

REPRESENTING ACADEMIC ASSISTANTS,
RESIDENCE DONS, AND SUPPORT STAFF AT
QUEEN'S UNIVERISTY

Orientation Package

Welcome to Local 2010

Congratulations!

Being a member of the United Steelworkers (USW) means that you are part of a progressive, worldwide movement to defend workers and human rights. The USW is the largest private sector union in North America with more than 225,000 members in Canada and more than 800,000 members continent-wide. The USW is Canada's most diverse union, representing men and women working in every sector of the economy. With over 9,000 members employed as staff in universities in Ontario, the USW has a strong record of representation in the post-secondary education sector.

Because LOCAL 2010 is your Union, you will have the opportunity to voice your concerns about work, your future, and ways to improve the community you live in! We will share the challenges and the rewards that come from working together by being one strong united voice. We will stand together and use our collective strength to ensure better, safer working conditions.

As a member of Steelworkers, you are part of a union that takes its responsibilities to working people everywhere as seriously as it takes its responsibilities to its own members. This solidarity makes real change possible.



contact@usw2010.ca
613.533.2693
usw2010.ca

ABOUT US!

Relationship with the Employer

Local 2010 is autonomous from the Employer. The Employer cannot discipline or direct the Union and cannot interfere with union politics. The Employer has no say in what goes on inside our private Union meetings.

If you want to speak to anyone about Union activities, do not go to the Employer. The proper channels, and

the only way to properly address your concerns or questions, is to go through Union Representatives. USW has its own separate policies, procedures, hierarchy, Bylaws, discipline structure, and Constitution. These are the processes you must follow in order to address Union issues.

Union Cards

Your Union card is your official Union ID. This ID is needed to enter all official Union and ratification meetings. New employees should automatically be sent their cards, but this process may take up to several months. Employees who have not received their cards can email contact@usw2010.ca. For those members who have not yet received their cards, but would still like to attend Union functions that require ID, please bring photo ID to the meeting. We will have a list of current due-paying members at the door to ensure that they can attend the meeting.



Your Local, Your Executive Members

The Executive Officers of your Local are elected for a term of three (3) years by the membership at a general meeting and carry out the duties of the Union.

The following is a brief description of the executive responsibilities.

President

- Shall preside at all Membership Meetings of the Local Union.
- Responsible for:
 - Attending and overseeing Labour Management meetings
 - Informal meetings with the Employer
 - Bargaining Committee meetings, including joint meetings with the Employer
 - Job Evaluation and Pay Equity meetings, including joint meetings with the Employer; negotiating Minutes of Settlement, Memorandums of Agreement, etc., with the Employer
 - Attends Grievance meetings with the Employer
 - Assists all Local Committees, has final signing authority on financial matters of the Local, and is the primary contact with the USW Staff Representative, Chairs Executive meetings, etc.

Vice-President and Grievance Officer

- Shall assist the President in the discharge of the President's duties and during the President's absence shall perform the duties of the President. In the event that a vacancy occurs in the office of President, the Vice-President shall act as President for the unexpired term.
- Responsible for:
 - Attending Labour Management meetings
 - Informal meetings with the Employer
 - Bargaining Committee meetings
 - Assisting the President in negotiating Minutes of Settlement, Memorandums of Agreement, etc., with the Employer
 - Attends Grievance meetings
 - The Grievance Officer is the main contact for all Union Representative. In consultation with the President is responsible for overseeing the grievance procedure with the assistance of the Grievance Committee.

Recording Secretary

- Shall record the proceedings of the Local Union and perform such other duties required under the Constitution and as the Local Union may assign.

Financial Secretary & Treasurer

- Keep all financial records of the Local in order, including Accounts Payable and Accounts Receivable. They report on the Local's financial status to the members through reports at both Executive and Membership Meetings.

Guide

- It is the duty of the Guide to see that all present at Membership Meetings are entitled to remain.
- The Guide also circulates the Official Attendance book for the Local and checks all Union Cards when required for entrance to a Membership Meeting against the latest version of the members in good standing (dues paying) list.

Inside and Outside Guard Duties

- It is the duty of the Guards to take charge of the door and see that no one enters who is not entitled.

- The Guards also assist the Guide with the circulation of the Official Attendance book, and Union Card validations, if necessary.

Trustees (3 positions)

- Trustees perform quarterly audits and make reports at Membership Meetings.

Contact Us!

Communication

Local 2010 regularly sends out emails, and updates Facebook, Instagram and our website (www.usw2010.ca) to keep members informed about developments in the Local.

Our webpage hosts all of our contact information and member resources.

If you need to contact the Union office by email, please use contact@usw2010.ca. This will send a message to the President, Vice-President, Member Services Coordinator, Grievance Officer and the Financial Secretary.

To contact the office, call **613.533.2693**. To call the President directly, please use extension **75380**. The Vice-President/Grievance Officer can be reached at **75701**, and the Financial Secretary can be reached at **32693**.

Union Office personnel have cell phones, but these numbers are not available to the general public. Cell phone numbers are provided to Members with open case files, Executive Board Officers, Union/RTW Representatives, as well as Human Resources personnel.



Demystifying Meetings!

Why do Unions have meetings, what happens at meetings, and should you go?

Yes, this is YOUR Union and you need to participate in order for it to be effective for you! At Local 2010, the members are our governing body. What this means is that Membership Meetings are where you use your democratic rights to help make important decisions. It is where we exchange information, debate issues, and make decisions that effect all of our futures.

You have the chance to share workplace concerns, get information, ask questions, and meet your fellow co-workers, but most importantly, exercise your right to vote.

There is an order of business that occurs at Membership Meetings, which will appear on an Agenda. The Agenda will list the topics to be discussed at the meeting. Some items occur at every meeting and relate to the routine business of the Local, while other items are added for a specific meeting to deal with a current event or a need for action. The Agenda will normally be sent by email to the membership in advance of the meeting. This is meant to advise members of the issues that will be discussed, to ensure that all business is covered, and to keep the meeting on time.

Governance/Policies/Procedures

It is important to know what rules we follow so that you have another source to reference should you have questions.

Bylaws

This document has been created as a guideline for members and the Local Executive to follow. The Bylaws can be amended from time to time. When this happens, recommendations will be presented from a committee for the membership to vote on. All changes are referred to the International President for final approval.

International Constitution

This document explains the structure of USW nationally, provincially, and locally. It is the basic rules of operation for all levels within our organization. It is the governing set of rules for all Locals across North America.

The Agenda will contain the following:

1. **Call Meeting to Order (Indigenous Acknowledgement)**
2. **Role Call of Officers** – records Executive Officers in attendance at the meeting.
3. **Reading of the Minutes** – official record of the previous meeting is read, any corrections or omissions are made.
4. **Report of Officers**
 - **President** – current events and priorities for the Local.
 - **Financial Secretary/Treasurer** – accountability of the Local's finances to its members which should contain enough information to answer all financial questions.
 - **Chair, Academic Assistants** – report of Local 2010-01.
5. **Report of USW Staff Rep**
- 6-7. **Report of Committees & Delegates** – outlines committee activities, reports are given by members who have attended training, conferences, or conventions.
8. **Unfinished Business** – business that has been before the Local previously and was either referred to a future meeting or has been raised from the previous minutes.
9. **New Business** – business that is coming before the Local as new information.
10. **Good and Welfare** – contains discussions about members who are celebrating milestone events.

Adjournment – a motion to officially end the meeting.

Making Motions

During a Membership Meeting, most of the business and decisions before the membership are made by voting on motions that are brought forward.



Humanity Fund

The Steelworkers Humanity Fund (SHF) is a registered Canadian Charity funded by USW member contributions. For more than 25 years, the Humanity Fund has supported international development projects, provided emergency humanitarian aid for disasters around the world, supported food banks across Canada and offered an education program for Steelworker members.

As a new member of USW Local 2010, you are automatically enrolled in this charitable program. Although the opt out forms are provided to you by Human Resources at Queen's, we hope you will consider staying involved. Examples of the good work that your 3 cents per hour go toward include building women's equality; sustainable development and protecting the environment; promoting labour and human rights around the world; emergency relief; and fighting poverty in Canada through housing, food, and education.

To learn more about the SHF, read the annual reports and see pictures and posters at:

<https://www.usw.ca/act/activism/humanity>

Secure Financial Policy

Financial information is only available at the Membership Meetings by way of the monthly Financial Secretary's, Treasurer's and quarterly Auditor's reports. All decisions to spend money are made at the monthly meetings. Members can make an appointment with the Financial Secretary or Treasurer to view their reports at the Union Office if a Membership Meeting is missed. Our financial information is private and is for members' eyes only. All minutes get posted on our website and sent out to our membership are redacted versions meant to protect this privacy.

Unions need to be more protective of their financial status than other groups or businesses. Our ability to defend our members rests largely on our ability to pay for arbitrations. Arbitrations can cost anywhere from \$2,500 to upwards of \$20,000. If the Employer were to know that we, for example, had only \$50,000 in the bank, they would know how many arbitrations they could push on us before we exhausted our funds, and we are subsequently unable to protect our membership. This is an old, yet still possible, union-busting tactic that Employers can use if they wish.



Grievance Procedure

Union members have grievance language in the Collective Agreement (CA) to defend our legal rights to resolve disputes and make our voices heard and to set precedents and defend entitlements; and to build long-term language improvements in the CA. If you think there has been a contravention of the Collective Agreement, contact your Union Representative immediately! You have 15 business days from the time of the incident, or from when you ought to have become aware of the problem, to begin the grievance procedure. However, the Union Office needs time to investigate the incident and decide the best way forward, so please come to us as soon as you suspect something is not right.

Individual Grievance

When you believe that something your manager has done violates the CA, you can file a grievance to have your position heard.

Policy Grievance

When the Union disagrees with HR about an interpretation of an Article in the CA, the Union can submit a policy grievance to address the issue.

Group Grievance

If more than one person has the same problem, a group grievance can be submitted to HR.



PLEASE NOTE: this limit of five (5) working days also applies to your manager: they have the same five (5) days to attempt to resolve your issue before the Step 1 is filed.

Step 1

Step 1 is the first step of the **formal** grievance process. A grievance form is submitted to HR detailing the contravention of the CA and what resolution the Union is requesting. HR has 10 business days to respond in writing. The Union has 10 days to escalate the grievance to a Step 2 after receiving the Employer's response.

Step 2

If we are unhappy with the Employer's response to Step 1, and we feel the case is strong enough, we can proceed to Step 2. This is a formal face-to-face meeting between HR and the Union, where each side delivers their arguments. HR has 10 business days to respond to arguments presented at the Step 2 meeting in writing. The Union has 20 days to decide to arbitrate.

Arbitration

Arbitration is like labour court, and is the final step of the grievance procedure. Since case law is decided in arbitration and a precedence can be set, the Union proceeds with only their strongest cases. Further, arbitrations are very costly, and while this expense is split 50/50 with the Employer, a single arbitration can cost thousands of dollars.



Grievance Stages

Informal Stage (IRR)

This is the first step of the grievance process. This step is used to alert HR/the manager that there is an issue or complaint, and provides an opportunity for the situation to be resolved before a Step 1 grievance is officially filed.

PLEASE NOTE: If you have an informal conversation with your manager about an issue that you are facing, it is possible that HR will deem this enough to fulfill the requirement for the Informal Stage. This can even include conversations that happen in the lunchroom and the hallway! We advise you to contact the Union when you are planning such conversations and to confirm its occurrence in writing.

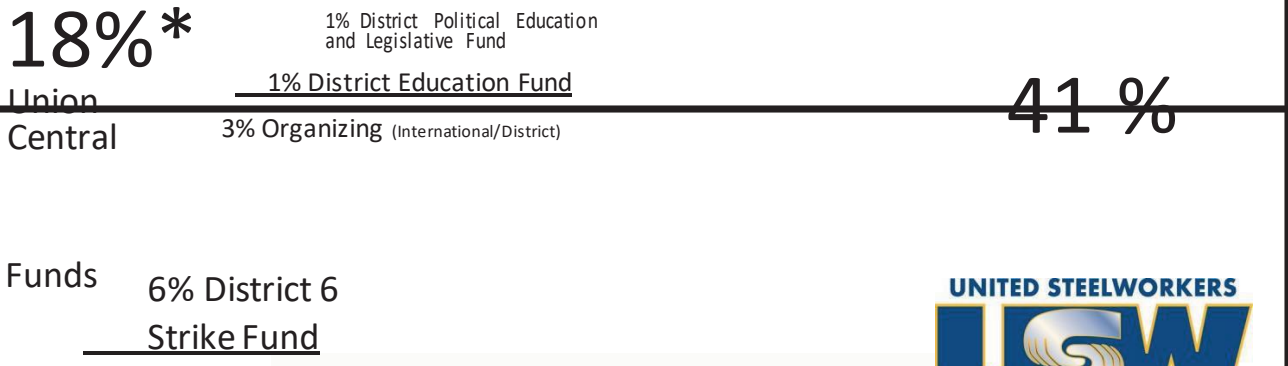
If an issue or complaint (IRR) is not resolved within 5 business days after it has been brought to the attention of HR/the manager, the Member may submit a written grievance (Step 1) within 10 business days of the date the IRR response from HR was received.

Dues

All of the Local's money comes from dues paid monthly by members. We share a portion of these dues with both the International and District 6 Offices. Details are explained in the illustration below.

Union dues are 1.55% of your pay and fund all the programs and support services provided through the international and district levels, as well as for the daily operation of your local union. An additional \$0.02 per hour worked is collected and put towards a series of special funds to help the union organize and grow stronger.*

An opt-outable \$0.03 per hour worked is collected and put towards the Steelworkers Humanity Fund.**
 Dues are tax-deductible. And no dues are paid if you are off work due to layoff, injury, sickness, or a leave of absence.



41 %



- UNITE AND STRENGTHEN FOR WORKERS
- Infrastructure and Operations
- Full time staff reps
- Elections
- Legal/Research Department
- Education and Strategic Campaigns
- Political Activism
- Lobbying

- Local Office
- Infrastructure and Staffing
- Elections
- Stewards
- Grievance and Arbitrations
- Health and Safety
 - Return to work, Accommodations, Etc.
- Consultant Fees
- Training and Education
- Conferences
- Committees
 - Job Evaluation
 - Bargaining
 - Next Gen
 - Human Rights
 - Women of Steel
 - Health and Safety
 - Grievance
 - Stewards
 - Etc.

Steelworkers Humanity Fund*

The SHF provides emergency food aid and assistance in response to international humanitarian disasters, supports food banks in Canada, and funds international development projects development education. For more information, visit the SHF website at

<http://www.usw.ca/union/humanity>

UNION

What is the purpose of a union?

The Union's main job is to represent members in their workplace, and to make sure Collective Agreements negotiated with the Employer are honoured. We negotiate and represent two Collective Agreements:

2010 (Support Staff), and, 2010-01 (Academic Assistants).

Collective Agreements provide our members with fair wages, benefits, working conditions, job security, and a voice in their workplace.

Your Dues at Work

It can be difficult for members to see all that their dues provide them. In fact, all of the dues you pay to the Union come back to you, one way or another, in services provided by **Local 2010**.

Dues provide direct services to you and your coworkers, including the following:

- Processing grievances and arbitrations
- Access to Occupational Health and Safety Specialists, such as the *Injured Workers Assistance Program (IWAP)*
- Negotiation of Collective Agreements, including Pension and other benefits such as Childcare and Tuition Support
- Union Representatives, who are your advocates and speak on your behalf, including at Return to Work Meetings
- Education Programs to train Union Representatives and Health and Safety Committee Members
- Negotiation of Memorandum of Agreements, Minutes of Settlement, etc.
- Negotiation of projects such as Job Evaluation and Pay Equity

It pays to belong to Local 2010 and 2010-01!

First of all, your Union dues are tax deductible, so the income tax you have to pay is reduced. But aside from this advantage, national studies of compensation (wage and benefit costs combined) show that the average Union member earns three times more than the average non-Union worker in Canada. The services outlined here provide you with a brief overview of how your dues are spent. **Local 2010 and 2010-01** members receive valuable direct and indirect services from highly skilled, experienced, and professional staff. Your Local is dedicated to providing the highest level of service to its members in the most cost-effective way possible.

Working With a Union Contract

vs

Working Non-Union

Below is a list of general advantages enjoyed by an employee working under a Union contract:

- **Contract** – A legal document that defines hours of work, wages, and other conditions of employment; it establishes procedures for the resolution of disputes.
- **Wages** – Union wages, negotiated with your Employer, are guaranteed and spelled out in your contract.
- **Seniority** – Used to determine, among other things, the layoff procedure, vacation and holiday scheduling, and job competitions for equally qualified members.
- **Discipline** – Termination for just cause only, and in most cases there are steps of progressive discipline.
- **Grievances** – The contract provides a structured procedure for handling disputes in the workplace that are in violation of that contract.
- **Arbitration** – The contract provides for arbitration of grievances, when appropriate, at the Union's expense, not yours.
- **Health/Welfare/Pension** – Benefits are negotiated by the Union with Employer contributions to premiums.
- **Vacations** – Paid vacation is negotiated according to your length of service with the Employer.
- **Holidays** – Holidays above and beyond legal holidays (e.g. Christmas, Canada Day, etc.) with pay are negotiated by the Union.
- **Sick Leave** – There is paid sick leave negotiated by the Union for all Local 2010 members.
- **Leaves of Absence/Parental Leaves** – There are negotiated leaves that go beyond laws (e.g. some with salary top-ups and with return to work guarantees).
- **Layoffs** – Access to paid advanced notice, redeployment rights, and enhanced severance in excess of the law.
- **Protection** – One of the best aspects of being a Union member is the dignity and respect that comes with having a voice in your workplace!

- **Contract** – There is no contract. The Employer's rules and policies may be changed at the Employer's discretion or whim.
- **Wages** – The Employer sets the wages. The law requires payment of minimum wage under certain conditions.
- **Seniority** – It's the Employer's choice whether or not to use seniority.
- **Discipline** – YOU'RE FIRED...The Employer makes the decision of discipline at will.
- **Grievances** – The Employer may provide an "open door" policy to discuss disputes, but the employee often finds the door has been shut and locked.
- **Arbitration** – Any legal action brought by an employee against an Employer must be paid for by the employee.
- **Health/Welfare/Pension** – Not required under law. It's the Employer's decision.
- **Vacations** – There are some basic legal rights to vacation, but typically vacations are given, paid or unpaid, at the Employer's whim.
- **Holidays** – The Employer must observe certain holidays by law, but is not obligated to pay the employee for these holidays.
- **Sick Leave** – Sick leave is paid at the Employer's discretion.
- **Leaves of Absence/Parental Leaves** – The Employer must grant only those leaves mandated by law and only under strict guidelines (e.g. potentially no top-ups).
- **Layoff** – There is no protection for long-term workers. In fact, sometimes layoffs start with long-term, higher-paid workers.
- **Protection** – NONE.

Workplace Safety & Insurance Board

Most employers are required by law to be registered with WSIB. The fewer claims that are reported, the lower the associated costs for coverage!

There are many different types of injuries that may be covered by WSIB. These include:

- Sudden onset injuries, such as a slip or a fall;
- Gradual onset injuries, such as repetitive strain injuries like carpal tunnel syndrome or back injuries;
- Recurring injuries, such as a flare up of an original injury upon returning to work;
- Secondary conditions, such as stomach issues that arise from medications prescribed to treat a work related injury.

Reporting an Injury to WSIB

There are four forms that are used to report an injury to WSIB and it is important to understand **who is responsible** for completing each form. Additional forms may be required to assess.

Form 6 – to be completed by the EMPLOYEE. Although it is important to report incidents as soon as they happen, an employee will lose the rights to their claim of compensation if it is not filed within six (6) months from the date of occurrence.

Form 7 – to be completed by the EMPLOYER. The Employer is legally obligated to report an incident to WSIB within three (3) days of the incident.

Form 8 – to be completed by the attending physician.

FAF – Functional Abilities Form is to be completed by your physician.

This is required in the determination of both the abilities and restrictions that may be present for the safe return to work of an employee.

IWAP (Injured Workers Assistance Program/WSIB Assistance) – An operational USW affiliation, not required by the constitution. Per capita detail is \$0.50 per member per month, all expenses approved by the membership.

You Should Know...

- An employee has six (6) months from the date of the incident to file a claim for compensation
- An Employer has three (3) days to report from the date of the incident
- You will need to keep accurate records
- You will need to be compliant with providing information which may include medical assessments
- Should your claim be denied, you have six (6) months from the date of the denial letter in which to appeal your claim
- It is recommended that you discuss work-related injuries and WSIB claims with your Union as soon as possible

WHAT SHOULD I DO IF I AM HURT AT WORK?

1. Seek medical attention immediately!
2. Report the incident/accident to your immediate supervisor.
3. Fill out an accident report form. Ask for a copy of the form and for it to be sent to the employer.
4. If you seek medical attention, (First Aid is not medical attention), you are required to report the accident to WSIB.
5. Advise the treating physician that the accident happened at work.
6. Fill out a WSIB Form 6, which is located at www.wsib.on.ca.
7. Advise your Health and Safety Executive Officer by emailing them at: contact@usw2010.ca.





If you are interested in volunteering as a Union Representative or on a committee (Health & Safety, Next Gen, or Women of Steel), please visit our website or email us at: contact@usw2010.ca.

5 ways unions work for you

1. Collective Bargaining Works!

When we bargain collectively, we gain parity with our Employer because we remove the Employer's ability to divide workers by making them compete against each other for wages. When we join together and speak as one, we deliver a clear message as to what our needs are. We can identify what affects all workers in the workplace and can raise issues that affect us today and will affect us tomorrow.

2. Unions Stand Up for Fairness!

Unions not only stand up for the rights of their members, but they stand up for the rights of all Canadians! Unions have defended the Canadian Charter of Rights, civil rights, women's rights, and the rights of the LGBTQ. Only when people stand together collectively can we move forward.

3. Gain Benefits for all Workers!

When unions bargain gains for their workers, they raise the bar for everyone. Private employers have no choice but to raise their wages and benefits in order to remain attractive to workers.

4. Unions Work for People Everywhere!

Union members are workers in hospitals and schools, we protect your drinking water, fix the roads you drive on, look after the elderly and run community programs in arenas, libraries and community centers...We are there for every part of your life.

5. Union Members Build Ontario Communities!

We live in the same communities that you do. We coach your kids at soccer, we volunteer at food banks, and we are at animal shelters and on crisis lines. Our Union wages are put back into the community when we eat at restaurants and shop locally. This keeps our neighbourhoods healthy and encourages businesses to open and stay open.

