  
Langley Community Services Society, Langley

**Rod Santiago**, Executive Director  
Archway Community Services Society, Abbotsford

**Tim Veresh**, Executive Director  
PLEA Community Services Society of BC, Vancouver

## CSSEA 2022 BARGAINING TEAM

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### INDIGENOUS SERVICES

**Melanie Hudson**, Island Métis Family and Community Services

**Adam Calvert**, Métis Family Services

### GENERAL SERVICES

**Ann Kutcher**, Westcoast Family Centres Society

**Sanjeev Nand**, Langley Community Services Society

**Judy Valsonis**, Touchstone Family Association

**Vacant**

### COMMUNITY LIVING SERVICES

**Fernando Coelho**, posAbilities Association of British Columbia

**Tammy Khanna**, Independant Living Housing Society of Greater  
Victoria

**Tanya Sather**, Burnaby Association for Community Inclusion (BACI)

**Anita Sihota**, Delta Community Living (alternate)

**Dawn Hein**, Mission Association for Community Living (alternate)

### CSSEA

**Gentil Mateus** (CEO)

**Eric Peraro** (Research)

**Vangie Johnson** (Administration)

**Mark Slobin** (Lead Negotiator)

**Tamina Mawji**

**Courtney McLachlan**

**Mike Laverty**



Photo credit: Community Living Victoria



Photo credit: Clements Centre Society