NATIONAL JOINT COUNCIL



GENERAL SECRETARY'S ANNUAL REPORT

2024-2025

UNIONS AND EMPLOYERS WORKING TOGETHER

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YEAR IN REVIEW

April 1, 2024 to March 31, 2025

Dear Council Members,

I am honored to present the General Secretary's Annual Report for 2024-2025. This report aims to provide an overview of the activities of the National Joint Council (NJC) and highlight its achievements over the past year, spanning from April 1, 2024, to March 31, 2025. The Report includes the Yearly Planning Agenda for 2025-2026, which was approved by the Executive Committee and ratified by the Council in June 2025 (refer to the appendix). This agenda outlines Council's priorities for the upcoming year and the tasks to be undertaken by the various NJC Working Committees and Boards of Management.

The NJC is a distinctive organization co-managed by both the Employer and the Bargaining Agent Sides, where all matters falling under its auspices are considered and resolved jointly. The NJC has thrived in the federal public sector due to its emphasis on service-wide concerns that are consistent across different departments and regions. The NJC plays a crucial role in promoting information exchange, consultation, and collaboration between the federal public service as the Employer, and the federal Bargaining Agents representing approximately 295,000 public service employees in Canada. For more than 80 years, the parties have successfully reached agreements on numerous employment terms and conditions, as well as health-related benefits, through a collaborative framework. Although these accomplishments can be challenging, the parties have remained focused on shared interests with the common objective of improving working conditions for all individuals in the public service.

Throughout this year, the NJC Working Committees and Boards of Management have diligently continued their work, convening regularly. Additionally, committee members engaged with stakeholders as necessary and addressed grievances and appeals. These activities are detailed throughout this report and compiled in the Achievements section (page 11). All members of the Working Committees and Boards of Management, representing both sides, engage in their NJC responsibilities alongside their regular professional roles. I express my gratitude for their unwavering commitment and dedication on behalf of the entire federal public service. Additionally, I wish to acknowledge the staff and Committee Advisors of the NJC Secretariat, whose dedication to excellence is crucial, and whose capacity to assist and support is evident in the effectiveness of the Working Committees and Boards of Management.

CONSULTATIONS

The effectiveness of consultations can vary based on numerous factors and the specific subject matter at hand; however, maintaining a constant dialogue is essential. Our ongoing objective is to pursue meaningful consultations rather than mere information-sharing and to provide a forum for proactive discussions and early engagement whenever feasible. Over the past year, various topics were presented across multiple subjects, aiming to achieve our goal of facilitating joint consultations and fostering transparent discussions. Presentations included a report from the Pay Equity Commissioner, GC Workplace Accessibility Passport progress, Security Policy Modernization update and concluded with the Annual Report from the Public Service Commission, which serves as a highlight of the year and encourages extensive discussions among stakeholders. These events promote open dialogue and continuous communication, providing further opportunities for collaboration between the NJC and its partners.

COMMUNICATIONS / TRAINING & OUTREACH

The 2024 NJC Seminar entitled Valuing Diversity: Cultivating a Culture of Inclusion, Equity and Accessibility in the Federal Public Service, took place in September 2024 in the National Capital Region over a span of two days. The 109 registered participants collaborated during the sessions and were provided with various networking opportunities to engage in open discussions regarding current and forthcoming issues affecting both employer and employee parties. The significance of the NJC Seminar as a platform for networking, training, and joint development is indisputable.

The interest in the NJC half-day Labour Relations training sessions was remarkably high, with 233 persons taking part. The success, preparation and delivery of this training can be attributed to the unwavering dedication of the NJC staff. Their expertise is distinctive within the public service, as they frequently engage with files and hearings from both parties' perspectives, enabling them to offer equitable and impartial support to all involved.

ACHIEVEMENTS

- Completion of the cyclical review of the Foreign Service Directives
- Completion of the cyclical review of the Isolated Posts and Government Housing Directive
- Completion (partial) of the cyclical review on agreed items of the Travel Directive, remaining items referred to third-party resolution
- Received input for the cyclical review of the Bilingualism Bonus Directive, and issued opting call
- Initiated the input call for the cyclical review of the Relocation Directive
- Initiated the input call for the cyclical review of the Work Force Adjustment Directive

As I conclude my second year as General Secretary, I remain committed to supporting and elevating the work and reputation of the NJC, and I feel honoured to be a member of this exceptional organization, which exemplifies the importance of union and management collaboration in the federal public service.

Thank you for supporting the NJC.



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, and five (5) Employers as members. The activities of Council directly affect the working lives of approximately 295,000 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 National Joint Council is the **forum of choice for co-development, consultation and information sharing** between the government as Employer and public service Bargaining Agents.

Through the National Joint Council, 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, health and safety, the bilingualism 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**, working groups and Boards of Management. 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.

To learn more about the National Joint Council, consult our website!

ORGANIZATIONAL STRUCTURE



NJC MEMBERS

Bargaining Agents

Association of Canadian Financial Officers			Federal Government Dockyard Trades and Labour Council (East)
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			Unifor, Local 2182
Federal Government Dockyard Trades and Labour Council (West)			Union of Canadian Correctional Officers
		Federal Government Dockyard Chargehands Association	

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 COMMITTE

EMPLOYER SIDE

CHAIRPERSON	**CAROLE BIDAL** Treasury Board of Canada Secretariat
VICE-CHAIRPERSON	**SHIRLEY CARRUTHERS** Global Affairs Canada
REPRESENTATIVE	**HOLLY FLOWERS CODE** Canada Border Services Agency
SECRETARY	**LORNA SIFTON** Treasury Board of Canada Secretariat

BARGAINING AGENT SIDE

CO-CHAIRPERSON	**WANDA BOUDREAU** (December 2024-Present) Federal Government Dockyard Chargehands Association
	DANY RICHARD (until December 2024) Association of Canadian Financial Officers
VICE-CHAIRPERSON	**SHARON DESOUSA** Public Service Alliance of Canada
REPRESENTATIVE	**SEAN O'REILLY** (December 2024-Present) Professional Institute of the Public Service of Canada
	JENNIFER CARR (until December 2024) Professional Institute of the Public Service of Canada
SECRETARY	**ANDREA DEAN** Public Service Alliance of Canada

NJC SECRETARIAT

GENERAL SECRETARY	**CATHARINE FRASER** National Joint Council Secretariat
SECRETARY	**ELIZABETH SHUM** National Joint Council Secretariat

CHAIRPERSONS

WORKING COMMITTEES

Foreign Service Directives Committee	**Denis Trottier** Transport Canada
Government Travel Committee	**Jennifer Cruickshank** Fisheries and Oceans Canada
Isolated Posts & Government Housing Committee	**Natalie Leblanc** Agriculture and Agi-food Canada
Joint Employment Equity Committee	**Toufic El-Daher** (Co-Chairperson, December 2024-May 2025) Union of Veterans' Affairs Employees **Eddy Bourque** (Co-Chairperson until July 2024) Canada Employment and Immigration Union **Debbie Johnston Winker** (Co-Chairperson until April 2025) Agriculture and Agri-Food Canada
Occupational Health & Safety Committee	**Denis St-Jean** Public Service Alliance of Canada
Official Languages Committee	**Patrick Vachon** Environment and Climate Change Canada
Relocation Committee	**Hasib Mamtaz** (April 2024-Present) Infrastructure Canada **Eric Saint-Onge** (until April 2024) Environment and Climate Change Canada
Service-Wide Committee on Occupational Health & Safety	**Milton Dyck** Public Service Alliance of Canada **Charles Vézina** Treasury Board of Canada Secretariat
Union-Management Relations Committee	**Justin Miller** (December 2024-Present) Canadian Federal Pilots Association **Wanda Boudreau** (until December 2024) Federal Government Dockyard Chargehands Association
Workforce Adjustment Committee	**Nancy Taillon** Library and Archives Canada

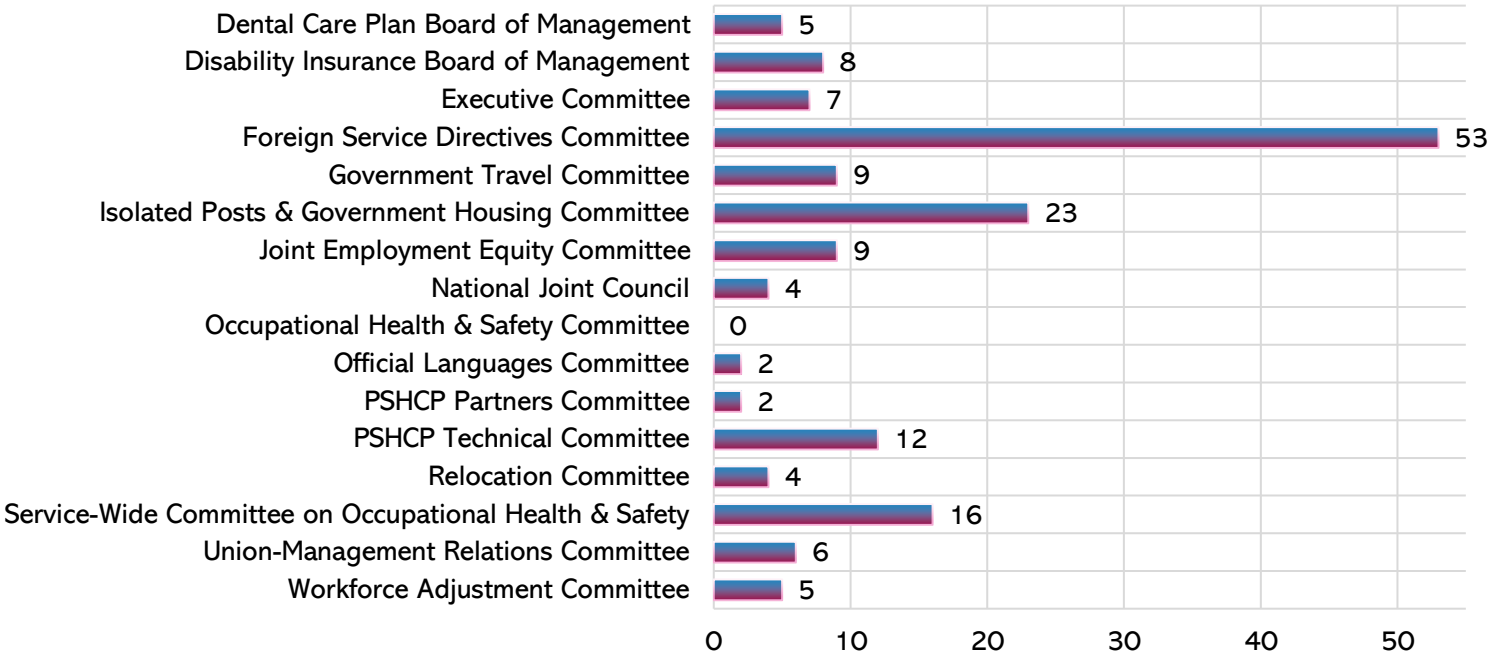
BOARDS of MANAGEMENT

Dental Care Plan Board of Management (NJC Part)	**Dr. Martin Chartier**
Disability Insurance Board of Management	**Patti Bordeleau**

ACHIEVEMENTS

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. 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 main activities and achievements that each Working Committee or Board of Management accomplished during the 2024-2025 fiscal year.

COMMITTEE & BOARD MEETINGS





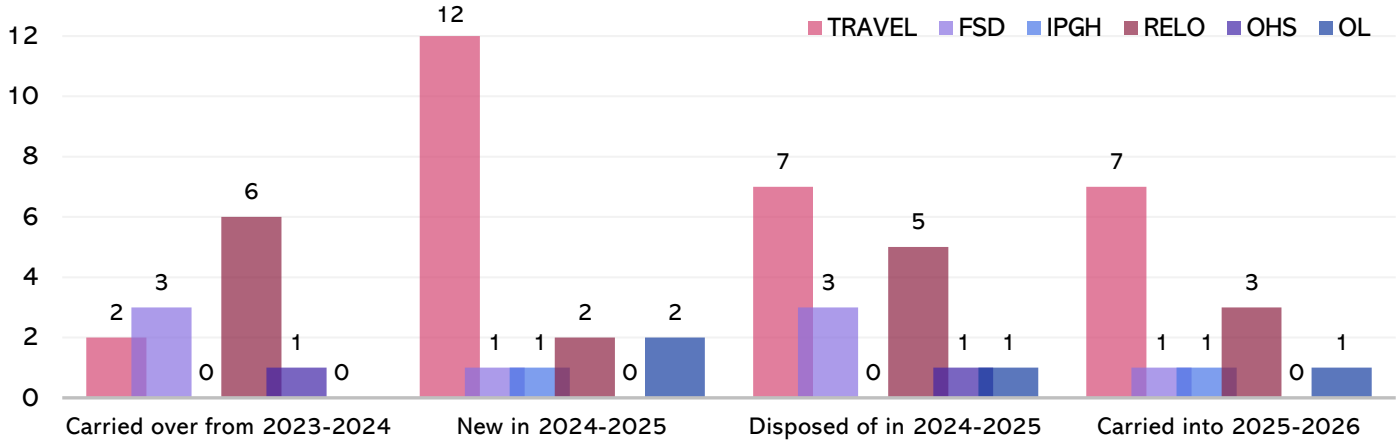
The NJC Secretariat had another busy year providing professional, administrative, and logistical support to organize meetings for Council, the Executive Committee, and the various Working Committees and Boards of Management. In total, the Secretariat organized **165** meetings throughout the 2024-2025 fiscal year. These meetings were conducted in-person, virtually, and in a hybrid format.

To learn more about the various Working Committees and related directives, visit the NJC website!

GRIEVANCES & APPEALS

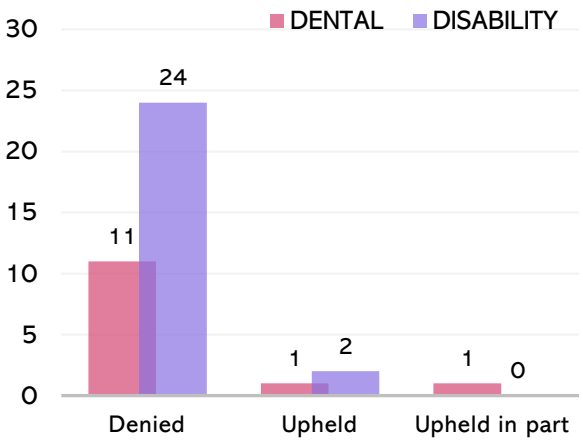
Final level grievance hearings at the NJC are designed to discover whether an employee has been treated within the **intent** of the directive. NJC committee members from the Employer Side and Bargaining Agent Side work in **collaboration** to weigh the facts and determine whether the directive has been applied as intended. The NJC grievance process is a long-standing example of **alternative dispute resolution**. At the final level, the grievances are considered on the basis of "intent", which is distinct from the regular collective agreement grievance process.

2024-2025 GRIEVANCES



For the 2024-2025 fiscal year, **12** grievance files carried over from the previous fiscal year, **18** new grievance files were received, and **17** grievances were disposed of. The remaining **13** active grievances were carried over into the 2025-2026 fiscal year.

2024-2025 APPEALS

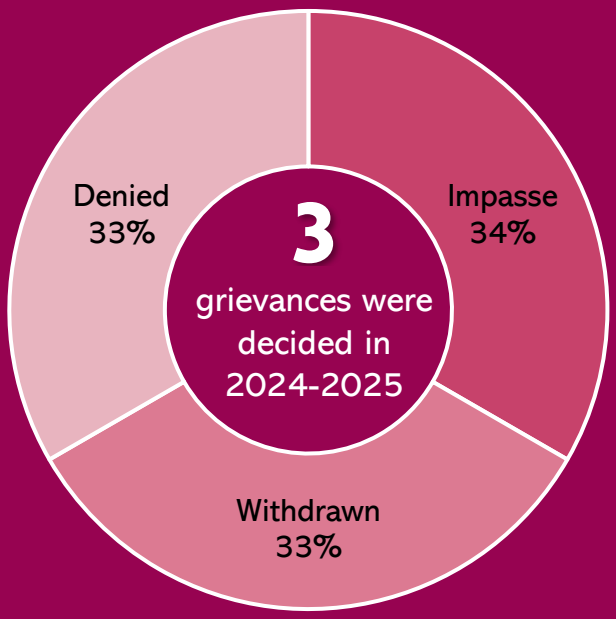


Both the Dental Care Plan Board of Management (NJC Part) and the Disability Insurance Board of Management heard appeals on cases relating to the denial of benefits by the plan administrators. During 2024-2025, **26** disability appeals, and **13** dental appeals were decided by the Boards of Management. Further details regarding the Boards' activities are contained in each Board of Management's Annual Report, which are available on the NJC website.

FOREIGN SERVICE DIRECTIVES COMMITTEE

CHAIRPERSON: Denis Trottier

The Foreign Service Directives (FSD) 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 36 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 Allowances (FSD 34), Post Living Allowance (FSD 55) and Emergency Evacuation and Loss (FSD 64).



To view grievance decisions relating to this Committee, visit our website!

$219 MILLION

in allowances was paid to employees serving abroad during 2024-2025



ACTIVITIES

The FSD Committee's focus this past year was the cyclical review of the Foreign Service Directives. The Committee met 47 times in 11 months to complete the cyclical review process. The new directives were posted to the NJC website on March 4, 2025, and came into effect April 1, 2025. For more information regarding the new directives, please refer to the FSD communiqués posted on the NJC website: https://www.njc-cnm.gc.ca/communique/25/en.

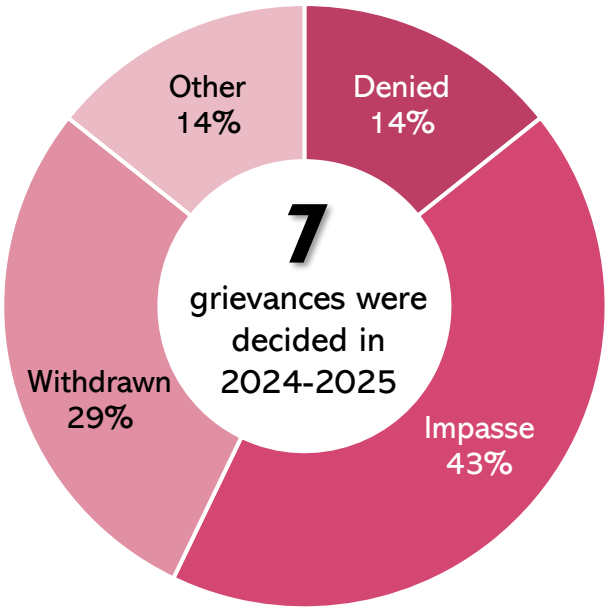
In addition to cyclical review, the Committee met six times to carry out their regular duties, which included hearing two grievances.

GOVERNMENT TRAVEL COMMITTEE

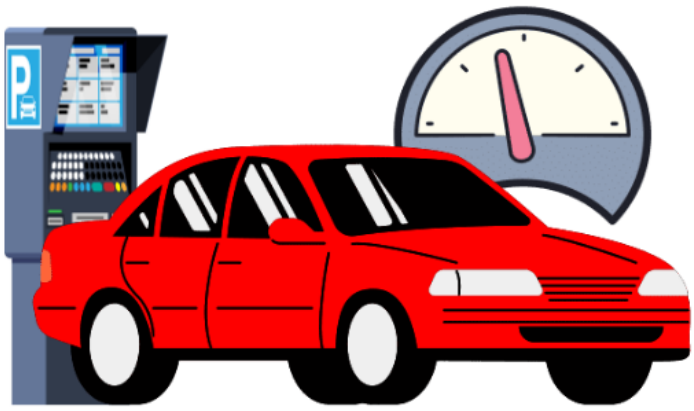
CHAIRPERSON: Jennifer Cruickshank

The Government Travel Committee reviews the Travel Directive and the Commuting Assistance Directive and hears final level grievances on these authorities, when required by the Executive Committee.

The principles found within these directives were developed jointly by the Bargaining Agent and the Employer representatives of the National Joint Council and 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 purpose of the Travel Directive is to ensure fair treatment of employees required to travel on government business, including training.



To view grievance decisions relating to this Committee, visit our website!



ACTIVITIES

The Government Travel Committee dedicated most of its nine meetings in the past year to continuing co-development activities related to the cyclical review of the Travel Directive, as well as hearing five grievances. The Committee heard grievances related to travel expenses while on training, passport expenses, accommodations and the commuting allowance.

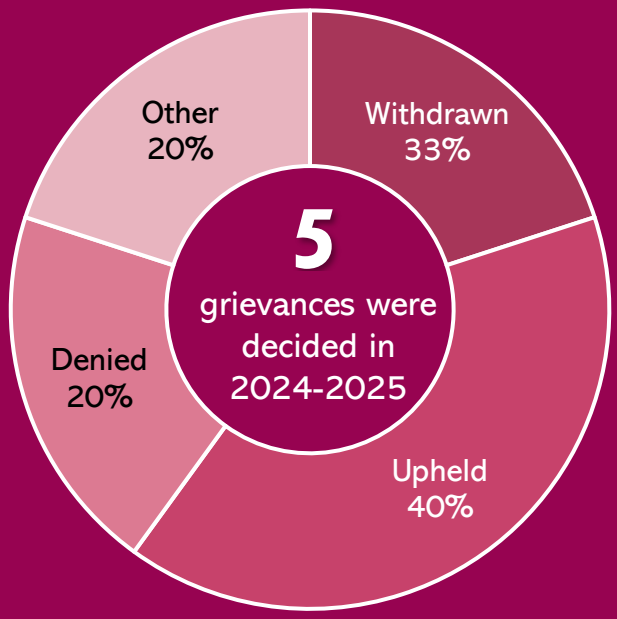
$943.6 MILLION was paid out for employee travel during 2024-2025.

RELOCATION COMMITTEE

CHAIRPERSON: Hasib Mamtaz

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 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.



To view grievance decisions relating to this Committee, visit our website!



ACTIVITIES

Over the previous year, the Committee met four times, addressing grievances related to relocation expenses, mortgage default insurance, and allowances.

The Committee welcomed Hasib Mamtaz as the new Chairperson, following the departure of Eric Saint-Onge.

The Committee continues to work on resolving the outstanding grievances and looks forward to being tasked with the cyclical review of the Relocation Directive, scheduled for 2025.

ISOLATED POSTS & 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 challenges associated with living and working in isolated posts. It also describes how employees will be treated when renting crown-owned accommodations.



To view grievance decisions relating to this Committee, visit our website!

$47.5 MILLION
in allowances was paid to employees in isolated posts during 2024-2025



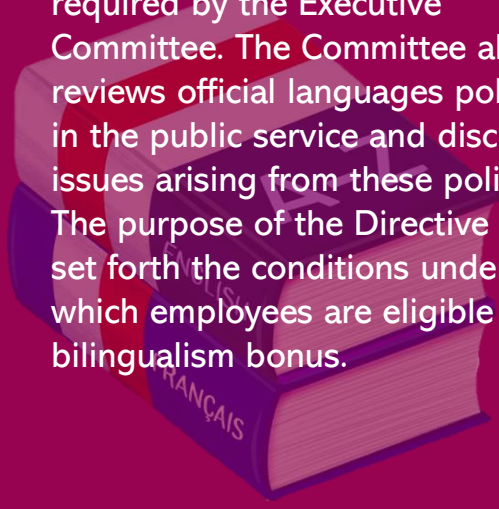
ACTIVITIES

Over the past year, the Committee met six times, with an additional 17 meetings focused on co-development for cyclical review. Co-development was completed, and the new Directive came into effect on June 1, 2025. A communiqué and FAQ were also published on the NJC website on May 1, 2025. The Committee continued to approve periodic updates to the various allowance rates.

OFFICIAL LANGUAGES COMMITTEE

CHAIRPERSON:
Patrick Vachon

The Official Languages Committee reviews the Bilingualism Bonus Directive and hears final level grievances on the Directive, when required by the Executive Committee. 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 met two times and heard one grievance. The Committee was consulted by the Official Languages Centre of Excellence within the Treasury Board of Canada Secretariat regarding the Guidelines for Objectively Determining a Position's Language Requirements. The Committee engaged in discussions with the Joint Employment Equity Committee to collaborate on issues of mutual interest. The Committee was also contacted by the Public Service Commission to consult on the use of artificial intelligence in the hiring process. The Committee awaits the mandate letter from the Executive Committee to begin co-development activities for the cyclical review of the Bilingualism Bonus Directive.

JOINT EMPLOYMENT EQUITY COMMITTEE

CO-CHAIRPERSONS:
Debbie Johnston Winker
& Toufic El-Daher

The Joint Employment Equity Committee (JEEC) provides a national forum that includes the Treasury Board of Canada Secretariat, the Public Service Commission, 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

The Committee met nine times this year, engaging with the Public Service Commission and Treasury Board of Canada Secretariat on equity, diversity, and inclusion initiatives. Key topics included representation in acting appointments, second language evaluations, the Study on the Black Executive Community in the Federal Public Service, and the use of artificial intelligence in staffing. The Committee provided input on accessibility, hybrid work accommodations, and the modernization of the *Employment Equity Act*.

SERVICE-WIDE COMMITTEE ON OCCUPATIONAL HEALTH & SAFETY

CO-CHAIRPERSONS:
Milton Dyck & Charles Vézina

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 of Canada Secretariat policies, programs and issues relating to occupational health and safety (OHS). SWOHS provides advice and leadership to departmental or agency policy committees.

ACTIVITIES

The Committee met seven times during 2024-2025 and received regular updates from the Office of the Chief Human Resources Officer, and the Joint Committee on Mental Health Support Mechanisms. The Harassment and Violence Prevention Tools Working Group met nine times to continue developing resources and materials to assist departments, agencies, and policy committees. The Working Group published two guides, to assist employees and managers in navigating the *Work Place Harassment and Violence Prevention Regulations*, via a communiqué on the NJC website. In total, SWOHS published seven communiqués this year, which can be found on the SWOHS communiqué webpage of the NJC website: https://www.njc-cnm.gc.ca/communique/35/en

OCCUPATIONAL HEALTH & 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 received one grievance related to medical examination costs, which was withdrawn.



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 which may be referred by the NJC Executive Committee. 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

Over the past year, the Committee met five times and concentrated on strengthening its governance by finalizing updates to its Terms of Reference. The Committee received a presentation from the Public Service Commission (PSC) on changes to the *Public Service Employment Act* and their impact on priority persons and continued to regularly review the PSC's Monthly Priority Population Reports. The Committee proposed a revision to Appendix D of the Work Force Adjustment Directive to address the omission of Group 2 in relation to pension waivers. The Committee also began preparations for the upcoming cyclical review of the Directive.

UNION MANAGEMENT RELATIONS COMMITTEE

CHAIRPERSON:
Justin Miller

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

ACTIVITIES

The UMR Committee met six times over the course of the year. The 2024 NJC Seminar took place in Ottawa, Ontario in September 2024 and was well-received. The agenda was developed jointly, and speakers were carefully chosen by the UMR Committee. Following the close of the 2024 Seminar, the Committee turned their attention to developing networking and learning events for 2025. 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:
Dr. Martin Chartier

$213 MILLION
in paid claims under the Dental Care Plan (NJC Part) in 2024

The Dental Care Plan Board of Management (NJC Part) 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

ACTIVITIES

The Board remained active in reviewing appeals, plan oversight, and negotiation follow-ups. A total of 13 appeals were reviewed, addressing matters such as crowns, orthodontic treatments, coordination of benefits, and coverage for dependents. Most appeals were denied in accordance with Plan limitations, with one upheld and one partially upheld. The "2022 Plan Review" remained a standing agenda item, as the Board continued discussions with the Treasury Board of Canada Secretariat regarding the implementation of the Public Service Alliance of Canada's arbitral decision and continued discussions on outstanding items. Board members attended three International Foundation of Employee Benefit Plans conferences for continued education on industry standards and trends.

DISABILITY INSURANCE
BOARD OF MANAGEMENT

CHAIRPERSON:
Patti Bordeleau

$496.3 MILLION
in paid claims under the Disability Insurance Plan in 2024

The Disability Insurance Board of Management is responsible for the overall administrative and financial management of the Disability Insurance Plan (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 met regularly to review 26 appeals, the majority of which upheld Sun Life's (SL) decisions to deny benefits based on medical information that did not support a finding of total or continuous total disability, or due to pre-existing conditions and the limitation period. The Board received multiple presentations from SL, including their 2023 and 2024 financial results, claims statistics, and adjudication processes. The Board raised concerns regarding appeal delays, limitation periods, and submitted memoranda to the Executive Committee outlining recommendations and possible solutions to treat the backlog of appeals. Board members also participated in a full-day session at SL's headquarters to strengthen their understanding of the claims process and stay informed on SL's initiatives.

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 two times. The Committee discussed the PSHCP provisions and PSHCP administrator service levels.

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 twelve times over the course of the year to receive updates on and discuss the performance of the PSHCP administrator and the PSHCP provisions.

806,086

Plan members as of December 31, 2024 (1.6% increase from 2023)

$2.075 BILLION

total amount of paid claims for 2024 (7.9% increase from 2023)

5.8

business days was the average claim turn around time for paper claims in 2024 (compared to 7.6 business days in 2023)

$1.33 BILLION

total amount paid for prescription drugs in 2024 (64.4% of total paid claims)

143,756

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

TRAINING SESSIONS

During 2024-2025, the NJC Secretariat held a total of seven training sessions; one session was for new NJC members and chairpersons, and six sessions were for Labour Relations practitioners. The NJC Secretariat modified their training schedule, which now includes virtual training sessions in the fall, and in-person training sessions in the spring. In addition to training provided online and in Ottawa, Ontario, the Secretariat also hosted a training session in Dartmouth, Nova Scotia. This past year, the Secretariat trained a total **233** participants, from both Employer Side and Bargaining Agent Side.

TRAINING FOR NEW NJC MEMBERS:

JOINT TRAINING

These training sessions provided new members and Committee 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. The training also 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, the sessions provided a detailed explanation of all the steps within the NJC grievance process, to assist the Labour Relations community in preparing for NJC grievance hearings.

To see the training schedule for 2025 and register for a session, visit the NJC website!

COMMUNICATION & OUTREACH

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

638,681

users accessed the website during 2024-2025. The website was accessed worldwide, but mostly from within Canada. The top six countries that accessed our website in 2024-2025 are:

1. **Canada** – 584,459 users
2. **United States** – 25,544 users
3. **United Kingdom** – 3,130 users
4. **France** – 1,991 users
5. **India** – 1,563 users
6. **Germany** – 1,523 users

1.5 MILLION

Sessions in total during 2024-2025. The top five most popular webpages were:

1. **Travel Directive, Appendix D** (666,000 views)
2. **Travel Directive, Appendix C** (619,000 views)
3. **Travel Directive** (402,000 views)
4. **Travel Directive, Appendix B – Kilometric Rates** (331,000 views)
5. **NJC Rates & Allowances** (287,000 views)

Click here to read summaries of

GRIEVANCE DECISIONS

from the various NJC Working Committees! Search by decision number, keywords, Committee, and date.

Click here to download the

NJC Progressive Web Application

for access to popular items and important information on our website, even without internet access.



YEARLY PLANNING AGENDA

2025-2026

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
Ongoing	**Relocation Directive Cyclical Review**	To continue the cyclical review of the Relocation Directive within the 2025-2026 fiscal year.	That co-development of the Relocation Directive will be underway within the 2025-2026 fiscal year.	• Side Secretaries to compile and submit input to the General Secretary • NJC Secretariat to review input and issue opting call letter • NJC Secretariat to receive results of opting call letter and report back to the Executive Committee • Relocation Committee to receive co-development and cyclical review procedures training • Executive Committee to review results of opting call • NJC Committee Advisor to work with the Relocation Committee to co-develop the proposals as mandated by the Executive Committee	*Q2* – NJC Secretariat to review results of input call letter and issue opting call *Late Q2* – Relocation Committee to receive co-development and cyclical review procedures training *Late Q2* – Executive Committee to review results of opting call and to refer cyclical review of Relocation Directive to Relocation Committee for co-development *Q3 through Q4* – Relocation Committee to begin co-development process
Ongoing	**Work Force Adjustment (WFA) Directive Cyclical Review**	To continue the cyclical review of the WFA Directive within the 2025-2026 fiscal year.	That co-development of the WFA Directive will be underway within the 2025-2026 fiscal year.	• Side Secretaries to compile and submit input to the General Secretary • NJC Secretariat to review input and issue opting call letter • NJC Secretariat to receive results of opting call letter and report back to the Executive Committee • WFA Committee to receive co-development and cyclical review procedures training • Executive Committee to review results of opting call • NJC Committee Advisor to work with the WFA Committee to co-	*Q2* – NJC Secretariat to review results of input call letter and issue opting call *Late Q2* – WFA Committee to receive co-development and cyclical review procedures training *Late Q2* – Executive Committee to review results of opting call and to refer cyclical review of WFA Directive to WFA Committee for co-development *Q3 through Q4* – WFA Committee to begin co-development process

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
				develop the proposals as mandated by the Executive Committee	
Ongoing	**Bilingualism Bonus Directive**	To continue the cyclical review of the Bilingualism Bonus Directive within the 2025-2026 fiscal year.	That the Official Languages (OL) Committee will begin co-development of the Bilingualism Bonus Directive within the 2025-2026 fiscal year.	• NJC Secretariat to liaise with arbitrator to conclude third-party resolution • Side Secretaries to compile and submit input to the General Secretary • NJC Secretariat to review results of arbitration and reissue opting call • NJC Secretariat to receive results of opting call letter and report back to the Executive Committee • OL Committee to receive co-development and cyclical review procedures training • Executive Committee to review results of opting call • NJC Committee Advisor to work with the OL Committee to co-develop the proposals as mandated by the Executive Committee	*Q2* – Arbitration Below timelines to be determined (TBD), based on results of arbitration *TBD* – NJC Secretariat to review results of arbitration and reissue opting call *TBD* – OL Committee to receive co-development and cyclical review procedures training *TBD* – Executive Committee to review results of revised opting call and refer cyclical review of Bilingualism Bonus Directive to OL Committee for co-development *TBD* – OL Committee to begin co-development process
Ongoing	**Travel Directive Cyclical Review**	To complete the cyclical review of the Travel Directive within the 2025-2026 fiscal year.	That the results of third-party resolution will be received and that the Government Travel Committee will have developed supporting documents for publication within the 2025-2026 fiscal year.	• NJC Secretariat to publish first portion of new Travel Directive once approved by President, Treasury Board • NJC Secretariat to liaise with arbitrator to conclude third-party resolution • Government Travel Committee to complete drafting of second portion of Travel Directive and supporting documents for publication	*Q1* – Subject to approval of President, Treasury Board, new directive to be prepared for publication *Q2* – Arbitration Below timelines to be determined (TBD), based on results of arbitration *TBD* – Government Travel Committee to complete drafting of second portion of Travel

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
					Directive and supporting documents for publication *TBD* – Executive Committee to receive final report and supporting documents
Ongoing	**Isolated Posts and Government Housing (IPGH) Directive Cyclical Review**	To publish the new IPGH Directive one month prior to the June 1, 2025, effective date.	That the new IPGH Directive and all supporting documents will be published by May 1, 2025.	• NJC Committee Advisor to continue to work with IPGH Committee to complete quality-control of new IPGH Directive and supporting documents for publication • NJC Secretariat to publish new IPGH Directive and supporting documents	*Q1* – IPGH Committee to complete quality-control of new IPGH Directive and supporting documents for publication *Q1* – New directive to be prepared for publication
Ongoing	**NJC Networking and Awareness Activities**	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.	• Coordinate/co-develop networking and/or learning events with partners • Identify location for 2026 Seminar • Begin developing content for 2026 Seminar	*Q1 through Q4* – Develop networking and/or learning events *Q2 through Q3* – Research and identify location for 2026 Seminar *Q3 through Q4* – Develop content for 2026 Seminar
Ongoing	**Information Sharing/ Consultations/ Co-Development** ***Council Meetings***	To ensure that Council meetings are maximized by scheduling 2-3 pertinent consultations/information sharing presentations per meeting. To share relevant information on a timely basis	Council members will deem the meetings to hold value in both content and networking. Committee Chairpersons will take a more active role in reporting on successes, challenges and critical issues on behalf of their Committee.	• General Secretary will continue to meet with all Committee Chairpersons as required • Ongoing communication with the Public Service Commission Outreach team regarding consultations with Council • Ongoing communication with the LR Council and HR Council to identify consultations stemming from conversations at these venues which need to be brought to the NJC	*Q1 through Q4* – Ongoing communication with the PSC Outreach team and LR/HR Council *Q1 through Q4* – General Secretary to meet with all Committee Chairpersons *Q1 through Q4* – Information sharing

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
		between Council meetings. To facilitate member and stakeholder consultation/co-development sessions outside of quarterly Council meetings.	Council members will benefit from timely information on consultations, directives and initiatives.	• General Secretary will continue to seek opportunities to spread awareness of the NJC	
Ongoing	**Information Sharing/ Consultations/ Co-Development** ***Working Committee Sub-committees***	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 2025-2026: • Service-Wide Committee on Occupational Health and Safety (SWOSH) Harassment and Violence Prevention	• Continue to meet with stakeholders and subject matter experts to inform the work of the sub-committees • Continue to report to working committee(s) on results • Provide informed recommendations to working committee(s)	*Q1 through Q4* – Ongoing information sharing, consultation and co-development with stakeholders *Q1 through Q4* – Ongoing reporting to working committee(s)

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
			(HVP) Tools Working Group • SWOHS Sub-committee on Climate Change		
Ongoing	**Communications Outreach** ***Speaking Engagements***	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.	• Provide presentations to various Federal Councils, as requested • Remain in touch with LR Council and all Federal Regional Councils • Reiterate at Council meetings that presentations on the role and structure of the NJC can be provided to interested stakeholders • Identify opportunities for General Secretary to engage with community	*Q1 through Q4* – Provide presentations to Federal Councils *Q1 through Q4* – Assess available opportunities as they arise
Ongoing	**Communications Outreach** ***Online & Social Media Presence***	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.	• General Secretary to provide regular updates on online and social media presence. • Key documents to be posted over the course of the fiscal year	*Q1 through Q4* – Regular updates to be provided by General Secretary *Q1 through Q4* – Promote NJC activities
Ongoing	**Training** ***Labour Relations Advisors***	To continue to provide NJC specific training to Labour Relations advisors and management responsible for responding to NJC grievances.	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.	• Continue to assess the demand for training • Assess the resources at the NJC Secretariat to provide on-demand training (i.e. budget, priorities, staff availability) • Revise training material on a regular basis based on comments from feedback surveys	*Q1* – Deliver in-person sessions in the National Capital Region in English and French *Q1* – Pilot second training module and solicit participant feedback

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
		To deliver courses focused on preparing Labour Relations advisors for final level hearings at the NJC. To continue to modernize and update training and tools to maximize learning and overall participant experience. Courses will be provided based on demand.	It is also anticipated that additional training will address a gap in Labour Relations training for those serving the federal public service and/or representing federal public service employees.	• Develop second training module for more experienced Labour Relations practitioners with an increased focus on complex grievances and case studies	*Q2* – Review participant feedback and finalize second training module *Q3* – Deliver virtual training sessions in English and French *Q3* – Formally launch and promote second training module *Q4* – Review feedback and adjust training materials as needed *Q1 through Q4* – Assess whether additional sessions should be held
Ongoing	**Training** **W*orking Committee Members***	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. A mid-year assessment will take place to determine if sufficient Committee turnover has occurred to offer the training more frequently.	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.	• Assess committee member turnover in September • Offer training session(s) as determined by need	*Q1 through Q2* – Assess Committee member turnover *Q3 or Q4* – Hold Joint Training session *Q4* – Provide additional training based on demand

NEW VS. ONGOING BUSINESS FROM 2024-2025	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
Ongoing	**Training** ***Working Committee Members – Cyclical Review***	Deliver training to Committee members who will be entering into cyclical review in the 2025-2026 fiscal year to better prepare them. Committee members will be provided with information concerning the procedural steps of the cyclical review process.	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.	• Schedule training dates for the Relocation Committee and WFA Committee • Schedule training dates for the OL Committee once arbitration completed	*Q2* – Provide training to Relocation Committee and WFA Committee *TBD* – Provide training to OL Committee
Ongoing	**Training** ***Departmental Liaison Officers (DLO)***	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.	• Monitor DLO turnover to assess level of need in community	*Q1 through Q2* – Assess turnover *Q4* – Offer training module to DLO, subject to demand