



CEU "Breaking the Silence" Bulletin #4

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CEU members give voice to the human face of change The employer's picture of change is out of focus when it comes to members' needs regarding working conditions

In mid-March a member from the North Vancouver office revealed a startling fact. Staff training on new protocols for the Return-to-Work Toolkit was underway. This new training was on top of the CMS preparation and training! "When I heard about this RTW training I immediately called management. To their credit, the RTW training in the North Vancouver office was postponed until after CMS," said CEU President, Sandra Wright.

It seems not all of management got the message that RTW training wasn't on because the nurse advisors didn't get a reprieve. Instead, not only did they have to complete the RTW training, many of the nurse advisors have experienced work edicts and ongoing pressures to get the work done. As noted by one nurse advisor, "...individuals are getting calls and are told things aren't up to speed and then lectures to get things cleaned up."

Other members advise us their questions about how to pay claimants during the "cut-over period" have gone unanswered. "Not only will we be frustrated...we will be dealing with angry, irritated and annoyed claimants on a daily basis."

The employer's picture of change is clearly out of focus when it comes to members' needs regarding working conditions. In some cases, management has addressed concerns when the CEU steps in. Why was the RTW training stopped in one area and not in others? Why are some managers continuing to pressure our members to bring down the queue **and** maintain the usual standards?

From our perspective it's chaos on the floor, chaos in the classroom and chaos at all levels of management! So far, management has offered overtime to some but not to others. As a result some members are working unpaid overtime. "I found I was working unpaid OT, working through my breaks in order to keep on top of the pending queue," is how one member put it. The CEU thinks OT can become onerous and unhealthy.

In the next week, stewards in your work jurisdictions will contact you to find out what you need from management to address the stress brought on by the heavy workload and uncertainty about CMS in the lead-up to May 11th. After hearing your feedback, the stewards will meet with management. We'll let you know what tangible steps management will take to help you do your work.

Let's keep putting the pressure on management. That's where it belongs. Only they can solve the pressure and workplace inequities brought on by CMS.

