



Report from CEIU Quebec Region National Vice-Presidents (NVP) (June - October 2024)

Introduction

Your NVPs dedicate themselves day and night to you, dear CEIU members. We pay particular attention to members working in the Quebec region.

Our main tasks are to actively participate in the work and decisions of the National Executive and its committees, to inform the Presidency and the National Executive of the needs and challenges of the members in our beautiful region, to manage the region both financially and in terms of compliance with the bylaws and regulations, and to participate in various consultation meetings between the social partners.

Articles 14.4 and 14.5 of the CEIU Constitution define the minimum actions to be taken as an NVP. They are attached to this report.

Report objective

Today we'll talk about the challenges we've facing since June 2024, and the events we've organized or participated in. We will also keep you in the loop about our current and future projects.

Activity report

Here are the meetings we had with national and regional leaders and the employer between June and October. Please note that we have not listed all the representation meetings with and for members, meetings with locals and general meetings that we attended or participated in to make reading easier.

June 2024

- Judith attended the National Finance Committee virtual meeting on Sunday, June 9 and Monday, June 10.
- Annik attended the Bylaws Committee meeting in Ottawa on Monday, June 10.
- The National Executive met in Ottawa from Tuesday, June 11 to Friday, June 14 Francesca Dorvilier, Alternate NVP, replaced Judith. Bernard Blanchet, also an Alternate NVP, attended as an observer. The minutes of this meeting are available here: <https://www.ceiu-seic.ca/minutes> Contact sequins@ceiu-seic.ca to obtain the password.
- The Regional Executive (RE) met on Tuesday, June 18 and Wednesday, June 19. Minutes will be distributed during the convention.
- Thursday, June 20: Withdrawal of elected union representatives for meetings under the union-management consultation protocol between the CEIU and the ESDC.
- Tuesday, June 25: Meet with locals to discuss withdrawal for ESDC protocol meetings.
- Wednesday, June 26th: Attended CEIU regional call center committee meeting.
- Thursday, June 27: Continuation of the RE.

- Saturday, June 29 meeting with Sharon DeSousa, PSAC President, to advise the National Executive of the evictions of Eddy Bourque, then CEIU President, and Sargy Chima, then CEIU National Executive Vice-President. Sharon also announced that Phil Matheson was the new president of CEIU.

July 2024

- Meeting with new President Phil Matheson on Tuesday, July 2 to discuss labor-management relations in the Quebec region.
- Judith attended the ROSHC (Regional Occupational Safety and Health Committee) preparatory meeting on July 4 with employer co-chair Sébastien Laflamme.
- Monday, July 8 to Friday, July 12: Traveled to Halifax for a meeting and training session with employees.
- Wednesday, July 10: National Executive met to elect National Executive Vice-President and Alternate. The National Executive elected Rubina Boucher and her alternate is Helen King.
- Monday, July 15: Preparation meeting with staff for afternoon Regional Occupational Safety and Health Committee (ROSHC).
- Tuesday, July 16: Communications Committee meeting regarding website.
- Wednesday, July 17: Back-to-Work Information Session with ESDC, Quebec Region.

- Thursday, July 18 and Friday, July 19: union-management consultation meetings with IRCC.
- Tuesday, July 30: Meeting with Phil and Rubina on labor-management relations in the Quebec region.

August 2024

- Virtual information and discussion sessions with members of the region. Topic: Hybrid Work. When: Thursday, August 8 and 15.
- Monday, August 12: Judith participates in a meeting with the Health and Safety Policy Committee (HSPC)



September 2024

- Wednesday, September 4: mobilization in front of the Guy-Favreau complex CGF (Montreal) concerning hybrid work.

- Thursday, September 5: NE meetings and meeting with the National President on labor-management relations in the Quebec region.
- Monday, September 9-12: Judith traveled to Ottawa to meet with CEIU's National Wellness Committee. Judith co-chairs the committee.
- Monday, September 16: IRB Regional Labor-Management Consultation Committee.
- Wednesday, September 18: Preparatory meeting of employee representatives for PHSC. Both NPVs attended.
- Thursday, September 19: PHSC meeting chaired by Judith. Annik also attended.
- Monday, September 23: Meeting with the National Human Resources Committee at the Ministry of Labor. Annik attended.
- Wednesday, September 25th: Communication Committee meeting.

October 2024

- Tuesday, October 1: RE meeting.
- Wednesday, October 2: Case Study Training.
- Thursday, October 3 and Friday, October 4: Presidents' Conference.

- Travel to Ottawa beginning October 5 for the National Bylaws and Finance Committee meetings on October 6 and 7. EN will meet Tuesday, October 8 through Friday, October 11.

Problems and/or challenges encountered

Ineffective union-management meetings with ESDC for the Quebec region:

Elected representatives at the local, sectorial and regional levels have faced major challenges with management representatives. Many of our union-management partners have been using the protocol previously established by consensus, as meetings that were once intended to be consultative have become one-sided information sessions with few answers to the questions raised. This had in turn hindered the discussions necessary for union representatives to effectively communicate your issues and proactively seek solutions.

Unfortunately, we have found that when elected and volunteer representatives invest their valuable time and energy in trying to raise issues or obtain information, they are often met with refusals or obstructions of various kinds, regardless of the level of consultation.

In short, most of the time and energy invested in your working conditions concerned the "container", leaving very little room for the "content". Since the content is what most concerns and affects you, we have put these ineffective modalities on hold until significant changes are made. As a result, union-management meetings with the ESDC, Quebec Region, continue but on a case-by-case basis, one issue at a time.

Fortunately, the union-management consultation meetings with the IRCC and the IRB allow for more open discussions and fruitful collaboration in the current format.

Proposed solutions

We participated in a Joint Learning Protocol (JLP) based on Union-Management consultation in October 20-23 with the General Managers (GMs) and the

Assistant Deputy Minister (ADM) for the ESDC Quebec Region. This participation helped establish a common understanding of what consultation is and when it is needed.

It's clear that the goal of open, voluntary discussion and exchange is still not being achieved. Our pursuit for discussion on the issues we bring to the table continues as does our desire to maintain collegiality in our relationship.

At the regional level, the solution may lie in mediation. We'll explore this avenue to establish a regional climate favoring full cooperation if all those concerned. Our local representatives should consider reserving the JLP Union-Management consultation for the purpose of establishing or reestablishing mutually satisfactory cooperative arrangements.

French, the official language

CEIU members are all federal public servants working under the jurisdiction of the Treasury Board Secretariat (TBS). As public servants, we are free to express ourselves in the official language of our choice. Depending on our work profiles, an obligation to serve Canadians in the official language of their choice may be imposed.

Section 25(5) of the PSAC Constitution and Section 6.4(h) of the CEIU Constitution state that members can expect to receive services in the official language of their choice.

The more we participate in national activities and events, the more we encounter barriers to using French.

At these events and activities, we have noticed that participants don't necessarily use translation tools, even if they are monolingual. Unfortunately, planning consultation or information exchange meetings on a national scale, with interpretation or translation services at every stage, is a major challenge, even though we are in 2024.

This problem exists at both ministerial and trade union levels. French workers and union activists in the Quebec region are particularly affected by this reality.

Having understood most of the issues surrounding the use of the French language and its various implications, we strive to conduct activities organized by the region in both official languages, even though Quebec is not considered a bilingual region.

Nevertheless, the financial cost of using interpretation and translation services is considerable. CEIU National subsidizes a large proportion of conferences and training courses held in the regions. We have found that French is not easily accessible, either professionally or through our union activities. We are concerned about this finding because we are aware of a francophone presence from coast to coast.

Quebec members keep telling us: "They want to be able to learn, participate or be more involved, to the extent possible, in the official language of their choice".

We will continue to pursue appropriate follow-up and remedies in this regard until concrete and effective measures are in place to provide or receive services in Canada's official languages in a seamless and consistent manner from one language to the next.

Workers and members can now count on Alex Silas, PSAC National Executive Vice-President, for the opportunity to have a conversation or attend a speech in either official language.

Heightened vigilance is now required at the CEIU, as the National President and National Executive Vice-President are primarily English speakers.

Proposed solutions

Multiply discussions on respecting official languages and requesting interpretation services when needed in the workplace.

Develop an awareness campaign on the health implications of this situation.

When it's always monolingual French speakers who must interpret because most or all the meeting is in English, it's always the same people who must concentrate even harder. Although the interpreter's job is very difficult and is done brilliantly, some of the messages do not reach the addressee exactly as intended. This can cause confusion.

We invite all members who experience challenges related to official languages to report the situation in writing to their immediate supervisor if it occurs at work. A grievance may be considered if the situation continues.

If you encounter difficulties in the trade union movement, inform your local branch in writing. You can ask for more balanced language use at national events. It is also possible to ask the national level to subsidize activities in important regions to enable their inhabitants to participate in the official language of their choice. Resolutions to this effect can be proposed and adopted, for example, at assemblies, congresses, or conferences.

Teleworking

Any employee whose duties have allowed them to telecommute in recent years and who wishes to continue to do so is invited to submit a written request to his or her immediate supervisor. Please refer to the attached letter of agreement.

Each request will be considered on a case-by-case basis. The information and arguments provided will be considered in deciding. If a request is denied, the reasons for the denial must be explained in writing.

If you feel that the process set forth in the Telework Agreement is not being followed, speak with your immediate supervisor as soon as possible.

Consult a union representative at any stage of the process. Your local union may have a specific grievance procedure for this situation.

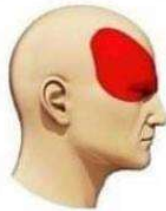
Proposed solutions

Any employee wishing to exercise this right must submit a request for teleworking in accordance with the procedure described. If the employer does not consider the issue on a case-by-case basis, assessing the specific nature of the request (discussion), does not provide written reasons for refusal or does not respect the terms of the letter of agreement: grievance.

Visit: <https://psacunion.ca/join-psacs-legal-fight-against-arbitrary-telework?>

TYPES OF HEADACHES

MIGRAINE HYPERTENSION



STRESS

RTO



ingitip.com



Hybrid work

For many of our colleagues, hybrid work means spending more time in the office.

Here is a list of the main issues reported by our members:

- Transportation of materials (weight and liability), installation and handling, which can lead to physical or psychological damage.
- Travel time versus the rigidity of designated workstations, without considering the impact on health, service delivery and special conditions.
- Closure or unilateral modification of existing accommodation.
- Unilateral imposition of days without considering personal conditions.
- Feeling of injustice and lack of recognition.
- Spread of infectious diseases.
- Traveling to work virtually all day as part of a team dispersed in other buildings.

- Ergonomics: The depersonalization of offices and the lack of storage space make it difficult to improve or provide quality service to employees who need their notes. Having personal items close at hand helps some members cope better with special situations.
- Members want to observe the behaviors expected of management or supervisors and say they are looking for a shred of empathy or respect from certain managers.

Contact your local union representative if you are experiencing significant difficulties related to 3-day hybrid work. Your local union has received a grievance on this issue and can provide you with information or assistance if needed.

Proposed solutions

Each employee, who is adversely affected by the change to [Direction on prescribed presence in the workplace](#) working more days, by being a member of a group protected by human rights legislation, or by losses or expenses incurred because of the Orientation, is encouraged to file an individual grievance.

Visit: <https://psacunion.ca/frequently-asked-questions-telework>

DTA (Duty to Accommodate)

Treating public servants, and CEIU members in particular, in a way that considers the issues and particularities associated with the 13 prohibited grounds of discrimination recognized in Canada creates many feelings of discrimination. These situations, which we believe are too numerous to mention, affect members in different ways and at different levels. Whether it's the individual's health, family organization, performance, sense of belonging, commitment or self-esteem, to name a few. [DTA: Government of Canada](#)

This can be a lengthy process involving discussions with your manager that may make you feel uneasy, however, discussions are necessary. You may be accompanied by a support person or a qualified person (union representative) throughout the process. If you live with a disability, we invite you to complete your Workplace Accessibility Passport. This will save you having to repeat your situation every time you change managers or jobs in the federal public service. [GoC Passport to an Accessible Workplace](#)

We note a slight improvement in management's approach to DTA requests not related to telework. Some of the behaviors observed are aimed at preserving the dignity of the person making the request. Efforts are now being made to reduce prejudice and to approach situations with openness on the part of those in positions of authority and decision-making in accommodation matters. We will continue our discussions until an established and recognized standard is applied in our departments.

Proposed solutions

We will increase the frequency of DTA and human rights training for our union representatives.

We will develop an employee awareness campaign to better define the need for accommodation and explain the process.

PIP (Performance Improvement Plan)

As such, performance improvement measures should be viewed positively and should be voluntary. In this way, the union side can be a partner of choice in the development of such plans where appropriate.

Some PIPs focus mainly on statistics and a particular group. We find that situations that seem complex or problematic sometimes lack the observations needed to develop strategies adapted to the person in the learning situation.

The contexts of recruitment, training, and follow-up have a significant impact on people's feelings of confidence and ease, and thus on their results. Members who have had multiple trainers or consultants in their follow-up and whose resource people have contradicted each other seem to have more difficulty navigating the different processes. The use of appropriate and adapted tools is not optimal in many of the situations reported to us.

Proposed solutions

We will continue to provide support so that those who seek equity can shine in their service.

We'll hold more meetings to better understand the process and explain any barriers more clearly. We encourage the employer to collaborate and find appropriate learning methods.

Referrals during training period: post-training follow-up

We are seeing an increase in requests for help with internship terminations or difficult post-training follow-ups. We are aware of training courses that are ill-suited to the employee's conditions, be it physical, mental, or other, which are often present and announced at the time of hiring.

The willingness to accommodate employees and allow them to experience success and potentially recoup the investment made in them seems to be highly variable.

Proposed solutions

We believe that it would be a good use of public funds to provide training or follow-up programs tailored to the specific needs of workers. Call centers, particularly those involved with Employment Insurance and Old Age Security, seem to be particularly affected by these situations.

More discussion of the hiring process and closer monitoring of training and follow-up procedures could help prevent these unfortunate situations.

Mobilization

The trade union movement needs to revitalize its mobilization methods and activities. Few members are interested in the return on their investment in working conditions (union dues).

With the advent of teleworking, vaccination policies and other pandemic-related circumstances, the harmony between members and the union has diminished.

We need to explore new avenues while staying focused on our mission: to work with employers to create healthy, welcoming and safe workplaces.

Every contribution is important and has a positive impact. We're looking for people who want to express their allegiance, who seek equity and justice, and who are eager to learn. These invaluable individuals must be able to seek out information and use it autonomously. Ideally, they should demonstrate openness in accepting that that they cannot know everything and be willing to use the tools and resources available to them when necessary.

Finally, if you like creativity and find yourself in solution mode, join us today!

Questions have been raised for some time that point to an organizational culture that leaves little room for true labor-management collaboration. Although enshrined in our collective agreements, recognition of the positive contribution of the union movement to all workers is far from guaranteed.

At this point, we sincerely hope that departmental cultures will focus more on the richness of the people who work there and give their best to Canadian citizens.

OHS: Occupational health and safety

This issue is of the utmost importance. We don't necessarily realize it because of its omnipresence in many shapes and forms.

We invite anyone who is interested in learning new things and discovering the vast world of occupational health and safety to contact their local.

In fact, the Canada Labour Code (CLC) requires that in a unionized workplace, the union chooses the people who will represent the employees in OHS matters. All buildings with 20 or more employees must have a local health and safety committee.

We visited several offices and found room for improvement in all of them. PSAC and CEIU provide excellent training for people who are passionate about their work environment and how to maintain or make it healthy and safe, and how to prevent incidents and accidents.

Almost all OHS activities take place during working hours, i.e. during the time paid for by the employer. Again, if you are interested in OHS or want to bring your knowledge and experience to your workplace, contact your local section as soon as possible!

Did you know that there is a JLP OHS workshop aimed primarily at representatives and/or committee members? Both employee and employer representatives. Click here to find out more: <https://www.jlp-pam.ca/ohs-sst-eng>

Each building must have at least one worker representative and one employer representative (manager or other). Once there are 20 or more people in a building, a committee must be formed.

Annik and Judith sit on the ESDC Regional Occupational Safety and Health Committee (ROSHC). Judith is the employee co-chair. This committee meets 4 times a year and is considered a subcommittee of ESDC's Health and Safety Policy Committee (HSPC). It is responsible for implementing the policies established by the ROSHC, finding solutions or highlighting good practices found in the workplace. The committee also discusses issues that remain unresolved at the local level or that may have regional implications.

Judith is a member and co-chair of the HSPC. As such, she represents ESDC employees. Annik recently joined the committee as an alternate. She attended the September 19 meeting. The HSPC is the highest body for OHS matters. Let us know about any good local actions or opportunities for improvement. Don't forget to inform your local representatives (LROHS) or local committee members (LOHSC) in advance.

Upcoming projects and initiatives

Current projects

We work with membership lists that do not necessarily reflect reality and that require our attention on a quarterly basis. The lists that the employer sends to the PSAC, and we receive are riddled with errors. We are currently researching and testing methods to simplify and expedite this process.

Hybrid Work: We have created reusable signs on the topic of hybrid work. We'll continue to mobilize as long as it takes. We'll visit your workplaces to add our voices and signs to yours, if you invite us.

Future

We are working to create a documentation structure that is accessible to our union representatives by topic. We put a lot of effort into developing curiosity and the ability to do independent research before discussing and evaluating.

Web site: We want members to be able to get to know their union, especially their local, participate in the various activities organized and discover the many opportunities offered by the trade union movement. We are currently working on the CEIU website. We want to rekindle your trade union flame! At least the desire to care about your workplace and how you can make a difference.

Conclusion

We have presented some of the union activities in which we have participated. We've also shared with you some of the challenges and situations we've faced in recent months, and finally, we've shared our goals for the future.

Although we can sometimes feel overwhelmed, we assure you that we are doing our best to give you the best every day!

You offer the best of yourself to provide quality service to Canadian citizens. We are constantly working to ensure that you are properly trained and equipped by your employer so that you can shine and stay healthy.

Acknowledgements

We would also like to thank the CEIU staff who support, advise and train our elected union representatives. Their contribution is invaluable!

The trade union movement could not survive without its dear elected and voluntary trade union colleagues, whether at local, regional or national level. It is through their dedication, sacrifice and desire to ensure that workers' and human rights are respected that the trade union movement draws its energy.

The trade union movement draws its strength from members who care about their working conditions, their workplaces and how their dues are spent. Let's be strong together!

Appendices

14.4 National Vice Presidents - General Information

The national vice presidents shall:

- a) Attend all meetings of the National Executive.
- b) Participate in the work of committees established by the National Executive to which they are appointed.
- c) Chair committees of the Dominion Convention as determined by the Dominion Executive.
- d) Keep the National President informed of all events and consult with him/her fully to ensure that the Union always speaks with one voice on all matters.
- e) Inquire into the needs of the members under their jurisdiction and ensure that these needs are brought to the attention of the National President and/or National Executive.

- f) Submit semi-annual written reports of their activities and recommendations to each National Executive meeting.
 - g) Act for and assist the National President as requested.
 - h) provide bimonthly written reports to the chapters in their respective regions on activities within their jurisdiction.
 - i) present a written report of his/her activities at each annual meeting of the local presidents in his/her region.
 - j) be represented by their alternate if they are unable to attend meetings of the National Executive Committee; and
 - k) delegate to all their National Alternates the mandates set out in Section 14.7 of these Statutes.
 - l) complete fifteen hours of training on privilege and intersectionality within the first three months of each term of office and submit a written report to the National Executive, the National Women's Committee, the National Human Rights and Race Relations Committee and the National Young Workers Committee. This in-person training will be provided by experts who are not CEIU staff.
-

14.5 National vice-presidents with regional responsibilities

In addition to the responsibilities set forth in Section 14.4 of these bylaws, the national vice presidents with regional responsibilities shall

- a) Chair the committees established in each region and be responsible for reviewing contract claims when they are presented to such committees.
- b) Represent the Union in discussions with senior regional departmental officials on matters of interest to our members or our Union and have the right and responsibility to attend all meetings held in the region between national officers or national staff and regional departmental authorities.
- c) be responsible, with the National President, for the administration of union affairs in their region.

d) meet with all local presidents in their region at least once a year - the cost of these meetings to be paid from national funds.

e) In the case of Ontario and Quebec, be on an equal footing, have equivalent functions, act based on common objectives and decide among themselves on the distribution of duties and responsibilities.

f) Administer, provide services to and apportion their region in such manner as may be determined from time to time and establish a fund through a regional discount for union activities in accordance with a policy established by the National Executive.

g) Be represented by their alternate if they are unable to attend meetings of the Regional Union-Management Consultation Committee.

h) subscribe to and abide by the Regional Constitution of their Region.

**PSAC Common Issues Table
April 30, 2023**

NEW LETTER OF UNDERSTANDING ON TELECOMMUTING

The parties agree to sign a Letter of Understanding on Telework, which will not become part of the collective agreement.

Memorandum of Understanding between the Treasury Board of Canada and the Public Service Alliance of Canada on the Telework Policy

In accordance with the Employer's Telework Policy, the purpose of this Letter of Understanding is to confirm the parties' common understanding of telework work performed by an employee from a location other than a workplace designated by the Government of Canada.

The parties acknowledge that:

1. Telework arrangements may be initiated by the employee, are voluntary and require the mutual agreement of the employee and the deputy head or authorized representative within each department or organization.
2. Telecommuting arrangements are subject to periodic review (at least annually) and may be terminated by either party upon reasonable notice. Telecommuting arrangements are subject to periodic review (at least annually) and may be terminated by either party upon reasonable notice.
3. The telecommuting arrangement is not an inherent right of the employee, unless agreed to as part of the duty to accommodate.
4. The rights, obligations and responsibilities of the parties will be agreed upon prior to the implementation of any telework arrangement. Any arrangement may be modified by mutual agreement of the parties.
5. Requests for telework arrangements initiated by an employee will be evaluated on a case-by-case basis, considering operational needs and other relevant factors. If a request is denied, the employee will be given written reasons for the denial.

Departmental or Organizational Telework Committee

The Letter of Agreement provides for the establishment of a Departmental or Organizational Telework Committee to respond to an employee's dissatisfaction with a decision resulting from the application of the Employer's Telework Policy and Presence Requirement Policy, as amended from time to time.

The parties acknowledge that this Letter of Agreement does not waive any grievance rights, such as

That this Letter of Agreement does not deny any grievance rights as defined in the Federal Public Sector Labour Relations Act and its Regulations.

The importance of consistent application of the Employer's telework policy, considering departmental realities and operations.

The establishment of such a committee to address telework issues will facilitate informal discussion and satisfactory resolution of such issues.

Based on the above recognition, the parties agree that:

- Departments/organizations and the Public Service Alliance of Canada will develop terms of reference for a departmental/organizational committee to

address dissatisfaction with a decision resulting from the application of the Telework Policy and the Prescribed Workplace Attendance Orientation.

These terms of reference will include the following principles

- The establishment of a departmental or organizational committee with equal representation from the Employer and the Public Service Alliance of Canada to review decisions resulting from the application of the Employer's Telework Policy.

If no resolution is reached prior to the final level of the collective agreement grievance procedure, the employee may submit the grievance to the committee established for this purpose, in which case the grievance will be held in abeyance pending the committee's review.

The Committee will review the submissions of the parties and make a recommendation to the Vice President or his/her designee for a decision at the final level of the grievance procedure.

This process will continue a trial basis for the duration of this MOU.

Joint Consultation Forum on the Employer's Telework Policy

The Employer also agrees to establish a Joint Consultation Committee on the Telework Policy.

- will be co-chaired by the Employer and the Public Service Alliance of Canada, which will guide the work of the Joint Consultation Committee.
- Be co-chaired by the Employer and the Public Service Alliance of Canada, who will guide the work of the Joint Consultation Committee.
- be composed of an equal number of representatives from the Employer and the Public Service Alliance of Canada.
- Subject to the prior approval of the co-chairs, subject matter experts (SMEs) may be provided by the Employer and invited to participate in discussions as appropriate.
- The Committee will meet within ninety (90) days of the signing of the collective agreement and will endeavor to complete this consultation process within one (1) year of the Committee's first meeting.

Information

In addition to the above, the Employer agrees, subject to the Access to Information Act and the Privacy Act, to share data and consult periodically with the Public Service Alliance of Canada on opportunities and challenges related to the administration of telework, including data collected in connection with the departmental or organizational telework committee, where available.

This agreement will expire on June 20, 2025.

Your dedicated and committed NVPs, Judith Côté and Annik Beamish, wish you a colorful fall.

In solidarity!

