

**DECISION OF THE DISPUTE RESOLUTION TRIBUNAL**

**RE: JOINT JOB EVALUATION PROVIDER GROUP**

**DIETARY FAMILY**

**Hearing Dates: February 20, 21, 22, 2006 in Regina, Saskatchewan**

**Tribunal: Phil Johnson (Chair)  
Don Soanes (Employer Nominee)  
Jim Holmes (Unions Nominee)**

**Presenting for the Unions: Jackie Griffiths and Bob Laurie**

**Presenting for the Employers: Francis Schmeichel**

**Decision Date: June 29, 2006**

## INTRODUCTION

This Dispute Resolution Tribunal (“the Tribunal”) was formed to hear argument and render final and binding decisions regarding factor ratings and rationales, job description and qualification matters for several Dietary Family jobs included in the Joint Job Evaluation Provider Group. The Tribunal is so authorized by the *Joint Job Evaluation Project Reconsideration Terms of Reference* agreed to by the Canadian Union of Public Employees, the Service Employees International Union, the Saskatchewan Government and General Employees’ Union (henceforth “the Union”), and the Saskatchewan Association of Health Organizations (“the Employer”).

The *Terms of Reference* agreed to by the parties gives the Joint Job Evaluation Reconsideration Steering Committee (“SC”) final decision-making authority over all recommendations coming from the Joint Job Evaluation Reconsideration Committee (RC), whether or not the RC recommendations come with consensus support. In the case of the Dietary Family positions, the RC did not reach consensus for all its recommendations. Nor could the SC reach agreement, and the matter was referred to this dispute resolution tribunal as provided for in the *Terms of Reference*.

The Dietary Family jobs before the tribunal for decision are job 10 Head Cook/Cook Working Supervisor; job 24 Cook; job 328 Baker; job 225 Assistant Cook; job 19 Food Services Worker. Disputed items vary from job to job, and may include job title, job description, the factor ratings and rating rationales, and the education and experience calculations. In addition, it was proposed that job 225 Assistant Cook be deleted.

By agreement of the Unions and Employers, the Tribunal has limited its decisions to the disputed Dietary family jobs as they existed during the October 2000 to September 2004 time period. The Tribunal has no authority to consider job duties prior to that time period, or after, and has not done so. Nor is it within the tribunal’s mandate to consider matters of pay or compensation. Rather, the tribunal has made its decisions based on careful analysis of the arguments put before it, and through research of the relevant job evaluation and reconsideration data submitted to those processes by the employees and managers.

## DECISIONS

### **JOB 10 – HEAD COOK**

Factor Ratings and Rationale:

#### ***DECISION MAKING***

*Definition – This sub factor deals with the decision making aspects of the job. Decisions are based on the complexity and/or circumstances inherent in the work requirements as well as the variety and relative difficulty of the material, information, upon which decisions are based. Decision making requires the use of knowledge gained through formal education/training and experience. Degree levels increase in relation to the variety of issues and activities, and to the difficulty of the problems and decisions addressed.*

#### **Tribunal rating: Degree 3.5**

**Tribunal decision rationale:** Job meets requirements of Degree 3(a) *Some choice of action within limits defined by expected practices is expected;* 3(b) *Solutions to problems or issues requires interpretation of existing procedures, practices, rules and regulations and/or discretion in deciding how to best provide care to a client/patient/resident and/or provide services;* Degree 4(a) *Work is undertaken to achieve assigned objectives that may be program/project and/or service related;* 4(b) *May make decisions in unusual circumstances or on exceptions to accepted practices.*

In order for the job to rate a Degree 4, all statements in Degree 4 must be met. This job does not meet 4(c) *Work involves developing plans to achieve specific short-term goals;* nor 4(d) *Solutions to issues or problems require adaptation of existing practices, methods, and alternatives.* According to the factor degree definition and Notes to Raters for this factor, both 4(c) and 4(d) refer to formal planning responsibilities. In order to understand the application and interpretation of these degree levels, the tribunal, in addition to reviewing job fact sheets and reconsideration submissions for job 10, reviewed job descriptions and rating rationales of other jobs not in dispute. The tribunal determined that job 10 does not have such formal planning responsibilities. For comparison purposes, job #4 Food Services Supervisor was rated at Degree 4, and provides an example of the planning function required to achieve a full Degree 4. The Food Services Supervisor provides input into the setting of goals and objectives for the department, coordinates the development and implementation of standards (eg. customer service, catering, menus, portion control, pricing and cash management), and assists with development of department budgets.

The rating rationale for Decision Making will read as follows: *Some choice of action in following prescribed practices organizing, producing and distributing food and beverages. Adjusts menus for special diets and solves problems associated with shortages in supply for special diets, catering and special events. Achieves assigned program and service objectives by coordinating the operation of the facility kitchen, including food acquisition, preparation and distribution, and ensuring a clean and safe working environment. Makes decisions in unusual circumstances such as when equipment breaks down or power outages occur and alternative means must be determined in order to prepare appropriate meals on time.*

## **EDUCATION**

*Definition – This sub factor refers to the **minimum** training and/or formalized knowledge (versus practical experience) necessary to prepare an individual to satisfactorily fill a job based on today’s educational levels and standards. Such knowledge is most commonly acquired as the result of time spent in schools, trades, colleges, universities or other formal instruction programs or equivalent.*

### **Tribunal rating: Degree 2.5**

**Tribunal decision rationale:** The parties agree that the appropriate rating for job #10 on this factor is 2.5, and that the educational requirement is Journeyman Certificate. However, the parties disagree on the number of hours of classroom time required to complete the formal education portion of the training.

The tribunal has determined that the number of classroom hours per day are 6, over a five days per week, 24 week period, for a total of 720 hours. This decision is based on Notes to raters #2 *Reflect the minimum educational level or entrance requirements as per the educational institution. What is the typical route in acquiring the education? Use SIAST as Provincial standard vs. private college.* The SIAST standard is therefore appropriate for this journeyman certificate. In addition, the tribunal reviewed classroom hours for other jobs requiring journeyman certificates. These include job 01 Electrician, job 054 Carpenter, job 056 Painter and Decorator, job 137 Refrigeration Mechanic, job 142 Steamfitter and Pipefitter, job 044 Plumber and job 274 Refrigeration Mechanic with Domestic Gas Ticket. Classroom hours for each of the journeyman courses were calculated at 6 hours per day. There is variation in classroom time required for the same journeyman course throughout SIAST. The 6 hour standard appears to have been implemented by the RC in order to achieve consistency of measurement. The tribunal noted that the 6 hour standard was not disputed when it was applied to the journeyman jobs listed above. It is a reasonable standard of classroom hours per day. It is the consistent measure used for journeyman jobs.

The rating rationale for the Education factor will read as follows: ***Grade 10. Journeyman Cook certificate (6 months/24 weeks/720 classroom hours).***

## **EXPERIENCE**

*Definition – This sub factor measures the work experience and the length of time (in months or years) required to perform the essential techniques and skills called for by the job. The amount of work experience represents the typical or usual period of training and adjustment to acquire the skills needed on the job itself, as well as the build up of practical know how gained on prior jobs where the same or more elementary principles and techniques are used. Also, considered are related life experiences where one can build up a body of knowledge essential to the proper performance of the job.*

### **Tribunal rating: Degree 7.0**

**Tribunal decision rationale:** To determine a rating for this factor, the Education factor rating and classroom hours calculation must be taken into account. The Saskatchewan Apprenticeship and Trade Certification Commission identifies that the Journeyman Cook requires 3 years of technical training and on the job experience in order to complete apprenticeship training. This includes 1800 hours per year, for each of the three years, for a total of 5400 hours. In the Education factor, it has been determined by the tribunal that the required classroom time is 720 hours. The Experience factor measures on the job apprenticeship time, but not classroom time. As a result, this job requires previous experience of 4680 hours (i.e. 5400-720), or 30 months.

The Experience rating is a combination of previous experience and on the job experience. Previous experience includes apprenticeship time and post-ticket experience to consolidate skill and knowledge. On the job experience includes adjustment time to learn the scope of the duties and consolidate skill and knowledge.

The rating rationale for the Experience factor will read as follows: ***Requires previous experience of 36 months, which includes 30 months apprenticeship time and 6 months working as a Journeyman Cook in order to consolidate skill and knowledge. Requires 12 months on the job experience in order to develop coordination, supervisory and administrative skills and become familiar with regional, facility and departmental policies and procedures. Total experience requirement is 48 months.***

## **INDEPENDENT JUDGEMENT**

*Definition – This sub factor refers to the degree of freedom available to exercise individual action in undertaking tasks and achieving required outputs through the application of methods, procedures and/or policies. It also considers ingenuity and/or creative thought, which may be needed on the job. It is limited by the amount of direction and job control received from either personal supervision/leadership and/or standard practices and precedents.*

**Tribunal rating: 3.5**

**Tribunal decision rationale:** Job meets requirements of 3(a) *Performs virtually all work defined by standard practice or established procedure (written, official or legal protocol); 3(b) Minor operating problems are resolved with limited analysis; 3(c) Direction is sought when apparent solutions to problems are not within the parameter of established practices; independently seeks direction.*

Job also meets requirements of 4(a) *Carries out the majority of the work requirements within generally accepted practices and/or project/program plans; 4(c) The exercise of judgement is a normal requirement, but is restrained by program/work/project objectives.*

In order to rate at degree level 4 on this factor, the job must meet all points in the degree level. This job does not meet 4(b) *Work involves a choice of methods or procedures, analysis and trouble shooting to determine the cause of the problem and choosing the action necessary to achieve the desired outcome.* The tribunal reviewed information contained in the reconsideration submissions, the original and provincial job fact sheets, and the worker testimonials. The examples provided do not meet the level of *analysis and trouble shooting* requirements of 4(b).

In order to understand how this factor, particularly degree level 4(b), has been applied and interpreted by the JEC, the RC and the SC, the tribunal reviewed job descriptions and job fact sheets for a variety of undisputed jobs. Jobs rated degree 4 include 10 Electrician, 04 Food Services Supervisor, 137 Refrigeration mechanic, 156 Maintenance Supervisor, 218 Cytotechnologist 1, and numerous others. Core duties of these jobs include analysis and troubleshooting of system, equipment, physiological or service malfunctioning. The Head Cook certainly resolves problems in the food preparation process, including what action to take when equipment breaks down or when orders for meals arrive late. But the level of analysis required by the head Cook is appropriately credited under degree level 3(b).

The rating rationale for the Independent Judgement factor will read as follows: ***Carries out the majority of work following standard practice and established procedures. Resolves minor operating problems associated with food production and quality control. Exercises judgement when resolving client/patient/resident meal concerns and maintaining stock levels.***

**WORKING RELATIONSHIPS**

*Definition – This sub factor measures the necessary working relationships of the job holder with other people. The contacts can be internal or external to the organization. Contacts include talking face-to-face, talking on the telephone, making presentations, written communication, instructing, guiding, or counselling. In evaluating this sub factor, the majority of the guidelines and explanations need to apply for a full degree level rating.*

**Tribunal rating: 2.5**

**Tribunal decision rationale:** Job meets the requirements of 2(a) *Requires **courtesy and tact** to secure, present or discuss ideas or data pertinent to assignment;* 2(b) *Contacts may be with clients/patients/residents, families requiring the application of comforting skills and/or with the public/general business community or other employees requiring courtesy and cheerfulness;* and 3(b) *Regular contact with clients/patients/residents, families requiring the application of comforting and nurturing skills and/or with the public/general business community or other employees requiring tact and discretion.*

Job does not meet the full requirements of degree level 3(a) *Requires **appropriate tact** to discuss problems, submit reports, settle requests and make recommendations.* In order to understand the application and interpretation of this factor, particularly degree level 3(a), the tribunal reviewed a large sample of jobs where the factor ratings are not in dispute. Jobs rated degree level 3 for this factor include 54 Carpenter, 59 Healthy Workplace Coordinator, 88 Distribution & Stores Working Supervisor, and 96 Environmental Services Supervisor. Common characteristics of jobs rated at degree 3 (or higher) include significant interdepartmental contacts involving discussion of problems requiring tact because disagreement exists or may result (therefore requiring *appropriate tact*).

The Head Cook is responsible for regular interpersonal contact, but not in a manner that, as part of the job assignment, regularly involves finalizing matters that have been the subject of argument. Nor are the contacts of a nature requiring the preparation of written reports, as required at degree level 3(a). It is very important to note that this factor does not measure contacts of a supervisory nature, or this job's supervisory responsibilities. Contacts with subordinates are measured under the Leadership/Supervision factor.

The rating rationale for the Working Relationships factor will read as follows: ***Requires courtesy and tact in contacts with special needs clients/patients/residents and co-workers, and with vendors and suppliers regarding the provision of supplies. Requires tact to discuss problems and make recommendations for food substitutions in order to prepare food to the satisfaction of clients/patients/residents. Regular contact with clients/patients/residents and their families requires comforting and nurturing skills when discussing changes to diets, meal requests and meal complaints.***

**IMPACT OF ACTION**

*Definition – This sub factor measures the likelihood and the probable impact of action by the job. Consider the job's responsibility for actions, resources and services, and the extent of losses to the agency, facility or service which may result from insufficiently considered decisions or misjudgements. Impact of action is determined on the basis of **likely or usual impact not rare or extreme** possibilities. Impact of action is diminished by those systems/controls designed and put in place to limit impact.*

**Tribunal rating: 3.0**

**Tribunal decision rationale:** Job meets requirements of degree 3 *Impacts resulting identifiable losses; 3(b)May result in serious injury/discomfort (short term)to others (i.e. employees, clients/patients/residents, public); 3(c)May cause substantial delays in a phase of the work of others.*

Other jobs rated degree level 3 for this factor include job 4 Food Services Supervisor, 79 2<sup>nd</sup> Class Chief Engineer, 140 Senior Pharmacy Technician, and 156 Maintenance Supervisor. The tribunal has determined that the impact of actions taken by the Head Cook are equivalent in that identifiable losses occur as a result of insufficiently considered decisions or misjudgements.

The rationale for the Impact of Action factor will read as follows: ***Determines and allocates resources and quality control activities to enhance the effectiveness of the dietary services provided. Misjudgements in the delivery of meal services and inventory control may cause serious short term discomfort for clients/patients/residents when special diets are not available (eg. diabetic), and may cause substantial delays to other departments when meals are not delivered on schedule (eg. delays to nursing care, cleaning services, medication schedules).***

**LEADERSHIP/SUPERVISION**

*Definition – This sub factor considers the degree, kind (type) and intricacies of operating supervision or the nature of functional advice/specialty leadership provided in staff and/or community relationships. **Operating supervision** refers to situations where there is a direct, clearly understood reporting relationship between the supervisor and staff. **Functional guidance or advice/specialty leadership** may be provided by a person who is primarily responsible for the function and provides advice to others in how to carry out related work tasks.*

**Tribunal rating: 3.0**

**Tribunal decision rationale:** Job meets the requirements for degree level 3 *Provides limited direction to others; 3(a)Assigns, checks and maintains flow of work where procedures are standardized; 3(b)Performs more involved phases of same work done by others workers, with added responsibility for assigning, checking and maintaining flow of work.*

The job does not provide *regular direction to others*, as is required at degree level 4. In order to better understand the proper application and interpretation of all degree level requirements, the tribunal reviewed the data for a large sample of jobs. Among many other jobs, the sample included job 4 Food Services Supervisor (degree 4), Environmental Services Supervisor (degree 4), 104 Head Laundry Service Worker (degree 3), Head Groundskeeper (degree 3).

Job 4 Food Services Supervisor provides an example of an undisputed degree level 4 rating. Partial data from the Job Fact Sheet indicates that the job supervises daily operations and staff, participates in job interviews and performance evaluations, identifies staff education needs and develops staff training sessions, deals with staff payroll issues, documents staff performance, and conducts staff meetings. While there are similarities between the supervisory responsibilities of the Food Services Supervisor and the Head Cook, the tribunal has determined that the responsibilities of the Head Cook are most accurately rated at degree level 3. The primary reason for this is that the Head Cook lacks the level of overall departmental responsibility for staff supervision and administration expected at degree 4. As the Employer argued during the tribunal hearings, the relatively small facilities where Head Cooks are employed have an out of scope manager who performs the overall departmental supervisory and staff administrative role. The tribunal accepts this evidence and was influenced by it in this decision.

The Head Cook does not receive a half degree rating because it does not meet the functional/specialty statement of degree level 4.

The rating rationale for the Leadership/Supervision factor will read as follows: ***Provides limited direction to staff by assigning food preparation and delivery duties. Performs key phases of the cooking process. Assign duties, checks and maintains workflow of staff.***

## ***JOB DESCRIPTION - #10 Head Cook***

Some revisions to the Provincial Job Description are necessary.

**Title:** (010) Head Cook

### **Summary of Duties:**

Coordinates the operation of a facility kitchen. Prepares meals and nourishment. Ensures service in a safe and efficient manner.

### **Qualifications:**

Journey person Cook certificate.  
Food Safe certificate

### **Knowledge, Skills and Abilities:**

Basic computer skills  
Organizational, leadership, communication and interpersonal skills  
Ability to work independently

### **Experience:**

Six months post-ticket experience working as a Journey person Cook in order to consolidate knowledge and skills.

### **Key Activities:**

#### A. Cooking/Food Preparation

- Prepares and cooks vegetables, meats, sauces, soups, desserts for meals and snacks.
- Prepares and monitors special diets (e.g. diabetic, low calorie, gluten free, allergy diets, baby formulas, tube feedings, thicken fluids, low fat).
- Selects recipes/diet alterations (e.g. consider client/patient/resident preferences).
- Develops and modifies menus as dictated by product availability.
- Reads menus, recipes, food preparation methods and determines quantities of ingredients.
- Develops, tests and adjusts recipes.
- Prioritizes food preparation and cooking tasks.
- Bakes (e.g. pies, muffins, buns, biscuits, cookies, cakes).
- Ensures Quality Control of food production.
- Monitors food production and service standards.

## B. Department Coordination

- Coordinates and prioritizes daily work of staff.
- Provides technical leadership and training to staff.
- Communicates new policies and procedures to staff.
- Ensures orientation and training of staff.
- Ensures staff compliance with policies, procedures and regulatory standards.
- Provides input into performance appraisals, performance reviews and staffing.
- May schedule staff.
- Replaces staff and verifies payroll records.
- Deals with client/patient/resident concerns.
- Orders, receives, rotates and maintains inventory.
- Adheres to departmental budget.
- May lead departmental meetings.
- Coordinates and liaises with other departments.

## C. Related Key Work Activities

- Portions food items and beverages.
- Serves meals and nourishment.
- Cleans and sanitizes work area, equipment, floors.
- Clears and sanitizes tables.
- Disassembles cafeteria items and puts away.
- May pre-clean and/or wash dishes, pots and pans.
- Locks/unlocks kitchen, freezer and fridge doors.
- Provides catering services and plans special occasions (e.g. Christmas event meals/snacks).
- May operate till.

## **JOB 24 – COOK**

Disputed areas for this job are the Education and the Experience factors and related rationale, and revisions to the Provincial Job Description.

The factor ratings and rationale are as follows:

### ***EDUCATION***

*Definition - This sub factor refers to the **minimum** training and/or formalized knowledge (versus practical experience) necessary to prepare an individual to satisfactorily fill a job based on today's educational levels and standards. Such knowledge is most commonly acquired as the result of time spent in schools, trades, colleges, universities or other formal instruction programs or equivalent.*

### **Tribunal rating: 2.5**

**Tribunal decision rationale:** The parties agree that the appropriate rating for job #24 Cook on this factor is 2.5, and that the educational requirement is Journeyman Certificate. However, the parties disagree on the number of hours of classroom time required to complete the formal education portion of the training.

The tribunal has determined that the number of classroom hours per day for the Journeyman Certificate are 6, over a five days per week, 24 week period, for a total of 720 hours. This decision is based on Notes to Raters #2 *Reflect the minimum educational level or entrance requirements as per the educational institution. What is the typical route in acquiring the education? Use SIAST as Provincial standard vs. private college.* The SIAST standard is therefore appropriate for this journeyman certificate. In addition, the tribunal reviewed classroom hours for other jobs requiring journeyman certificates. These include job 01 Electrician, job 054 Carpenter, job 056 Painter and Decorator, job 137 Refrigeration Mechanic, job 142 Steamfitter and Pipefitter, job 044 Plumber and job 274 Refrigeration Mechanic with Domestic Gas Ticket. Classroom hours for each of the journeyman courses were calculated at 6 hours per day. There is variation in classroom time required for the same journeyman course throughout SIAST. The 6 hour standard appears to have been implemented by the RC in order to achieve consistency of measurement. The tribunal noted that the 6 hour standard was not disputed when it was applied to the journeyman jobs listed above. It is a reasonable standard of classroom hours per day. It is the consistent measure used for journeyman jobs.

The rating rationale for the Education factor will read as follows: ***Grade 10. Journeyman Cook certificate (6 months/24 weeks/720 classroom hours).***

## **EXPERIENCE**

*Definition – This sub factor measures the work experience and the length of time (in months or years) required to perform the essential techniques and skills called for by the job. The amount of work experience represents the typical or usual period of training and adjustment to acquire the skills needed on the job itself, as well as the build up of practical know how gained on prior jobs where the same or more elementary principles and techniques are used. Also, considered are related life experiences where one can build up a body of knowledge essential to the proper performance of the job.*

### **Tribunal rating: Degree 6.0**

**Tribunal decision rationale:** To determine a rating for this factor, the Education factor rating and classroom hours calculation must be taken into account. The Saskatchewan Apprenticeship and Trade Certification Commission identifies that the Journeyman Cook requires 3 years of technical training and on the job experience in order to complete apprenticeship training. This includes 1800 hours per year, for each of the three years, for a total of 5400 hours. In the Education factor, it has been determined by the tribunal that the required classroom time is 720 hours. The Experience factor measures on the job apprenticeship time, but not classroom time. As a result, this job requires previous experience of 4680 hours (i.e. 5400-720), or 30 months.

The Experience rating is a combination of previous experience and on the job experience. Previous experience includes apprenticeship time and post-ticket experience to consolidate skill and knowledge. On the job experience includes adjustment time to learn the scope of the duties and consolidate skill and knowledge.

The rating rationale for the Experience factor will read as follows: ***Requires previous experience of 30 months apprenticeship time. Requires 6 months on the job experience in order to become familiar with timelines, special diets, large quantity food production and region/facility/department policies and procedures. Total experience requirement is 36 months.***

## ***JOB DESCRIPTION - #24 Cook***

The Provincial Job Description will be as follows:

**Title:** (024) Cook

### **Summary of Duties:**

Responsible for organizing, producing and distributing food and beverages.

### **Qualifications:**

Journey person Cook certificate

Food Safe certificate

### **Knowledge, Skills and Abilities:**

Basic computer skills

Interpersonal, organizational and communication skills

Ability to work independently

### **Experience:**

Previous: No previous experience.

### **Key Activities:**

#### A. Cooking/Food Preparation

- Prepares and cooks vegetables, meats, sauces, soups, desserts for meals and snacks.
- Prepares and monitors special diets (e.g. diabetic, low calorie, gluten free, allergy diets, baby formulas, tube feedings, thicken fluids, low fat).
- Selects recipes/diet alterations (e.g. consider client/patient/resident preferences).
- Develops and modifies menus as dictated by product availability.
- Reads menus, recipes, food preparation methods; determines quantities of ingredients.
- Develops, tests and adjusts recipes.
- Prioritizes food preparation and cooking tasks.
- Bakes (e.g. pies, muffins, buns, biscuits, cookies, cakes).
- Ensures Quality Control of food production.
- Monitors food production and service standards.

#### B. Serve

- Portions food items and beverages.
- Serves meals and nourishment.
- May set up trays.

C. Clean/Sanitize/Disassemble

- Cleans and sanitizes work area, equipment, floors.
- Clears and sanitizes tables.
- Disassembles cafeteria items and puts away.
- May pre-clean/wash dishes, pots and pans.

D. Related Key Work Activities

- Locks/unlocks kitchen, freezer and fridge doors.
- Orders, receives, rotates and maintains inventory.
- Provides occasional guidance and training to other staff.
- Provides catering services and plans special occasions (e.g. Christmas event meals/snacks).
- May schedule and replace staff.
- May operate till.
- May deliver/pick-up trays.

## **JOB 328 - BAKER**

The parties support maintaining the Baker ratings the same as those for job 24 Cook. The Cook ratings for the two disputed factors Education and Experience are degree level 2.5 and 6.0 respectively. The same ratings apply to the Baker job. The Employer has proposed a revised Provincial Job Description. The tribunal has determined that the Provincial Job Description will read as follows:

**Title:** (328) Baker

**Summary of Duties:** Responsible for the organizing, producing and distributing of baked goods.

**Qualifications:**

Journeyman Baker certificate  
Food Safe certificate

**Knowledge, Skills and Abilities:**

Basic computer skills  
Interpersonal, organizational and communication skills  
Ability to work independently

**Experience:**

Previous: No previous experience.

**Key Activities:**

A. Baking

- Prioritizes baking tasks.
- Prepares ingredients for baking (e.g. portion and measure).
- Prepares and bakes cakes, pies, muffins, cookies, loaves, biscuits and breads.
- Prepares desserts (e.g. cobblers, crisps).
- Develops, tests and adjusts recipes.
- Packages and labels baked goods.
- Bakes for special events.
- Prepares special items for various diets (e.g. diabetic).
- Prepares catering items.
- Ensures Quality Control of baking.
- Monitors food production and service standards.

## B. Serve

- Portions baked items.

## C. Clean/Sanitize/Disassemble

- Cleans and sanitizes work area, equipment, surfaces.
- May pre-clean/wash dishes, pots and pans.

## D. Related Work Activities

- Participates in Quality Control.
- Selects recipes and diet alterations.
- Participates in recipe and product quality evaluations.
- Provides occasional guidance to other staff.
- Ensures safe food preparation.
- Monitors equipment temperatures to ensure food quality (e.g. fridges, freezers, oven).
- Opens kitchen, turns on ovens.
- Orders, receives, rotates and maintains inventory.
- May call-in/replace staff.

## **JOB 225 – ASSISTANT COOK**

The Unions argue that this job should be deleted, or alternatively, if retained the ratings should be the same as those for job 24 Cook. The Employers argue for retention of the job, a title change, and different ratings for the Education and Experience factors.

The tribunal has determined that 225 Assistant Cook will be retained. All related job fact sheets and reconsideration data were reviewed in coming to this decision, as was all information pertaining to job 24 Cook and job 19 Food Services Worker. There are certainly areas of overlap in the three jobs. All work in the food preparation process, and serve food. Both the Cook and Assistant Cook provide *cooking* services in the broad understanding of the term. However, the tribunal found that there are significant differences between the Cook and Assistant Cook regarding the complexity of the meal, independence with which the position works, and the responsibility each has for cooking a meal.

It is important to emphasize the *assistant* in the Assistant Cook title. This means exactly what the title conveys: one who assists a cook with cooking. An Assistant Cook cannot be the sole position employed by the facility to prepare hot meals. Rather, they must assist a Cook or a Head Cook, who has responsibility for cooking hot meals. In fact, Employer tab L indicates that where the Assistant Cook position exists, there exists also a Cook or a Head Cook job.

The tribunal understands the Assistant Cook as it has been described by the Unions in their presentation to the tribunal: “A memo from the Reconsideration committee dated November 17<sup>th</sup>, 2004 confirmed the Unions understanding of the Assistant Cook job classification. This job classification assists with cooking duties under the functional guidance of a Cook or Cook Working Supervisor. They may work in the kitchen when a Cook or Cook Working Supervisor is not present (e.g. early and late shifts). The intention here was that the Assistant Cook may be the first one to come in and would begin the food preparation prior to the Cook beginning their shift. Or finish up after the Cook had left doing preparation for the next day. There was never any understanding on the part of the Unions that the Assistant Cook could be left alone for an entire shift, for a week at a time or permanently to run the kitchen...”

An Assistant Cook who has sole responsibility for preparing hot meals or run the kitchen during the plan development period (2000-2004) has been improperly bundled. In addition, where an Assistant Cook has been subsequently *assigned* such duties, the reclassification provisions of the maintenance plan apply.

The Parties differ in the ratings they have proposed for this job. The tribunal has determined that the ratings and rationale will be as follows:

### ***DECISION MAKING***

*Definition - Definition – This sub factor deals with the decision making aspects of the job. Decisions are based on the complexity and/or circumstances inherent in the work requirements as well as the variety and relative difficulty of the material, information, upon which decisions are based. Decision making requires the use of knowledge gained through formal education/training and experience. Degree levels increase in relation to the variety of issues and activities, and to the difficulty of the problems and decisions addressed.*

#### **Tribunal rating: 2.5**

**Tribunal decision rationale:** Job meets all of degree 2 and receives a half degree as it also meets degree level 3(a) *Some choice of action within limits defined by accepted practice is expected.*

The rating rationale for Decision making will read as follows: ***Follows clearly prescribed practices in assisting with production and distribution of food. May choose appropriate diet substitutions. Makes minor operating decisions associated with the sequence of activities. Some choice of action when preparing special diets or nourishment items.***

### ***EDUCATION***

*Definition – This sub factor refers to the **minimum** training and/or formalized knowledge (versus practical experience) necessary to prepare an individual to satisfactorily fill a job based on today's educational levels and standards. Such knowledge is most commonly acquired as the result of time spent in schools, trades, colleges, universities or other formal instruction programs or equivalent.*

#### **Tribunal rating: 2.5**

**Tribunal decision rationale:** The educational requirements for this job are met by the Professional Cooking certificate program offered by SIAST and described in tab I of the Employers' presentation to the tribunal. This course provides credit toward the Journeyman Cook certificate, including level 1 apprenticeship credit.

The job meets the requirements of degree level 2.5 *Grade 10/11 plus 951 – 1550 course hours.*

The rating rationale for the Education factor will read as follows: ***Grade 10. Professional Cooking certificate (9 months/35 weeks/1050 classroom and laboratory hours).***

## **EXPERIENCE**

*Definition – This sub factor measures the work experience and the length of time (in months or years) required to perform the essential techniques and skills called for by the job. The amount of work experience represents the typical or usual period of training and adjustment to acquire the skills needed on the job itself, as well as the build up of practical know how gained on prior jobs where the same or more elementary principles and techniques are used. Also, considered are related life experiences where one can build up a body of knowledge essential to the proper performance of the job.*

### **Tribunal rating: 4.0**

**Tribunal decision rationale:** The rating rationale for the Experience factor will read as follows: ***6 months previous experience working in a food services operation including cooking experience. 6 months on the job experience to learn food services routines/operations and become familiar with region/facility/department policies and procedures.***

## **INDEPENDENT JUDGEMENT**

*Definition – This sub factor refers to the degree of freedom available to exercise individual action in undertaking tasks and achieving required outputs through the application of methods, procedures and/or policies. It also considers ingenuity and/or creative thought, which may be needed on the job. It is limited by the amount of direction and job control received from either personal supervision/leadership and/or standard practices and precedents.*

### **Tribunal rating: 2.5**

**Tribunal decision rationale:** Job meets all of degree level 2 and also meets 3(b) *Minor operating problems are resolved with limited analysis.*

The rating rationale for the Independent Judgement factor will read as follows: ***Follows well defined established methods. Deals with minor operating problems such as diet substitutions or grocery shortages. Seeks direction, if necessary.***

## **WORKING RELATIONSHIPS**

*Definition – This sub factor measures the necessary working relationships of the job holder with other people. The contacts can be internal or external to the organization. Contacts include talking face-to-face, talking on the telephone, making presentations, written communication, instructing, guiding, or counselling. In evaluating this sub factor, the majority of the guidelines and explanations need to apply for a full degree level rating.*

### **Tribunal rating: 2.0**

**Tribunal decision rationale:** All Parties agree with a 2.0 rating. Meets 2(a) *Requires courtesy and tact to secure, present or discuss ideas or data pertinent to assignment;* 2(b) *Contacts may be with clients/patients/residents, families requiring the application of comforting skills and/or with the public/general business community or other employees requiring courtesy and cheerfulness.*

The rating rationale for the Working Relationships factor will read as follows: ***Requires common courtesy and tact in communication with special needs clients/patients/residents and co-workers.***

### ***IMPACT OF ACTION***

*Definition – This sub factor measures the likelihood and the probable impact of action by the job. Consider the job’s responsibility for actions, resources and services, and the extent of losses to the agency, facility or service which may result from insufficiently considered decisions or misjudgements. Impact of action is determined on the basis of likely or usual impact not rare or extreme possibilities. Impact of action is diminished by those systems/controls designed and put in place to limit impact.*

### **Tribunal rating: 2.5**

**Tribunal decision rationale:** Meets requirements of degree level 2. *Impacts affect the work of others to a limited degree and are not usually damaging (can recover from); 2(a) May cause embarrassment in public, client/patient/resident, families, business, or employee relations; 2(b) May delay succeeding and related services; 2(c) May result in minor injury/discomfort to others. Job also meets requirements of 3. Impacts result in identifiable losses; 3(b) May result in serious injury/discomfort (short term) to others (i.e. employees, clients/patients/residents, public).*

The tribunal agrees with both Parties that the job meets degree level 2 requirements as described. In addition, the tribunal has found that it meets the half degree requirements of degree level 3 in that identifiable losses occur if food is inappropriately prepared and handled by the job (i.e. spoiled, or contains ingredients contrary to the client/patient/resident dietary needs).

The rationale for the Impact of Action factor will read as follows: ***Produces and distributes food and beverages to meet quality and service requirements. Unsatisfactory meals may cause embarrassment in client/patient/resident, family and staff relations. Misjudgement in the preparing and handling of food may result in wastage and serious short term injury/discomfort.***

### ***LEADERSHIP/SUPERVISION***

*Definition – This sub factor considers the degree, kind (type) and intricacies of operating supervision or the nature of functional advice/specialty leadership provided in staff and/or community relationships. **Operating supervision** refers to situations where there is a direct, clearly understood reporting relationship between the supervisor and staff. **Functional guidance or advice/specialty leadership** may be provided by a person who is primarily responsible for the function and provides advice to others in how to carry out related work tasks.*

**Tribunal rating: 1.5**

**Tribunal decision rationale:** Job meets requirements of degree level 1 *Maintains normal working relationships with others, providing information or assistance as required. No responsibility. May show others how to perform tasks or duties (i.e. orientation). –use of (i.e. orientation) is in dispute. Also meets 2( c)Provides functional guidance to internal operating personnel.*

This job shows new Assistant Cooks and Food Services Workers how to perform tasks or duties by familiarizing them with the work area and processes. Job also provides advice to Food Services Workers regarding how to carry out food preparation/distribution and sanitization tasks. Jobs reviewed by the tribunal and considered equivalent on this factor include 33 Hearing Aid Practitioner, 62 Home Care Services Coordinator, and 100 Food Services Clerk.

The rating rationale for the Leadership/Supervision factor will read as follows: ***Shows new employees how to perform tasks or duties. Provides advice to Food Services Workers regarding use of equipment, sanitization methods and food preparation.***

**PHYSICAL DEMANDS**

*Definition – This sub factor considers the **degree and severity of exertion** associated with the job. Consider the intensity and severity of the physical effort rather than the strength or energy needed to perform the task as required by the job as well as the **continuity and frequency** of that effort. Consider also the choice of action available to seek relief or perform less demanding tasks. This sub factor also considers the dexterity required by the job. The levels of manual dexterity are determined by considering the frequency of and duration in the use and/or coordination of fine or coarse movements (e.g. hand/eye, hand/foot coordination).*

**Tribunal rating: 3.0**

**Tribunal decision rationale:** Physical demands are similar to those of job 24 Cook.

The rating rationale for the Physical Demand factor will read as follows: ***Frequent physical effort such as standing, walking and lifting light to heavy objects with hand/eye coordination associated with food preparation.***

**SENSORY DEMANDS**

*Definition – This sub factor considers the **degree and severity of exertion** associated with the job. Consider the intensity and severity of the sensory attention required by the job as well as the **continuity and frequency** of that effort. Consider the choice of action available to seek relief or perform less demanding tasks. This sub factor measures the period of time where mental, visual and/or listening concentration is required on the job.*

**Tribunal rating: 2.0**

**Tribunal decision rationale:** Similar to job 24 Cook.

The rating rationale for the Sensory Demand factor will read as follows: ***Regular sensory effort reading, sorting, operating cash register, operating computer, portioning food and assembling/disassembling trays.***

***ENVIRONMENT***

*This sub factor measures the frequency of exposure that the job has to undesirable or disagreeable environmental conditions, or hazards under which the work is performed. Consider only those conditions or hazards which are inherent in the nature of the work. Do not consider extreme situations, that is, where the risk of a specific situation or accident occurring is unlikely. Consider the frequency of exposure to undesirable working conditions or hazards. Do not consider conditions for which premiums are paid.*

**Tribunal rating: 4.0**

**Tribunal decision rationale:** Similar to job 24 Cook.

The rating rationale for the Environment factor will read as follows: ***Regular exposure to major hazards such as heat, steam, temperature extremes, sharp objects and noise.***

## ***JOB DESCRIPTION - #225 Assistant Cook***

Revisions to the Provincial Job Description are necessary.

**Title:** (225) Assistant Cook

### **Summary of Duties:**

Assists the Head Cook or Cook with the preparation, production and distribution of food and beverages.

### **Qualifications:**

Professional Cooking certificate  
Food Safe certificate

### **Knowledge, Skills and Abilities:**

Basic computer skills  
Communications skills

### **Experience:**

Six months previous experience working in a food services operation including cooking experience.

### **Key Activities:**

#### A. Food Preparation

- Cleans and prepares food (e.g. fruits and vegetables).
- Slices, grinds, purees and shreds food (e.g. meat, cheese).
- Measures ingredients.
- Prepares sandwiches, salads, and pans meats.
- Assists preparation of breakfast food items according to menu (e.g. hot cereals, eggs, pancakes, bacon, sausages).
- Assists preparation of soups, casseroles, sauces and gravies.
- Assists preparation of baked goods (e.g. muffins, cakes, pies, buns, cookies, biscuits, desserts).
- Assists preparation of meals and nourishments.
- Assists preparation of special diet meals and nourishments (e.g. diabetic, low calorie, gluten free, allergy free, baby formulas, tube food, thicken fluids, low fat).
- Heats prepared foods to serving temperatures.

### B. Serving/Tray Assembly

- Portions food items and beverages (e.g. desserts, hot and cold cereal).
- Assembles trays.
- Serves breakfast, dinner, supper, Meals-on-Wheels and nourishment.
- Provides cafeteria/dining room service (e.g. operate till, set tables for meals).
- Provides tray delivery and pick-up.
- Assists clients/patients/residents with meals (e.g. open and unwrap containers, cut meat).
- Assists with catering services.

### C. Clean/Sanitize/Disassemble

- Cleans and sanitizes work areas/surfaces, equipment and floors.
- Pre-cleans/washes dishes, pots and pans.
- Collects and disposes of wastes.
- Clears and sanitizes tables.
- Disassembles, cleans, reassembles and stores cafeteria items.

### D. Related Key Work Activities

- Locks/unlocks kitchen, fridge and doors.
- Stocks, orders groceries, receives, unpacks and stores.
- Restocks ward supplies, kitchens, fridges.
- Stocks laundry supplies for kitchen.
- Performs Quality Control/temperature checks/rotation of stock.
- Receives requests and communicates diet changes.
- Updates patient information.
- Shows others how to perform tasks or duties by familiarizing new employees with the work area and processes, and by providing advice to other kitchen staff regarding food preparation/distribution methods, equipment operation and sanitizing.
- May deliver meals to other facilities.

## **JOB 19 – FOOD SERVICES WORKER**

Disputed areas for this job are the job title, key activities and Impact of Action degree level rating.

The factor rating and rationale is as follows:

### ***IMPACT OF ACTION***

*Definition – This sub factor measures the likelihood and the probable impact of action by the job. Consider the job’s responsibility for actions, resources and services, and the extent of losses to the agency, facility or service which may result from insufficiently considered decisions or misjudgements. Impact of action is determined on the basis of **likely or usual impact not rare or extreme** possibilities. Impact of action is diminished by those systems/controls designed and put in place to limit impact.*

### **Tribunal rating: 1.5**

**Tribunal decision rationale:** Job meets requirements of degree level 1 *Impacts are usually contained and have a minor effect; 1(a) May require work of others to trace and make necessary corrections; 1(c) May result in small monetary loss.* Job also meets requirements of 2 *Impacts affect the work of others to a limited degree and are not usually damaging. (Can recover from); 2(c) May result in minor injury/discomfort to others.*

The rating rationale for the Impact of Action factor will read as follows: ***Provides safe food handling and dietary support to meet quality and service requirements. Improperly assembled trays require that others make corrections and result in minor delays in meal service. Improper food handling and sanitation may result in minor discomfort for clients/patients/residents.***

### ***JOB DESCRIPTION - #19 Food Services Worker***

**Title:** (019) Food Services Worker

#### **Summary of Duties:**

Assists with the (non-cooking) preparation and distribution of food and beverages. Provides cafeteria, catering and dining room services. Cleans and sanitizes equipment and work areas.

#### **Qualifications:**

Grade 10  
Food Safe certificate

#### **Knowledge, Skills and Abilities:**

Basic computer skills  
Basic communication skills

**Experience:**

Previous: No previous experience

**Key Activities:****A. Food Preparation/Assembly**

- Assembles meals including breakfast, dinner, supper and nourishments.
- Cleans and pre-preps menu items (e.g. trim meat, slice vegetables and fruit).
- Slices, grinds, purees and shreds food (e.g. meat, cheese).
- Measures ingredients.
- Prepares sandwiches, salads, toast and desserts.
- Assists preparation of meals and nourishments.
- Assists preparation of special lunches and nourishments (e.g. diabetic, low calorie, gluten free, allergy free, baby formulas, tube food, thicken fluids, low fat).
- Re-package food supplies for delivery to other sites.

**B. Serve/Tray Assembly**

- Portions food items and beverages (e.g. desserts, hot and cold cereal).
- Assembles trays.
- Serves breakfast, dinner, supper, Meals-on-Wheels and nourishments.
- Provides cafeteria/dining room service (e.g. operate till, set tables for meals).
- Provides tray delivery and pick-up.
- Assists clients/patients/residents with meals (e.g. condiments, cut meat) and provides dining assistance.
- Assists with catering services.

**C. Clean/Sanitize/Disassemble**

- Cleans and sanitizes work areas/surfaces, equipment and floors.
- Pre-cleans/washes dishes, pots and pans.
- Collects garbage and disposes of wastes.
- Clears and sanitizes tables.
- Disassembles, cleans, reassembles and stores cafeteria items.

**D. Related Key Work Activities**

- Locks/unlocks kitchen, fridge and doors.
- Stocks, orders groceries, receives, unpacks and stores.
- Restocks ward supplies, kitchens, fridges.
- Stocks laundry supplies for kitchen.
- Performs Quality Control/temperature checks/rotation of stock.
- Receives requests and communicates diet changes.
- Updates patient information.
- May shows others how to perform tasks or duties by familiarizing new employees with the work area and processes.
- May call-in/replace staff.