CUPE LOCAL 79

CANADIAN UNION OF PUBLIC EMPLOYEES

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Bargaining Units:

Bridgepoint Hospital
- Nurses & Paramedical Units
- Service Units

City of Toronto
- Full-Time
- Long-Term Care Homes & Services Part-Time
- Recreation Workers Part-Time
- Unit B Part-Time

Toronto Community Housing Corporation

Toronto Seniors Housing Corporation

Sept 21, 2026

Denise Andrea Campbell
Deputy City Manger
City of Toronto
100 Queen St. W.
Toronto, ON M5H 2N2

Dear Denise Andrea Campbell,

We have concerns with how the negotiated scheduling changes are being implemented across Seniors Services and Long-Term Care.

Through our discussions with the Division, Local 79 has a clear understanding of how home-wide scheduling, part-time scheduling and availability, and overtime distribution are intended to operate. Since implementation began on September 10, however, we have received repeated reports from employees at most Homes describing practices that do not match that direction. Employees have been given incorrect or incomplete information about home-wide scheduling, overtime is being distributed according to differing interpretations, questions have arisen about the use of base units and employee preferences, and some managers have communicated rules and restrictions that appear nowhere in the agreement, in our implementation discussions, or in the Division's own reference guides, FAQs and direction to managers.

In several cases, when our representatives raised concerns directly with Home management, the managers did not appear to share the Division's understanding of the process and asked Local 79 to explain how it is supposed to work. We have directed them back to divisional leadership and Labour Relations, because it is not the union's role to train City managers on the City's own implementation of a negotiated agreement. Employees should not experience a different version of these provisions depending on which of the ten Homes they work in.

We are asking the City to determine why there is a disconnect between the Division's direction and what is happening at the Home level, and to tell us what steps it will take to ensure that managers responsible for scheduling are following that direction, that employees across all Homes receive consistent information, that practices inconsistent with the negotiated provisions are identified

and corrected, and that Home-level managers know where to escalate implementation questions.

Local 79 will continue to work with the Division on legitimate implementation issues as they arise, but the union should not have to intervene Home by Home to correct management's communications and practices. This is now happening often enough to warrant a broader review, and I would welcome a meeting with you and the appropriate divisional and Labour Relations representatives to discuss it.

Sincerely,



Nas Yadollahi
President
CC:

- Nicole Welch, General Manager, Senior Services & Long-Term Care
- Keith Fiering, CUPE Local 79 First Vice-President
- Fred Shilson, CUPE Local 79 Membership Secretary

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