



Newspaper of the
Conseil provincial
des affaires sociales

CANADIAN UNION
OF PUBLIC EMPLOYEES

VOLUME 24 N°3
November 2011

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2011-2012 Calendar

- Status of Women” thematic day
Loews Le Concorde in Québec
December 6
- General Council
Loews Le Concorde in Québec
December 7-8
- General Council
Hôtel Mortagne in Boucherville
February 1-2
- General Council
Hôtel Sandman in Longueuil
April 4-5
- CPAS Convention
Hôtel Le Noranda in Rouyn-Noranda
June 12-13-14
- General Council
Hôtel Le Noranda in Rouyn-Noranda
June 15



The Review

Resounding Victory at Montreal Chinese Hospital

By Sylvain Lemieux

THE WORKERS AT MONTREAL CHINESE HOSPITAL HAVE SUCCEEDED IN SHOWING CEO ANTHONY SHAO THE DOOR. THE OFFICIAL LINE, HOWEVER, WAS THAT HE RETIRED. NONETHELESS, WHAT MATTERS IS THAT THAT HE HAS LEFT, AND THAT EMPLOYEES KNOW THAT HE HAD NO CHOICE IN THE MATTER.

The saga began on January 13, 2011. A non-unionized worker appears at an executive meeting of officers from Local 4490 (representing beneficiary attendants, maintenance workers, cooks, food technicians, administrative officers and others) and announces that Mr. Shao is on the verge of granting his secretary a substantial raise by having her jump some echelons without valid reason, in violation of the main principles of Bill 100.

It is important to note that Mr. Shao had been at his position since 2001 and that decisions made during his tenure had rubbed many people the wrong way. He earned a bad reputation through his unfair decisions, incompetent management style, autocratic, and even despotic, leadership, culture of secrecy, and unwillingness to resolve labour disputes.

The unjustified salary increase is the last straw. On January 19 of this year, Mr. Shao meet with employees to try to convince them that his actions were above board, even becoming aggressive at times in his arguments. His efforts are in vain because after the meeting, 123 employees (out of a total of 210) sign a petition calling for his resignation. The petition was then completed and submitted to the Board of Directors in a matter of two days!

Following the petition and a barrage of questions from workers, five members of the Board are asked to form a special committee to evaluate Mr. Shao’s work performance. The committee then decide to appoint an inspector, but given the lack of transparency surrounding the investigation, employees refuse to get on board and approve it.

On February 18, still at an impasse, union representatives and managers write to David Levine, CEO of the Montréal health and social services agency, to request a meeting and as well as the Agency’s intervention in the matter. The letter states that several complaints had been made in regard to Mr. Shao’s inappropriate conduct toward employees and that employees had turned to the Hospital’s Board of

TO BE CONTINUED ON PAGE 3



On March 1, employees expresss their discontent by holding a demonstration outside the Hospital

A word from the President

By Marco Lutfy



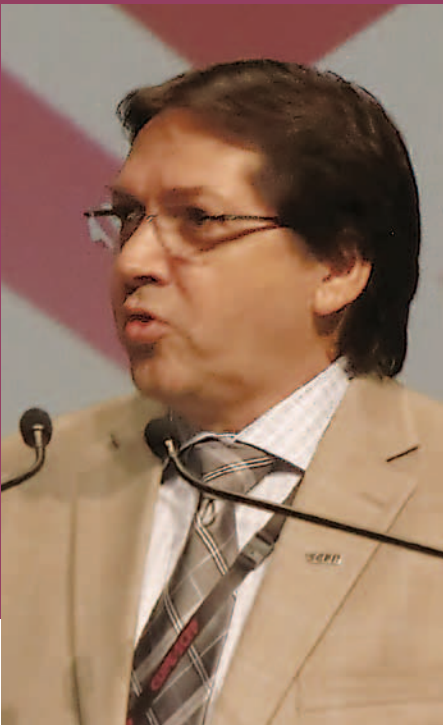
Thanks for everything, Claude

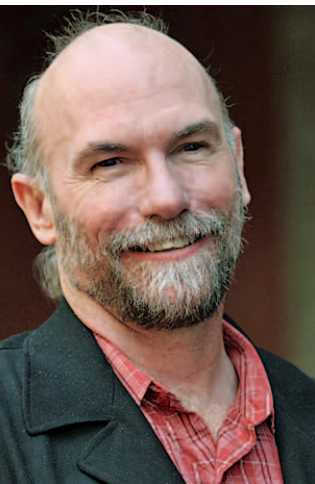
With sweaty palms and a racing heart, I approached the microphone for the very first time.

As a newly elected occupational health and safety officer, here was my opportunity to converse with CUPE’s occupational health and safety head honcho.

That individual, who shall remain nameless, had just wrapped up a speech on joint occupational health and safety committees. I happened to have a question that was mainly union business and only somewhat off topic. So I asked it.

TOBECONTINUED
ON PAGE 3





A Word from the Secretary General

By Michel Jolin

Masters in our own house... but for how long?

The Harper government, aided by its provincial counterparts, including the Jean Charest government, is secretly negotiating the Comprehensive Economic and Trade Agreement (CETA) with representatives of the European Union. Why aren't we allowed to know what the provinces are proposing?

Because the Agreement will

- Threaten our democracy by favouring the rights of businesses
- Promote the privatization of drinking water and wastewater treatment in Canada
- Threaten the creation of local jobs and «buy local» policies
- Jump up the cost of prescription drugs by at least \$2.8 billion per year
- Allow big business to circumvent or contest environmental regulations if they limit profits

- Favour the transition of common goods into private profits

Furthermore, secrecy is the best guarantee of the Agreement's success.

The large European corporations want what we have to offer; in fact, they plainly want to get their hands on our common goods. Are you ready to let them help themselves to your portion? I doubt it.

Together, let's block the Agreement. Sign the online petition at: <https://www.assnat.qc.ca/fr/exprimez-votre-opinion/petition/Petition-2129/index.html>

You can also access the link on our Web site at www.cpas.scfp.qc.ca.

United We Stand!

The September 21-22 General Council

By Michel Jolin

THE SEPTEMBER 21-22 GENERAL COUNCIL HAD A FULL AGENDA OF PRESENTATIONS AND ELECTIONS.

Pierre-Guy Sylvestre, research representative, spoke on three very important topics: the committee on specialized workers, private-public partnerships (PPPs) and the Comprehensive Economic and Trade Agreement (CETA).

Representative Gilles Murphy explained how to calculate the cost of our prescription insurance. The delegates received a document illustrating the process.

Lucie Marchand, Local 2304, Martine Roy, Local 2825, and Francine Lamothe, political officer in the Employment Evaluation Committee, explained the Pay Equity Act, pay equity maintenance, the Sectoral Committee and Provincial Committee on jobs, and salary relativity.

As this meeting was a General Council, delegates were elected to various committees: Louis Huard, Local 5436, was elected to the Insurance Committee; Éric Mailhot, Local 4475, to the Employment Evaluation Committee; and Christian Videaud, Local 3247, to the Committee on Specialized Workers, along with Stéphane Allard, Local 3300.

As always, your union representatives can provide further information on any of the above events.

Three delegates announced that they were attending their last General Council: Lucie Marchand, Locals 1810 and 2304, Julien Picard, Local 1751, and Benoit Guilbeault, Local 1878. We wish them a happy and well-deserved retirement!



Benoit Guilbeault, Lucie Marchand and Julien Picard at their last General Council

HSSAs

By the Class 2 Paratechnical, Auxiliary Services and Trades Personnel Committee: Danie Bouchard, Local 1108, Centre hospitalier universitaire de Québec, Gaétan Champagne, Local 311, CSSS de Rouyn-Noranda, Nathalie Olivier, Political Representative and Berthold Gagnon, Union Representative

Q: What on earth is an HSSA? A: A health and social services aide, formerly called family aide. An HSSA belongs to the Class II Paratechnical, Auxiliary Services and Trades Personnel job class of the Conseil provincial des affaires sociales (CPAS).

HSSA personnel perform a type of work that often goes unheralded. The CPAS decided to examine their situation by organizing round tables during a General Council meeting to find solutions to their problems.

Workplace health and safety is not a simple matter for HSSAs. They continually work in different environments; in fact, the work environment is their main problem, whether their duties are performed inside or outside the client's home.

An HSSA's indoor work environment is usually very confined. Rooms and bathrooms are too small for practicing Moving Patients Safety Principles (MPSP). HSSAs say that it is often quite an adventure to gain access to clients' homes in winter (icy or snowy stairs and balconies). This leads to another problem: the CSST will not recognize work accidents that occur before the worker has seen her or his first client.

Training is practically non-existent. Workers feel isolated.

Annual MPSP training would be important. Recall lists and other news could be transmitted as information capsules. Regular training would be the best defence against work accidents.



Members of the Category 2 Committee: Danie Bouchard, Gaétan Champagne and Nathalie Olivier

Many other solutions were proposed that would greatly contribute to improving workplace health and safety for these workers:

- Appropriate equipment
- Working in pairs

For further information on the proceedings of the round tables, go to www.cpas.scfp.qc.ca and click on «Comité de la Catégorie 2.»

The delegates also discussed the following subjects :

- Workload
- Worker shortages
- Work schedules
- Training
- Independent workers
- Recognition
- Travel
- Professional support

One of the goals of the Class II Committee is to find solutions to the problems experienced by workers in this job class, and to raise their visibility and make more people aware of what they do.

BUDGET DEFICITS AND CARE OF THE ELDERLY

By Karine Rainville

Most Quebecers are aware that the health and social services sector is chronically underfinanced. It is therefore no surprise that several health and social services centres (CSSS) are grappling with major budget deficits despite their legal obligation to adopt a balanced budget under the terms of the *Balanced Budget Act*. Unfortunately, this stipulation often conflicts with the CSSSs' mandate to provide quality services to their clients.

This conflict has been evident at the CSSS Cavendish, where, since early fall, primary care health workers have been not replaced when they go on vacation, take sick days or miss work due to an occupational injury. The administration says

it has to make cuts to two of the four long-term residential centres it administers, but has provided statistics to reassure us that these cuts will not affect services. Our members will simply have to work harder.

It is surprising that the cuts have come just a few short months after several beneficiary attendant positions were created in these long-term centres. Some of the monies that were to be used to expand services to a growing clientele are therefore being used to offset a budget deficit. The needs of clients and staff burnout are difficult to quantify through mathematical formulas. What's certain is that the CSSS's decision to cut hundreds of hours of care will have a major impact on its level of customer service.

I kid you not when I say that I don't remember the question. Unintentionally, I had struck a nerve with the head honcho, because after a short pause, he told everyone in the room how stupid my question was and how it went against all union doctrine. And the more he spoke, the angrier he became!

With the dignity of an expectant mother going into labour in public, I retreated to my seat while he continued his tirade...

Claude G n reux, then-CPAS President, stopped the head honcho in midstream and thanked him for his contribution. Then he laid down the microphone and walked straight to me and said, «Hi! Are you OK? What just happened makes absolutely no sense. Are you sure you're ok? I want you to know that we're not going to sweep this event under the carpet. We're going to discuss it later. I apologize for him; I don't know what got into him. Are you sure you're ok?»

After my many assurances, he finally returned to his seat, and the General Council resumed...

.....

Claude G n reux will always be remembered for carving his own path, from H pital Rivi re-des-Prairies employee all the way to CUPE National Secretary-Treasurer.

He will also always be remembered as the one who straightened out CUPE's finances in every way.

He will be remembered as a colourful humanistic speaker and teacher.

He knew how to explain things so that everybody understood and he was someone who spoke to the people.

«And he often spoke little too long,» some people might add.

I think they're just being reductive and jealous.

I, for one, will also remember him as a man close to the people.

Inspired and inspiring. A free thinker who wasn't afraid to get upset.

A man who knew how to channel his anger into constructive and highly contagious union action.

But above all, he was a man whose integrity steered him away from partisanship.

Thanks, Claude; thanks for everything.

WIDE-RANGING SURVEY OF MONTREAL MEMBERS

How Happy Are You at the CSSS?

By Guy Jolicoeur

AFTER MUCH EFFORT, THE FSSS-CSN, SQUEES, LOCAL 298 AND CUPE-QUEBEC HAVE JOINED TOGETHER TO CONDUCT A SURVEY OF MEMBERS WHO WORK IN THE MONTREAL CSSSS.

The survey was previously administered at the CSSS Ahuntsic-Montr  al-Nord, with the assistance of Angelo Soares, a management professor and researcher at the Universit   du Qu  bec    Montr  al. It found that the challenges experienced by our members there were related to the institution's management style.

Despite our efforts to reach out to all the unions, the FIIQ and the APTS have not joined in the investigation; nevertheless, we will continue with our plans to administer the survey throughout the fall.

Nearly 3,000 questionnaires – one for each member–will be sent to CUPE-Quebec's four social services Locals in the Montreal CSSSs, i.e. Lucille-Teasdale, Dorval-Lachine-Lasalle, Cavendish and St-L  onard-St-Michel. The aim of this broad investigation is to find out why union members have been unhappy since the CHSLDs merged with the CLSCs and some hospitals. Since 2005, the new organizational culture of the CSSSs has disturbed the staff's working methods, in addition to increasing their workload without substantially improving compensation. At the same time, the number of managers has increased, and they are enjoying better working conditions along with bonuses at the end of the year!

After six years, it's high time to take stock of management practices and their negative effects on employees' health and well-being. This is the reason behind the questionnaire, and we are asking as many of our members as possible to respond to it.

MONTREAL CHINESE HOSPITAL / FROM PAGE 1

Directors, but nothing had been resolved.

In response to the letter, Mr. Levine sends a mediator, Mr. Elbaz, to clarify the allegations against Mr. Shao. His report contains several recommendations.

According to several sources, the Chairperson of the board did not seem to be acting in good faith or to be taking the situation seriously. Nathalie Olivier, Vice-president of Local 4490, states that discussions frequently had to be restarted by e-mail because no progress was being made. Unions and their representatives (and even a representative of non-unionized workers) make several requests to meet with the members of the special committee to find out what their intentions were and how far their deliberations had come. Their requests are unanswered.

On March 1, employees express their discontent by holding a demonstration outside the Hospital at 189 Viger East.

In the meantime, Mr. Shao denies the union's allegations in the community's Chinese newspapers, saying that the union's statements are a fabrication, that he has managing the hospital properly and had even fulfilled every certification requirement (which is false and still remains to be done). Worse still, when local newspapers would come around to meet

with the union, Mr. Shao would tell them that the situation was settled and to drop the publication of their articles.

According to the members of the executive of Local 4490, the weeks and months of waiting were very long and emotionally taxing. «*Sometimes, we just felt like giving up*», admits Nathalie Olivier of Local 4490. No information was forthcoming. It was not until July that the first rumours began to circulate. At last, on August 18, union representatives are informed that the Board would be meeting to decide Mr. Shao's fate.

On September 5, the outcome is finally known. Workers are informed that Mr. Shao will be retiring officially on September 9.

This is a resounding victory not only for Local 4490, but also for all workers of the Montreal Chinese Hospital. The executive of CUPE Local 4490 would like to thank them for their involvement, as well the CPAS and other unions for their support, and all the union representatives for their assistance. It was in fact through its tenacity and the solidarity of its members that Local 4490 created a positive outcome to this story. Congratulations to all!

Additional reporting provided by CUPE-Quebec Information Service

A Great Loss for the CPAS

By Sylvain Lemieux

It was a painful announcement that Martin Doyon made during the most recent CPAS General Council on September 21. With great emotion, the past President of CUPE 3642, representing 49 Emergency Medical Dispatchers (EMDs), had come to tell us that he had lost the union allegiance vote by 1 ballot. The loss was foreseeable, though, since the EMDs are a minority in that group.

In response, all the union officers agreed that they would never forget the experience of having Local 3642 within the CPAS. In fact, the EMD group had been very active.

The EMDs started being in the public eye in November 2007, when they appeared on the TV program *Enqu  te*. At that time, they were in negotiations to sign their collective agreement. In order to obtain decent working conditions and

paycheques, Local 3642 was very pro-active. They started their campaign by creating a very moving video on the work they do each day.

They also dressed up as convicts, parading in front of City Hall and the Board of Directors of their institutions. They ran after Jean Charest during his electoral campaign. They decorated their institutions with some flashy stickers. Indeed, in a strong show of unity in support of eight activists who had been suspended, each of the 49 employees placed a sticker on their boss's door, demanding a work suspension as well.

At the end of this battle, the EMDs received a salary increase and better working conditions. These gains were hard won and very well deserved.

We would like to thank the workers of Local 3642 for their involvement. You are a wonderful example of solidarity and determination. We wish you the great future you deserve.



Martin Doyon and Maryse Gagnon, EMD

Amendments to occupational health and safety laws : a change for the better ?

By the Health and Safety Committee: David Giroux, Local 4628, Dominic Laforest, Local 4713, Karine Cabana, political officer, and Stéphane Paré, union representative

THE LAWS THAT PROTECT OUR WORKERS' HEALTH AND SAFETY WERE WRITTEN MORE THAN 30 YEARS AGO AND ARE IN DIRE NEED OF REVAMPING. SOME ASPECTS OF THESE LAWS HAVE CAUSED FRICTION AMONG THE PARTIES INVOLVED.

The Conseil du patronat has long contended that they are too restrictive for employers and too cost prohibitive for business development, while unions have complained about companies' laxness in implementing occupational safety measures and their tendency to misrepresent facts before the Commission des lésions professionnelles (CLP).

The widening gap between the parties led the Commission de la santé et de la sécurité du travail (CSST) to create the Camiré working group, a committee charged with recommending amendments to Québec's health and safety laws. The working group submitted its findings in early 2011 to the general disapproval of all the parties. A select committee was then formed to negotiate a compromise. It is important to note that these negotiations involved only the senior officials of the parties in question, and that the CSST's Board of Directors adopted its final recommendations without any consultations at the grassroots level. Consequently, CUPE-Quebec's Health and Safety Committee organized an emergency meeting on September 22, 2011 to discuss the matter. Many health and safety colleagues were against the proposed amendments. But what exactly are the issues? What types of changes were brought to the laws? We try to answer these questions here.

The amendments to the safety aspects of the law are positive. They may not be major changes, but they're a beginning. In all sectors, companies with more than 35 employees are required to have a joint health and safety committee. Employers that are proactive about safety may see their contributions to the CSST decrease. This financial lever might be a way to show employers that it pays to implement safety measures. What is less clear is how to assess employers' safety efforts.

On the other hand, workers made no gains in the revisions to the laws' rehabilitation stipulations, because the number of treatments paid by the CSST has been reduced. It would be incumbent on the medical evaluation bureau (BEM) to take a position in regard to these limitations. The new concepts of injury gravity could create confusion with the CLP.

The unions have a great deal of work ahead if they are to protect the rights and health of their workers. The gains in safety do not compensate for the losses in rehabilitation. With these amendments, are lawmakers aiming to change the purpose for which the law was originally promulgated, i.e. to repair workplace injuries while ensuring the protection of worker's current and future rights? We will continue to closely monitor this issue, because the health of our members is at stake!

CUPE NATIONAL CONVENTION An Unacceptable Assault on Public Services !

by Guy Jolicoeur

INVOKING THE LEGACY OF JACK LAYTON, THE DEPARTED LEADER OF THE NDP AND LEADER OF THE OFFICIAL OPPOSITION IN OTTAWA, NATIONAL CUPE ANNOUNCED THAT IT WOULD BE MOBILIZING ITS 615,000 MEMBERS TO BLOCK ALL ATTEMPTS TO REDUCE PUBLIC SERVICES THROUGH ANTI-UNION PROVINCIAL OR FEDERAL LAWS. THESE FIRM INTENTIONS WERE EXPRESSED BY PRESIDENT PAUL MOIST, WHO WAS RE-ELECTED BY ACCLAIM IN VANCOUVER DURING THE FIRST WEEK OF NOVEMBER.

Another sizeable challenge on the agenda was the Comprehensive Economic and Trade Agreement or CETA, which Canada is currently negotiating with the European Union. During the process, Canadian negotiators have caved in to the demands of European multinationals to bid on any provincial and even municipal contract. Underlying the despicable nature of secret negotiations in which the Canadian people have not had a voice, President Moist pointed the finger at Canadian Prime Minister Stephen Harper, saying the national leader is striving to redefine Canada by effecting a sea change in the values of Canadian society, through which the wealthiest 1% would receive privileges at the expense of the other 99%.

The Convention welcomed an array of speakers, including former Ambassador Stephen Lewis, Maude Barlow of the Council of Canadians, MP Olivia Chow, and Nycole Turmel, interim NDP leader in Ottawa. Each underscored CUPE's outstanding work and encouraged our organization to pursue our efforts not only with members but also with communities.

2011-2013 Strategic Directions

The discussions revolved mainly around the strategic plan for the next two years. Some delegates found that the document didn't go far enough, while others felt that too many resources were being spent. In terms of the health and social services sector, two main proposals stood out, one involving services for the elderly, and the other, the assault on social services.

Delegates from Ontario, British Columbia and Quebec agreed that it would be better to get together again to discuss how to defend our acquired rights as well as those of members who are especially isolated.

To this end, the Strategic Focus Committee suggested holding another convention in 2012 to discuss various topics, including the effect of work conditions on the mental and physical health of the 30,000 or so members working in this sector.

Some delegates also mentioned the incessant union raiding that has been going on in some Locals representing nurses from pro-employer nurses' associations in Ontario and British Columbia.

Re-elections

On a lighter note, five Vice-Presidents joined with the President in being re-elected for another two-year term. The Secretary-Treasurer position was voted on three times before a successor was found for Claude Gagné. This position will be filled by another Québec representative, Charles Fleury of the energy sector. The Québec

caucus appointed two regional Vice-Presidents, Secretary General Denis Bolduc and member Nathalie Stringer of the airline sector.

In closing, we gratefully acknowledge everyone's efforts to keep the debates civil. In fact, all the heckling was directed to only one person: Conservative Stephen Harper. Mr. Harper, it's game over!



Charles Fleury has succeeded Claude Gagné as CUPE's National Secretary-Treasurer. He is flanked by Paul Moist, who was acclaimed as President for another two-year term.



The Review

Newsletter published by the
Conseil provincial des affaires sociales (CPAS)

CPAS is the amalgamation of the Unions of the Health & Social Services Sector of the Canadian Union of Public Employees (FTQ)

President : Marco Lutfy

Secretary General : Michel Jolin

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Special contribution : the Category 2 Committee and the Health and Safety Committee

Copy Editor : Manon Pépin

Graphic Artist : Anne Brissette

Translator : Lorena Ermacora

Printers : Atelier Québécois Offset 1998 inc.

Printing : 9050 copies in French, 1 200 copies in English

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