

SHOP STEWARD MANUAL



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1 THE HISTORY OF UNIONS

Aristotle is often credited with the concept, “The whole is greater than the sum of its parts.” This is true for workers who chose to belong to a union. As a group of workers, unions negotiate collective agreements to improve their standard of living and working conditions, to achieve job security and fair treatment, and to give voice to the concerns and interests of the workers. Workers who band together have collective strength to better their rights and interests.

1.1 Unions Become Lawful: The Nine-Hour Movement

In 1872, workers organized protests across Canada in an attempt to secure shorter work days to 9 hours. At the height, the Toronto Typographical Union (TTU) Local 91 organized one such demonstration that grew to 10,000 marchers and began to strike at Toronto printers. Twenty-four members of the strike committee were arrested for conspiracy because trade union activity was considered illegal.

Sir John A. MacDonald granted the right to associate in trade unions as a means to embarrass his political rival, a prominent Toronto printer, and gain support from workers. Though the Toronto Printers Strike did not immediately lead to 9-hour work days, the Trade Union Act of 1872 legalized and protected union activity.

1.2 Union Recognition: The Winnipeg General Strike

The Winnipeg General Strike is the most well-known strike in Canadian history. In 1919, thirty thousand workers went on a general strike to fight for collective bargaining rights and better working conditions and wages. Pressured from the powerful elite, Ottawa intervened and ordered the RCMP to put a stop to the strike. Violence erupted resulting in 30 casualties and 1 death. This day became known as Black Saturday. Nevertheless, organized workers persisted for 25 years.

In 1944, prolonged labour unrest pressured William Mackenzie to use the War Measures Act to enact PC 1003. This emergency Order-in-Council legally recognized unions and forced employers to bargain in good faith. This was quickly adopted by provincial labour legislation and stands today throughout Canada.

1.3 Union Security: The Rand Formula

Soon after the Second World War, in 1945, management at the Windsor Ford plant challenged the closed shop rule (compelling all workers to belong to the union). In opposition to this challenge, the United Auto Workers went on a 99-day strike.

Justice Ivan Rand of the Supreme Court of Canada was charged with bringing an end to the strike through arbitration. In his ruling, a compromise between the competing interests was presented. It said workers must pay dues if they benefit from a collective agreement but they were not compelled to join the union. This is known as the Rand Formula and it ensured the security of labour unions across Canada.

2 CSU 52 - AN ORGANIZATION

2.1 The History of Your Union

THE BEGINNINGS

The Edmonton Civic Service Association was formed in 1909. The Association represented clerical, technical, and administrative employees of the City of Edmonton.

THE CHARTER

On April 15, 1918, the Association, now known as Civic Service Union 52 (CSU 52), affiliated with the National Union of Public Employees and received its Charter from the Trades and Labour Congress of Canada.

MERGERS

In 1963, the National Union of Public Employees and the National Union of Public Service Employees merged. The new organization was titled the Canadian Union of Public Employees (CUPE). CUPE National was the largest labour organization in Canada.

INDEPENDENCE

In 1969, due to a perceived decline in services provided, CSU 52 restored its self-servicing structure previously practiced and once again hired its own Business Agents (now Labour Relations Officers) and legal representation.

On March 7, 1978, motivated by concerns over the National office's interference in local political affairs, inadequate training programs, and lower per-capita tax payments by Eastern affiliates than Western affiliates, CSU 52 severed its affiliation with CUPE and has since remained as an independent union.

2.2 CSU 52 Today

BARGAINING UNITS

Your Union continues the tradition of championing quality municipal services in both public and private sectors. Currently, CSU 52 represents approximately 6,500 members from five bargaining units:

- Capital Power
- City of Edmonton
- Edmonton Public Library
- EPCOR
- TELUS World of Science - Edmonton

Our members are what have traditionally been referred to as 'inside workers'. We are technical, administrative, and professional workers but this list is just a glimpse into the diverse workers we represent.

PARTNERS & AFFILIATIONS

The Coalition of Edmonton Civic Unions (CECU) came together in October 1993. It was formed in response to the 1994 City budget that was calling for deep service cuts, which would have resulted in across-the-board layoffs affecting all four unions (UFCW Local 401 was not yet a CECU member). At the time, there was also an issue of whether union leaders could speak out without risking employer action.

In banding together, the unions asserted that we stand together as unions with common interests and that we demand fair treatment for all civic employees.

The CECU Liaison Representative, currently Liam Peuramaki, reports to each local President and conducts the day-to-day business for the organization.

In total, the CECU represents over 10,000 members from within five unions.



Civic Service Union 52 (CSU 52)

Representing technical, professional, administrative, and clerical workers (Capital Power, City of Edmonton, Edmonton Public Library, EPCOR and TELUS World of Science - Edmonton).



Amalgamated Transit Union Local 569 (ATU Local 569)

Representing bus drivers, light rail operators, maintenance and clerical personnel, and other transit and municipal employees (City of Edmonton and City of St. Albert).



Edmonton Fire Fighters' Union (IAFF Local 209)

Representing uniformed dispatchers, fire fighters, inspectors, investigators, mechanics, and support personnel (City of Edmonton).



International Brotherhood of Electrical Workers Local 1007 (IBEW Local 1007)

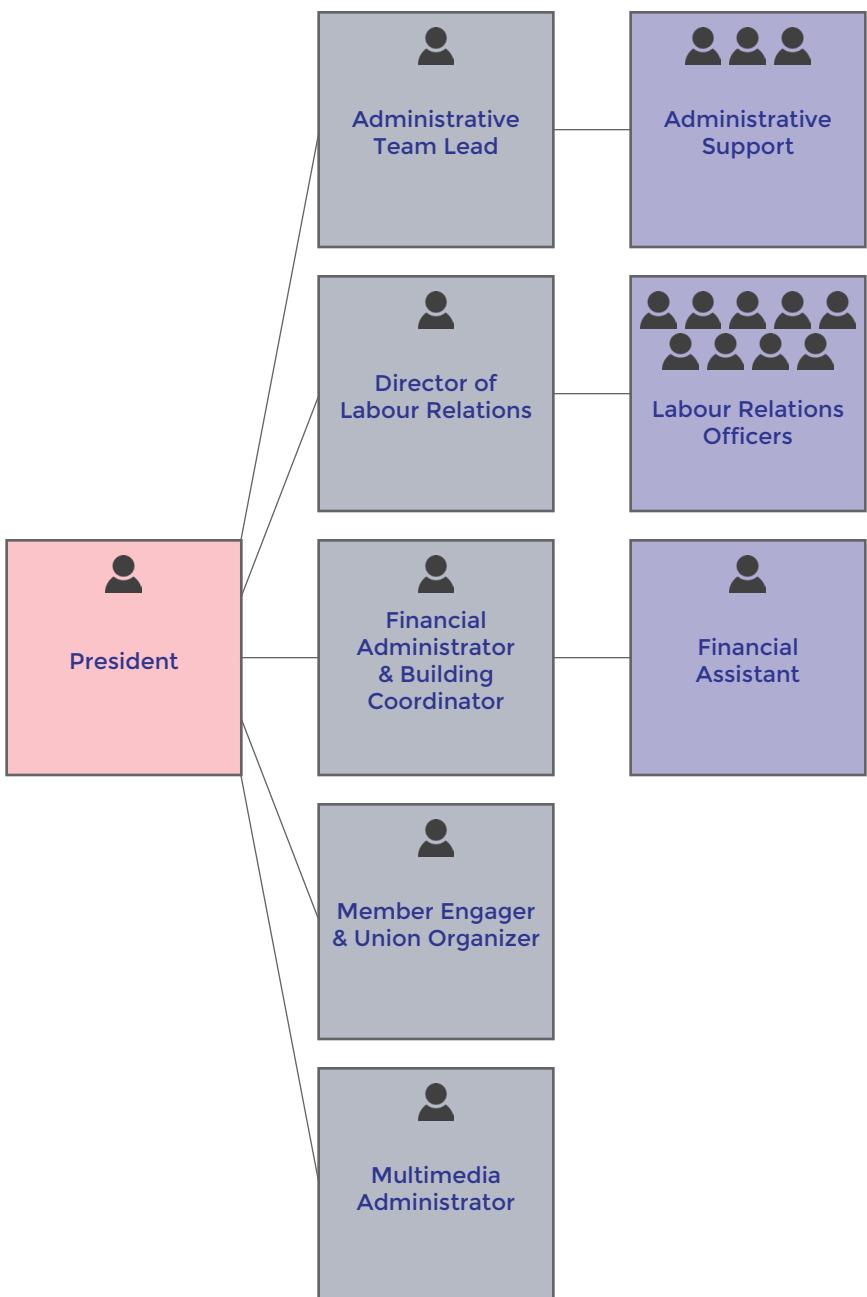
Representing electricians and a wide array of trades and non-trades workers (Building Trades of Alberta, Capital Power, City of Edmonton, Electrical Industry Training Centre, Employee Benefit Funds Administration, EPCOR, and more).



United Food and Commercial Workers Local 401 (UFCW Local 401)

Representing a wide array of workers mainly in the food industry (Maple Leaf Foods, Old Dutch Foods, Real Canadian Superstore, Safeway and Sobeys, just to name a few).

2.3 Union Office - Organizational Chart



3 THE ROLE OF SHOP STEWARD

As a duly elected representative, the Shop Steward is one of the most important positions in the Union. Members rely on their Shop Stewards for guidance and assistance in resolving workplace issues and problems. Shop Stewards are the first line of defense when the Collective Bargaining Agreement (CBA) is violated and grievances arise.

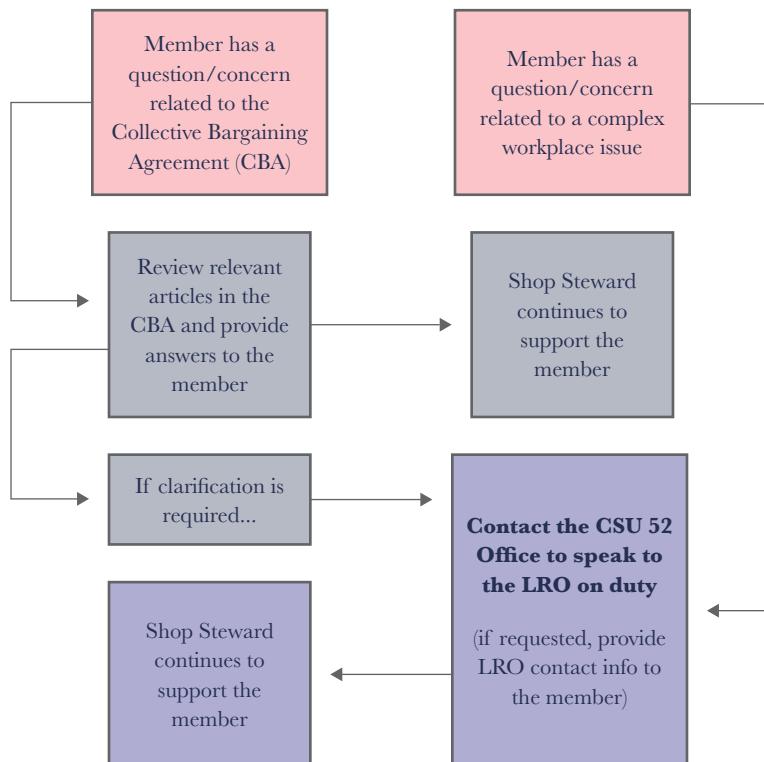
In addition, Shop Stewards have many other responsibilities including being a leader, educator, and organizer. The Shop Steward is integral to building solidarity by uniting and involving the membership.

The intent of this manual is to provide a basic introduction to the roles and responsibilities of the Union Shop Steward within CSU 52. The goal is to build a stronger Union through YOU!

3.1 The Shop Steward as a Representative

When disputes occur in the workplace, the Union works with and represents the member to resolve the issue. All CBAs have a dispute resolution process that both parties, union and employer, must adhere to. For CSU 52, most of the representative work performed on behalf of the member is conducted by the Labour Relations Officers (LROs).

Currently, CSU 52 has nine LROs to assist members in resolving their workplace disputes.



3.1.1 Assisting Labour Relations Officers

It is sometimes difficult for a Shop Steward to distinguish their role in representation because of the use of professional LROs. However, there are many important components where a Shop Steward can be helpful.

First, many disputes are a result of incomplete or inaccurate information. A Shop Steward can assist the member to find the applicable provision(s) within the CBA to accurately decide whether or not to contact a LRO. When in doubt, always seek the advice of a LRO who is well-versed in the administration and interpretation of the CBAs.

Second, Shop Stewards are the eyes and ears of the LROs. Monitoring and recording the conditions in the workplace are important tools that can be utilized during current and future dispute settlements. For this reason, accurate and timely note-taking is essential. You should always include the time and place, the nature of the report, and the names of any potential witnesses. A general rule of thumb is to think of your notes as legal documents, because they are. Create a record-keeping system that works for you, but do not use your work computer to keep these notes. If you need a notebook, contact the Union Office.

Occasionally, LROs are unavailable or have not been sufficiently notified, and the Shop Steward will be asked to fill in for a meeting. Examples are Discipline Meetings, Notice of Investigation Meetings, or Ad Hoc Meetings that could be called for any number of reasons. In this role, the Shop Steward is to listen to the proceedings and take copious notes. Wherever possible, quote the conversations verbatim in your notes. Do not be afraid to ask questions to clarify what is being communicated. Remember, when you are acting as a representative of the Union, you should consider yourself on equal footing with management. You are there to protect and defend the membership's rights and privileges, and to provide moral support for the members.

Similarly, a Shop Steward may be asked to sit on a Union Management Committee or a Joint Health & Safety Committee. The purpose of these committees is to collaborate and problem-solve relevant workplace issues. It is in this setting where you can bring up many problems you see or hear about. Some examples may be work scheduling, absenteeism, health and welfare, morale, production, safety problems, and training, to name a few. This process is solutions-oriented and dependent on a cooperative attitude. Often, many problems are resolved quickly and before escalation.

3.2 The Shop Steward as a Leader

Simply put, a leader is someone people follow. An effective union leader focuses on a vision of making a better tomorrow and is able to connect members to the shared values and interests. A good Shop Steward leads people to work together for a common goal. Here are a few tips to help you encourage, inspire, and motivate members.

ATTITUDE

Attitude is defined as a tendency to respond positively or negatively to a situation. Having a positive attitude is attractive to many. To serve as a role model, a Shop Steward should aim to be cooperative, committed, and patient.

TEMPERAMENT

A person's temperament refers to their demeanor and conduct. Set the example that others will follow. Be polite, sincere, supportive, and encouraging.

CHARACTER

People follow those they trust and respect. To build trust, a Shop Steward is credible, fair, and honest. To be respected, a Shop Steward is hard-working, knowledgeable, and reliable. Importantly, a Shop Steward honours diversity and equality.

ACTIVE LISTENING

One of the most powerful skills for a good Shop Steward is active listening. Rather than asking simple yes-or-no questions, try using open-ended questions that allow for a larger response. For example: "Can you tell me more about that?" While listening to the response, be sure to stay focused, to not interrupt, and to repeat back reflective or summarized statements. This improves understanding and allows for people to open up. Active listening brings people closer and builds trust.

3.3 The Shop Steward as an Organizer

Strength through solidarity is the bulwark against unfair, repressive, and unsafe workplaces. Union leaders must defend against dividing the membership and work earnestly for unity. An effective Shop Steward should demonstrate their dedication to the labour movement and strive to give the membership the sense of power that comes from collective action.

To do this, you need to create a community. A Shop Steward should develop teams by recruiting volunteers. Make the effort to meet new members. Consider approaching individuals, building workplace ties, persuading all to be card-carrying members, and then invite others to do the same. Your enthusiasm will be contagious. As you get to know the membership, build your list of contact information. When necessary, you will be able to lead and mobilize the whole in collective action.

3.4 The Shop Steward as an Educator

Often, the Shop Steward is the first and only point of contact members have with a union representative. For this reason, a central function of a Shop Steward is to educate members which is critical to building strength through solidarity.

First, it is important for the Shop Steward to be able to answer questions about the CBA, employer policies, labour law, and other important legislation. Second, the Shop Steward should be well-versed on union issues and the positions being taken. You should know when Union Meetings are being held, the status of contract negotiations, programs offered through the Union, and the work being done on committees. Your own attendance at Union Meetings is vital for you to stay on top of Union news.

Don't forget, you are not alone. Shop Stewards are not expected to be experts on everything. There are many staff and Union officials that are available to assist you when you are in doubt. There are many resources to access as well, such as the website, Facebook, and Twitter. Directing members to these resources is very helpful in educating members.

3.5 Expectations of the Shop Steward

3.5.1 Attendance at Meetings

The body of all stewards is the Shop Steward Assembly. The Assembly meets for two-hour Training Sessions five times a year. It is expected that Shop Stewards attend as many Training Sessions as possible.

Shop Steward Training Sessions are held at the Norwood Legion (11150 - 82 Street) with a scheduled start time of 5:30 p.m. on the 3rd Tuesday of the following months:

- **February**
- **March**
- **May**
- **September**
- **November**

Additionally, it is advisable to attend as many General Membership Meetings and Contractual Unit Meetings as possible to stay informed of Union business.

General Membership Meetings are held at the Norwood Legion (11150 - 82 Street), except the June meeting, with a scheduled start time of 5:30 p.m. on the following dates:

- 2nd Tuesday of **January** – Committee Elections
- 1st Tuesday of **April** – Voting of Bylaws Amendments
- 1st Tuesday of **June** (at the CSU 52 Office) – BBQ Dinner
- 1st Tuesday of **October** – Board of Directors Nominations Deadline
- 1st Tuesday of **December** – Christmas Dinner

Contractual Unit Meetings are held a minimum of two times a year by the respective Contractual Unit Director - dates, times and location are determined as meetings are planned.

3.5.2 Union Duties

Membership lists must be kept up to date. We want to make sure every member is represented and on a list. When managing your membership list, include the member's work location and work phone number. If a member no longer works in your area, please contact the Union Office and provide an update.

On your membership lists is a column for Union Cards. It is strongly encouraged that Shop Stewards strive for everyone to become card-carrying members. If you need the application form, the Union Office will send them to you. Also, members can apply directly from the Union website.

Shop Stewards are responsible to post Union information at the work location. If you do not have a bulletin board or designated location for postings, let the Union Office know so one can be installed. Notices to be posted are mailed out from the Union Office.

3.5.3 Rules to Follow

A Shop Steward has a specific role and purpose in the workplace but is still employed to do a job. Thus, it is a general principle for Shop Stewards to do Union business on their own time. It is commonly okay to post memos but to not get into lengthy conversations with other members. Do not send Union related emails during work hours – instead wait for coffee breaks. The work email belongs to the employer and they can check it at any time. Similarly, please do not print any Union documents from your work computer. If you need printing, please request the Union Office to fulfil these needs.

3.6 Chief Shop Steward

The Chief Shop Steward is elected from among the Shop Steward Assembly to take on additional roles and responsibilities. This important position is the epicentre of all communications from the members and from the Union Office.

First, the Chief Shop Steward acts as a hub for all other Shop Stewards and those members they represent. They encourage communication about workplace issues and conflicts. The Chief Shop Steward makes themselves available for questions and information. This information is used to structure the Training Sessions around issues arising. This could include best practices, policy review, or individual training workshops.

Second, the Chief Shop Steward sits on the Board of Directors. In this role, they represent the Shop Steward Assembly. They bring up items for the agenda or discussion that are pertinent to the issues and concerns arising from the Assembly.

Importantly, the Chief Shop Steward is responsible for leadership. This means encouraging all members to get involved, participate, and be active in Union activities and initiatives.

Finally, the Chief Shop Steward coordinates all other steward information, membership lists, and other activities in a centralized manner. They recruit Shop Stewards where one may be lacking or may need replacement.

As a Shop Steward, it is crucial that you work in tandem with the Chief Shop Steward. Keep them apprised of all your activities and information. Feel free to contact your Chief Shop Steward about anything you may need.

Visit our 'Contact Us' page on the CSU 52 website (<https://csu52.org>) for the most current contact information for Office Staff and the Board of Directors, including the Chief Shop Steward.

4 IT'S THE LAW

A Shop Steward needs to be aware of the various labour laws and other legislation. It is your job to communicate to members what their legal rights are and to advocate for members exercising their rights.

4.1 Duty of Fair Representation

The legislation that regulates union workplaces is the *Alberta Labour Relations Code*. Part of the law states a union must treat all members fairly and to act in good faith. Section 153(1) of the *Alberta Relations Code* reads:

"153(1) No trade union or person acting on behalf of a trade union shall deny an employee or former employee who is or was in the bargaining unit the right to be fairly represented by the trade union with respect to the employee's or former employee's rights under the collective agreement."

To be sure to meet the duty of fair representation, CSU 52 has a Grievance Appeal Committee. If a member is unsatisfied with the decision on their file, they can access a review of the decision from the Committee. This is another layer of examination provided by the Union to ensure fairness and good faith.

4.1.1 Potential Conflicts of Interest

As a Shop Steward, you are responsible to ensure the Union does not breach the duty of fair representation. If you are also acting in a supervisory capacity, you are in a potential conflict of interest. It is important that you are aware of this and make decisions accordingly. There are a number of strategies you can employ to uphold your Oath of Office.

1. If you are directly involved in a grievance, either as a witness or otherwise, recuse yourself as the Shop Steward and refer the member to another Shop Steward or Labour Relations Officer at the Union Office.
2. Always involve and inform the employee in the decision-making process, investigation, and relevant meetings.
3. When acting in the capacity of Shop Steward, treat all members fairly and equitably regardless of your work relationship. Use consistency about the interpretation and application of the collective agreement.
4. If, when acting as a supervisor, you are asked to do things in contravention of the Articles of the Collective Agreement, contact a Labour Relations Officer immediately.
5. Always inform the member of the timelines for filing a grievance and do not delay.
6. Document all interactions you have pertaining to a dispute. Be specific, accurate, and thorough.

If at any time you conclude you are incapable of meeting your Oath of Office and upholding the duty of fair representation, please contact the Chief Shop Steward to arrange for a replacement.

4.2 Duty to Accommodate

Under the *Alberta Human Rights Act*, employers have a duty to accommodate based on a protected ground (race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, or sexual orientation) to the point of undue hardship.

For example, an employee may not be able to work a specific day because of their religious beliefs and an employer would be required to arrange scheduling that accommodates the employee's needs. The duty requires employers take every reasonable step to accommodate, but does not apply if the only remedy would cause undue hardship on the employer.

4.3 Occupational Health and Safety

The *Occupational Health and Safety Act, Regulation, and Code* outline the rules for health, safety, and wellness on all Alberta workplaces with improved protections beginning June 1, 2018. The intent is to reduce workplace injuries, illnesses, and fatalities.

- **The Act** outlines general duties, authorities, penalties, reporting, and investigating. Generally speaking, all employees are responsible to take reasonable care of themselves and all others in the area while cooperating with the employer. They also have the right to refuse dangerous work. The employer is responsible for the health and safety of the workers to the extent that is reasonably practical and ensure the workers are aware of their responsibilities.
- **The Regulations** outline training, critical documents, procedures, equipment, and permitting.
- **The Code** outlines specific core requirements, exposure schedules, and other technical details.

Two new requirements are highlighted below:

- Employers with 20 employees or more must have a joint health and safety committee; employers with 5-19 employees must have a health and safety representative.
- Employers to develop plans for violence (including domestic and sexual violence) and harassment prevention that include policies and procedures.

4.4 Workers Compensation

Workers are appropriately compensated for workplace injuries or illness under the *Workers Compensation Act and Regulations*. As such, workers have the right to report workplace incidents without retribution. Just as with Occupational Health and Safety, Workers Compensation legislation has recently been updated. Three significant changes are below:

- An employer is required to accommodate an injured worker's return to work to the point of undue hardship.
- Employers will be required to provide injured workers with their existing health and benefit programs for one year following the date of injury.
- Coverage will be extended to all occupations for psychological injuries where a worker has experienced a traumatic incident.

This Shop Steward Manual is not intended to provide you with all the information of the relevant legislation, but instead to guide you to a starting point on certain situations.

5 APPENDICES

5.1 Helpful Links

CIVIC SERVICE UNION 52

- Website: <https://csu52.org>
- Facebook: <https://facebook.com/civicserviceunion52>
- Twitter: <https://twitter.com/CSU52>
- Email: info@csu52.org

Send an email to our general inbox (above) if you would like to get in contact with any of our Office Staff, Board of Directors, including the President and Chief Shop Steward, or Committee Members.

COALITION OF EDMONTON CIVIC UNIONS

- Liaison Representative's email: cecu@shawbiz.ca
- ATU 569: <http://atu569.serveftp.com>
- EFFU 209: <http://www.edmontonfirefighters.com>
- IBEW 1007: <http://www.ibew1007.org>
- UFCW 401: <https://www.gounion.ca>

BARGAINING UNITS

- Capital Power: <https://www.capitalpower.com>
- City of Edmonton: <https://www.edmonton.ca>
- Edmonton Public Library: <https://www.epl.ca>
- EPCOR: <https://www.epcor.com>
- TELUS World of Science - Edmonton: <https://telusworldofscience.ca>

LEGISLATION

Visit the Alberta Queen's Printer website at <http://www.qp.alberta.ca> for the following:

- *Alberta Employment Standards*
- *Alberta Human Rights Act*
- *Alberta Labour Relations Code*
- *Occupational Health and Safety Act*
- *Workers Compensation Act*

5.2 Shop Steward Essentials

- Your Collective Bargaining Agreement
- Your Employee Handbook (employer rules and policies)
- Benefits information
- Current list of all employees in your work area
- CSU 52 Membership Card Applications
- CSU 52 Constitution & Bylaws
- CSU 52 bulletin/notice board posted in your work area

5.3 A Guide to Involving Members

CSU 52 is committed to creating opportunities for members to get involved; strength in numbers keeps the Union strong and dynamic for generations to come. Here are a few tips to help you encourage participation among the membership.

SET EXAMPLES

“Be the change you want to see.”

As a leader, one of the best ways to influence another member is through your own experience and passion.

BE INFORMATIVE

“An engaged member is an informed member.”

Strive to provide clear, concise, and consistent information. Stay informed and up to date on current affairs.

IMPROVE COMMUNICATION

“Listen to learn and learn to listen.”

Members want information, but they also want to be heard. Ask for input, suggestions, ideas, and other comments to start a conversation.

BUILD RELATIONSHIPS

“People power is about people.”

Show interest in members and find out what motivates them. Offer support or a helping hand to foster trust and confidence in you as a leader.

CREATE A WELCOMING PLACE

“Respect and kindness wins friends.”

People like when their time is valued. Be organized and focused. Always show respect for the commitments made by members. Everyone has something to offer; be ready.

BE APPRECIATIVE

“A volunteer is a terrible thing to lose.”

A sincere and heartfelt ‘Thank You’ is sometimes all the good reward needed. Always and often give thanks.

5.4 Common Acronyms

AFL	Alberta Federation of Labour
ALHI	Alberta Labour History Institute
CBA	Collective Bargaining Agreement
CLC	Canadian Labour Congress
COE	City of Edmonton
CP	Capital Power
DFR	Duty of Fair Representation
EDLC	Edmonton & District Labour Council
EPL	Edmonton Public Library
EPS	Edmonton Police Service
HSA	Health Spending Accounting
LRO	Labour Relations Officer
LTD	Long Term Disability
MDL	Medical & Dental Leave
MO	Mailout Representative
SS	Shop Steward
STD	Short Term Disability
TWOSE	TELUS World of Science - Edmonton

5.5 Glossary of Labour Terms

ARBITRATION

A method of settling a labour management dispute by having an impartial arbitrator, or arbitration board, render a decision that is binding on both the union and the employer.

Also see 'Expedited Arbitration' and 'Interest Arbitration'

ARTICLE

A section of a legal document, such as a collective agreement or bylaw. It is also called a 'provision', 'clause', or 'language'.

Also see 'Clause'

BAD FAITH

Describes an act that is dishonest or done for an improper reason. Examples:

- An employer lies during bargaining or withholds important information on purpose.
- A union officer refuses to carry out a grievance because the grievor is unpopular.

BARGAINING AGENT

A union which has been chosen by workers and recognized by the employer or certified by the labour board. This union represents all workers in the bargaining unit and negotiates a collective agreement with the employer.

Also see 'Certification' and 'Voluntary Recognition'

BARGAINING UNIT

A group of workers who are considered by the labour board as an appropriate group to bargain together, and are covered by the same collective agreement.

BASIC RATE

Regular wages (not including overtime, bonuses, or premiums) – do not confuse this with 'Base Rate', which is the lowest rate of pay for a particular job or the lowest rate for any job in the bargaining unit.

BACKFILLING

A term of employment law, where an employee is assigned to a new job and his/her position is filled by another employee.

BENEFITS

Negotiated entitlements on top of wages. Benefits can be pensions, vacation, drug and medical plans, long term disability, or life insurance. The employer pays for all or part of these benefits, depending on the collective agreement.

Also see 'Fringe Benefits'

BEREAVEMENT LEAVE

Authorized leave from work, paid or unpaid, for the purposes of attending to the funeral of a family member.

BINDING

Decisions or agreements can be binding; this means you must follow them. For example, the articles of a collective agreement are binding on the employer and the union. Both must follow the terms about wages, grievances, seniority, and other rules in the agreement. An arbitration award is binding. This means that the employer, union, and any affected employees must carry out the arbitrator's decision.

BOARD OF DIRECTORS

Members elected as officers of the local union. Offices and duties are set out in the local union's bylaws and constitution.

Also see 'Officers'

BYLAWS

A local union's bylaws state how the local is organized and what rules it must follow. Bylaws usually describe important aspects of a local union such as the role of officers, how officers are chosen, and procedures for meetings.

CERTIFICATION

The legal process of a labour board deciding that a union can be the bargaining agent for employees in dealing with their employer. Once certified, the union has a legal right and

obligation to represent all employees in the bargaining unit. To get certification, a union must show that a majority of the workers support it.

Also see 'Bargaining Agent' and 'Voluntary Recognition'

CHECK-OFF

A clause in a collective agreement that says the employer must deduct dues from workers' pay and send those dues to the union.

CLAUSE

Part of a collective agreement or other document dealing with a particular subject.

Also see 'Article'

CLOSED SHOP

A place of employment where the employer hires only union members.

Also see 'Rand Formula' and 'Union Security'

COLLECTIVE BARGAINING

A method of determining wages, hours, and other conditions of employment through direct negotiations between a union and an employer.

COLLECTIVE BARGAINING AGREEMENT (CBA)

An agreement in writing between an employer (or employer's organization) and a union (or bargaining agent), containing terms or conditions of employment that are binding on the employer, the union, and the employees covered by the agreement.

CONCILIATION

A process for reaching a collective agreement with help from a neutral person appointed by the government. Often, the union and employer must meet with a conciliator before a strike or lockout is legal. A conciliator may make recommendations, but they are not binding.

Also see 'Mediation'

CONSTITUTION

A document that sets out the structure of an organization and its basic rules of operation.

CONTRACT EMPLOYEE

An employee with an employment contract for a fixed term.

CONTRACTING OUT

When an employer uses another employer to do work of the bargaining unit.

CONTRACT PROPOSALS

What the union or employer wants in the collective agreement. The two parties suggest these changes in collective bargaining.

DECERTIFICATION

The legal process when a labour board decides that a majority of workers no longer want to be represented by their bargaining agent. The union then no longer represents the workers and any collective agreement is ended.

DISCIPLINE

When an employer punishes an employee for misconduct. For example, if you are often late for work without calling, the employer may discipline.

Discipline usually includes: verbal warning, written warning, suspension, demotion, or termination.

DISCRIMINATION

When a person or group of people is treated differently for an improper reason.

- **Direct Discrimination:** When a person is treated differently based on race, gender, or other characteristic. For example, when an employer refuses to hire any women.
- **Adverse Impact** (or Indirect Discrimination): When a rule or policy applies to everyone, but ends up negatively affecting a particular group. For example, a height requirement might affect women more than men.
- **Systemic Discrimination:** When different treatment based on stereotypes or prejudice is deeply rooted in an organization.

Also see 'Duty to Accommodate', 'Harassment', and 'Human Rights'

DISMISSAL

When an employer terminates a contract of employment.

DISPUTE

A conflict or disagreement. In a labour dispute, when the union and management can't agree on something.

DUES

Union dues ensure that employees compulsorily pay for the benefits they get out of bargaining or negotiation power of unions. These benefits could be higher compensation, increased healthcare benefit, etc. This compulsory arrangement is also known as the Rand Formula, which is a result of a 1946 Supreme Court ruling.

DUTY OF FAIR REPRESENTATION (DFR)

A union's duty to be free of arbitrary judgment, discrimination, or bad faith towards one of its members.

DUTY TO ACCOMMODATE

Steps that the employer and union must take to avoid discrimination. The employer and the union must look for standards, requirements, practices, or rules that discriminate against workers, and then eliminate those barriers.

For example, maybe the employer changes the schedule so that workers can follow their religious beliefs, or the employer renovates a building so that workers with disabilities can use it. Workers needing accommodation must cooperate and accept reasonable offers of accommodation.

Also see 'Discrimination'

EMPLOYEE

A person who has agreed by contract to perform specified services for an employer in exchange for money.

EMPLOYER

A person or organization who is contractually bound to an employee, by providing that employee a salary or wages, in exchange for ongoing work, and for which the employer directs the work and exercises fundamental control over the work.

EMPLOYMENT

A contract in which an employee agrees to perform work for an employer.

EMPLOYMENT EQUITY

A plan to bring disadvantaged groups to equality in hiring, promotion, wages, and other aspects of employment.

For example, the plan may favour the hiring and promotion of women, Indigenous people, people of colour, or people with disabilities until equality is reached.

EMPLOYMENT STANDARDS

Minimum employee rights extended for work within the jurisdiction served by the relevant statute.

EXPEDITED ARBITRATION

A streamlined process to get certain types of grievances heard quickly and cheaply.

Also see 'Arbitration'

FRINGE BENEFITS

Non-wage benefits such as paid vacations, pensions, health and welfare provisions, life insurance, etc.; the cost of which is borne in whole or in part by the employer.

Also see 'Benefits'

GRIEVANCE

A claim that the employer or union has violated the collective agreement.

- **Individual Grievance:** A claim by one employee.
- **Group Grievance:** A claim by, or for, more than one employee about an act of the employer.
- **Policy Grievance:** A claim by the union about a general question or interpretation of the collective agreement.
- **Union Grievance:** A claim initiated by the union.
- **Employer Grievance:** A claim initiated by the employer.

HARASSMENT

Behaviour or comments towards another person or group that are abusive, hurtful, or unwelcome. Harassment can include name-calling, jokes, graffiti, insults, threats, rude treatment, or written, verbal or physical abuse.

Human rights codes make it illegal to treat a person differently because of their race, ethnicity, sex, age, religion, and a number of other 'grounds' of discrimination. Some workplace anti-harassment policies include personal harassment, which covers other forms of behaviour that are hostile or intimidating.

Also see 'Discrimination' and 'Human Rights'

HUMAN RIGHTS

Protection against discrimination on certain grounds by law.

Also see 'Discrimination' and 'Harassment'

INDEPENDENT CONTRACTOR

A person hired not as an employee but rather pursuant to a contract for service where the engaging party does not supervise or control the detail of the work, and where the party engaged remains self-employed.

INDUSTRIAL RELATIONS

Processes related to the world of work such as the organization of work, employment contracts, human resource management, employment relations, conflict management, and employee attitudes and behaviours at work.

INTEREST ARBITRATION

Also known as 'Collective Agreement Arbitration', a method of settling a collective bargaining dispute by having an impartial arbitrator, or arbitration board, render a decision about the contents of a collective agreement that is binding on both the union and the employer.

Also see 'Arbitration'

JOB CLASSIFICATION

A clearly defined occupation or job according to the tasks and duties undertaken that are paid at the same wage rate.

JOB CLASSIFICATION APPEAL

When the duties and tasks of an employee have changed beyond the clearly defined classification, an appeal reviews if a new or different classification is more appropriate.

JOB DESCRIPTION

A written summary of the duties and qualifications of a job.

JOB EVALUATION

A system to assess the value of jobs. The most common method gives points for skill, effort, responsibility, working conditions, and so on.

Also see 'Pay Equity'

JOB POSTING

A notice that a job is open and will be filled. The notice usually contains a job description, short summary of the duties, qualifications, and rate of pay.

Also see 'Vacancy'

JOB SECURITY

Protection of employment, such as a ban or limitations on contracting out, layoffs, or introduction of new methods or machines.

JUST CAUSE

Misconduct of an employee, or some other event relevant to the employee, which justifies the immediate termination of the employment contract.

JURISDICTION

The right of a particular union to represent workers based on specific job assignments.

JURISDICTIONAL DISPUTE

When two (or more) unions claim that certain work belongs to their members.

LABOUR RELATIONS BOARD

A body created by legislation to interpret and rule on that legislation. For example, a labour board has the power to certify unions as bargaining agents and decide unfair labour practice complaints.

LABOUR RELATIONS CODE

The Code outlines the rights and responsibilities of employers, unions, and employees in labour relations.

LABOUR RELATIONS OFFICER

An employee of a union who helps local union officers represent workers (the members).

LAYOFF

When the employer reduces the number of workers. A layoff can be for short or long periods of time, or it can be permanent. Sometimes a reduction of hours is a layoff.

LEAVE OF ABSENCE

A period of time when an employee, with their employer's permission, is away from work. The worker is not usually paid during this time but is still an employee.

LETTER OF UNDERSTANDING (LOU)

An agreement in writing between the union and the employer. An LOU is often part of the collective agreement.

LOCAL

A union organization formed under a constitution. A local union can represent workers in one or more bargaining units. Local unions have their own bylaws and elect their own officers.

LOCKOUT

When the employer stops employees from working in order to pressure them to agree to its collective bargaining proposal. In order for a lockout to be legal, the employer must follow certain steps, just as the union must before going on strike. A lockout is legal only after the collective agreement has expired and bargaining has gone through the steps required by law.

MAILOUT REPRESENTATIVE

A member who posts the mail and distributes union information in work locations, in some cases where there is no Shop Steward present.

MANAGEMENT RIGHTS

The employer's right to control and direct the workplace. Management rights are usually set out in one clause of the collective agreement and are limited by other clauses.

MEDIATION

A process for reaching a collective agreement or resolving a disagreement with help from a neutral person.

Also see 'Conciliation'

MEMORANDUM OF AGREEMENT (MOA)

Also known as Memorandum of Settlement, a written, signed agreement that identifies what the union and employer have agreed to in settling a collective agreement or other dispute. The union and/or the employer may have to ratify the agreement before it becomes a collective agreement.

OFFICERS

Members elected to act on behalf of the union. Examples include the President, Vice-President, Secretary Treasurer, Recording Secretary and Trustees. Officers' duties are set out in the bylaws or constitution.

Also see 'Board of Directors'

OPEN SHOP

A place of employment where union membership is not required as a condition of employment.

OVERTIME RATE

The augmented rate of pay fixed by statute, or collective agreement, for hours worked in excess of a standard work day and/or work week.

PAID LEAVE

A provision in some collective agreements that allows workers to take a leave on employer-paid time. Paid education leave is one example. This is different than 'booking off on union business', which usually means that the union covers the worker's wages.

PAST PRACTICE

How a union and employer acted in the past. An arbitrator may consider past practice when deciding how to settle a grievance.

PAY EQUITY

Equal pay for work of equal value. A process to equalize the pay of women and men for doing work of equal value, even if the work is different.

Also see 'Job Evaluation'

PENSION

A private or government fund (or payments therefrom), from which intermittent and regular benefits or allowances are paid to a person upon his or her retirement or disability.

PER DIEM

A daily allowance, usually for expenses.

PERSONNEL FILE

An employer's folder of employee records collected in regards to qualifications, promotion, transfer, compensation, or disciplinary action.

PRECEDENT

A prior decision of an arbitrator, labour board, other tribunal, or court. The decision can be used to help decide similar disputes in the future.

PRIVATIZATION

When work or services are moved from the non-profit sector to the for-profit sector.

PROBATIONARY PERIOD

The time during which an employer decides whether a newly hired worker is suitable. A worker has greater protection against being fired after completing the probationary period.

PROMOTION

When a worker moves to a higher paying job.

QUALIFICATIONS

Requirements workers must meet to do a particular job. These may include ability, skills, knowledge, experience, education, training, licensing, or membership in a profession.

QUORUM

The minimum number of members required to conduct business at a meeting.

RAND FORMULA

A requirement that all workers in a bargaining unit pay union dues, whether or not they are members of the union.

Also see 'Closed Shop' and 'Union Security'

RATIFICATION VOTE

A vote of bargaining unit members to accept or reject a proposed collective agreement (or other agreement).

RECALL

The process for bringing laid-off workers back to work.

RECOGNITION CLAUSE

An article of a collective agreement that describes the bargaining unit certified by the labour board or agreed upon by the union and employer.

RED CIRCLING

When a worker keeps their wage rate while moving into a job that pays less. In job evaluation, the wage rate for a job is maintained even though the job has been valued at a lower rate.

REINSTATEMENT

A return to work after being terminated.

RETROACTIVE

A change comes into effect on a date that has passed. For example, if the union negotiates a wage increase during bargaining, you may be owed that increase back to when the collective agreement starts.

SCAB

Someone who works during a strike, also known as a strike-breaker.

SENIORITY

A listing of workers in order of length of service or time worked. Employers often use seniority to decide who will be promoted, laid off, or recalled. Seniority is usually applied across the bargaining unit, but it may be limited to a department or classification.

Also see 'Service'

SERVICE

The length of time an employee has worked for an employer. Benefits such as vacation are often linked to length of service.

Also see 'Seniority'

SEVERANCE PAY

An amount of money an employer owes to an employee in lieu of notice, in exchange for the employee's agreement to sever an employment contract forthwith.

SHIFT DIFFERENTIAL

Extra pay an employee earns when working outside their regular daytime hours.

SHOP STEWARD

Also called 'union steward', a union officer who represents coworkers in dealing with the employer. Shop Stewards are usually part of the workforce they represent.

SPLIT SHIFT

Division of an employee's daily working time into two or more working periods to meet peak needs.

SPEED-UP

An unreasonable increase in the worker's production pace.

STRIKE

Workers stop working as a way to pressure the employer to settle a collective agreement or other dispute. Usually, strikes are legal only after the collective agreement ends and certain bargaining steps have been completed. In Alberta, if a strike vote is successful, a strike notice must be sent to the employer.

- **Rotating Strike:** A strike where workers take turns striking.
- **Sympathy Strike:** A strike by workers who are not directly involved in the dispute.
- **Wildcat Strike:** An unplanned strike started by workers without official union approval.

SUPERVISOR

An employee with limited management discretion or responsibilities.

SUSPENSION

A period of time that an employee is not allowed to work, usually as a form of discipline, and without pay.

UNDUE HARDSHIP

Special or specified circumstances that partially or fully exempt a person from performance of a legal obligation, so as to avoid an unreasonable or disproportionate burden or obstacle.

UNFAIR LABOUR PRACTICES

A violation of the rights of workers or others protected by labour law.

UNION LABEL

Also called a 'union bug', an image or words showing that a product was made by unionized workers.

UNION SECURITY

Requirements for union membership and payment of dues at unionized workplaces.

Also see 'Closed Shop' and 'Rand Formula'

VACANCY

A job to be filled.

Also see 'Job Posting'

VOLUNTARY RECOGNITION

An employer agrees that a union has the right to represent its employees, without certification.

Also see 'Bargaining Agent' and 'Certification'

WAGES

Compensation for work or services.

WITHOUT PREJUDICE

When a person or party makes an offer on condition that it not be used against them. For example, a grievance settled 'without prejudice' cannot be used by either the union or employer in future cases.

WORK STOPPAGE

A strike or lockout.

WORK-TO-RULE

A slowdown where workers do everything 'by the book', following every rule in order to slow down the work.

WORKERS' COMPENSATION

A public benefit plan in which qualified workers who are injured in the workplace, receive compensation, commensurate with their degree of injury, regardless of fault.

WORKING CONDITIONS

The working environment and all existing circumstances affecting labor in the workplace, including hours of work, safety, physical aspects, legal rights, and responsibilities. Many of these are subject to collective bargaining.

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5.6 Honorariums

Honorarium calculations for the following year are subject to approval/change at the October General Membership Meeting.

5.7 Online Meeting Minutes

Meeting Minutes of ***General Membership Meetings*** and ***Board of Directors Meetings*** are available on the CSU 52 website for the membership to review.

5.8 Resource Documents

Resource documents specific to Shop Stewards such as this Manual, the Shop Stewards Terms of Reference, Shop Steward Training Meeting Minutes, and contact info for the current Chief Shop Steward and Assistant Chief Shop Steward can be found on the CSU 52 website.

NOTES



Civic Service Union 52

10212 - 112 Street NW
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8:00 am to 4:30 pm

Monday to Friday
(Closed on Stat Holidays)



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