

THE UPCE ONTARIO VICE PRESIDENT'S REPORT

National Executive Meeting

December 6 to 8, 2007

It's been a very busy six months for the Ontario region. The Contact Centre, HPM and PCR, seem to be the areas most in turmoil.

The Contact Centre issues involve compliance reports, shifts, bidding, not staffing vacancies, and times of breaks and lunches changing on a daily basis, all having a dramatic and detrimental effect on moral. Stress is a definite factor in the department, all members being affected to some degree. Atlantic and the West are experiencing similar problems. We continue to have meetings with management to try and resolve these issues. As you can imagine this is a slow process.

HPM workloads have reportedly increased in spite of a portion of the workload being shifted to PCR, and the introduction of the new NJOYN system to handle resumes. The change from specialists to generalists, with every member of the department responsible for all duties, from a to z, has taken a toll on both the members training and the members learning their new responsibilities. This coupled with the increased number of retirees, in our aging population, is adding stress to the department.

PCR is struggling under increased work received from HPM, and time needed for the learning curve to implement the new duties being assigned. The A5's in Resource Optimization still feel they have had insufficient training and unclear and inconcise guidelines as to what exactly the job entails. In some plants A5's in Data Integrity are insufficiently staffed to run at full compliment, on all three shifts. A teleconference by the Union, and subsequent meetings held by Ed Maloney, in various PCR departments, has had little or no effect to date.

On a brighter note, I was recently in Ottawa to attend two days of Pay Equity hearings. Hopefully, this session will resolve the issue once and for all, and we will finally receive our just rewards.

There have been numerous arbitrations in the last six months. One in particular stands out. The wording in our special leave clauses has been an issue with Canada Post of late. We recently won a decision on **Leave With or Without Pay for Other Reasons**, where the arbitrator ruled in our favour. Our interpretation of the article was viewed as correct, and the Corporation was being unreasonable in denying the leave. Hopefully, this will help similar rulings in future.

Our current agreement will soon expire. We should begin to focus on bargaining demands, and the importance of mobilization and solidarity, if we are to succeed at the bargaining table. I cannot overstate the importance of presenting a united front. If we stand fast good things will undoubtedly happen.

I'd like to take this opportunity to wish each and every one of you a safe and happy holiday spent with family and loved ones. I would also like to wish you a New Year free from stress and intimidation.

Fraternally yours,

Marilyn Adlam
UPCE Ontario Regional
Vice President