

VDH Labor Management Meeting Minutes

November 17, 2017

Attendees: John Davy, William Fritch, Bonny Lee, Cheryl Brinkman, Rachael Fields, Kate Minall, Kelly McCloskey, Cindy Thomas, Chris Bell, Allison Reagan and Charon Goldwyn

I: Intros and Expectations

- 1: The team discussed getting the agenda to management in advance of each meeting.
- 2: The team will keep to the time scheduled for the meetings.
- 3: Committee members will let everyone have the opportunity to speak and not be interrupted.
- 4: Labor LMC members requested to meet monthly and preferably on a set day so there is plenty of opportunity to make arrangements with work.

II: New Business

1: Building Related Issues

- There was discussion about the parking garage at 108 Cherry ST, rumors concerning the garage and the lack of communication. Uncertainty with parking can be a morale issue for employees as it causes anxiety at the start of the work day. It was discussed that in December, there will be a parking audit and information on parking will be added in the electronic newspaper, the Voice.
- There was discussion about the lack of communication surrounding construction at the Springfield parking lot and the stress caused by an increased limitation of spaces during the work. There was an update on the security work done in the parking lot with lighting and cameras. Allison Reagan said that communication about district office matters (such as the parking lot) would be communicated from the District Directors.
- There was discussion about one of the elevators in 108 Cherry ST being closed for maintenance. It was explained that this would be a costly fix at around \$50,000 and a part was being manufactured. The hope is to have it

completed during the first quarter of 2018 and an update would also be included in the Voice.

- Clarification was given as to where people should go to seek information on building related issues. Employees should report issues through the BGS Building Related Issues Notification form on the BGS website. To follow up on reported issues, for employees at local health offices, if the issue is specific to the local health office, they can contact Charon Goldwyn. If the issue is building wide, employees can follow up with their supervisor who can talk to the local contact person.

2: Front Desk Coverage

- There was discussion on front desk coverage assignments. It was clarified that guidance was given to the local offices that HOS employees and Nutritionists should be the first assigned to cover the front desks, but other employees may need to cover when necessary.
- There was discussion about what employees who do not have access to WIC information should do when they get calls or walk-ins from clients looking for WIC appointment information. It was advised that if an employee doesn't have access to WIC information, and there is no one available that has access, the covering employee should take a message. Management will work on putting out clear guidelines for this issue.
- There was discussion about what people should be coding for their activities during front desk coverage. Allison said that coding would most likely be to "admin" but staff should always consult the field guide if they have questions.

3: WIC Study:

- There was discussion about the WIC time study and employees wanted to know what it resulted in and if it would be released. Management wants to spend the rest of the year talking with staff about the issues. Between January 2018 and June 2018 they would be developing a plan about what efficiencies could be made. They want to wait to release the results of the study until this plan has been rolled out. Management stated that this study was not part of the decision to take nurses out of WIC, nor was the market factor adjustment. Labor representatives on the committee requested that there be more communication with staff about the rationales behind taking nurses out of WIC.

4: Safety and Trainings:

- There was discussion about safety concerns in VDH offices across the state. VDH has given feedback to BGS regarding specific requests from VDH

employees, but the security team at BGS ultimately decides the security upgrades for each office.

- The ALICE (Alert, Lockdown, Inform, Counter, Evacuate) trainings fill up fast, but employees are still expected to go to the link and sign up for a training in Waterbury.

Next Labor Management Committee Meeting will be on (Date and Time).