



CEIU Regional Union Office's 2021 Ontario Presidents' Conference Report

On behalf of the CEIU Ontario Regional Union Office, we would like to thank the local and regional representatives for their hard work and dedication to supporting the members of CEIU. Your commitment and consistent efforts to better the workplace, has positively impacted the support received within the Ontario region.

This year was challenging and unprecedented, however the persistent support from CEIU Ontario leadership has led to continued representation resources despite the storms of the virtual realities we all have had to face in today's "new normal". With the closure and reopening of ESDC, IRB and IRCC offices, the ever-changing work/life environments and impacts of the COVID-19 pandemic, CEIU Ontario stood together in solidarity to advocate for equality, equity, solidarity, and respect. Together, we continue to work for employment stability and the protection of our members, regardless of the hurdles that come our way.

This report will highlight the general trends and patterns identified in our region this past year. Our goal for 2021/2022 is to streamline communications, develop strength and capacity within the local executives and membership, provide technical advice on collective agreement and policy interpretations, duty to accommodate supports, so that the entire membership is better equipped at resolving workplace issues and being able to focus efforts on effecting change and leading influential and strategic campaigns central to CEIU members' needs.

Phoenix Update

Our members continue to file grievances related to the failed Phoenix pay system. While resolution to their issues is slow going, we are finding that at the final level of the grievance process, ESDC, in particular, has been working diligently to resolve as many cases as possible. We continue to refer Phoenix pay grievances to the PSAC representation section to maintain pressure on Treasury Board to compensate our members for their pain and suffering. We encourage members impacted by Phoenix to submit PARs, requests for emergency salary advances if needed and to submit claims for out-of-pocket expenses, if applicable.



We remain in contact with the PSAC Representation Section and encourage you to follow the PSAC information pages closely on the subject of the [Phoenix Damages settlement](#).

[The FAQ: Phoenix damages compensation](#) information page is the most recent and up to date resource for members seeking detailed information on the settlement implementation process, covering subjects such as eligibility, effective dates, and how process works for all members whether they've filed grievances are all not. There is also section for retirees that should be highlighted; the decision on whether the damages payment will be taxed is currently being worked out. Information will be updated on this website, routinely. Please direct your members here as a key information resource.

We remain dedicated to assisting members in streamlining the process of addressing active Phoenix Pay issues as quickly as possible. In order to help us navigate through that, please direct your members visit the [PSAC FAQ](#) page if they have inquiries, and to sign up for the PSAC [list serve](#) so they can receive notifications as soon as information is posted.

Other Leave with Pay (699)

This paid leave was provided to members for situations that were not already covered by other types of leave, where employees are unable to report to work for reasons beyond their control.

In some cases, members were given "other leave with pay (699)" when they could not work remotely due to childcare or family care responsibilities. PSAC has filed a policy grievance against Treasury board due to the discriminatory changes to this leave, which forces our members to exhaust all other leave (including sick leave and vacation leave) prior to requesting "other leave with pay" for COVID-19 related reasons. PSAC presented their policy grievance in August 2021 and the hearing will continue in late November 2021.



Treasury Board's tightening of 699 leave provisions initially came in effect November 9, 2020, which resulted in us receiving an overwhelming increase in related grievances. On November 15, 2021, Treasury Board provided updates to 699 leave highlight the availability of this leave "under exceptional circumstances and for temporary usage, and only where existing provisions of the applicable collective agreement and/or terms and conditions of employment do not apply to the situation." The denial of 699 leave discriminates against marginalized and protected groups, as the revised policy disproportionately impacts women, people with disabilities and people with family obligations.

The CEIU Ontario RUO has received a lot of feedback and inquiries for support and worked in a timely manner to file grievances, offer guidance, and provide representation to members across all three departments (ESDC, IRB, IRCC). CEIU is committed to ensuring Ontario members continue to have the necessary support and leave with pay during the pandemic.

As has been conveyed through recent correspondence from your National Vice President's, Ontario in support of PSAC's Policy grievance to challenge Treasury Board's approach to leave 699, we want to hear from you and your members when and if this leave is denied.

Administrative Investigations

ESDC has conducted a national probe for administrative investigations in 2020 and 2021, resulting in a wide-scale review of Ontario members. The administrative investigations being conducted by ESDC has resulted in terminations and reviews of security clearances.

It is important that the RUO be advised when a member becomes aware that they are being investigated for unauthorized accesses, or any reason related to discipline or a review of their reliability status. It is equally important that they have local union representation during administrative investigation interviews.



We have seen numerous terminations where members have not had representation and have been adversely impacted as result. Without guidance and direction members may unknowingly engage in behavior during the disciplinary process –such as not being forthright to management representatives and investigators, acting defiantly or not showing remorse that has an adverse impact on them should they wish to pursue the grievance process to reverse a disciplinary decision, or in the least reduce the impact.

The Ontario RUO has developed a booklet which provides a detailed overview of both the Administrative Investigation and the Employer's Disciplinary processes. This resource guide will equip CEIU Ontario Local and Regional Representatives with the knowledge and tools required to assist CEIU members who have been served Notices of Administrative Investigations, or invitations to any disciplinary hearings or meetings. We want to ensure that members do their best to mitigate the discipline they receive and increase their chances of successful recourse should they face serious forms of discipline such as suspension without pay or termination.

SMSM-1102 (PSDC CR-04) Grievances at Service Canada (ESDC)

Please follow the link for updates related to [SMSM-1102](#).

For grievors who submitted a grievance in 2019, against unrecognized periods of service, written presentations will be submitted before the end of the year and an update will be provided by NUR Jessie Reis-Huggins to each grievor individually.

CEIU Ontario Regional & Local Executive Representatives Training

CEIU NURs have been tasked with updating and refreshing their training course offerings. The courses offered by CEIU focus largely on the PA Collective Agreement and the departments where our members work. Our objective is to help local representatives to further develop their skills and knowledge from a union perspective.



CEIU NURs have recently provided virtual training to CEIU Ontario activists on Discipline and Administrative Investigations, Grievance Handling, Local Administration, and Dealing with Management. We are pleased to see a diverse group of first-time activists participating in union training. A training plan is being developed by the NURs in collaboration with the Ontario NVP's for 2022, so stay tuned! If you require a specific training course, please contact your respective District Representatives and Regional National Vice-President's to advocate for learning supports to address gaps within the local level capacity.

Our Administrative Assistant – Eric Mallet

We would like to acknowledge the work of Brother Eric Mallet, the Administrative Assistant for CEIU Ontario Regional Union Office. Eric has smoothly transitioned into the position and provided incredible support to the NURs, CEIU Nation Vice Presidents, Ontario, CEIU Ontario Regional Council members along with the rest of the CEIU Ontario membership.

As a friendly reminder, please ensure that Eric receives:

- a copy of your AGM minutes
- any executive changes
- all relevant documentation when grievances are transmitted to Level 2 (Grievance Presentation Form, first level Grievance Reply, L2 Transmittal form (all forms should have signatures from all parties) along with any arguments and substantiating documentation presented by the local representatives at L1 of the grievance process)

A quick reference guide for members has been added as an appendix to this update to save you all time and easily relay the information to the members of your local executives.



Thank You

In closing, we would like to thank the CEIU Ontario membership and leadership for their patience, cooperation, and support during the significant changes to the CEIU Ontario RUO. Given all the changes within our region, we remain dedicated to the Ontario CEIU members who are the heart of the organization. We remain fully committed to supporting your locals to fight for better working conditions. Our focus is to strengthen the local executives, so they have the tools and resources required to support such a large and influential region of activists.

We are very excited to continue working with and providing representation supports to you in 2021/2022. Your stewardship and dedication to your members is unparalleled as without you, we wouldn't be here.

In Solidarity,

The CEIU Ontario Regional Union Office staff

Jessie Reis-Huggins (NUR) reishugginsj@ceiu-seic.ca

Brad Stoodley (NUR) stoodlyb@ceiu-seic.ca

Amit Tandon (NUR) tandona@ceiu-seic.ca

Eric Mallet (Admin. Assistant) Mallet@ceiu-seic.ca / oninfo@ceiu-seic.ca



CEIU Ontario Regional Presidents' Conference 2021
Ontario Regional Union Office Process Update

On behalf of the Ontario Regional Union Office, we'd like to thank you for your hard work and dedication to CEIU. Your efforts in organizing the Locals has a positive impact on how we are able to manage grievances and maintain an effective level of service and support throughout the region.

As we continued to navigate through constant changes through our work environment, we would like to provide clarification on how the distribution of work is handled at the RUO and how requests for support are addressed at the office.

In order to ensure that there is a continued level of service for all members contacting the RUO for support in the Grievance handling process, grievances and local executive related inquiries are managed on a first come first serve basis. Members contacting the RUO will now be assigned to the first National Union Representative available to assist. Please visit the CEIU National Website for the most up to date contact information for the CEU Ontario Regional Union Office Staff: https://www.ceiu-seic.ca/contact_regional_union_offices

In order to ensure a smooth transition, we kindly ask Local Executives to be as proactive as possible: whenever there is an issue, inquiry or if something is unclear, please contact the Ontario Regional Union Office by:

TELEPHONE: 1-855-271-3848 (Toll-Free)

E-MAIL: oninfo@ceiu-seic.ca

Please share the following quick reference sheets with your Local Executive Members and Stewards to help keep the lines of communication open and the grievance process standard across the region!



**CEIU Ontario, Local Steward Quick Reference Guide
for Information Exchange & L1 Grievance Handling**

HAVE UPDATES? Please keep the CEIU Ontario Regional Office in the loop!

- **Meetings**, When is your local having their (Annual) General Meeting? Let us know, please!
- **Minutes**, Please copy the RUO ADMIN (Mallete@ceiu-seic.ca / oninfo@ceiu-seic.ca) when you send your meetings minutes & financials to National Office Finance Admin Assistant Kimberly Smith
 - **(Note this year's deadline: March 1, 2022).**
- **Local Bylaws and Regulations** Please send your local's Bylaws and Regulations to the RUO ADMIN when they are updated!
- **Executives** If your executive changes, even temporarily, please let the CEIU Ontario Regional Administrative Assistant know. They will ensure the database is updated. This information is used by both CEIU and PSAC.
- Please provide:
 - A current list of **Stewards** whom we rely on for Grievance Documentation and who provide support and assistance to members in the workplace. Please include home email addresses.
 - A current list of **Executives** that attend regular **Health & Safety** meetings and the minutes from these meetings.
 - A current list of the **Local Executives** including their signed Declarations of Office that include contact information and work location.
- **Contact Information** The union keeps track of home address, email, and phone numbers for all members. An email to the RUO ADMIN either by an executive member, or from the member directly is all it takes to update this (for both CEIU and PSAC.)
- **Grievances** when grievances are filed at the first level, even though the RUO is not representing at this level. The Ontario Bi-laws require that a **copy of the signed grievance and the first level reply is sent to the RUO. From CEIU Regulation 14:**
 4. When the grievance has been submitted by the member and has been signed as having been received by the management representative, one copy will be sent to the Regional Union Office, as determined by each region.
 5. Upon receiving a reply to the grievance at the first level, one copy of the reply will be forwarded to the Regional Union Office.



CEIU Ontario Quick Reference Sheet Grievance Documentation & Timelines

When a grievance has been denied at L1, a L2 Transmittal form should be signed and submitted back to the employer within 10 business days.

When signatures are received the RUO should be sent copies and a notification of the Transmittal ASAP!

To the best of your ability please be sure to include:

- Grievance Form** if not previously sent under Reg 14 that is signed and dated by the grievor, union representative and manager/supervisor;
- Transmittal Form** signed and dated by the grievor, union representative and manager/supervisor;
- Decision/Reply** issued at previous level of the grievance process;
- Facts** set out in chronological order;
- Arguments** presented by local **union** representative. A PSAC *Steward Fact-Sheet* may be used for this purpose;
- Arguments** presented by the *employer* during the hearing which may be relevant;
- List of **witnesses** and their contact information, if applicable;
- Copy of any and all **documents relevant to the case**, including evidence; and,
- Copy of any relevant **policies, regulations, or memorandums** from the employer, or even **jurisprudence** if used, and if applicable.
- Notice of Administrative Investigation/Disciplinary Hearing or Meeting/Disciplinary Decision/Rejection on Probation or Non-Renewal of Term Contract
 - These situations are time sensitive and will require a consult, if a member reaches out, please connect with all the relevant documentation, relevant dates and or deadlines. We will follow up to provide assistance and support.

All related updates should be sent to oninfo@ceiu-seic.ca and Grievance Forms can be found on the CEIU National Website: <https://www.ceiu-seic.ca/ceiufoms>

The 2022 PSAC calendars will soon be available. To order calendars please contact your regional PSAC office: 1-800-354-9086 (Thunder Bay: (807) 345-8442) or visit: <http://psacunion.ca/regional-office-contact-information>