

Report of the National Vice President – CEIU Ontario
NATIONAL EXECUTIVE MEETING
March – October, 2018

The beginning of this year we elected our new Ontario Council members, including a new position, the Ontario Representative for Women's issues.

Collectively the Ontario Council has been very diligent in improving our communications with our members and I would like to thank them for all the hard work we've accomplished. We have been and will continue to distribute our meeting minutes and information to Local Executives as timely as possible.

Based on the September membership report, CEIU has 17,855 members across Canada; of these, 4,914 are Ontario CEIU members spread out across 44 locals.

With 102 Service Canada Centres in Ontario, 37 of these are staffed by only one or two Citizen Services Officers (CSO). We have highlighted to management on numerous occasions the health and safety concerns for CSO's who are working alone in remote offices. Some of these members are regularly deprived of their break entitlements because there weren't any other employees to relieve them for breaks or lunch and then there are the personal safety concerns with no other employees around should one of our members be in danger or experience a medical emergency.

I am very thankful to the dedication and activism of our members, Local Executives & District and Departmental Representatives who have helped us throughout the year to bring members' concerns and workplace issues to our attention. Our Union is strong because of members' involvement, volunteerism and contributions.

Attending local membership meetings has always been one of my priorities as these are excellent opportunities to meet members at different locals, and hear about their workplace issues directly.

It is invigorating to see new activists getting involved during these visits. Some locals who haven't had local representatives for years have elected new executives as they appreciate the value of having local representation.

I firmly believe that empowering our members is of the utmost necessity. I want to ensure that new executives are given access to basic union training sessions to enable them to function efficiently and to be able to assist and advocate for our members.

Besides local visits, there are other avenues to bring our members together to network, exchange experiences and have fun learning together. This year Ontario has eight (8) conferences/training:

- The Ontario Women's Conference & Training in June;
- The Eastern District Conference in September;
- The Ontario Human Rights/Race Relations Conference & Training in September;
- The Southwest District Conference in October;
- The Ontario Presidents Conference & training in November;
- The Toronto District Conference being planned for later in November;
- The Northern District Conference being planned for early December;
- The Ontario Women's training being planned for 15th. December;

In addition, Ontario has 7 regional standing committees who each have a meeting at least once per year: Health, Safety & Security Committee; Women's Committee; Differently Abled Committee; First Nations, Inuit & Métis Committee; LGBTT2Q; Racially Visible Action Committee; and the newly formed Front-End Workers & Outreach Committee.

This is the first committee to have ever been formed for front end workers. The Front-End Workers & Outreach Committee members had their first meeting in late May and provided valuable insights into the challenges and struggles faced by our Front-End workers.

Kudos to the Ontario ESDC Representative, Brother Denis Roy, for leading the formation of this committee. The committee has now elected their Committee Chair and formed their mandates and action plans from here onwards.

Issues that have been brought to regional management's attention include but are not limited to:

1. Phoenix pay issues;
2. Health & Safety and the Security of our Front-End members who are working at remote Service Canada Centers with bare minimum staffing and zero security protections;
3. Security measures for our members working at IRCC and Service Canada Centers across Canada;
4. Front-End members being forced to work overtime without sufficient notification;

5. The impact of the employer's rigid work hour regime on the work/life balance of Front-End members;
6. Temporary Foreign Workers (TFW) program Integrity Service Investigators being required to travel to remote farms/employer premises to conduct on-site investigations alone and without sufficient security measures nor being provided any training on how to defend themselves should they encounter a hostile situation;
7. Workplace Violence & Security issues for all our members

"It is in your hands, to make a better world for all who live in it."

~Nelson Mandela

In Solidarity,

Nicole Ma

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