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“Breaking the Silence” Bulletin #11

### **Auditor General aware of system failures**

In June, the CEU asked the Auditor General to investigate CMS issues. Late last week, a representative from that office contacted CEU Business Manager, Stan Reese. “The message I got was the Auditor General is aware of the problems, and they are not going to do an audit now. They are prepared to take a wait and see attitude to see if the problems are limited to implementation issues or if they are something else,” said Reese.

While the Auditor General has not started an investigation, we are continuing to send information to that office. “Our intent is to keep shining a light on issues as we become aware of them. That’s why it’s important for our members to talk to the executive and committee members. We want to get back to delivering quality service,” noted Reese.

Due to the cascading effect of CMS problems, the Board of Directors asked auditors Deloitte & Touche to investigate many of the same concerns raised by CEU members. While the Board thinks things are getting better, the union is not so sure.

Time will be the judge of whether or not the system is capable of supporting quality service. According to Deloitte & Touche, it can take up to two years for a system like CMS to be fully functional. That means CMS is here to stay despite its flaws.

The union will continue advocating for more training and more staff. We know things take longer under CMS, and production is less than 50% of pre-CMS levels, so more staff is needed to support the delivery of quality service for everyone.

The CEU also believes employee wellness, and the things that go toward striking a healthy life balance are completely lopsided. Excessive overtime and working through breaks is the new norm. Consequently, many members are tired and cranky when they get home and others are snapping at co-workers.

“We think it’s far better to be pro-active around health issues and not wait for your family or doctor to tell you there’s a problem. We’re encouraging members to watch for signs of burnout and to take pro-active steps to protect their health,” said Reese.

Let’s all make a decision to look after ourselves and our colleagues. Let’s send a clear message that we can no longer hold up the system by tolerating poor working conditions. We expect management to accept responsibility for the system, and its failures.

#### **Breaking the Silence Committee members:**

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