



**Union announces membership demands flowing out of Provincial fall tour**

CEU members are demanding action on three key fronts; training, increased staffing and better tools to get the job done. Earlier this month, CEU executive and staff toured the Province to find out what members need to improve working conditions.

Members were united in their responses saying they want hands-on training to address the system issues caused by CMS, more staff on the floor to do the work and more direct support on the floor. Members also want a better system, one that will do what it is supposed to do.

“Some members are feeling defeated. It’s hard fighting a constantly changing system; one that stops them from doing their work efficiently. They are tired of management saying things will get better. They want management to do better. They also want management to apologize for the mess we all call CMS. Our members just want the right tools to get the job done,” said Sandra Wright, CEU President.

Members also had mixed opinions on how the CEU ought to pitch its views to Board management. Some felt the union should take out a hammer and bang away while others preferred a steady behind the scenes approach.

After considering these mixed opinions, the executive concluded the best response is a situational one. In other words, the situation will drive the message. “We face criticism whichever way we respond. On the other hand, there is no doubt about management's response. Silence equates to success. So if we do not speak out, the employer says everything is fine,” said Frank Lanzarotta, CEU Vice President.

On the staffing front, members were very clear. The top-heavy task management, high caseloads, slow processes, countless system errors and onerous payment issues are strangling everyone’s ability to do the work. Clearly, the Board must take action to ease the workload. CEU members are also angry because they think management is whitewashing concerns. Members do not like management’s pat answer, “the system is performing as designed.”

“Someone needs to take a hard look at who thought it would be okay to have payment problems six months post implementation. Why is it okay to have workers crying and yelling on the phone? Saying the system is performing as designed won’t help the mother or father who can’t put food on the table. And it won’t help the injured worker get back to work. We want three things. Training, more staff and a better tool,” noted Wright.

The CEU executive is gathering information on system problems for Board of Directors and Auditor General submissions. Please forward your examples, of what you need to improve customer service, to any executive member. Your information is imperative because it keeps management accountable for ongoing system problems.

