



Impact

JULY 2006
COMPENSATION EMPLOYEES' UNION

Bargaining is an ongoing process

The CEU has received positive feedback from many members that the collective agreement re-negotiated in the spring is a good agreement. Here is an example of what one member wrote:

"I wanted to say thank you for all the work which you and the bargaining committee put into getting us this new contract. It certainly was more generous than I had expected. Although it may sometimes seem like a thankless job, I just want you to know that I appreciate all that you and your team do for the membership."

~John Chinack

The Bargaining Committee appreciates those kinds of comments. However, the Bargaining Committee was not solely responsible for achieving this fair agreement. The commitment and hard work of the Executive Board, Bargaining Committee, shop stewards, and staff made it possible to negotiate an agreement that includes reasonable wage increases, benefit improvements, and job security. From 2002 to 2006, they worked diligently on your behalf to convince the employer that respecting CEU members is good for business.

Those four years of hard work paved the way for this round of bargaining to be much more respectful than what we faced in 2002 and, to a lesser degree, 2004. In this round of bargaining, the preliminary work helped the employer understand that you had fallen behind in wages and benefits and that a fair wage increase was needed.

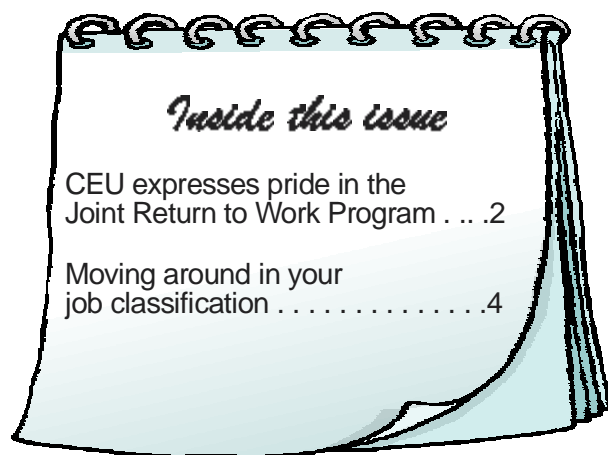


It also helped the employer recognize the importance of ensuring your jobs are protected as they move forward with substantial technological change coming from the Claims Management Solutions (CMS) project.

The collective agreement and the bargaining process set the stage for the union. It will take commitment and work to maintain what we have gained. More importantly, it will take commitment and work to build on things like the respect shown at the bargaining table. That's why bargaining is an ongoing process.

While we are all pleased that we achieved a fair agreement, your Executive is already looking to the future. During the week of June 12, the executive and staff held a planning session. "Bargaining 2010" was at the top of the agenda. As the CEU moves towards that date, we will continue planning and we will push, where necessary, to enforce our rights.

A strong union hopes for the best but plans and prepares for the worst. That's what your executive has committed to do on your behalf.



CEU expresses pride in the Joint Return to Work Program

The Return to Work (RTW) Program helps Board employees (permanent, temporary, and excluded) with illness or injuries return to work. They may be on long term disability (LTD), sick leave, or workers' compensation benefits. In some cases, they are not on leave, but need help to remain at work.

The RTW Coordinators find safe work for those who are temporarily unable to perform some or all of their usual duties, and placements for those who are permanently restricted from doing their usual jobs. Participation in the program is voluntary and confidential. It's important to the CEU that participation is voluntary. This aspect of the program doesn't affect usage because most people want to return to work. They just need some help to do so.

The jointly managed RTW Program is something that both the CEU and the WCB can be proud of. It's based on the belief that many people can safely perform productive work during the process of recovery.

While the benefits of the program are widely acknowledged today (see box below for some comments by CEU members), both the CEU and the Board were initially reluctant to embrace the idea of setting up a program.

CEU members' comments on the RTW Program

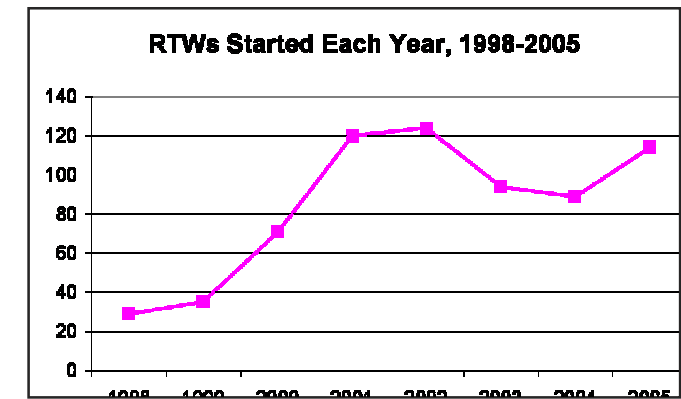
The RTW Program has many "satisfied customers". This is what a few of them had to say when asked why they think the RTW Program is an excellent program.

"... it works hand in hand with you, your doctor, and the Board. With the supervision of the RTW Coordinator, you are provided with an excellent "safety net" for your comfortable return to full-time work."
~Lynne Shelkie

"... I was treated with compassion and felt supported. I'm fortunate that I belong to the CEU which believes in the human right to return to your job if you are capable."
~Doris Schoebel

"... I felt as though somebody really cared about my well-being AND I don't know how I would've coped without it!"
~Sally Melo

Today, the program is well established in our workplace. The table below shows how many people started their return-to-work each year since the pilot began in 1998.



Over the years, the program has gone through a few periods of transition – for example, when we moved from a pilot to a permanent program, and when the CEU briefly withdrew from the program in early 2005.

We are now entering another transition period. Deborah Payment will be leaving her job as RTW Coordinator in September to join the CEU as a business agent. The CEU and the Board appointed Deborah as the RTW Coordinator when the program became permanent. The late CEU activist, John Hewitt, (see sidebar on the next page for highlights of the program's history) is considered the "father" of the program, but Deborah is the person most people associate with it. Some people have voiced concerns that her leaving will result in the program floundering. Deborah, however, is confident that the program will remain strong. In a recent interview with *Impact*, Deborah shared her thoughts on this issue:

"I want to re-assure members that the RTW Program will continue to be an excellent program. That's because it isn't just the people who work as RTW coordinators – it's a program. And this program is now embedded in the organization and its culture. It's built on sound principles and premises. The principles it's built on aren't Deborah Payment's principles – they're disability management principles.

People ask: 'What will happen to me now?' I say exactly what would have happened to you before. The CEU and the Board are committed to making the program work.

I think our culture has shifted a lot. The Return to Work Program has become part of the norm – it's how we do things. We don't question anymore whether or not we should have a program. Our only question now is how to make each individual's return-to-work successful. The philosophy and the process have been accepted. The program has its own momentum."

Impact also asked Deborah for her views on the strengths of the program. Here is what she had to say:

"Our program is strong because it's a joint program. We consider the interests of both parties – the union's and the employer's.

The structure of the program is also important. It reflects the joint nature of the program. There are two committees involved. The Joint Steering Committee governs the overall program, with equal representation from the senior members of the CEU and WCB. This committee is responsible for policy and procedures. The Joint Rehabilitation Committee's mandate is to review individual cases and approve rehabilitation plans developed by the RTW Coordinators. It consists of a physician chairperson, a union representative, and a management representative. The RTW Coordinators are jointly appointed by the Board and CEU.

Our program is also strong because the individual with a disability is at the centre of our model. Our return-to-work process is highly individualized – clients are not 'assembly-lined'. It's about each person and his or her situation. There's no checklist or template. The process has a framework. There are general guidelines. There are things you do in every situation, but every return-to-work plan is tailored to the client. In the process, we also think about the collective agreement and the Board's rules, as we can't violate them. But we focus on what's in the best interests of the client."

Impact also spoke to CEU President, Sandra Wright, about her thoughts on the program. This is what she had to say:

"John Hewitt's pilot program convinced Board management and the CEU that it was something we should do. Many of us were sceptical. If it wasn't for John, we wouldn't have the program we are so proud of today. This program is his legacy.

The program didn't stop when John passed away; it won't stop with Deborah leaving either. While John and Deborah have been great champions of the program, many others have supported it and contributed to its success. I am confident that the program will continue to be

something that we can all be proud of."

For more information on the RTW Program, refer to LOU B15 in the collective agreement, and go to WSN. Click on "Employee Services", then "My health and wellness", and finally, "Arrange my return to work".

History of the Joint RTW Program

- ▶ In the mid nineties, John Hewitt, a former Vocational Rehabilitation Consultant and CEU activist who passed away in January 2000, provided the vision, energy, and dedication critical to creating the RTW Program. He spent months convincing management and his union colleagues that a joint RTW program would benefit ill or injured employees, the CEU membership as a whole, and the WCB as an organization.
- ▶ In 1998, John's efforts paid off. The CEU and WCB signed a Letter of Understanding (LOU), which set up a pilot program. All employees, union and non-union, absent on LTD, sick leave, and workers' compensation benefits were eligible.
- ▶ In 2000, the parties signed a new LOU to confirm the permanent program. The scope was expanded to include interventions to prevent or accommodate workplace disabilities (such as repetitive strain injuries) before employees went on leave.
- ▶ Deborah Payment was appointed by the parties as the first coordinator of the permanent program. John had pioneered the coordinator role in the pilot program. CEU President Sandra Wright also performed the role on an interim basis for several months after John was no longer able to work.
- ▶ In December 2000, NIDMAR (National Institute of Disability Management and Research) gave John an award posthumously at its first National Awards of Excellence in Disability Management ceremony.
- ▶ In 2001, the Senior Executive Committee approved the appointment of a second RTW Coordinator. The CEU and the Board appointed Keith Sullivan, a director in Compensation Services, to the position.
- ▶ In 2004, the parties appointed CEU member and Nurse Advisor, Lisa Jullion, to replace Keith Sullivan.



Moving around in your job classification

A position in your permanent job classification is posted. It's in a community you've always wanted to live in. You submit an application form. It's rejected. Human Resources says you should have put your name on a lateral transfer list. This column will help you avoid a disappointment like this. It explains how you can move to a vacancy in the same job classification in another work location, a vacancy in different department in the same work location, and to a vacancy with a different status (i.e., part-time or full-time, or different type of shift).

The major collective agreement articles that apply to moving within your

Table 1 – Moving from one position to another in the same job classification, in the order vacancies are filled

- 1 Pre-posting placements under Article 15.01**
These types of pre-posting placements happen before any moves within your job classification:
 1. Re-appointments and re-locations of redundant employees
 2. Return-to-work placements
 3. Special transfer requests
- 2 Status transfers in the same work location according to Article 15.01, LOU B13, and LOU B24**
These include:
 - Movement from a part-time position to a full-time position if you previously held the classification on a full-time basis
 - Movement from a full-time to a part-time position
 - Movement from an "A" or "B" type position into an "S" (shift) type position, and vice versa
- 3 Assignments to a different department in the same work location under Article 51**
 - Work assignments are made by seniority from those who have put their names on the electronic expression of interest lists.
 - To apply, you must get on the electronic list before the last day of the preceding calendar month. Go to the WSN Home page. At the top, click on "Employee Services", then click on "Expression of Interest", and follow the instructions.
 - You are considered to have accepted the assignment, once Human Resources notifies you it is available.
- 4 Lateral transfers to a different work location, under Article 15.01**
 - Lateral transfers occur after all other pre-posting placements and Article 51 assignments and before vacancies are posted on the job board.
 - Appointments are made from electronic transfer lists. To get on a list, go to the WSN Home page. At the top, click on "Employee Services", then click on "Lateral Transfer", and follow the instructions.
 - When you are offered the lateral transfer, you will be given a week to make your decision.

SENIORITY GOVERNS THE FILLING OF VACANCIES IN STEPS 2 TO 4

permanent job classification are:

- ▶ Article 15 - Pre-posting Placement and Posting of Positions
- ▶ Article 51 - Permanent Assignments
- ▶ LOU B13 - "S" Type Employees and Status Transfers
- ▶ LOU B24 - Lateral Transfers Between Classification Types (signed June 6, 2006)

Remember these points

- ▶ Assignments and transfers occur before a vacancy is posted.
- ▶ Assignments and transfers within the same work location precede transfers between different work locations.
- ▶ Vacancies are filled -- by seniority -- first through the Article 51 expression of interest lists, followed by the Article 15 lateral transfer lists. You must put your name on these lists if you want to transfer.
- ▶ If you are on an Article 51 list, you can't refuse the vacancy -- so it's important to take yourself off the list if you no longer want the assignment. If you are on more than one list, you will be placed in the first position that becomes available.
- ▶ If you are on a lateral transfer list and a vacancy comes up, you have a week to decide if you want the vacancy.

IMPACT is a publication of the CEU



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