



REPORT OF THE NATIONAL EXECUTIVE VICE-PRESIDENT TO THE NATIONAL EXECUTIVE DECEMBER 2021

National Executive, CEIU membership and CEIU staff,

I am pleased to begin my second term as your National Executive Vice-President. I want to thank the delegates at the 2021 CEIU National Convention, held in August, for re-electing me to serve the members of CEIU.

I would like to congratulate our National President, Eddy Bourque, for his re-election. Eddy and I will continue working in solidarity on behalf of the members of CEIU. I also wish to welcome the returning and new National Vice-Presidents (NVPs) to our National Executive.

In my capacity as NEVP, amongst other responsibilities, I am accountable for the day-to-day functions of CEIU, including the responsibility of administering the affairs of the union, staffing and the allocation of work amongst the majority of CEIU staff. Alongside the National President, I execute these roles with daily collaboration from the Director of Representation and Labour Relations, Guy Boulanger.

The National President has also assigned me with various portfolios. In this mandate, I oversee both the National Young Workers Committee, as well as the National Call Center Committee.

With our staff, aside from day-to-day managerial responsibilities, I serve as the employer co-chair of our staff health and safety committee, as well as our union/employer committees for Working from Home, and Employment Equity. I also take a leadership role in preparing CEIU for collective bargaining with our staff union, and am responsible for the development of

the majority of CEIU internal policies and procedures. Most recently, I drafted the telework agreements for our staff, as well the joint Employment Equity plan for CEIU.

As NEVP, I am also tasked with serving the members of CEIU at multiple tables. Along with the National President, I am a member of the National Labour Management Table at Service Canada, the Immigration and Refugee Board (IRB) and Immigration, Refugee and Citizenship Canada (IRCC). At Service Canada and IRCC, I serve as co-chair for the National Human Resources Union/Management Consultative Committees. I am also currently serving as the co-chair of our three departmental National Joint Employment Equity Committees.

With the responsibility of overseeing the majority of representation files at CEIU, I hold weekly and monthly bilats with the national heads of labour relations for our three departments.

At the PSAC, I attend meetings of the National Board of Directors (NBoD) as the technical advisor to our National President. I am a member of the NBoD sub-committee for Representation. I also represent CEIU at the PSAC ad-hoc committee for Call Centres and serve as a PSAC representative on the Joint Mental Health Task Force along with Treasury Board.

I am an active member of the New Democratic Party of Canada, and am occasionally asked to participate on behalf of organized labour in their consultations or initiatives. I occasionally write labour focused articles for the media, and am asked regularly to serve as a speaker on women's priorities within the labour movement.

I am also currently studying labour relations at Queens University, and taking French lessons to improve my verbal capacity in my third language.

CEIU NATIONAL OFFICE AND REGIONAL UNION OFFICES

CEIU staff continue to primarily telework as they have done since the start of the pandemic. A telework agreement has been drafted, and is currently under consultation with our staff union. Additionally, an Employment Equity Plan has been finalized, and will be formally adopted in the coming weeks as part of our Employment Equity Policy.

I am very proud of the months of work that it has taken to achieve these two ground-breaking initiatives at CEIU. Our policies are progressive, and labour focused. As a union employer, I am also thankful for the collaboration and co-development of these documents from our staff union, COPE 225.

In the coming year, my goals include the successful implementation of telework agreements for CEIU staff, the completion of a work force audit to further our Employment Equity Plan, and the introduction of annual performance agreements for our staff.

Special thanks must go to our Director of Representation and Labour Relations, Guy Boulanger for his expertise and sober second thought on many of our staff files, as well as to our amazing Executive Assistant, Gina Corbiere, for her exceptional support role.

I would like to thank all staff of CEIU, who serve our members well and without whom we could not fulfill our obligations and responsibilities.

EMPLOYER UPDATES

Aside from the vaccination protocols mentioned in the report of the National President, and in response to the known examples of racism and systemic discrimination at IRCC, CEIU is in the process of filing a policy grievance against their department. We will be issuing a survey to all IRCC employees, asking them to share their stories with our union, in hopes of strengthening our complaint and seeking justice for our members.

At the IRB, the merger of two divisions is imminent, and continue to consult the employer of the impacts on our members. The PM1 and PM6 job description exercise is nearing completion, and CEIU is satisfied with the level of consultation and consideration taken by management in working collaboratively to achieve jointly agreed upon job descriptions for these two positions. We look forward to a fair and transparent classification process as a next step, and will continue to advocate for our members.

At Service Canada, we continue our challenges on Administrative Investigations. Unfortunately, very few members have come forward willing to participate in a national policy grievance that could demonstrate systemic bias in the established system. Without these grievances, we are at a

stalemate in our ability to file more significant complaints against the department for systemic discrimination.

Regarding the front-end, a meeting was held with the national head of citizen services to address ongoing concerns for our members working through a pandemic. A formal request has again been made nationally for the employer to re-consider signage and ensure that clients are made aware that abuse in any form will not be tolerated in a Service Canada Centre.

Following a meeting of the National Call Centre Committee as well, a meeting has been requested with senior management to discuss the priority concerns of our members. Updates will be provided to the National Executive following this meeting.

In all three departments, we continue being consulted on the return to work plans, staffing and Duty to Accommodate (DTA). There are frustrations on multiple fronts with the lack of finalized plans for return to work, an abuse of unadvertised staffing processes, and a lack of knowledge from middle management when it comes to DTA's.

EMPLOYMENT EQUITY

CEIU was successful in our demand that Joint Employment Equity Committees (JEEC) be set up in all three departments in which CEIU members are employed.

At Service Canada, the Terms of Reference (ToR) have just been agreed to, and our first formal meeting will be in the new year. At IRCC, our first formal JEEC meeting was held last week. And at the IRB, we are still negotiating the ToR with our first meeting anticipated in January.

I wish to thank our NVP's for HR/RR and Women's, as well as our Employment Equity and Human Rights Officer, Allison Pilon, for their dedication and collaboration on the establishment and implementation of these three tables.

GRIEVANCES AND FILE MANAGMENT

Our Representation Coordinator, Luc Pomerleau, will provide an update to the National Executive later this week, with a summary report on the status of files at CEIU. However, I wish to emphasize the exceptional work done by CEIU staff over the past two years in working to eliminate our backlogged files, as well manage the Phoenix grievances. Ongoing strategies, including a workload ad-hoc committee between management and staff, as well as meetings with PSAC, are required in order to see an end to this legacy situation.

It was my privilege to co-author a document for our activists regarding the vaccination policies made by the employer. CEIU will continue to advocate for all members and ensure they receive the necessary support by our union.

ENGAGEMENT

Working with our Membership Engagement Officer, Ashley Petrin, our priorities have included a focus on engagement through telework, training on facilitation and mobilization, as well as negotiating certain files with management, such as the development of electronic union boards.

We have worked hard on the creation of the Local Officers Handbook, and I encourage members of the NE and any activists reading this to review the handbook and provide Ashley with any feedback.

Ashley and I also work to oversee CEIU's participation in the PSAC campaign on contracting out of call centre work.

STAFFING

We have been very busy at CEIU with staffing. This work, along with the development of new staff policies, has taken up the vast majority of our time at CEIU. The NUR interview process was overhauled – work that took several weeks to accomplish and help ensure that we are hiring the best possible candidates for our members.

I am pleased to welcome new NURs in BC/YT, in the Prairies, the Atlantic, and soon to NCR and Ontario. As well, staffing is taking place for our Political Communications Officer, and in the new year, for a second Membership Engagement Officer.

CLOSING REMARKS

It is my ongoing privilege to represent the members as their NEVP. As we head into the PSAC Convention, and get closer to a 'new normal' in the workplace for our members, it is important that we do not forget to take time for ourselves and ensure that our wellness is also our priority. Thank you, to the members of CEIU, for your activism, your advocacy, and the generosity of your time.

In Solidarity,

Crystal Warner
CEIU National Executive Vice-President