

REPORT TO MEMBERSHIP 2010



Ontario's Health Care &
Community Services Union



What are members saying about SEIU?

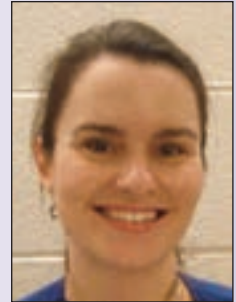
“ With no union, employers could cut wages to \$10 an hour if they wanted to. I am lucky to be represented by SEIU.”

Juan Vasquez
SEIU Member



“ SEIU is about patients. We want a union that focuses on the health and wellness of patients.”

Danielle Cody
SEIU Member



“ SEIU has given me job security. I have been a member of SEIU for 10 years. I know their strengths.”

Yolanda Mocella
SEIU Member



“ SEIU has been around here for a long time. SEIU is my union and I am proud of it.”

Diane Moniz
SEIU Member

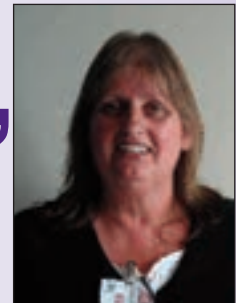


HIGHLIGHTS

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“ SEIU cares about our members and they work hard. I like the way SEIU handles grievances.”

Pat Disher
SEIU Member



“ SEIU stood up for me.”

Joe Benevento
SEIU Member



It Is All About The Members

Whether it is hospital, long-term care, home care or community services members, our Local's entire operation is now fully aligned to meet the unique needs of our members in those key sectors.

SEIU Local 1 Canada reorganized itself, joining the energies and expertise of Servicing and Organizing into one coordinated department.

The result is we can better address the needs of our members, as well as support unorganized workers to form unions in their workplaces. It also means while SEIU is raising employment standards in our existing workplaces, we can turn up the heat across whole sectors by helping unorganized workers raise standards at their own places of work.

Add to that the combined energies, sector expertise, and professional skills that our Servicing and Organizing teams bring together, and you'll see – together we are unstoppable!

Newly-formed sector Councils are also now tackling the special needs of nursing homes, retirement homes, home care, and community services members, in addition to hospital workers and their Hospital Workers Council.

Within the Councils, our Local's servicing reps and organizers, researchers, communications specialists and government relations staff are brought together to address the challenges of their respective members.

Add to those innovations the Member Resource Centre, which opened in May. This centre has enabled us to give members immediate assistance that is easily accessible by phone. There has been nothing short of a revolution in our union.

In part, this transformation has been evolutionary. The process began after six regional Locals merged in 2004. It gained momentum after the founding of the RPN Division in 2007 and Hospital Workers Council in 2008, and to a lesser degree from recent events, such as a union raid on our hospitals in the summer of 2009.



All of these changes combined have been for one purpose: to strengthen our union, improve services to our members, and assist unorganized workers to unionize – so we all can win fairer wages, better benefits and establish higher standards of care and safety for our patients and clients.

That is what I have been saying throughout 2009 'it is all about the members.'

There is more to do. Central bargaining for hospital workers is moving toward arbitration as we enter 2010. Central bargaining nursing homes will begin contract talks in early next year. Bargaining proposals and a conference are currently being prepared. Educationals are also scheduled for SEIU members on topics like health and safety, steward training, grievance handling, return-to-work, leadership, negotiating with management, and much more.

The stage has been set, sisters and brothers. 2010 will be a year our members will never forget!

A handwritten signature in black ink, appearing to read 'Sharleen Stewart'.

Sharleen Stewart,
President, SEIU Local 1 Canada

Your Member Dues at Work

Our Local faced some big challenges in 2009; challenges that have made us stronger and ready to move into 2010 with the determination and conviction to put SEIU at the forefront of the labour movement.

As your Secretary Treasurer, I can report our union's financial resources are safe and secure. They have been put to excellent use protecting our members' rights, educating members, bargaining new contracts, mediating and arbitrating members' grievances, campaigning publicly and lobbying government for better regulations and legislation.

We utilized resources to improve our members' working conditions, made our workplaces safer, and raised the standards of care our members provide everyday on the job.

We continue to allocate funds to organizing both internally to educate members about the union they belong to, as well as external organizing to help workers without representation or a voice to join our SEIU family.

On top of all that, SEIU Local 1 Canada has realized the Executive Board's goal, which was strongly endorsed by members at our last convention, to buy SEIU a home-of-our-own where members and SEIU staff can work, learn, and take pride in. In 2010, SEIU Local 1 Canada will be moving into new premises in Richmond Hill, Ontario. This is a milestone, a dream, a vision of stability and strength that SEIU members have been working hard to attain for many years.

2010 will also bring many challenges. With hospital deficits not being funded, new legisla-

tion for our nursing homes that set no standard for hands-on-care, with the return of competitive bidding in home care, and the challenges of reduced funding in the community sector, SEIU will continue our lobbying efforts to preserve our public services and improve security for members.

In 2010, I look forward to leading our Local in a campaign to lobby and educate members on pay equity. We have already laid the groundwork to make 2010 SEIU's Year of Pay Equity. SEIU's commitment, along with our Pay Equity Committee, is to fight hard to ensure that pay equity law is upheld. We fought for these gains in the 1990s when the government recognized the value of work done by women. We must ensure that these gains are maintained and no job falls behind again.

Our Local's success at the bargaining table for Canadian Red Cross members earlier this year was hard-fought. They were truly fighting for all home care workers in Ontario. They went on a 4-week rotating strike to show that they were "Invisible No More!"

Government and home care agencies have got the message. SEIU will continue the fight to have home care workers recognized and respected as a vital part of the health care system.

I know that 2010 is going to be a year full of milestones just like 2009, and I will continue to work diligently and strive for justice for all!



Cathy Carroll
Secretary Treasurer, SEIU Local 1 Canada



Winning at Work

Negotiating with Strength

The year 2009 was another strong year for our members.

We advocated for better terms in over 20 arbitration hearings this year. In addition, 15 cases were resolved prior to a hearing, including two first collective agreements. A unit's first collective agreement is usually the most difficult to attain. We acknowledge and thank the very difficult task that our members have in achieving a first collective agreement – each word needs to be negotiated and it involves countless hours at the bargaining table.

An interesting fact about this year's arbitrations was that most of them were argued against retirement homes. The Local has faced stiff resistance from large retirement corporations whose main goal is to boost profits at the expense of their employees.

The good news in this struggle was that SEIU was successful in most of the awards. Arbitrators recognized that our members should be treated in line with our industry standards.

Your pensions are in better financial health than they were last year. Investment losses incurred during the late 2008 were regained much to the relief of our members, especially those nearing retirement age. Our members deserve an excellent pension they can count on! SEIU will be working on pension reform at the federal and provincial levels to ensure that our pension promise can be delivered to our members not only in the immediate future but for many years to come.

In 2010 I will have had the honour and privilege of having been an SEIU member on

staff for 32 years. During this time I feel that we have made significant gains in all our sectors. As we increase member density in each sector and gain bargaining strength, we will continue to translate these membership gains into achievements for our members in critical areas affecting their working lives. We continue to benefit from our decision in 2004 to merge six regional locals into one province-wide body, SEIU Local 1 Canada. We are Stronger Together.

I thank all of our staff for their continued efforts in meeting the needs of our membership. Whether it's securing the best terms and conditions of employment, or working through interest arbitration, our staff have done an excellent job in enforcing our rights in the workplace. Our staff will

continue to monitor our members' working conditions and will fight encroachments on your collective agreement with grievances if necessary.

The volunteer work our stewards have done for our members on the front lines at each workplace should be recognized by our membership. We have over 700 activists in Local 1 Canada who have given countless hours to protect our membership and their work is to be commended.

Our Executive Board members from each region have provided superb oversight and accountability by guiding and improving SEIU Local 1's operations and finances for our members.



Marcelle Goldenberg

Executive Vice-President, SEIU Local 1 Canada



Changing Ontario for the Better

Making a *Difference*

SEIU Endorses Horwath for Ontario NDP leader

What happens when Ontario's top health care union endorses Andrea Horwath for the leadership of the Ontario NDP over her three competitors? She WINS! This demonstrates the power and strength of SEIU, one of the most innovative unions in Ontario.

SEIU Executive Board hosted the Ontario NDP leadership candidates to a debate. After deliberation and a vote by the board, Andrea Horwath was officially endorsed by SEIU Local 1 Canada on February 10, 2009. Horwath's leadership is excellent news for SEIU members and all workers in Ontario.



SEIU President Sharleen Stewart congratulating Andrea Horwath



SEIU's Home Care Committee

PSWs and Home Care Scores Victories

The Home Care Committee had a very busy year!

First, they supported Red Cross home care workers when they went on a rotating strike during the Spring of 2009.

What was the result? Red Cross workers won travel time, which was a huge step in the right direction for all home care workers in Ontario. Yet there is more to be done.

Second, the committee voted in November to explore the possibility of expanding the scope and number of members in the Committee. Instead of fighting for Personal Support Workers (PSWs) who only work in Home Care, the committee will assess the benefits of becoming a champion for all PSWs in home care, nursing and retirement homes, and hospitals.

This committee is looking to the future and positioning itself to be a leader for all PSWs!

SEIU Committees Having an Impact

Health & Safety

SEIU's Health and Safety Committee, along with SEIU's 350 workplace Joint Health and Safety Committee (JHSC) reps continue to work together to ensure the proper implementation of Ontario's new safety needle regulations in our workplaces. SEIU was instrumental in lobbying the Ontario government to create regulations to protect health care sector workers from needlestick and medical sharps injuries.

The H&S Committee is now turning its sights toward protecting members from life-threatening bacteria, and other workplace hazards.

The committee is developing possible programs for SEIU's JHSC reps to educate and inform members of the steps needed to protect themselves and co-workers against these dangerous workplace hazards.

The committee also voted to hold health and safety workshops across Ontario in 2010 to inform JHSC reps on best practices for health and safety inspections and compliance.

Paramedics

SEIU's paramedics are exploring whether to support a proposed College of Paramedicine.

SEIU's Provincial Paramedic Committee members are actively involved with government regulators, the Ontario Paramedic Association, sending representatives to Paramedicine 2009 and other events, and meeting with sister union counterparts.

A college is intended to set standards for paramedics, but may also create another level of bureaucracy paramedics would have to deal with. A decision is expected in 2010.



Members on SEIU's Human Rights Committee

Human Rights Committee

The Human Rights Committee monitors and coordinates union programs and initiatives that focus on racial and ethnic discrimination, economic equality, rights for the physically challenged, and rights for the gay and lesbian communities.

The committee supported Stop the Violence youth festival, Caribana and Pride parades in Ontario. Go to pages 8-9 for more information.

Women's Committee

The Women's Committee is committed to winning, protecting and promoting women's equality rights, whether in our workplaces, communities or overseas.



SEIU's Women's Committee

SEIU: Ontario's Human Rights Champion

Celebrating Ontario's **COLOURS**



Hundreds turned out to support SEIU in Caribana 2009 in Toronto, including Federal NDP leader Jack Layton

Fun in the Sun at Caribana

Hundreds of SEIU members, along with their friends and family, came to the Caribana parade in Toronto to march, dance, jump up and have fun in the warm and sunny weather to celebrate Afro-Caribbean culture.

The SEIU parade float was joined by an African drum band whose rhythmic beats

could be heard over the cheers of the parade spectators. It gave the parade marchers good reason to dance all the way to the finish line!

An impressive list of political stars marched with SEIU's Caribana float in Toronto on August 1. Federal NDP leader Jack Layton, his wife and MP Olivia Chow, and Ontario NDP leader Andrea Horwath joined SEIU to dance and groove to SEIU's African drum beat.

Fighting Discrimination in Style across Ontario



SEIU members using their 'semi-automatic' squirt guns to cool down the crowd at the Pride Parade in Toronto

Standing Proud @ Pride in Ontario

SEIU members, family and friends turned out in full force to march in Toronto's Pride Parade on June 28.

"SEIU has a proud history of fighting workplace discrimination against ethnic, racial and religious minorities, women, or people in the gay, lesbian, bisexual or transgendered communities," said SEIU's parade float coordinator Barry Smith.

Marching in pride enabled SEIU to send its message to over a million people. That's why big unions, such as the Steelworkers, CUPE, OPSEU and other labour unions, supported Pride.

Stop the Violence!

Nearly 6,000 people from all across the GTA turned out for the Stop the Violence hip-hop festival on June 1-7 in Toronto.

Stop the Violence, sponsored by SEIU, combined hip-hop, entertainment, and education to motivate urban youth to avoid poverty and gangs, and move towards career employment, education and inner personal strength.

The event kicked off with a press conference, followed by rap-fests, breakdancing



contests, graffiti art and other performances.

The next stop was City Hall where an interactive panel, which included internationally-known hip-hop artist KRS-1, discussed problems and solutions affecting urban youth.

The event moved on to Tropicana Square in Scarborough where KRS-1 spoke and performed for hundreds of enthusiastic youth, followed by performances from numerous rap artists.

"The young people who came to this event felt it helped change and bring focus into their lives," said Dustin Hill, one of the event's organizers.



Local 1 Canada



Local
Member
Centre
1-877-SEIU

The Member Resource Centre is helping SEIU's hospital members. The Member Resource Centre is open Monday to Friday, 9:00am to 5:00pm. We are adding longer hours, and also have bilingual staff who can help members. Our union is diverse and we aim to help all our members!

Lights, camera,
ACTION!

opened in May 2009 and started members. What a success! Now the is open to all SEIU's members in and community services. Call it up if question! We're here to help. It's 100 a.m. to 4:30 p.m. We will be so hope to be adding representa- in many different languages. Your to provide excellent service to all



Nursing Homes SEIU's Largest Sector

Let's get ready to **BARGAIN!**

SEIU: Ontario's nursing home union of choice

SEIU delivers results for nursing home employees. The union fought and won employee pensions, campaigns for 3.5 hours of care per-resident per-day, and is helping reduce workplace violence. The Local represents over 20,000 nursing home workers and is one of the largest nursing home unions in the province.

Nursing Home bargaining begins in February

2010 is going to be an extraordinary year for SEIU members who work in nursing homes. About half of all SEIU nursing home contracts will be up for renegotiation. SEIU Local 1 Canada has already been preparing bargaining proposals for 'central bargaining' nursing homes as well as for individual nursing home bargaining units. Some of the issues that will be brought to the bargaining table include job security, scheduling, staffing levels, and resident care.

Nursing home members' concerns are being heard. SEIU's bargaining surveys have been distributed (and are available at www.seiulocal1.org). SEIU's Bargaining Committee, made up of nursing home members, executive officers and SEIU nursing home

sector staff, will analyze the results and integrate them into the final bargaining proposals. This is your chance for your voice to be heard. Be on the lookout for a better contract in 2010!



SEIU Hospitals 60 Years of History



Hospital Workers Council Bargaining Committee

SEIU's Stickin' to its GUNS

SEIU fights for new hospital contract

SEIU Local 1 Canada and the Ontario Hospital Association (OHA) went head-to-head at the bargaining table this fall to negotiate a new contract for thousands of hospital workers throughout Ontario. Even though the OHA demanded big concessions, SEIU stuck to its bargaining goals to ensure existing standards in job security, wages, health benefits, and health & safety standards were kept in the contract.

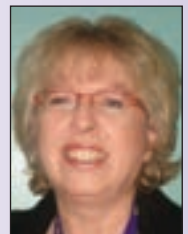
One of the key strengths in SEIU's contract that the OHA wanted to weaken was "10:01 Staff Planning" language. This clause requires hospitals to consult SEIU before they decide to outsource jobs to private contractors. No other union has this kind of provision to protect affected workers.

As bargaining continues in 2010, SEIU continues to address the issues that are important

to clerical and service workers, RPNs and part-time workers. The Hospital Workers Council Bargaining Committee will not give up on what matters most to hospital members. SEIU has been well prepared for negotiations. Members attended hospital training and bargaining conferences, and completed detailed bargaining surveys. The Committee is not backing down.

Negotiations will now proceed to arbitration in 2010.

“ Outsourcing is a huge issue for clerical and service workers. In my hospital, we already have an agency that can step into our jobs, get paid half the wage, receive no benefits, and has no experience in our hospital. ”



Nancy Barrett
Humber River Regional Hospital
Toronto

Home Care Workers in Action



Canadian Red Cross home care workers on a rotating strike in Timmins in April

An action-packed year in **HOME CARE**

Red Cross Strike wins travel time

Red Cross home care workers walked off the job for more than a month to win travel time. After one month of rotating strike action, Red Cross workers attained their goal - travel time.

Most home care workers do not get paid while they are travelling from one client to another. This sometimes means a 45-minute drive with no pay. If sales professionals are paid while they are travelling, why shouldn't home care workers? This hard-fought deal will add to the pressure on other home care

agencies to start paying their employees travel time as well.

Running on Empty Campaign

SEIU's Running on Empty campaign, launched in the winter of 2009, used a combination of TV ads, billboards, radio spots and the internet to draw public attention to the challenges home care workers faced while working on the job. The advertising blitz was so successful that SEIU is planning to revamp the campaign with an even greater focus on Ontario's home care sector.

Community Services A New Era



An SEIU rally at Massey Centre for Women, a teen counselling centre in Toronto

Taking Community Services to the Next Level

Working in the community services sector is not an easy job. Many times management will ask their employees to work more hours for little in return. Funding is unstable and fluctuates every year. Most of the money comes from private donations and government financial support is usually small.

SEIU is developing a strategic plan to tackle these problems head-on in 2010.

Turning a New Page

SEIU has created a new Community Care Council that will help generate a new, energetic approach for community services

SEIU's goal is to
increase government
funding for
community services

members. The Council will launch a comprehensive political action program that will service members better, build union density in the sector, and place pressure on the government to provide more financial support for the community services sector.

The Council will also focus on substantially improving collective agreements. Unlike hospitals or nursing homes, community services collective agreements

differ greatly from one another.

The goal of the Council is to help standardize collective agreements to ensure all SEIU members enjoy the same wages, benefits and working conditions across the board.

Community service's focus on healing the mind is just as important as health care's focus on the body. It's about time the government started to recognize it.

Retirement Homes Moving in a New Direction

Closing the GAP



An organizing drive at a retirement home

What's the difference between nursing home and retirement home employees?

Answer: Very little. Retirement home staff work just as hard, hold the same kind of responsibilities, and work just as many hours as nursing home workers. Yet they receive less pay and benefits than employees in a nursing home.

This will change!

Demands on retirement home workers have increased substantially over the past 10 years. In the past, seniors with serious health issues would move into a nursing home. Today, with nursing homes filled to capacity, growing numbers are taking up residence in retirement homes, and retirement home staff are increasingly expected to look after residents who have Alzheimer's and other forms of dementia, cancer and other serious illnesses.

SEIU is taking action

SEIU created a new Long-Term Care Council that will address the disparity between nursing and retirement home workers.

This council will take action on:

Closing the pay & benefits gap between nursing and retirement home members.

Organizing new workers in retirement homes to add additional power at the bargaining table.

Creating a central bargaining committee to bargain collectively with many SEIU retirement homes rather than individual homes. We are Stronger Together!

All of these steps will help pave the way for a new and much improved working environment for retirement home workers across the province.

SEIU is GROWING!

Organizing to Win

Strong Growth Rates in 2009

SEIU Local 1 Canada's membership numbers skyrocketed over the past two years. According to Statistics Canada, SEIU grew by nearly 6.8 percent last year. That is faster than Canadian Union of Public Employees (CUPE), which grew by 3.8 percent. The Public Service Alliance of Canada (PSAC), another public sector union, increased by 4 percent. SEIU also beat the private sector Labourers International Union of North America (LIUNA), who posted a 5.6 percent increase. For several years in a row, SEIU is one of the fastest growing unions in Canada.

That's because SEIU is an Organizing Union. It invests time and energy into empowering unorganized workers to form unions in their workplaces. That is because more members equals more power at the bargaining table – and what we want for ourselves, we want for all!

The rapidly growing home care sector is an example. Home care workers are paid low wages, enjoy few benefits, and are poorly compensated for professional expenses. So, many are looking for SEIU's support.

SEIU aims to ensure every health care worker has the right to collective bargaining.

RNs
choose
SEIU!

SEIU
wins vote
by 100%

94%
vote to join
SEIU!

160
employees at
Victorian Order
of Nurses join
SEIU



SEIU at an organizing rally

SEIU Canada Supports Local 1

Building SEIU's Reputation

SSEIU Canada is having a greater impact on provincial affairs than ever before. With the leadership of International Vice-President Sharleen Stewart, the national office has helped educate the public about issues that are important to SEIU members.

SEIU is talking and the media is listening. SEIU Canada helped Local 1 Canada obtain a large amount of press coverage in 2009. SEIU told Local 1 Canada's side of the story during the Red Cross home care strike - and the press listened.

Our national office publicized a major health care scandal in the fall of 2009. Senior executives at Mount Sinai Hospital in Toronto jumped to the front of the line to receive their H1N1 vaccinations.

Meanwhile, hundreds of front line health care workers at Mount Sinai had not received a shot yet! It made the 6:00 news on the CBC, CTV, CityPulse 24 and other TV net-

works across Canada. The Toronto Star, the National Post, the Montreal Gazette and many other prominent newspapers also covered the story.

SEIU is helping to shape our health care debate. SEIU has greater access to politicians at Queen's Park. SEIU discovered home care workers were not on the priority list to receive their H1N1 vaccinations. With the help of the NDP, Dalton McGuinty's government reversed course in a heartbeat!

Organizing. SEIU launched a large advertising campaign encouraging home care workers to form a union. Result: Hundreds of home care workers have joined SEIU this year. SEIU Canada helped Local 1 Canada become the largest

home care union in the province.

SEIU Canada will continue its outreach efforts to ensure SEIU becomes a household name. In time, the public will recognize SEIU as a leading voice on health care in Ontario.



Jacob Leibovitch, Executive Director, SEIU Canada

Be Prepared. Be Insured.



CRITICAL ILLNESS INSURANCE



The power to prepare for the future is in your hands

When a critical illness strikes you can be left feeling powerless and vulnerable. The statistics speak for themselves...

- 70,000 Canadians will suffer a heart attack this year.*
- 145,000 Canadians are diagnosed with cancer annually.**
- 40,000 Canadians suffer a stroke each year.*

Be prepared with Union Savings Critical Illness Insurance. With advances in medical technology and healthier lifestyles, Canadians are now surviving critical illnesses that at one time had poor chances of survival. 80% of hospitalized heart patients survive and an equal percentage of stroke patients survive the initial event. The bad news is, survival is more expensive than you may think.

A critical illness shouldn't leave you powerless!

Critical Illness Insurance helps with expenses so you can focus on recovery.

Recovery times can be long and expenses, medical and otherwise, can easily add up to thousands of dollars. Union Savings Critical Illness Insurance pays you a lump sum cash benefit that you can use any way you see fit, such as:

- Cover medical expenses not covered by your provincial health plan
- Make required modifications to your home
- Supplement lost income
- Pay for required home care and transportation
- Keep up with bills, pension payments, etc.
- Pay for required dependent care

That's why putting Critical Illness Insurance in place now is such a wise decision.

Applying for Union Savings Critical Illness Insurance is simple with only a few medical questions asked and no medical examinations required. Call today, toll-free, at 1-877-534-3655, or locally from the Toronto area at 416-313-4977, or visit the Union Savings website at www.unionsavings.ca.

*Heart and Stroke Foundation, 2004.

**National Cancer Institute of Canada: Canadian Cancer Statistics, 2004.

Union Savings Critical Illness Insurance is underwritten by ACE INA Life Insurance (ACE Life)



ace life

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