



**NATIONAL JOINT COUNCIL
GENERAL SECRETARY'S
ANNUAL REPORT
2023-2024**

Employers and Unions Working Together

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YEAR IN REVIEW

April 1, 2023 to March 31, 2024

Dear Members of Council,

It is my privilege to present the 2023-2024 General Secretary's Annual Report. The purpose of the report is to provide an overview of the work of the National Joint Council (NJC) and to note its accomplishments during the past year, from April 1, 2023, to March 31, 2024.

The Report contains the Yearly Planning Agenda for 2024-2025 approved by the Executive Committee and ratified by Council in June 2024 (see appendix). The agenda summarizes the Council's priorities for the coming year and the work to be accomplished by the various NJC Working Committees and Boards of Management.

This year, 2024, marks the 80th anniversary of this very distinctive organization. On February 24, 1944, in Parliament, the Minister of Finance and Receiver General announced the creation and "establishment of a national joint council of the public service of Canada whereby promoting employee representation and the improvement of industrial relations that provides for an employer-employee council". Today, the NJC continues to be a model of collaboration, co-development, and consultation. Our unique governance model and collaboration framework ensures that all matters within the NJC's responsibility are jointly considered and agreed to by the parties. The willingness of the parties to work together has enabled the NJC to advance its mandate. 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 to work tirelessly, meeting regularly throughout the year. In addition, committee members work with stakeholders as needed and hear grievances and appeals. These undertakings are listed throughout this report and compiled in the "Achievements" section. All Working Committee members, participating from both sides, carry out their NJC work in addition to their regular professional duties. I thank them for their commitment and tireless dedication on behalf of the entire federal public service. I would like to also highlight the staff and committee advisors of the NJC Secretariat, whose commitment to excellence is evident, and their ability to assist and support is shown in the efficiency of the Working Committees and Boards of Management.

CONSULTATIONS

The NJC offered presentations at Council this past year, achieving our goal of offering joint consultation and to have meaningful and transparent discussions. In June, the Joint Learning Program presented its training for occupational health and safety committee members in the federal public service and the results of this pilot project. In December, the Indigenous Talent Resource Centre (ITRC) of the Knowledge Circle for Indigenous Inclusion (KCII) presented its initiative to provide culturally competent guidance, support and advice to Indigenous public service employees and managers. In March, Council was presented the Annual Report from

NATIONAL JOINT COUNCIL 2023-2024

the new president of the Public Service Commission. This presentation is an annual highlight and fosters numerous areas of discussion among the stakeholders. The NJC and General Secretary continued to collaborate and represent the NJC at the Public Service Commission Joint Advisory Council, the Human Resources Council, the Labour Relations Council, and numerous other organizations. These occasions facilitate open dialogue and ongoing communication and seek opportunities for the NJC and its partners to work together.

COMMUNICATIONS / TRAINING & OUTREACH

The 2023 NJC Seminar entitled Defining the Employee Value Proposition, was held in September outside of the National Capital Region over 1.5 days. The 113 registered participants were able to work together during the sessions and given various opportunities to network to facilitate open dialogue on current and upcoming issues that would impact all Employer and employee parties. The importance of the NJC Seminar as a forum for networking, training, and joint development is undeniable. Utilizing the feedback and valuable comments from Seminar attendees, planning for the 2024 Seminar was quickly underway, with the Union-Management Relations Committee focusing on relevant and timely topics to be included in future Seminars. The in-person format is highly valued and requested by participants, allowing the NJC to fulfill its mandate of creating opportunities for parties to network.

ACHIEVEMENTS

- Progress on cyclical reviews of Travel Directive, Isolated Posts and Government Housing Directive and Foreign Service Directives.
- Launched the input call for the cyclical review of the Bilingualism Bonus Directive.
- Shelter Cost Differential revised methodology was finalized, a communiqué and FAQ were developed and have been published on the NJC website.
- Updated the server for the NJC website, increased online and X presence through frequent updates and tweets.

It has been a very busy year for the NJC, with ongoing cyclical reviews of the Travel Directive, the Isolated Posts and Government Housing Directive, and the Foreign Service Directives. The Public Service Health Care Plan (PSHCP) Partners Committee met twice during the year, and the PSHCP Technical Committee continued to meet regularly to discuss the implementation of the new PSHCP and concerns arising from the transition to Canada Life as plan administrator. NJC Committee and Board meetings, including grievances/hearings continued to be held in a virtual, in-person, or hybrid format.

I would like to thank Sean Ross, whose 5-year term as General Secretary ended in June 2023. Sean is a true champion for the NJC and its mission of co-development and collaboration, and we wish him well in his retirement. As I conclude my first year as General Secretary, I have seen firsthand the incredible amount of work that is completed by the NJC Secretariat, and I would like to thank Council, Working Committee, and Board of

NATIONAL JOINT COUNCIL 2023-2024

Management members for their hard work, dedication, and contributions. I would also like to thank and am humbled by the amount of work that is accomplished by the NJC advisors and staff, who work tirelessly on behalf of all NJC members. I am amazed at all the work that has been accomplished this past year, and the NJC team is excited about the year ahead.

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, 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 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, safety and health, the bilingualism bonus and public service health plans.

GOVERNANCE

of the

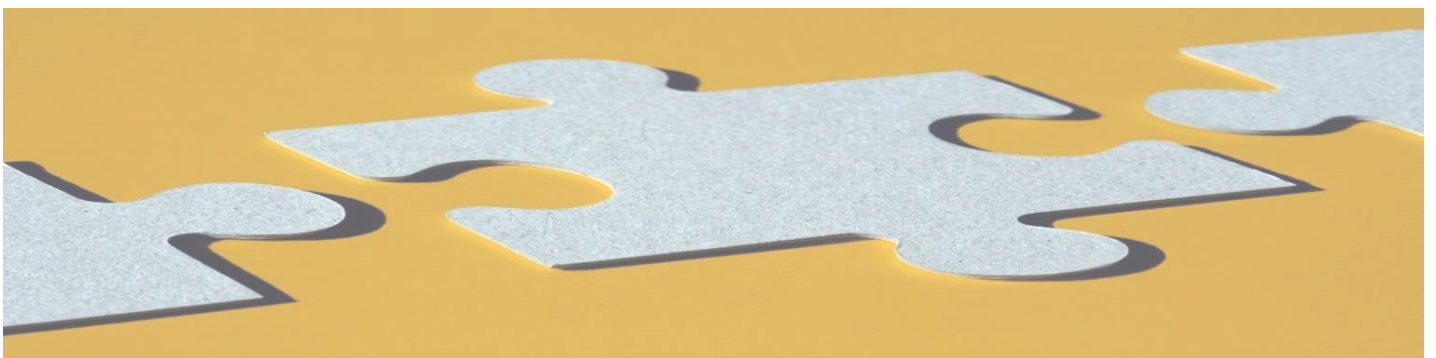
National Joint Council

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.





ORGANIZATIONAL STRUCTURE



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 COMMITTEE

EMPLOYER SIDE

CHAIRPERSON

CAROLE BIDAL

Treasury Board of Canada Secretariat

VICE-CHAIRPERSON

SHIRLEY CARRUTHERS

Global Affairs Canada

REPRESENTATIVE

DARLÈNE DE GRAVINA

Employment and Social Development Canada

SECRETARY

LORNA SIFTON

Treasury Board of Canada 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

(from June 2023)

SEAN ROSS (until June 2023)

National Joint Council

SECRETARY

ELIZABETH SHUM

National Joint Council

CHAIRPERSONS

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 Agri-food Canada
Joint Employment Equity Committee	Eddy Bourque (Co-Chairperson) Canada Employment and Immigration Union Debbie Johnston Winker (Co-Chairperson) Agriculture and Agri-Food Canada
Occupational Health & Safety Committee	Denis St-Jean Public Service Alliance of Canada
Official Languages Committee	Patrick Vachon (from September 2023) Environment and Climate Change Canada Julie Desroches (until July 2023) Agriculture and Agri-Food Canada
Relocation Committee	Eric Saint-Onge Environment and Climate Change Canada
Service-Wide Committee on Occupational Health & Safety	Milton Dyck Public Service Alliance of Canada Charles Vézina Treasury Board Secretariat
Union-Management Relations Committee	Wanda Boudreau Federal Government Dockyard Chargehands Association
Workforce Adjustment Committee	Nancy Taillon Library and Archives Canada

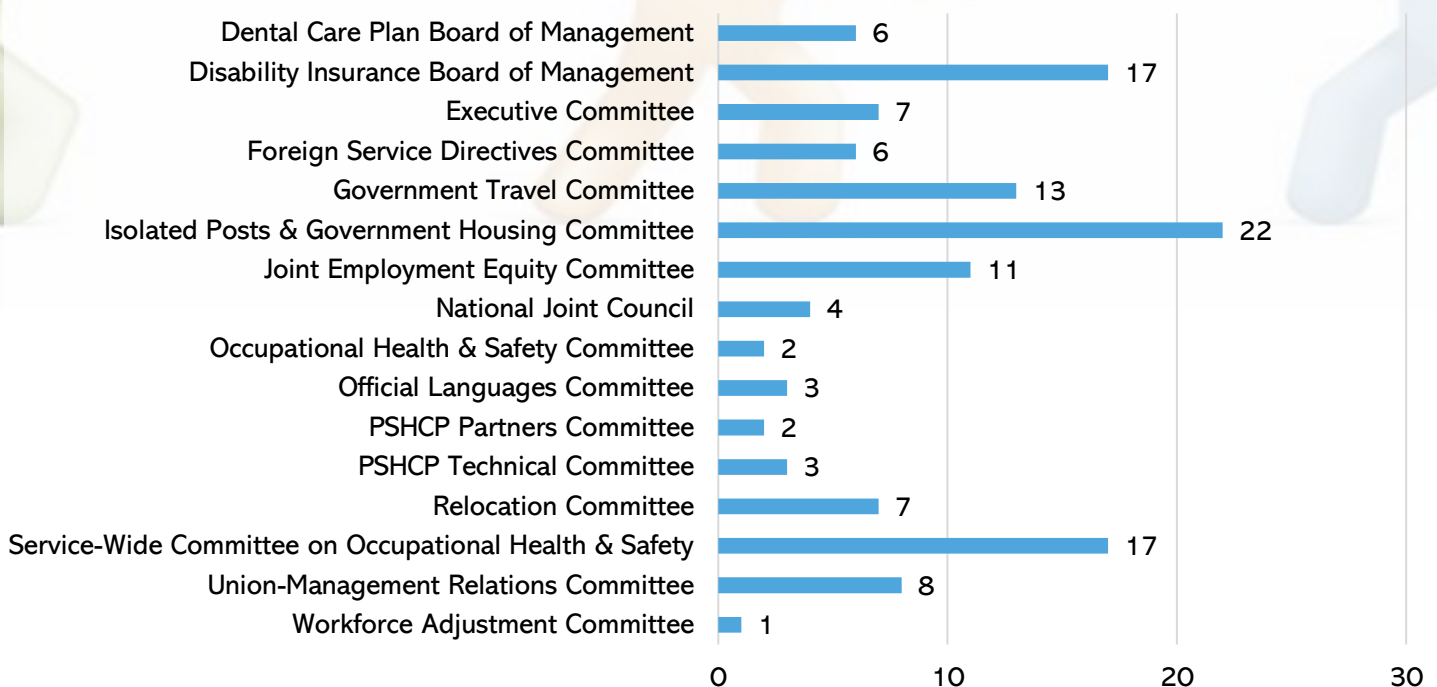
BOARDS

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

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. 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 Working Committee or Board of Management accomplished during the 2023-2024 fiscal year.

MEETINGS



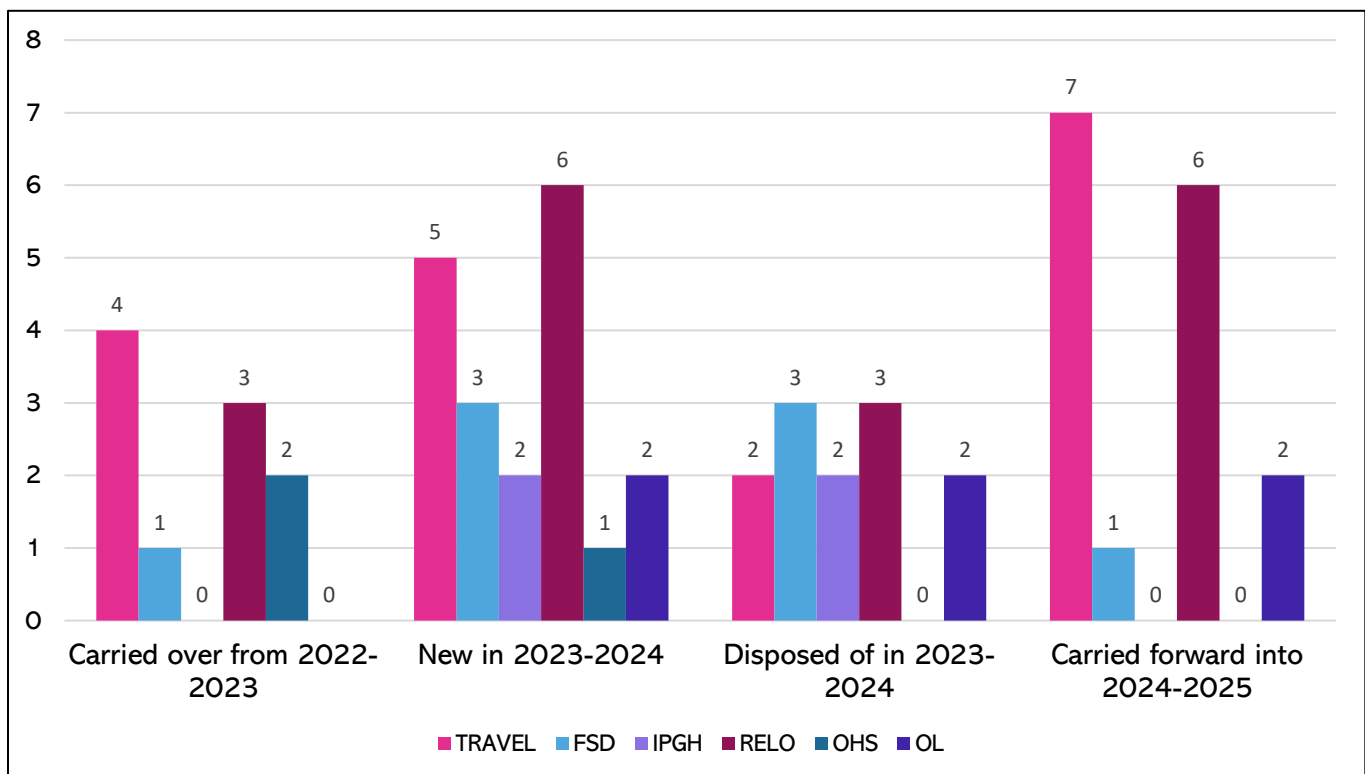
The NJC Secretariat had another busy year providing professional, administrative, and logistical support to organize meetings for Council, the Executive Committee, and the various Working Committees and Boards of Management. In total, the Secretariat organized 129 meetings through the 2023-2024 fiscal year. These meetings were conducted both in-person, virtually, via videoconference and in hybrid format.

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

NJC GRIEVANCES

There were **10** grievance files carried over from the previous fiscal year. A total of **19** new grievance files were received during the reporting period, and **13** grievances were disposed of. The remaining **16** grievances were carried over into the 2024-2025 fiscal year. The NJC grievance process is a long-standing example of **alternative dispute resolution** and has now been in place for several decades. These grievances are considered on the basis on “intent” at the final level – which is distinct from the regular process whereby decisions are based on the letter of the law.

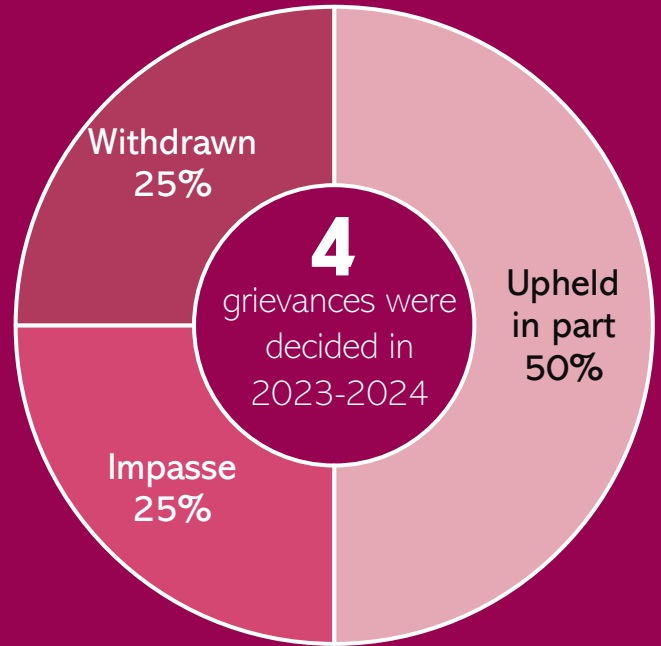
Final level hearings are fact-finding inquiries designed to discover whether an employee has been treated within the intent or “spirit” of the directive. This contrasts with formal adjudication under the *Federal Public Sector Labour Relations Act* where the priority is the meaning of the specific words 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 six times, dedicating their time to reviewing the four grievances received and beginning the process of cyclical review of the FSD. Before beginning co-development, the Committee received cyclical review training.

In addition to grievance and cyclical review activities, the FSD Committee developed a new methodology for FSD 32 – Daycare Assistance, in response to the Canada-Wide Early Learning and Child Care (CWELCC) Agreement, to ensure employees abroad receive the necessary support. The new methodology has since been posted to the NJC website.



\$206.8 MILLION

in allowances was paid to employees serving abroad during 2023-2024

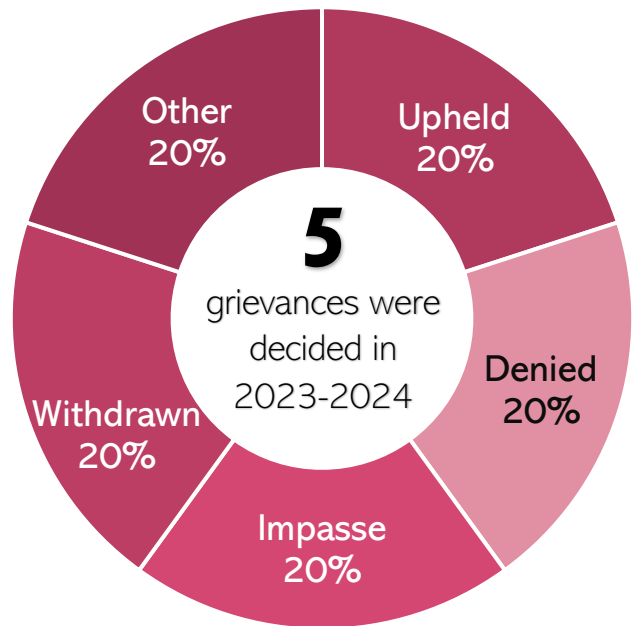
To view grievance decisions relating to this Committee, visit our [website!](#)

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 Government Travel Committee dedicated most of its ten regular meetings in the past year to discussing proposals related to the cyclical review. They also received information about the Interim Standard on Occasional Travel to a Designated Worksite, an addendum to the TBS Telework Directive. This pilot project aims to authorize travel status in situations where it was previously unavailable. Grievances related to the Travel Directive under this pilot project will be referred to the Government Travel Committee.



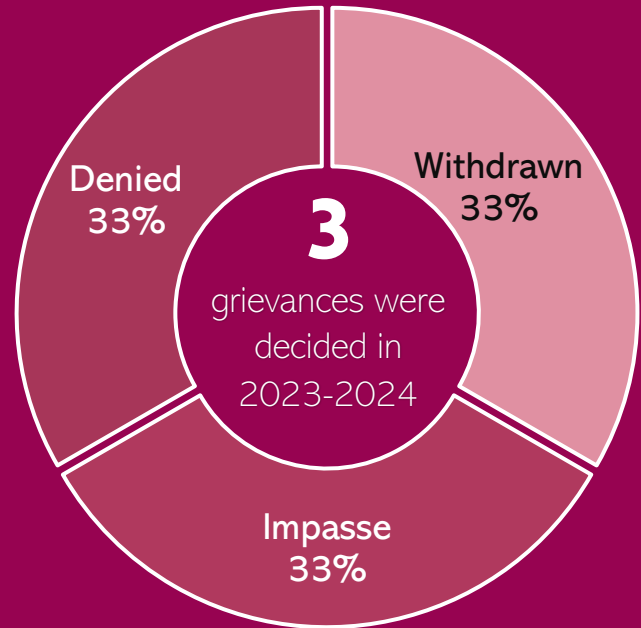
\$840.3 MILLION was paid out for employee travel during 2023-2024.

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

RELOCATION COMMITTEE

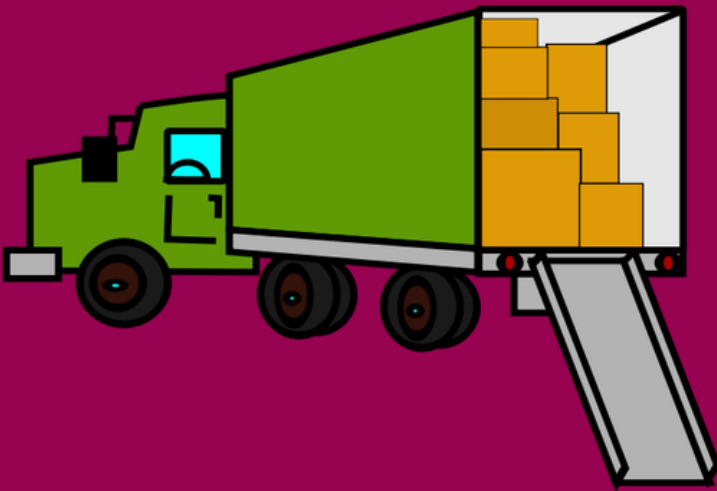
CHAIRPERSON: Eric Saint-Onge

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 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 seven times and addressed three grievances, providing recommendations to the Executive Committee for review. Additionally, the Committee discussed a request for interpretation regarding leave provisions during an Employee-Requested relocation and submitted their recommendation to the Executive Committee.



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

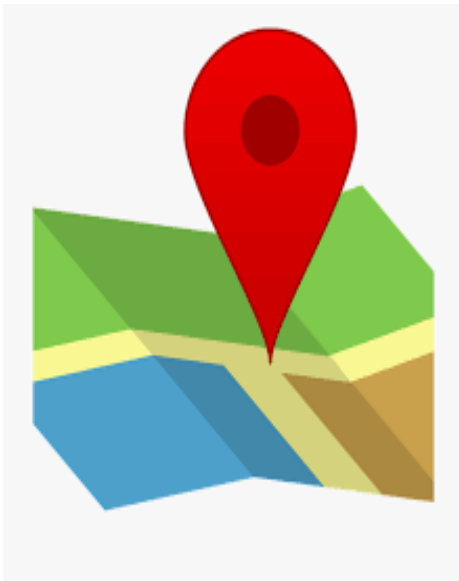
ISOLATED POSTS AND GOVERNMENT HOUSING COMMITTEE

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



ACTIVITIES



The Committee continued the cyclical review process of the Isolated Posts and Government Housing Directive while meeting 13 times in 2023-2024. Due to the complexity of the review exercise, the Committee received an extension to the deadline for the completion of the cyclical review process. The Committee anticipates implementation of the revised Directive in 2025.

The Committee examined the unanticipated impact of the revised Shelter Cost Differential (SCD) methodology on homeowners. Mitigation strategies were discussed and implemented. The Committee jointly developed and updated the Communiqué and FAQ document to outline these strategies, which have also been published on the NJC website.

Additionally, the Committee continued to hear grievances and approve periodic updates to the various allowances contained in the Directive.

\$43.0 MILLION in allowances was paid to employees in isolated posts during 2023-2024.

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

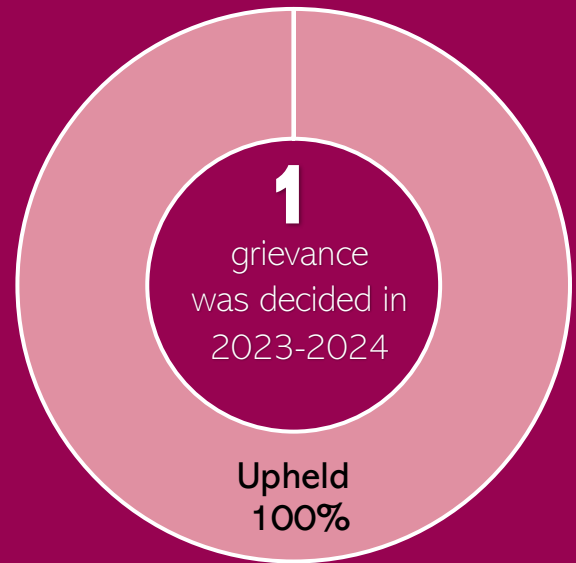
OFFICIAL LANGUAGES COMMITTEE

CHAIRPERSON:

Patrick Vachon (from September 2023)

Julie Desroches (until July 2023)

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 Official Languages (OL) Committee met three times, receiving updates from stakeholders, preparing to hear grievances, and getting ready for the cyclical review of the Bilingualism Bonus Directive.

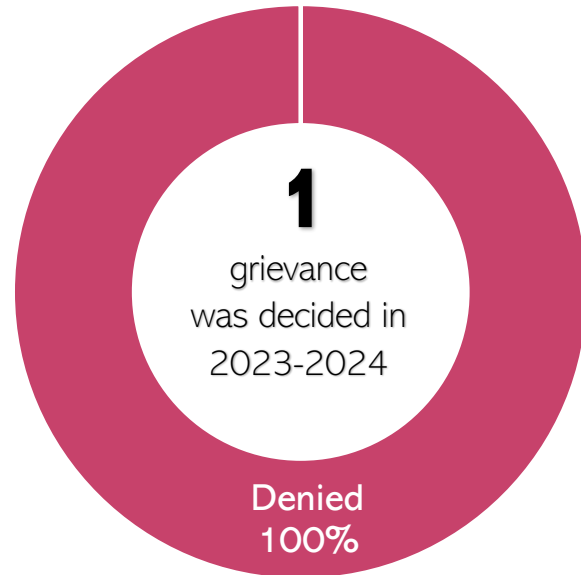
The Committee met with the Office of the Chief Human Resources Officer to discuss the new self-identification form, received an update from Canadian Heritage on the 2023-2028 OL Action Plan, and heard a presentation from the Public Service Commission on updates to Second Language Evaluations and the impact of COVID-19.

After receiving the first OL grievance in eight years, the Committee underwent refresher training on NJC grievance hearings. Additionally, as they prepared for the first cyclical review of the Bilingualism Bonus Directive, they also received training for the review.

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"). This 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 twice and heard one grievance related to personal and protective clothing, as well as considered a request for interpretation regarding the definition of office space in the context of indoor air quality and temperature control.

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). The SWOHS Committee provides advice and leadership to departmental or agency policy committees.

ACTIVITIES

In 2023-2024, the SWOHS and its sub-committees met 17 times and received updates on various topics including OHS Training, Health Canada's mental health support programs, harassment and violence statistics for the Core Public Administration, and radon. They finalized a guide for designated recipients, shared it with the Community of Practice, and updated Harassment and Violence Prevention (HVP) FAQs while developing two flowcharts to streamline the HVP occurrence reporting process. Following the climate events of summer 2023, the Committee began discussing how to address climate change impacts on federal public servants' health and safety in the workplace.

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, 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

This past year, the JEEC met 11 times and had many opportunities for engagement with representatives from the Office of the Chief Human Resources Officer, the Public Service Commission, Privy Council Office and others. Based on these consultations, the Committee found that there is no clear, singular picture of the state of Employment Equity, Diversity and Inclusion across the federal public service, and that little data is captured centrally. Overall, the Committee is pleased with the continued levels of early engagement and expects that the focus of the next year will be on the Report of the *Employment Equity Act* Review Taskforce and its implementation in the federal public service.

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

This past year, the Work Force Adjustment Committee met once, continuing with their virtual meeting format. The Committee 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

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



ACTIVITIES

The UMR Committee met eight times over the course of the year. The 2023 NJC Seminar took place in Kingston, Ontario and was well-received. The agenda was developed jointly, and speakers were carefully chosen by the UMR Committee. Following the close of the 2023 Seminar, the Committee turned their attention to developing the agenda for the 2024 Seminar to be held in Ottawa, 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: Dr. Martin Chartier

\$184.8
MILLION

in paid claims under the Dental Care Plan (NJC Part) in 2023

The Dental Care Plan Board of Management (NJC Part) is responsible for the overall administration of the Dental Care 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 (NJC Part) continued meeting in a hybrid format. The Board met six times, including a meeting with TBS to begin the Plan negotiations. The Board reviewed a total of 25 appeals regarding requests for coverage; crowns; late claims; fillings; cone beam computerized tomography; root canals; dependents over 25; overpayments; and annual maximums. The Board noted a large portion of appeals have been related to crowns. The Board once again participated in the TBS observer program and welcomed two observers to their meetings, in addition to a Bargaining Agent Side observer that regularly attended meetings for succession planning. More information regarding the Board and their activities can be found in the [*Public Service Dental Care Plan \(PSDCP\) Annual Report*](#) for 2023, which is available on the NJC website.

DISABILITY INSURANCE

BOARD OF MANAGEMENT

CHAIRPERSON: Patti Bordeleau

\$455
MILLION

in paid claims under the Disability Insurance Plan in 2023

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 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 2023 Financial Results and 2024 year-to-date of the Plan. The Board finalized their updated Terms of Reference document and continued to work on providing recommendations on how to improve the Plan. 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 two times. The Committee discussed the transition to the new plan administrator and the implementation of new plan provisions.

793,426

Plan members as of
December 31, 2023
(a 1.8% increase from 2022)

149,726

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

7.6

business days was the average
claim turn around time for
paper claims in 2023
(compared to 5.2 business days
in 2022)

\$1,297,298,430

total amount paid for
prescription drugs in 2023
(this represented 67.4%
of total paid claims)

\$1,924,271,954

total amount of paid claims
for 2023

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 receive updates on and discuss the transition to the plan administrator and implementation of new plan provisions.



TRAINING



During 2023-2024, the NJC Secretariat held a total of five training sessions; four sessions were for Labour Relations practitioners, and one session was for new NJC members and chairpersons, referred to as the Joint Training Session. The NJC Secretariat reintroduced in-person training though it will continue to also offer virtual options to the Labour Relations community. Grievance hearing training and cyclical review training was also provided to members of the Official Languages Committee and the Foreign Service Directives Committee. Participants for these sessions were from both Employer and Bargaining Agent Sides.

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. An NJC joint training session was held in November 2023 for 12 new committee 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. Training sessions for the Labour Relations community were held in-person in both official languages, on November 22 and 23, 2023. The NJC was requested to provide training at the Royal Canadian Mounted Police (RCMP) Corporate Member Labour Relations Conference on November 1, 2023. The NJC took the opportunity to also provide in-person training to the local Labour Relations community on October 31, 2023. A total of 92 participants were trained in the past year.

COMMUNICATION & OUTREACH

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

829,000

users accessed the website during 2023-2024, which is an 18% increase from the previous year.

The total number of sessions conducted by the 829,000 users was

1.87 MILLION

THE TOP FIVE WEB PAGES VIEWED WERE:

1. [Travel Directive, Appendix D - Allowances - Module 4 \(njc-cnm.gc.ca\)](https://www.njc-cnm.gc.ca/Travel-Directive-Appendix-D-Allowances-Module-4) with 739,000 views
2. [Appendix C, Meal Allowances, Canada and USA](https://www.njc-cnm.gc.ca/Appendix-C-Meal-Allowances-Canada-and-USA) with 708,000 views
3. [Travel Directive \(njc-cnm.gc.ca\)](https://www.njc-cnm.gc.ca/Travel-Directive) with 457,000 views
4. [Public Service Health Care Plan Directive \(njc-cnm.gc.ca\)](https://www.njc-cnm.gc.ca/Public-Service-Health-Care-Plan-Directive) with 391,000 views
5. [Rates & Allowances \(njc-cnm.gc.ca\)](https://www.njc-cnm.gc.ca/Rates-amp-Allowances) with 388,000 views

9,600

There are 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 from the various NJC Working Committees!

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!



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**YEARLY
2024-2025
PLANNING
AGENDA**

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
New	Relocation Directive Cyclical Review	To initiate the cyclical review of the Relocation Directive within the 2024-2025 fiscal year.	That the cyclical review process for the Relocation Directive will be launched.	<ul style="list-style-type: none"> • NJC Secretariat to issue input call letter 	<i>Early Q4</i> - NJC Secretariat to issue input call letter
New	Work Force Adjustment (WFA) Directive Cyclical Review	To initiate the cyclical review of the WFA Directive within the 2024-2025 fiscal year.	That the cyclical review process for the Relocation Directive will be launched.	<ul style="list-style-type: none"> • NJC Secretariat to issue input call letter 	<i>Early Q4</i> - NJC Secretariat to issue input call letter
Ongoing	Bilingual Bonus Directive	To continue the cyclical review of the Bilingual Bonus Directive within the 2024-2025 fiscal year.	That co-development of the Bilingual Bonus Directive will be underway within the 2024-2025 fiscal year.	<ul style="list-style-type: none"> • 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 • Official Languages (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 	<p>Q1 – NJC Secretariat to review results of input call letter and issue opting call</p> <p>Q2 – OL Committee to receive co-development and cyclical review procedures training</p> <p>Q2 – Executive Committee to review results of opting call and to refer cyclical review of Bilingual Bonus Directive to OL Committee for co-development</p> <p>Q3 through Q4 – OL Committee to begin co-development process</p>

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
				the proposals as mandated by the Executive Committee	
Ongoing	Foreign Service Directives (FSD) Cyclical Review	To complete the cyclical review of the FSD within the 2024-2025 fiscal year.	That co-development of the FSD will be completed within the 2024-2025 fiscal year.	<ul style="list-style-type: none"> • NJC Committee Advisor to work with the FSD Committee to co-develop the proposals as mandated by the Executive Committee • FSD Committee to complete negotiations and draft supporting documents for publication 	<p><i>Q1 through Q3</i> – FSD Committee to conduct co-development process and draft supporting documents for publication</p> <p><i>Q3</i> – Executive Committee to receive final report and supporting documents</p> <p><i>Q4</i> – New directive to be prepared for publication</p>
Ongoing	Travel Directive Cyclical Review	To complete the cyclical review of the Travel Directive within the 2024-2025 fiscal year.	That the Government Travel Committee will have completed all negotiations and developed supporting documents for publication within the 2024-2025 fiscal year.	<ul style="list-style-type: none"> • NJC Committee Advisor to continue to work with the Government Travel Committee to co-develop the proposals as mandated by the Executive Committee • Government Travel Committee to complete negotiations and drafting of supporting documents for publication 	<p><i>Q1 through Q3</i> – Government Travel Committee to complete co-development process and draft supporting documents for publication</p> <p><i>Q3</i> – Executive Committee to receive final report and supporting documents</p> <p><i>Q4</i> – New directive to be prepared for publication</p>
Ongoing	Isolated Posts and Government Housing (IPGH) Directive Cyclical Review	To complete the cyclical review of the IPGH Directive within the 2024-2025 fiscal year.	That the IPGH Committee will have completed all negotiations and developed	<ul style="list-style-type: none"> • NJC Committee Advisor to continue to work with the IPGH Committee to co-develop the proposals as mandated by the Executive Committee 	<p><i>Q1 through Q3</i> – IPGH Committee to complete co-development process and draft supporting documents for publication</p>

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
			supporting documents for publication within the 2024-2025 fiscal year.	<ul style="list-style-type: none"> • IPGH Committee to complete negotiations and drafting supporting documents for publication 	<p>Q3 – Executive Committee to receive final report and supporting documents</p> <p>Q4 – New directive to be prepared for publication</p>
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.	<ul style="list-style-type: none"> • Coordinate/co-develop networking and/or learning events with partners • Finalize preparations for 2024 Seminar • Prepare 2024 Seminar report for Executive Committee review • Identify location for 2025 Seminar • Begin developing content for 2025 Seminar 	<p>Q1 through Q4 – Develop networking and/or learning events</p> <p>Q1 through Q2 – Finalize preparations for 2024 Seminar</p> <p>Q2 through Q3 – Research and identify location for 2025 Seminar</p> <p>Q3 – Prepare 2024 Seminar report for Executive Committee’s review</p> <p>Q3 through Q4 – Develop content for 2025 Seminar</p>
Ongoing	Information Sharing/ Consultations/ Co-Development Council Meetings	<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</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,</p>	<ul style="list-style-type: none"> • General Secretary will continue to meet with all Committee Chairpersons on a regular basis • Ongoing communication with the Public Service Commission Outreach team regarding consultations with Council • Ongoing communication with the LR Council and 	<p>Q1 through Q4 – Ongoing communication with the PSC Outreach team and LR/HR Council</p> <p>Q1 through Q4 – General Secretary to meet with all Committee Chairpersons</p> <p>Q1 through Q4 – Information sharing</p>

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
		<p>basis between Council meetings.</p> <p>To facilitate member and stakeholder consultation/co-development sessions outside of quarterly Council meetings.</p>	<p>challenges and critical issues on behalf of their Committee.</p> <p>Council members will benefit from timely information on consultations, directives and initiatives.</p>	<p>HR Council to identify consultations stemming from conversations at these venues which need to be brought to the NJC</p> <ul style="list-style-type: none"> • General Secretary will continue to seek opportunities to spread awareness of the NJC 	
<p>Ongoing</p>	<p>Information Sharing/ Consultations/ Co-Development</p> <p>Working Committee Sub-committees</p>	<p>To facilitate the work of NJC working committees when and as called upon for information sharing, consultation and co-development purposes.</p>	<p>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.</p> <p>Sub-committees active at the outset of 2024-2025:</p>	<ul style="list-style-type: none"> • 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) 	<p><i>Q1 through Q4</i> – Ongoing information sharing, consultation and co-development with stakeholders</p> <p><i>Q1 through Q4</i> – Ongoing reporting to working committee(s)</p>

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
			<ul style="list-style-type: none"> • Service-Wide Committee on Occupational Health and Safety (SWOSH) Harassment and Violence Prevention (HVP) Tools Working Group • SWOHS Sub-committee on Climate Change • DI Sub-committee 		
Ongoing	Communications Outreach <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"> • 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 	<i>Q1 through Q4</i> – Provide presentations to Federal Councils <i>Q1 through Q4</i> – Assess available opportunities as they arise

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
Ongoing	Communications Outreach <i>Online & 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. Continue to promote and grow X (Twitter) presence.	<ul style="list-style-type: none"> • 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 provide NJC specific training to Labour Relations advisors and management responsible for responding to NJC grievances. To deliver courses focused on preparing Labour Relations advisors for final level hearings at the NJC. Courses will be provided based on demand.	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.	<ul style="list-style-type: none"> • 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 as well as English-language sessions in Dartmouth, NS Q2 – Assess NJC Secretariat resources and community demand; adjust based on feedback. Finalize training schedule Q3 – Deliver virtual training sessions in English and French Q4 – Review feedback and adjust training materials as needed Q1 through Q4 - Assess the resources and demand for training and report to

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
					Executive Committee and Council <i>Q1 through Q4 – Assess whether additional sessions should be held</i>
Ongoing	Training Working 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.	<ul style="list-style-type: none"> • Assess committee member turnover in September • Offer training session(s) as determined by need 	<i>Q1 through Q2 – Assess Committee member turnover</i> <i>Q3 or Q4 – Hold Joint Training session</i> Q4 – Provide additional training based on demand
Ongoing	Training Working Committee Members – Cyclical Review	Deliver training to Committee members who will be entering into cyclical review in the 2024-2025 fiscal year to better prepare them. Committee members will be provided with information concerning the procedural steps of	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.	<ul style="list-style-type: none"> • Schedule training dates for the OL Committee 	Q3 – Provide training to OL Committee

2024-2025 YEARLY PLANNING AGENDA

NEW VS. ONGOING BUSINESS FROM 2023-2024	PRIORITY	OBJECTIVE	EXPECTED RESULTS	NEXT STEPS	TIMEFRAME
		the cyclical review process.			
Ongoing	Training <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"> • Monitor DLO turnover to assess level of need in community 	<i>Q1 through Q2 – Assess turnover</i> <i>Q4 – Offer training module to DLO, subject to demand</i>