

## **CEIU Ontario Eastern District Report, 2021**

2021 saw a continuation of the struggles of 2020 with some improvements in communication and organization as we settle into the long-term implications of virtual working. Areas for improvement remain, such as locating best practices for proactive engagement with the membership and administrating the local remotely.

### **Local Virtual Meetings**

I attended two virtual meetings of Eastern Ontario Locals (outside Local 622). New names have come forward to claim leadership positions and I am happy to support any new or interested leaders in training and locating resources for self-learning. I have supported LUMCC meetings outside my local and have been received positively by management when I approach as an observer or intervener in LUMCCs to ensure worker concerns are heard and advanced.

### **The Ottawa Call Centre**

The Call Centre, stood up over the winter and spring 2021, presented a rare challenge. Over 240 new hires were transferred directly from the privatized 1-800 O CANADA, which changed service providers and departed Ottawa. These workers faced anti-union attacks during a failed unionization drive with the prior service provider. We recognized the importance of positive engagement with these. Three 1-hour orientation sessions were held in late summer to introduce union structure inside and outside the workplace.

Since this time, we have been working to integrate the Call Centre into Local 630, which represents Citizen Service Branch, some IRCC and various ESDC portfolio workers in Ottawa. In early November we held elections to add representation and leadership from the Call Centre to support the Local President. We will next move to establish a LUMCC.

### **Northern-Eastern District Conference**

D'Arcy & I agreed that the virtual conference environment is less effective in smaller groups and that together we could build a stronger learning opportunity. 12 delegates from 10 locals participated in Duty to Accommodate training (condensed) and received & discussed presentations on bargaining and practices for building a strong local.

### **Looking Ahead**

I am working with a community partner to support the delivery of sexual harassment in the workplace training for Locals 622, 628 & 620, and will engage Locals 507, 525 and 630 on the possibility of a similar event in their region.

As part of the continuing exercise to on-board Local 630 Ottawa Call Centre, I am exploring the possibility of proposal to transfer the local into CEIU National Capital Region. While this would remove the Local from Ontario Region activities, it may be in the best interest of ensuring effective training and representation support to the membership. I am still in the research stage, and feedback is welcome.

In Solidarity,

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