



Canada Employment and Immigration Union  
Syndicat de l'Emploi et de l'Immigration du Canada

(By Email: [graham.flack@hrsdc-rhdcc.gc.ca](mailto:graham.flack@hrsdc-rhdcc.gc.ca))

July 17, 2019

Graham Flack  
Deputy Minister, Employment and Social Development Canada (ESDC)  
140 Promenade du Portage  
Gatineau, Québec K1A 0J9

**RE: Phoenix Compensation Email - ESDC**

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Good afternoon Mr. Flack,

We are writing you today on behalf of the over 17,000 members of the Canada Employment and Immigration Union (CEIU) employed at Service Canada, a component of the Public Service Alliance of Canada (PSAC).

Yesterday, Service Canada sent a message to its employees on behalf of Treasury Board regarding Phoenix compensation. In the email, details of an agreement reached between other unions and Treasury Board were shared.

With reference to our union, included in this message was a comment stating that the government is "open...to extending this agreement to PSAC at any time." We are unclear on why you felt this was an appropriate message to send to your employees, the vast majority of which are unionized by CEIU. CEIU/PSAC is currently determining the appropriate channels of recourse available to us during this period of collective bargaining in response to this egregious message.

However, as Service Canada felt fit to send this to its employees, our union wishes to respond to your shared communication. CEIU/PSAC members in overwhelming numbers rejected the offer from the government. We are not interested in being extended this agreement. Your employees have, in overwhelming numbers, been victims of Phoenix. We are sure you are aware, as we are, of your employees who have lost their homes. Who have had to return their vehicles. Lost temporary custody of their children. Could not afford necessary medication. Who have had to get second and third jobs because their employer has not been competent enough to pay them accurately or on time.

After destroying and impacting countless lives of its dedicated workforce, this government further insults its employees with a humiliating and offensive offer of a few days of vacation. Never mind actual financial compensation for victims who have not been appropriately compensated for their labour. Added to this, in a baffling move, Treasury Board is choosing not to renew the retention allowance of the beleaguered employees at the pay centre, jeopardizing progress on the Phoenix backlog.

The mental health and wellness of your employees has been irrevocably damaged. In response, you have chosen to add further insult to injury as you invite them to accept so much less than they deserve in response to the damage caused to them by their employer.

We are disheartened that you would choose to share this message with your employees, highlighting that executives will receive this compensation. We question the legality of such an action, but more importantly, we are saddened that the employer has chosen to shame and disrespect its already harmed staff by sending them this message.

The current offer on the table is far less than what our members deserve, and we will not be pressured into taking a bad deal. Our members deserve a cash settlement – and instead are only being offered a few days of leave. Our union will continue to seek all ranges of appropriate damage reparations, as a result of the failed implementation of a proper pay administration system.

We would urge you in the future to reconsider sharing this type of communication and instead focus on taking further concrete actions to rectify your employees pay problems.

Regards,



Eddy Bourque, National President



Crystal Warner, National Executive Vice-President

Cc: Gail Johnson, Assistant Deputy Minister, Human Resources Services Branch  
Peter Wallace, President of the Treasury Board  
Prime Minister's Office  
Chris Aylward, PSAC National President