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**NATIONAL JOINT COUNCIL  
GENERAL SECRETARY'S  
ANNUAL REPORT  
2022-2023**

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**Employers and Unions Working Together**

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# YEAR IN REVIEW

April 1, 2022 to March 31, 2023

Dear Members of Council,

I am honoured to present the 2022-2023 General Secretary's Annual Report. The Report serves to provide an overview of the National Joint Council's (NJC) work, and to take stock of its accomplishments during the past year, from April 1, 2022, to March 31, 2023.

The Report contains the Yearly Planning Agenda for 2023-2024 approved by the Executive Committee and ratified by Council in June 2023 (see appendix). The Agenda, summarizes the leading priorities for Council for the year ahead and the work that is to be carried out by the various NJC Working Committees and Boards of Management.

As was the mandate at its inception in 1944, the NJC is a distinctive organization that has for its 79 years prioritized the interests of its stakeholders. The NJC still stands as a role model of collaboration and consultation today. Our unique governance model and framework of collaboration ensures that all matters falling under the NJC's responsibility are jointly considered and decided by the parties. The resolve of the parties to work together and strong leadership has enabled the NJC to continue to move our agenda forward. The NJC complements traditional collective bargaining, and the results are improved terms and conditions of employment, including health-related benefits for federal public service employees.

The NJC Committees and Boards of Management continued this year to work diligently on grievances and appeals, as well as on consultations with various stakeholders. You will find these accomplishments throughout this report and in the "NJC Achievements" section. All Committee members, participating from both sides, carry out their NJC work in addition to their regular duties. We thank them for their commitment and tireless dedication on behalf of the entire federal public service. I would like to also highlight the staff of the NJC Secretariat, who make the NJC appear to move forward seamlessly. Their ongoing work to assist, resolve, and support in every possible aspect is shown in the efficiency of the Committees and Boards of Management.

## CONSULTATIONS

The NJC is pleased to offer a forum for joint consultations. Providing 7 presentations to Council during the past year, we achieved our objective to have meaningful and transparent discussions. In June, Sean Ross, presented an overview of the NJC Cyclical Review process. September had a focus on mental health and accommodations with presentations from the Centre of Expertise on Mental Health and GCcoworking.

# NATIONAL JOINT COUNCIL 2022-2023

December featured interesting and timely presentations and feedback about Canada's Digital Ambition and the Joint Employment Equity Committee. Two updates/presentations were held in March on Greening Government and the Public Service Commission 2021-2022 Annual Report. The NJC and General Secretary will continue collaborating with the Public Service Commission Joint Advisory Council, HR Council and LR Council and numerous other organizations to facilitate open dialogue and ongoing communications, and to seek opportunities for the NJC and its partners.

## COMMUNICATIONS / TRAINING & OUTREACH

The NJC Seminar held in September 2022 for which the theme was "Working Together to Shape our Future" had more interested participants than available space, with 123 attendees. The success of these seminars as a training forum is undeniable, and plans are underway for seminars to continue as we are now back to an in-person format.

Employees and Council members are consistently updated via the Twitter account (@NJC\_CNM) and the NJC website ([www.njc-cnm.gc.ca](http://www.njc-cnm.gc.ca)). The NJC will continue to reach out to federal public service employees so that they may understand how the NJC works for them.

An NJC joint training session was held in November for new committee members.

## OTHER ACHIEVEMENTS

- Progress on cyclical reviews of Travel Directive and Isolated Posts and Government Housing Directive
- Launching of the cyclical review of the Foreign Service Directive
- Revised Shelter Cost Differential methodology finalized, communiqué and FAQ have been developed
- NJC Secretariat was the key partner in the exchange of information and the liaison between Bargaining Agents and Employers on pandemic related issues
- Return to in-person meetings and the introduction of hybrid meetings based on each Committee and Board of Management's operational needs
- Active participation with Administrative Tribunals Support Service of Canada for the safety of NJC staff during pandemic measures and return to workplace
- Completion of the implementation of an electronic file sharing system for the receipt, storage, and distribution of NJC information, grievances and appeals
- Increased online and Twitter presence through more frequent updates and tweets

## NATIONAL JOINT COUNCIL 2022-2023

I would also like to acknowledge the tremendous amount of work and collaboration in the completion and implementation of the revised Public Service Health Care Plan (PSHCP) this past year. Thank you to the PSHCP Partners Committee, PSHCP Technical Committee, PSHCP Administration Authority and NJC staff for their tireless work on this updated Plan.

Furthermore, I would like to thank Sean Ross, the NJC staff, and all the Council members for their dedication and commitment and for their contribution to the NJC over the past year. I look forward to my tenure as General Secretary as we celebrate the NJC's 80<sup>th</sup> year in 2024.



Catharine Fraser

General Secretary  
National Joint Council Secretariat

# MANDATE

of the  
National Joint Council

Created in 1944, the **National Joint Council (NJC)** now includes nineteen (19) public service Bargaining Agents, the Treasury Board Secretariat and four (4) Separate Employers as members. The activities of Council directly affect the working lives of over 260,000 represented employees in 89 departments and agencies in every region of Canada. The NJC contributes to effective labour relations and human resources management on many fronts, including:

- by co-developing public service-wide terms and conditions of employment through various NJC directives;
- by co-developing public service-wide health care coverage;
- by providing joint management of health care plans;
- by developing and reviewing occupational health and safety policies and providing advice and leadership to departments and agencies in this field;
- by resolving employee grievances (related to NJC directives) and appeals (regarding dental and disability benefits);
- by providing a forum for information-sharing, consultation and co-development on other policies and initiatives (such as for employment equity and official languages);
- by sponsoring other activities to build strong relations among the parties.

The NJC is the **forum of choice for co-development, consultation and information sharing** between the government as Employer and public service bargaining agents.

Through the NJC the parties work together to resolve problems and establish terms of employment that apply across the public service. NJC subjects include government travel, relocation, commuting assistance, isolated posts and government housing, foreign service, work force adjustment, safety and health, the bilingual bonus and public service health plans.



# GOVERNANCE

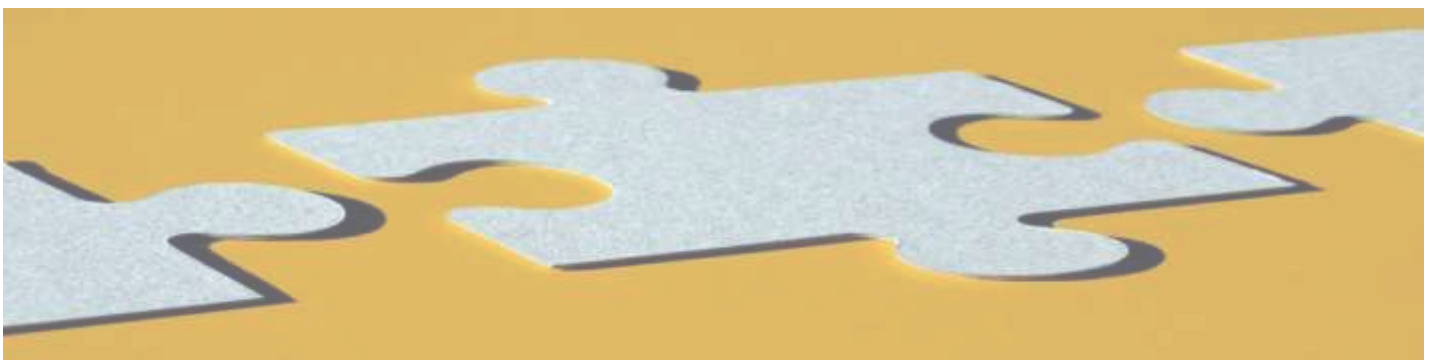
of the  
National Joint Council

Under the NJC Constitution and By-laws, the activities of **Council** are formally governed at quarterly meetings of all participating Employer and Bargaining Agent members. Decisions of Council are made by consensus of the “Employer Side” and the “Bargaining Agent Side”. In the case of NJC directives, participating members give full legal force to Council decisions by incorporating new directives as integral components of their respective collective agreements.

The **Executive Committee** is composed of three (3) representatives from each of the Employer and Bargaining Agent Sides respectively, supported by a Side Secretary for each side. The Executive Committee is empowered to act on behalf of Council in administering the activities of the NJC during the intervals between quarterly meetings. Executive Committee decisions are subject to formal ratification by Council when they are reported at Council’s regular quarterly meetings. Council may also delegate its decision-making authority to the Executive Committee to facilitate timely and effective action.

The **General Secretary** acts under the broad direction of the Executive Committee and is not a member of Council or any NJC committees. The Employer and Bargaining Agent Sides alternately nominate the General Secretary who heads the NJC Secretariat for a five-year term. The **NJC Secretariat**, operating under the supervision of the General Secretary, offers administrative and professional support to Council and its constituent bodies.

The day-to-day work of the NJC is accomplished by the many hard-working and dedicated representatives of the parties who serve as appointed members of NJC **Working Committees, Boards of Management** and working groups. These constituent bodies report to Council through the Executive Committee and carry out a wide range of activities as determined from time to time by the Executive Committee.





















# ORGANIZATIONAL STRUCTURE





# MEMBERS

## Bargaining Agents

Association of Canadian Financial Officers			Federal Government Dockyard Trades and Labour Council (West)
Association of Justice Counsel			International Brotherhood of Electrical Workers, Local 2228
Canadian Air Traffic Control Association, Unifor, Local 5454			National Police Federation
Canadian Association of Professional Employees			Professional Association of Foreign Service Officers
Canadian Federal Pilots Association			Professional Institute of the Public Service of Canada
Canadian Merchant Service Guild			Public Service Alliance of Canada
Canadian Military Colleges Faculty Association			Research Council Employees' Association
Canadian Union of Public Employees, Local 104 (CUPE 104)			Unifor, Local 2182
Federal Government Dockyard Chargehands Association			Union of Canadian Correctional Officers
Federal Government Dockyard Trades and Labour Council (East)			

## Employers

Canadian Food Inspection Agency
Communications Security Establishment Canada
National Research Council Canada
Office of the Auditor General of Canada
Treasury Board of Canada Secretariat

# MEMBERS OF THE EXECUTIVE COMMITTEE

## EMPLOYER SIDE

**CHAIRPERSON**

**CAROLE BIDAL**

Treasury Board Secretariat

**VICE-CHAIRPERSON**

**SHIRLEY CARRUTHERS**

Global Affairs Canada

**REPRESENTATIVE**

**DARLÈNE DE GRAVINA**

Employment and Social Development Canada

**SECRETARY**

**LORNA SIFTON**

Treasury Board Secretariat

## BARGAINING AGENT SIDE

**CO-CHAIRPERSON**

**DANY RICHARD**

Association of Canadian Financial Officers

**VICE-CHAIRPERSON**

**CHRIS AYLWARD**

Public Service Alliance of Canada

**REPRESENTATIVE**

**JENNIFER CARR**

Professional Institute of the Public Service of Canada

**SECRETARY**

**ANDREA DEAN**

Public Service Alliance of Canada

## NJC SECRETARIAT

**GENERAL SECRETARY**

**CATHARINE FRASER (since May 2023)**

National Joint Council

**SEAN ROSS (until June 2023)**

National Joint Council

**SECRETARY**

**ELIZABETH SHUM**

National Joint Council

# CHAIRPERSONS

## COMMITTEES

<b>Foreign Service Directives Committee</b>	<b>Denis Trottier</b> Transport Canada
<b>Government Travel Committee</b>	<b>Jennifer Cruickshank</b> Fisheries and Oceans Canada
<b>Isolated Posts &amp; Government Housing Committee</b>	<b>Tracey Sametz</b> (until September 2022) Transport Canada <b>Natalie Leblanc</b> (September 2022 – present) Agriculture and Agri-food Canada
<b>Joint Employment Equity Committee</b>	<b>Eddy Bourque</b> (Co-Chairperson) Canada Employment and Immigration Union <b>Debbie Johnston Winker</b> (Co-Chairperson) Agriculture and Agri-Food Canada
<b>Occupational Health &amp; Safety Committee</b>	<b>Denis St-Jean</b> Public Service Alliance of Canada
<b>Official Languages Committee</b>	<b>Julie Desroches</b> (until July 2023) Agriculture and Agri-Food Canada
<b>Relocation Committee</b>	<b>Eric Saint-Onge</b> Environment and Climate Change Canada
<b>Service-Wide Committee on Occupational Health &amp; Safety</b>	<b>Charles Vézina</b> (Co-Chairperson) Treasury Board Secretariat <b>Milton Dyck</b> (Co-Chairperson) Public Service Alliance of Canada
<b>Union-Management Relations Committee</b>	<b>Wanda Boudreau</b> (since May 2023) Federal Government Dockyard Chargehands Association <b>Cathie Fraser</b> (until May 2023) Research Council Employees' Association
<b>Workforce Adjustment Committee</b>	<b>Nancy Taillon</b> Library and Archives Canada

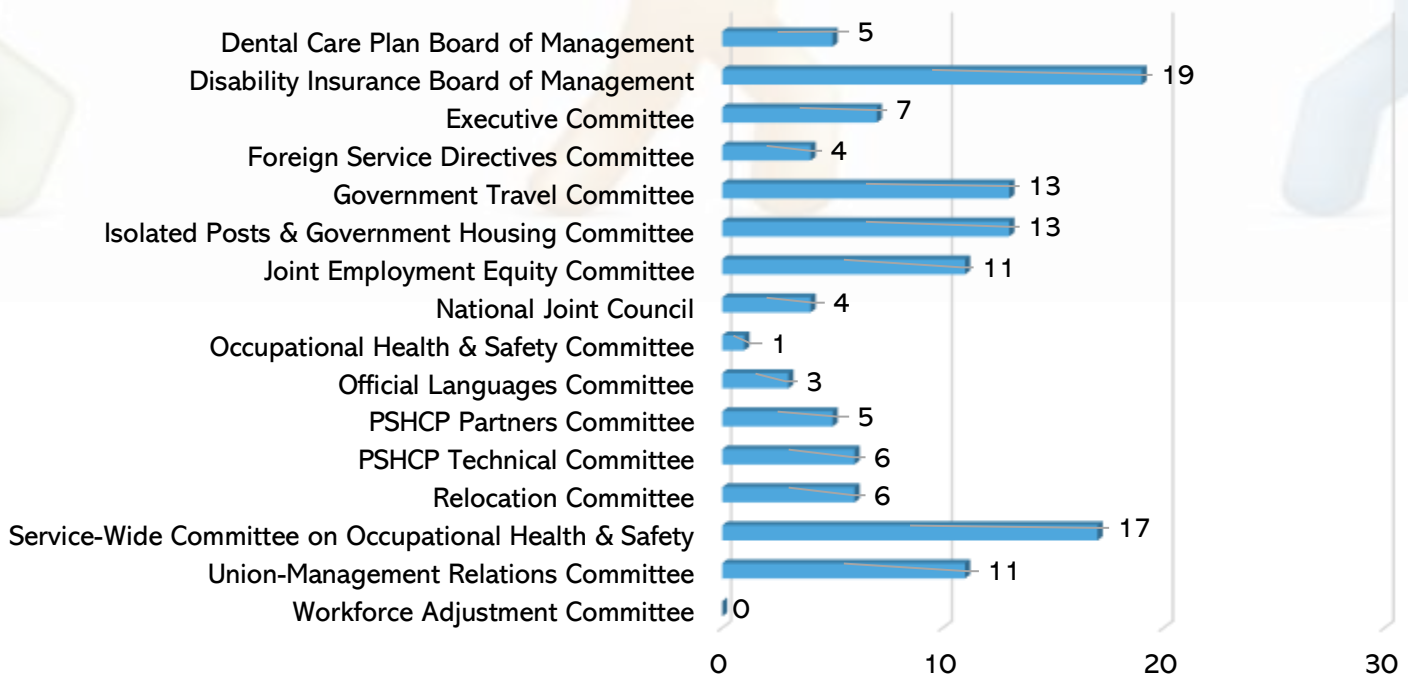
## BOARDS

<b>Dental Care Plan Board of Management (NJC Part)</b>	<b>Dr. Martin Chartier</b>
<b>Disability Insurance Plan Board of Management</b>	<b>Patti Bordeleau</b>

# WORKING COMMITTEES

The various Working Committees and Boards of Management that fall under the auspices of the NJC continued to advance the work assigned to them by Council. Notwithstanding the ongoing complexities as a result of the pandemic, the National Joint Council was fortunate to continually benefit from the hard work and dedication of its members. Each of the Working Committees and Boards of Management are comprised of knowledgeable and experienced Bargaining Agent and Employer representatives. In the following pages, you will find a summary of some of the chief activities and achievements that each Committee or Board of Management accomplished during the 2022-2023 fiscal year.

## MEETINGS



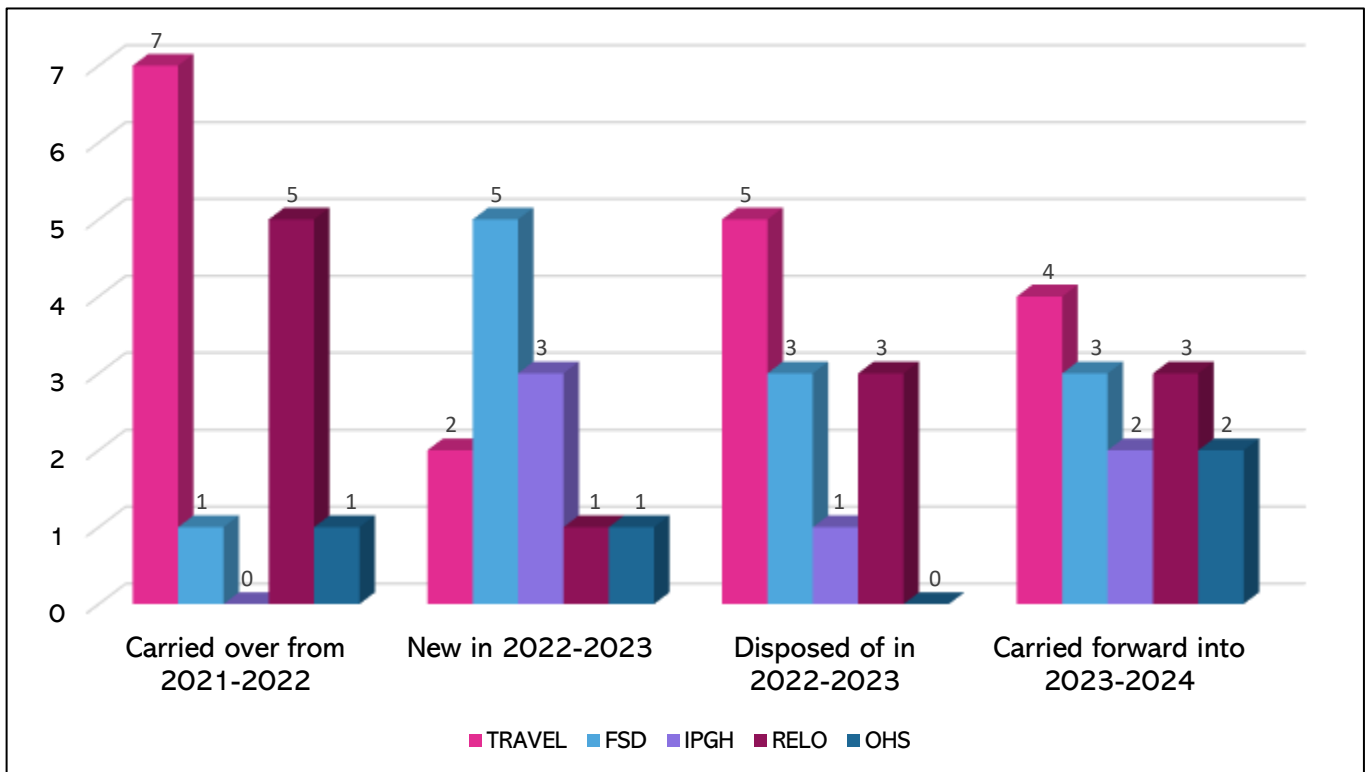
The NJC Secretariat had another busy year providing professional, administrative, and logistical support to organize meetings for Council, the Executive Committee, and the various Working Committees and Boards of Management. In total, the Secretariat organized 125 meetings through the 2022-2023 fiscal year. The NJC returned to in-person meetings while also introducing hybrid meetings. The NJC also continued to play an important role in facilitating multiple meetings between the parties on emerging issues related to the global pandemic and the subsequent return to the workplace.

To learn more about the various Working Committees and related Directives, [visit the NJC website!](#)

# NJC GRIEVANCES

There were **14** grievance files carried over from the previous fiscal year. A total of **12** new grievance files were received during the reporting period, and **12** grievances were disposed of. The remaining **14** grievances were carried over into the 2023-2024 fiscal year. The NJC grievance process is a long-standing example of **alternative dispute resolution**, and has now been in place for several decades.

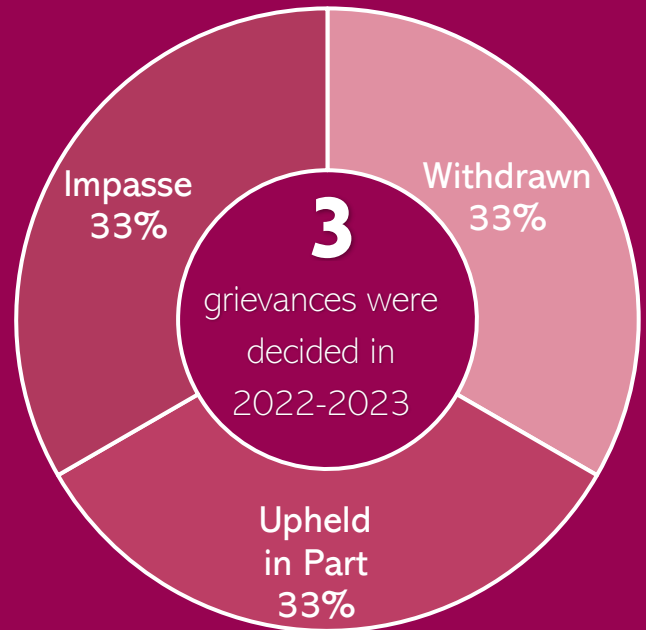
Final level hearings are fact-finding inquiries designed to discover whether an employee has been treated within the intent or “spirit” of the directive. This contrasts with formal adjudication under the *Federal Public Sector Labour Relations Act* where the primary focus is the meaning of the specific words in a collective agreement.



# FOREIGN SERVICE DIRECTIVES COMMITTEE

**CHAIRPERSON:** Denis Trottier

The Foreign Service Directives are designed to provide a system of allowances, benefits, and conditions of employment that, in combination with salary, will enable departments and agencies to recruit, retain and deploy qualified employees in support of government programs outside Canada. The 37 Foreign Service Directives currently in place cover many situations attributable to the provision of Foreign Services, such as Relocation (FSD 15), Shelter (FSD 25), Education (FSD 34), Post Living Allowances (FSD 55) and Emergency Evacuation Loss (FSD 64).



## ACTIVITIES

This past year, the Foreign Service Directives (FSD) Committee met a total of four times, dedicating their time to reviewing grievances. The Committee began meeting in a hybrid format, with some members attending in-person at the NJC offices, while others continued to attend online. The Input Call for the cyclical review of the Foreign Service Directives was issued on October 3, 2022, with a deadline of April 3, 2023 which was subsequently extended to August 1, 2023.

**\$188.3 MILLION**

in allowances was paid to employees serving abroad during 2022-2023

To view grievance decisions relating to this Committee, visit our [website!](#)

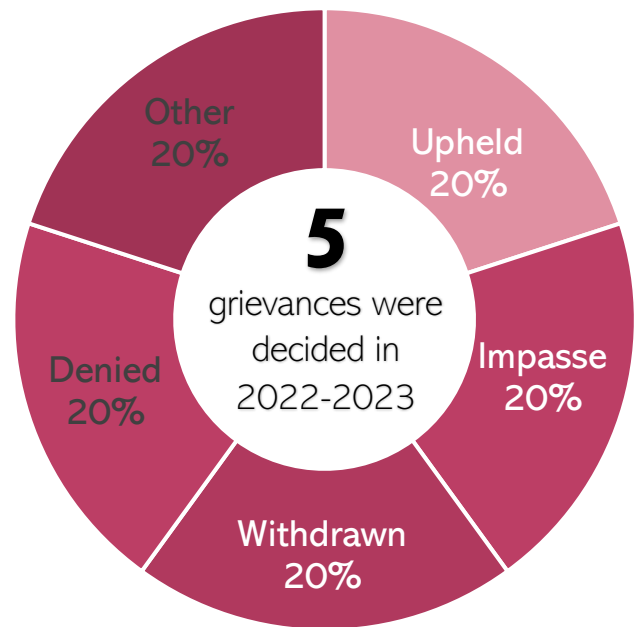


# GOVERNMENT TRAVEL COMMITTEE

**CHAIRPERSON:** Jennifer Cruickshank

The principles found within the Travel Directive were developed jointly by the Bargaining Agent representatives and the Employer representatives of the National Joint Council.

These principles are the cornerstone for the management of government travel and guide all employees and managers in achieving fair, reasonable and modern travel practices across the public service. The Travel Directive applies to public service employees and other persons travelling on government business, including training.



## ACTIVITIES

The Committee met a total of 13 times and continued to hear and provide recommendations to the Executive Committee on grievances. The Committee also began co-developing a revised Travel Directive based on proposals received from the Bargaining Agent and Employer sides. It is anticipated that the cyclical review process will be completed during the 2024-2025 fiscal year.



# \$419.4 MILLION

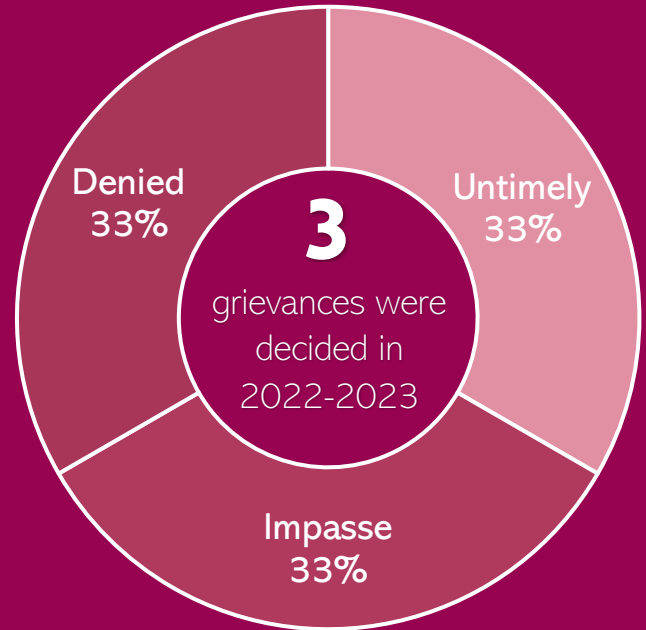
was paid out for employee travel during 2022-2023 (compared to \$227.1 million in 2021-2022)

To view grievance decisions relating to this Committee, visit our [website!](#)

# RELOCATION COMMITTEE

**CHAIRPERSON:** Eric Saint-Onge

The Relocation Committee reviews the Relocation Directive and hears final level grievances on this authority, when required by the Executive Committee. The purpose of the NJC Relocation Directive is to ensure the fair treatment of employees authorized by the Employer to relocate to a new principal residence at a new regular workplace consistent with the principles listed in the Directive. The aim is to relocate an employee in the most efficient fashion, at the most reasonable cost to the public while having a minimal detrimental effect on the employee and their family and on departmental operations. Trust, flexibility, respect, valuing people and transparency are some of the main principles that are cornerstones of the NJC Relocation Directive.



## ACTIVITIES

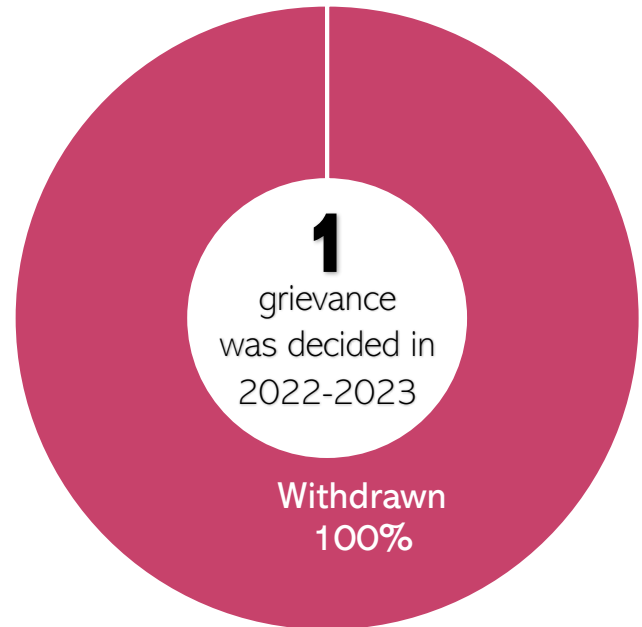
The Relocation Committee met six times this past year. The Committee has managed their grievance caseload and reviewed the various communication products to identify ways to add clarity to the documents and make the webpage more user-friendly.

To view grievance decisions relating to this Committee, visit our [website](#)!

# ISOLATED POSTS AND GOVERNMENT HOUSING COMMITTEE

**CHAIRPERSON:** Natalie Leblanc

The purpose of the Isolated Posts and Government Housing Directive is to facilitate the recruitment and retention of staff delivering government programs in isolated locations. Its provisions are designed to assist in offsetting some of the higher costs and to recognize the inherent disadvantages associated with living and working in isolated posts. It also describes how employees will be treated when renting crown-owned accommodations.



## ACTIVITIES

The Committee met a total of 13 times and completed development of a revised methodology for the calculation of the Shelter Cost Differential, which replaced the interim methodology that had been in place since 2013. The Committee also began co-developing a revised Isolated Posts and Government Housing Directive based on proposals received from the Bargaining Agent and Employer sides. It is anticipated that the cyclical review process will be completed during the 2024-2025 fiscal year. Additionally, the Committee continued to approve periodic updates to the various allowances contained in the Directive.

**\$41.2 MILLION** in allowances was paid to employees in isolated posts during 2022-2023.

To view grievance decisions relating to this Committee, visit our [website!](#)

# OFFICIAL LANGUAGES COMMITTEE

CHAIRPERSON: Julie Desroches (until July 2023)

The Official Languages Committee reviews the Bilingualism Bonus Directive (Directive) and hears final level grievances on the Directive. The Committee also reviews official languages policies in the public service and discusses issues arising from these policies. The purpose of the Directive is to set forth the conditions under which employees are eligible for the bilingualism bonus.

## ACTIVITIES

The Committee continued to meet virtually and met a total of three times. The Committee consulted with Canadian Heritage throughout the year for various initiatives, including continuing to receive updates on the Modernization of the *Official Languages Act (OLA)*. Additionally, the Committee received a presentation regarding Bill C-13, as well as a presentation regarding the OL Action Plan. The Committee met with the Joint Employment Equity Committee (JEEC) and agreed to have future collaborations when appropriate.

# OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

**CHAIRPERSON:** Denis St-Jean

The NJC Occupational Health and Safety (OHS) Directive contains enhancements to the Canada Labour Code Part II ("the Code"). The Directive also aims to complement the OHS programs in force in the federal public service. Like the legislation, it should be considered a minimum standard that a given employer's OHS program may exceed.

## ACTIVITIES

The Committee met once to conduct a post-mortem of the cyclical review process, completed in the previous fiscal year. The Committee discussed what worked well as well as opportunities for improvement for the next review exercise. There was also an in-depth discussion of the challenges of conducting the review during a global pandemic. The need for ongoing communication on a regular basis to keep the OHS community informed was emphasized.

# SERVICE-WIDE COMMITTEE ON OCCUPATIONAL HEALTH & SAFETY

**CO-CHAIRPERSONS:** Charles Vézina & Milton Dyck

The role of the Service-Wide Committee on Occupational Health and Safety (SWOHS) is to participate in the development and review of all Treasury Board Secretariat policies, programs and issues relating to occupational health and safety. The SWOHS Committee provides advice and leadership to departmental or agency policy committees.

## ACTIVITIES

The Committee met a total of 17 times and continued to monitor the COVID-19 pandemic and the changes to the Public Service Occupational Health Program's guidance as restrictions eased. Due in part to the stress associated with the return to work, the Committee added mental health to their standing items to discuss any advances and associated programs. They continued to monitor the implementation and activities related to the *Work Place Harassment and Violence Prevention Regulations*, and reviewed many tools that have consequently been developed. These were highlighted in a successful web event held in April on the Canada School of the Public Service web platform. The Committee also received presentations on various topics including the National Radon Program, Monetary Penalties, the Committee on Mental Health Support Mechanisms and training for OHS Committee members and representatives.

# JOINT EMPLOYMENT EQUITY COMMITTEE

**CO-CHAIRPERSONS:** Eddy Bourque & Debbie Johnston Winker

The Joint Employment Equity Committee (JEEC) provides a national forum that includes the Treasury Board Secretariat (TBS), the Public Service Commission (PSC), Bargaining Agents and departmental representatives. The JEEC acts as the NJC's vehicle for Employment Equity and diversity analysis and provides the NJC with Employment Equity and diversity related input, as well as advice and recommendations related to emerging policies and practices in the federal public service.

## ACTIVITIES

This past year, the JEEC met 11 times and had 20 opportunities for engagement with representatives from the Office of the Chief Human Resources Officer (OCHRO) within the TBS, the PSC, the Canada School of Public Service (CSPS), and others. The Committee had the opportunity to provide recommendations to the Taskforce for the revision of the *Employment Equity Act*. The Committee was apprised of numerous initiatives and provided input and recommendations when consulted.



# WORK FORCE ADJUSTMENT COMMITTEE

**CHAIRPERSON:** Nancy Taillon

The Work Force Adjustment (WFA) Committee reviews and recommends changes to the WFA Directive. It also hears grievances on the subject. With the exception of those references to unions and the NJC, this Directive in its entirety will also apply to all employees appointed on an indeterminate basis who are excluded or unrepresented.

## ACTIVITIES

This past year, the Work Force Adjustment Committee welcomed four new members to the Committee. The Committee consulted with the Public Service Commission on the Priority Entitlements Program Modernization Initiative and continued to regularly review the Public Service Commission Monthly Priority Population Reports. Although the cyclical review process for the WFA Directive has been deferred the Committee remains ready and eager to undertake co-development.

# UNION MANAGEMENT RELATIONS COMMITTEE

**CHAIRPERSON:** Wanda Boudreau (since May 2023), Cathie Fraser (until May 2023)

The Union-Management Relations (UMR) Committee recommends NJC training activities and provides planning and organization for union-management seminars.



## ACTIVITIES

The NJC resumed its annual Seminar in September 2022 which was a resounding success. The agenda was developed jointly, and speakers were carefully chosen by the UMR Committee. Following the close of the 2022 Seminar, the Committee turned their attention to developing the agenda for the 2023 Seminar to be held in Kingston, Ontario. The Committee also continues to oversee the joint training program for new members and chairpersons and one such session was delivered during the reporting period.



# DENTAL CARE PLAN

## BOARD OF MANAGEMENT

**CHAIRPERSON:** Martin Chartier

**\$168.1  
MILLION**

in paid claims under the Dental Care Plan (NJ Component) in 2022

The Dental Care Plan Board of Management (NJ Component) is responsible for the overall administration of the Dental Care Plan (Plan); resolving members' complaints regarding eligibility or claims disputes with the Administrator, Canada Life; monitoring the claims settlement performance of the Administrator; and recommending changes to the Plan.

## ACTIVITIES

During this past year, the Dental Care Plan Board of Management (NJ Component) began meeting in a hybrid format, with some attending in-person at the NJC offices while others continued to attend online. The Board met five times and reviewed 29 appeals regarding requests for coverage, crowns, late claims, fillings, cone beam computerized tomography, root canals, dependents over 25, overpayments, and annual maximums. The Board once again participated in the TBS observer program and welcomed two observers to their meetings. The Board continues to prepare for the eventual Plan review and negotiations.

# DISABILITY INSURANCE

## BOARD OF MANAGEMENT

**CHAIRPERSON:** Patti Bordeleau

**\$421.8  
MILLION**

in paid claims under the Disability Insurance Plan in 2022

The Disability Insurance Board of Management is responsible for the overall administrative and financial management of the Disability Insurance (DI) Plan, including: the review of the contract of insurance, review of any financial or service agreement, the financial status of the Plan, the services of the Insurer, and the administrative fees and charges.

## ACTIVITIES

The Board continued to examine and provide recommendations to Sun Life regarding appeals, and monitored the Plan's financial position, receiving monthly financial updates from Sun Life, as well as a presentation on the 2021 Financial Results and 2022 year-to-date of the DI Plan. It was reported the number of plan members increased from 255,000 in 2020 to 272,000 in 2021 and that members who joined the plan within the last year are younger which was noted to contribute to a downward pressure on Plan costs. From a purely demographic perspective, this was noted to be good news. Nevertheless, other factors influenced the plan experience thereby increasing costs. The Annual Plan Claimant Experience Survey was conducted. Details regarding the Board's activities and plan experience are contained in the *Disability Insurance Board of Management Annual Report*, which is available on the NJC website.

# PUBLIC SERVICE

## HEALTH CARE PLAN

### PUBLIC SERVICE HEALTH CARE PLAN PARTNERS COMMITTEE

The Public Service Health Care Plan (PSHCP) Partners Committee monitors, analyzes and makes joint recommendations on all aspects of the PSHCP. The Committee also monitors and makes joint recommendations on any and all issues that may indirectly or directly affect the PSHCP, such as changes in the health care industry, trends in employer-sponsored health care benefit plans, changes to provincial/territorial health care policies, or advancements in medical and pharmaceutical technology. Over the course of the year, the Committee met a total of 5 times. The Committee approved the work completed on the PSHCP renewal.

**779,550**

Plan members as of  
December 31, 2022  
(a 4.0% increase from 2021)

**143,262**

the average number of claims  
adjudicated daily  
(including paper claims, electronic  
pharmacy claims, and member  
digital claims)

**5.2**

business days was the average  
claim turn around time in  
2022 (compared to 2.5 business  
days in 2021)

**\$1,732,636,844**

total Plan cost for 2022  
(a 7.8% increase from  
2021)

**\$1,207,647,838**

total amount paid for  
prescription drugs in 2022  
(this represented 73.5%  
of total paid claims)

**\$1,644,055,832**

total amount of paid claims  
for 2022

### PUBLIC SERVICE HEALTH CARE PLAN TECHNICAL COMMITTEE

The Public Service Health Care Plan (PSHCP) Technical Committee supports the PSHCP Partners Committee in the fulfillment of its mandate. In so doing, it monitors, analyzes and makes joint recommendations on aspects of the PSHCP, as directed by the PSHCP Partners Committee.

The Committee met three times over the course of the year to negotiate the new terms of the PSHCP. The new Plan Directive was agreed to and launched July 1, 2023 with Canada Life as the plan administrator.



# TRAINING

During 2022-2023, the NJC Secretariat held a total of **three** training sessions; **two** sessions were for Labour Relations practitioners, and **one** session was for new NJC members and chairpersons, referred to as the Joint Training Session. Due to the ongoing COVID-19 pandemic, the training format remained virtual.

Training for new NJC Members:

## Joint Training Session

This training session provided new members and chairpersons with an overview of the NJC principles, mandate, impact, and structure. Additionally, the training addressed the NJC's key operations, such as the cyclical review process, the grievance process, and requests for interpretation. Lastly, the training detailed the roles and responsibilities of members.

Training for Labour Relations Practitioners:

## Demystifying the NJC Grievance Process

These training sessions provided attendees with a general overview of the NJC governance structure and the impact the NJC directives have on the public service. Additionally, they served to clarify the NJC grievance process by providing a detailed explanation of all the steps within the NJC grievance procedure thereby assisting the labour relations community in preparing for NJC grievance hearings.



# COMMUNICATION & OUTREACH

<https://www.njc-cnm.gc.ca/en>

## 701,000

users accessed the website during 2022-2023, which is a 31.7% increase from the previous year.

The total number of sessions conducted by the 701,000 users was

## 1.7 MILLION

The average session duration was approximately three (3) minutes.

### THE TOP THREE WEB PAGES VIEWED WERE:

1. [Travel Directive, Appendix C – Meals & Incidentals – Canada & US](#) with 555,204 views.
2. [Rates & Allowances](#) with 440,957 views.
3. [Travel Directive](#) with 384,944 views.

## 10,200

There are 10,200 webpages within the NJC website.

87.6% of users accessed the website from a desktop, 10.5% from a mobile device, and 1.9% from a tablet.

The website was accessed worldwide, but most users accessed the website from within Canada.

### GRIEVANCE SUMMARIES

[Click here](#) to read summaries of grievance decisions!

Search by decision number, keywords, Committee, and date.

### Download the NJC Progressive Web Application

for access to popular items and important information on our website, even without internet access. [Click here](#) to download!



Don't forget to check out our Twitter too!

[@NJC\\_CNM](#)

**YEARLY  
2023-2024  
PLANNING  
AGENDA**

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
<b>NEW</b>	<b>Relocation Directive Cyclical Review</b>	To initiate the cyclical review of the Relocation Directive within the 2023-2024 fiscal year.	That the cyclical review process for the Relocation Directive will be launched.	<ul style="list-style-type: none"> <li>• NJC Secretariat to issue input call letter</li> </ul>	<i>Early Q4</i> - NJC Secretariat to issue input call letter
<b>Ongoing</b>	<b>Foreign Service Directives Cyclical Review</b>	To undertake the cyclical review of the FSD within the 2023-2024 fiscal year.	That co-development of the FSD will be underway within the 2023-2024 fiscal year.	<ul style="list-style-type: none"> <li>• Side Secretaries to compile and submit input to the General Secretary</li> <li>• NJC Secretariat to review input and issue opting call letter</li> <li>• NJC Secretariat to receive results of opting call letter and report back to the Executive Committee</li> <li>• FSD Committee to receive co-development and cyclical review procedures training</li> <li>• Executive Committee to review results of opting call</li> <li>• NJC Committee Advisor to work with the FSD Committee to co-develop the proposals as mandated by the Executive Committee</li> </ul>	<p>Q2 – NJC Secretariat to review results of input call letter and issue opting call</p> <p>Q3 – FSD Committee to receive co-development and cyclical review procedures training</p> <p>Q3 – Executive Committee to review results of opting call and to refer cyclical review of FSD to FSD Committee for co-development</p> <p>Q3 through Q4 – FSD Committee to begin co-development process</p>



## 2023-2024 YEARLY PLANNING AGENDA

<b>NEW VS. ONGOING BUSINESS</b>	<b>PRIORITY</b>	<b>OBJECTIVE</b>	<b>EXPECTED RESULTS</b>	<b>NEXT STEPS</b>	<b>TIMEFRAME</b>
Ongoing	<b>Travel Directive Cyclical Review</b>	To continue the cyclical review of the Travel Directive within the 2023-2024 fiscal year.	That the Government Travel Committee will have completed all negotiations and have begun developing supporting documents for publication within the 2023-2024 fiscal year.	<ul style="list-style-type: none"> <li>• NJC Committee Advisor to continue to work with the Government Travel Committee to co-develop the proposals as mandated by the Executive Committee</li> <li>• Government Travel Committee to complete negotiations and begin drafting supporting documents for publication</li> </ul>	<i>Q1 through Q4</i> – Government Travel Committee to complete co-development process and draft supporting documents for publication
Ongoing	<b>Isolated Posts and Government Housing Directive Cyclical Review</b>	To continue the cyclical review of the IPGH Directive within the 2023-2024 fiscal year.	That the IPGH Committee will have completed all negotiations and have begun developing supporting documents for publication within the 2023-2024 fiscal year.	<ul style="list-style-type: none"> <li>• NJC Committee Advisor to continue to work with the IPGH Committee to co-develop the proposals as mandated by the Executive Committee</li> <li>• IPGH Committee to complete negotiations and begin drafting supporting documents for publication</li> </ul>	<i>Q1 through Q4</i> – IPGH Committee to complete co-development process and draft supporting documents for publication

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
Ongoing	<b>NJC Networking and Awareness Activities</b>	To continue to promote the NJC and its activities via various networking and learning events.	That the Union-Management Relations (UMR) Committee will continue to explore and utilize opportunities to promote the NJC and develop events to support the goals of the NJC.	<ul style="list-style-type: none"> <li>• Coordinate/co-develop networking and/or learning events with partners</li> <li>• Finalize preparations for 2023 Seminar</li> <li>• Prepare 2023 Seminar report for Executive Committee review</li> <li>• Identify location for 2024 Seminar</li> <li>• Begin developing content for 2024 Seminar</li> </ul>	<p><i>Q1 through Q4</i> – Develop networking and/or learning events</p> <p><i>Q1 through Q2</i> – Finalize preparations for 2023 Seminar</p> <p><i>Q2 through Q3</i> – Research and identify location for 2024 Seminar</p> <p><i>Q3</i> – Prepare 2023 Seminar report for Executive Committee’s review</p> <p><i>Q3 through Q4</i> – Develop content for 2024 Seminar</p>
Ongoing	<b>Information Sharing/ Consultations/ Co-Development</b>  <b>Council Meetings</b>	<p>To ensure that Council meetings are maximized by scheduling 2-3 pertinent consultations/information sharing presentations per meeting.</p> <p>To share relevant information on a timely basis between Council meetings.</p> <p>To facilitate member and stakeholder consultation/co-development sessions</p>	<p>Council members will deem the meetings to hold value in both content and networking.</p> <p>Committee Chairpersons will take a more active role in reporting on successes, challenges and critical issues on behalf of their Committee.</p>	<ul style="list-style-type: none"> <li>• General Secretary will continue to meet with all Committee Chairpersons on a regular basis</li> <li>• Ongoing communication with the Public Service Commission Outreach team regarding consultations with Council</li> <li>• Ongoing communication with the LR Council and HR Council to identify consultations stemming from conversations at</li> </ul>	<p><i>Q1 through Q4</i> – Ongoing communication with the PSC Outreach team and LR/HR Council</p> <p><i>Q1 through Q4</i> – General Secretary to meet with all Committee Chairpersons</p> <p><i>Q1 through Q4</i> – Information sharing</p>

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
		outside of quarterly Council meetings.	Council members will benefit from timely information on consultations, directives and initiatives.	these venues which need to be brought to the NJC <ul style="list-style-type: none"> <li>• General Secretary will continue to seek opportunities to spread awareness of the NJC</li> </ul>	
Ongoing	<b>Information Sharing/ Consultations/ Co-Development</b>  <b>Working Committee Sub-committees</b>	To facilitate the work of NJC working committees when and as called upon for information sharing, consultation and co-development purposes.	Sub-committees, once struck, will meet to deal with issues as tasked by their respective working committees. Sub-committees will report their progress and findings to the working committee(s). These could include the development of training or reference tools, recommended courses of action and further areas of consultation.  Sub-committees active at the outset of 2023-2024: <ul style="list-style-type: none"> <li>• SWOHS Harassment and Violence Prevention</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to meet with stakeholders and subject matter experts to inform the work of the sub-committees</li> <li>• Continue to report to working committee(s) on results</li> <li>• Provide informed recommendations to working committee(s)</li> </ul>	<i>Q1 through Q4</i> – Ongoing information sharing, consultation and co-development with stakeholders  <i>Q1 through Q4</i> – Ongoing reporting to working committee(s)

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
			(HVP) Tools Working Group <ul style="list-style-type: none"> <li>• SWOHS Subcommittee on OHS Training</li> <li>• DI Subcommittee</li> </ul>		
Ongoing	<b>Communications Outreach</b> <i>Speaking Engagements</i>	To continue to increase the visibility of the National Joint Council as a forum for information sharing, consultation and co-development through speaking engagements and/or trade shows, and related means.	Continue to make presentations to LR Council and other interested organizations (Bargaining Agents, educational institutions, trade shows, etc.) on the role of the NJC and its value.	<ul style="list-style-type: none"> <li>• Provide presentations to various Federal Councils</li> <li>• Remain in touch with LR Council and all Federal Regional Councils</li> <li>• Reiterate at Council meetings that presentations on the role and structure of the NJC can be provided to interested stakeholders</li> <li>• Identify opportunities for General Secretary to engage with community</li> </ul>	<i>Q1 through Q4</i> – Provide presentations to Federal Councils  <i>Q1 through Q4</i> – Assess available opportunities as they arise
Ongoing	<b>Communications Outreach</b> <i>Online &amp; Social Media Presence</i>	To continue to promote awareness of the NJC and its activities by increasing its online and social media presence.	Leverage website to increase information sharing. Ensure website is maintained and supported over the course of the year.	<ul style="list-style-type: none"> <li>• General Secretary to provide regular updates on online and social media presence. Key documents to be posted over the course of the fiscal year</li> </ul>	<i>Q1</i> – Update PSHCP information on website  <i>Q1 through Q4</i> – Regular updates to be provided by General Secretary  <i>Q1 through Q4</i> – Promote NJC activities

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
			<p>Continue to promote and grow Twitter presence.</p> <p>Update sections of website pertaining to Public Service Health Care Plan to reflect changes.</p>	<ul style="list-style-type: none"> <li>Update PSHCP information on website</li> </ul>	
Ongoing	<p><b>Training</b></p> <p><b><i>Labour Relations Advisors</i></b></p>	<p>To provide NJC specific training to Labour Relations advisors and management responsible for responding to NJC grievances.</p> <p>To deliver courses focused on preparing Labour Relations advisors for final level hearings at the NJC.</p> <p>Courses will be provided based on demand.</p>	<p>It is anticipated that this will result in less objections, in addition to improving the quality of presentations given to working committees and hence, may reduce the number of impasses.</p>	<ul style="list-style-type: none"> <li>Continue to assess the demand for training</li> <li>Assess the resources at the NJC Secretariat to provide on-demand training (i.e. budget, priorities, staff availability)</li> <li>Revise training material on a regular basis based on comments from feedback surveys</li> <li>Resume in-person training in conjunction with virtual training for those outside the NCR</li> </ul>	<p><i>Q1</i> – Assess NJC Secretariat resources and community demand; adjust based on feedback.</p> <p><i>Q2</i> – Determine training schedule</p> <p><i>Q2 through Q3</i> – Deliver in-person training</p> <p><i>Q4</i> – Review feedback and adjust training materials as needed</p> <p><i>Q1 through Q4</i> - Assess the resources and demand for training and report to Executive Committee and Council</p> <p><i>Q1 through Q4</i> – Assess whether additional sessions should be held</p>

## 2023-2024 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
Ongoing	<b>Training Working Committee Members</b>	<p>Continue to deliver a training session at least once a year to provide new Committee members with an understanding of the structure of the NJC as well as their role.</p> <p>A mid-year assessment will take place to determine if sufficient Committee turnover has occurred to offer the training more frequently.</p>	<p>It is anticipated that Committee members will feel more confident in their role, their authority, and will gain tools which will allow them to be more likely to reach consensus during grievance deliberations and the cyclical review process.</p>	<ul style="list-style-type: none"> <li>• Assess committee member turnover in September</li> <li>• Offer training session(s) as determined by need</li> </ul>	<p><i>Q1 through Q2</i> – Assess Committee member turnover</p> <p><i>Q3 or Q4</i> – Hold Joint Training session</p> <p><i>Q4</i> – Provide additional training based on demand</p>
Ongoing	<b>Training Working Committee Members – Cyclical Review</b>	<p>Deliver training to Committee members who will be entering into cyclical review in the 2023-2024 fiscal year to better prepare them.</p> <p>Committee members will be provided with information concerning the procedural steps of the cyclical review process.</p>	<p>It is anticipated that Committee members will feel more confident in their role and have a better understanding of both interest-based negotiations and the steps in the cyclical review process.</p>	<ul style="list-style-type: none"> <li>• Schedule training dates for the FSD Committee</li> </ul>	<p><i>Q3</i> – Provide training to FSD Committee</p>



**2023-2024  
YEARLY PLANNING AGENDA**

<b>NEW VS. ONGOING BUSINESS</b>	<b>PRIORITY</b>	<b>OBJECTIVE</b>	<b>EXPECTED RESULTS</b>	<b>NEXT STEPS</b>	<b>TIMEFRAME</b>
Ongoing	<b>Training</b> <i>Departmental Liaison Officers (DLO)</i>	Deliver bilingual training session for Departmental Liaison Officers to provide them with an understanding of the structure of the NJC as well as their role.	A reduction in the number of questions from DLO regarding the NJC grievance process and the role of the NJC.	<ul style="list-style-type: none"> <li>• Monitor DLO turnover to assess level of need in community</li> </ul>	<i>Q1 through Q2 – Assess turnover</i>  <i>Q3 – Offer training module to DLO, subject to demand</i>