

Canadian Postmasters
and
Assistants Association



l'Association canadienne
des maîtres
de poste et adjoints

The Canadian Postmaster



ARBORG, Manitoba



GERMANSEN LANDING, British Columbia

March 2015

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Canadian Postmasters and Assistants Association (CPAA) is committed to maintain the security, privacy, and accuracy of our members' personal information. Our members' personal information is collected, stored, used, and disclosed in a manner that complies with the CPAA Privacy Policy.

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National President's Message



This is such a significant year for CPAA and all members of all unions. Your National Office is hopeful that we could have a change in government in 2015; a government that supports the public postal system and puts a stop to the gutting and the erosion of essential services in rural communities, a government that supports unions. With the implementation of Canada Post's Five-point Action Plan and point three of the plan stating to promote franchises, the Corporation certainly met their mandate. They informed us that in 2014 they opened 45 new franchises.

With the upcoming election in mind and news of this, we recently sent to every Premier across Canada a letter exposing the dangers of opening franchises in rural communities. Our study "Rural Post Offices and the communities that rely on them are being abandoned" states that when a corporate post office is replaced with a franchise (privately owned), and this franchise closes, most often the community is left with no postal outlet whatsoever. We also informed the Premiers that CPAA is constantly looking at new ways to sustain and improve the public post office and maintain good paying jobs in rural Canada for our members.

Despite the many reductions and closures of the last two years, Canada Post still has the largest retail and distribution network of any Canadian corporate entity. Its brand is recognized and trusted almost universally. Adding to its social mandate, a Canada Post postal bank could reintroduce a financial institution to the 1,178 rural communities that have a corporate post office and no financial institution. Postal banking could be the federal government engine to revitalize rural Canada and help establish new industries and businesses for these communities. Since it is one of the mandates of a Premier to make strategic investments in public infrastructure, we have asked to have a face to face meeting, with all 13 Premiers, so we can address these issues and garner their support. Additionally in planning for the 2015 election, we have made arrangements to meet with the various political parties, to enable us to communicate with our members and the citizens of rural Canada the positions of our political allies.

Please remember that union jobs benefit everyone. A study from the Canadian Labour Congress shows that on average in Canada, unionized workers earn \$5.11 more an hour than non-union workers. The benefits we enjoy as unionized workers, such as dental insurance, extended health care coverage, etc., benefit our families as well. We must remember that CPAA members are enjoying the victories of the many unions that stood up for fairness, including maternity leave, vacation pay, and protection from discrimination and harassment. Since we are 95% women, I feel it is important to realize collective bargaining and pay equity measures significantly reduce the wage gap for women. On average, women with a union earned \$6.65 more per hour than women without a union. The Canadian Labour Congress ad campaign that you might have seen on television, says it so well:

"The labour movement is not just about decent jobs. It's about a better life, for everyone. Fairness Works!"

Let's not lose what we fought for over the last 100 years. We must not let our country go backwards in regards to labour law and workers' rights.

In closing, let us stand strong with a united front and a common voice. Our biggest strength is our solidarity and our solidarity is our survival. Please be mindful when you vote, because the outcome could affect your job and your community.

In solidarity,

Brenda McAuley

Negotiations 2015

by Daniel Maheux

On March 5, 2014, the Canadian Postmasters and Assistant Association (CPAA) informed Canada Post Corporation (CPC) that it was starting to prepare for negotiations. Last September, Canada Post informed CPAA that its negotiating team had been chosen. The respective parties worked on getting ready to meet and the formal negotiations commenced the first week of February.

In the meantime, CPAA members already know that our current contract with Canada Post expired on December 31, 2014. Members need to remember that all terms, conditions, Memorandums of Agreement, and Side Letters, which form part of the Collective Agreement that recently expired, are still in full force until a new agreement is ratified. It also means that for members who are at the top increment of their respective levels in the wage scale, no increase will be available until a new agreement comes into effect.

By the time you read this, CPAA and the Canada Post negotiating teams will have met during the last week of January, the first week of February and two weeks in March.

Our practice is not to send out detailed reports on the daily back and forth of bargaining, but we intend to make sure members are updated on significant developments. We can tell you, for instance, even before we sit down at the table, the Corporation made it clear that it would be seeking similar concessions to those obtained from APOC.

As the process evolves, please watch for updates on the Association's Web site and in the Communiqué.



Order the 2014 Financial Report from CPAA

Our 2014 audited financial report is expected to be available in May. In order to receive a copy of this report, please complete the information below and return it to:

CPAA
281 Queen Mary
Ottawa ON K1K 1X1

(PLEASE PRINT)

Name

Address

City – Province – Postal Code

Job Evaluation

by Dwayne Jones

The Canadian Human Rights Commission (CHRC) defines Job Evaluation as “a systematic process for determining the relative value of a series of jobs within an organization”. In order to understand the flow of Job Evaluation within CPAA, we will need to look at Article 59, Appendix “E”, and Article 48 of the Collective Agreement. We won’t be covering the articles extensively, but rather looking at portions of the articles for the purpose of re-evaluating positions.

Article 59 of the Collective Agreement tells us that:

- The Job Evaluation Plan came into effect on April 1st, 1997.
- It was agreed upon by both parties: CPC and CPAA.
- This is the recognized Job Evaluation Plan for **ALL** the positions in CPAA.

Appendix “E” of the Collective Agreement tells us that:

- There is a joint committee made up of three representatives from both CPC and CPAA.
- The committee will meet, “for the purpose of constructive consultation and information sharing between the parties on any difficulties that may arise concerning the implementation, application and maintenance of the Job Evaluation Plan referred to in Article 59”.
- Jobs/positions will be evaluated only in the following cases:
 1. Organizational changes such as restructuring;
 2. Increase or decrease in operations, points of call, authorized allowance, or employees supervised;
 3. Changes to key evaluation factors.
- Either Employees, CPAA, or the Corporation can initiate the process.
- A “point per factor” sheet that contains information on evaluation points can be requested by the employees by using the following process:
 - a written request to the immediate supervisor;
 - a request from the supervisor to E.R.¹ representative;
 - request from E.R. to O.P.&D.² in Head Office;
 - O.P.&D. will provide the results to E.R. representatives for distribution.
- The “point per factor” sheet shall be given to the employee within twenty days of the date of the request.

1. Employee Relations (E.R.)

2. Organization Planning and Development (O.P.&D.)

All the positions, for which the Job Evaluation Committee has been meeting to re-evaluate, have been Postmaster positions. I tell you this, because it is important to note that when CPC and CPAA agreed to the Job Evaluation Plan that came into effect on April 1st, 1997, the questionnaire created to evaluate the positions was to cover **ALL** positions in CPAA. This is absolutely crucial when it comes to answering the questionnaire because each multiple choice question has to be answered with the idea in mind that somewhere in those answers you must be able to fit every position within CPAA. This includes **ALL** indeterminate positions (4 hour part-time up to 40 hour full-time, Senior Assistants, Postmasters including groups 1 to 6, as well as grades 1 to 6). If we were to now limit the answers to only Postmaster positions, we would skew the answers and how employees, Local Area Managers (LAM), or even the Job Evaluation Committee would complete the exercise. This not only goes against the true intent of the Job Evaluation Plan, it is also unfair to the individual whose position is being re-evaluated. We know and understand that when a position is re-evaluated, it is the position and not the person that is evaluated. However, we must also realize that there are potential impacts from the evaluation plan on the individual themselves. This is why it is crucial to have a complete understanding of what is required when requesting a re-evaluation or completing a questionnaire because the Corporation has requested a re-evaluation of a position. We always encourage CPAA members to contact your local Branch Officer, (contact information can be found at www.cpaacmpa.ca) to ensure your questions are answered throughout the process. We are here to assist you to make informed decisions, and each Branch has been given a course designed by a trainer involved during the creation of the Job Evaluation Plan.

Generally, when an employee requests a re-evaluation, they will contact either their Local Area Manager or local Branch Officer for a Job Evaluation Questionnaire Request (JEQR) form. This form was created by the Joint Committee directly from the criteria identified in Appendix "E" of the Collective Agreement. It is vital that any request meets one of the criteria, otherwise the position will not be re-evaluated. Please do not confuse this JEQR form with the "points per factor" sheet that is also mentioned in Appendix "E". The "points per factor" sheet has specific timelines attached to it and it does not necessarily mean that a re-evaluation will be completed on a position.

Once completed, the JEQR form will be sent to O.P.&D. at Head Office and once the Joint Committee verifies that it meets the criteria, a Job Evaluation questionnaire will be sent out. The incumbent in the position being re-evaluated will complete the questionnaire, and I must remind you, the questionnaire is not an evaluation of the person, it is an evaluation of the responsibilities of the position. Once the incumbent has completed the questionnaire, they will forward it to the Local Area Manager who in turn will complete their portion of the questionnaire. After both the incumbent and the Manager have completed the questionnaire, the Manager will forward it to O.P.&D. at Head Office, where it will be slated for review at the next Job Evaluation Committee meeting. I should stress that the goal of the questionnaire is not

to have the incumbent and Manager agree on each question. Each party must feel the freedom to answer each question honestly and have the supporting facts to back up why they have chosen the response they have. The goal of the committee is to take what both the incumbent and Manager have presented, look at the process established within the plan, share information surrounding each case, and through constructive consultation, arrive at an agreed upon result. It is at this point that we must look at another article in the Collective Agreement, Article 48.

Article 48 of the Collective Agreement tells us:

- “There shall be no conversion of a Post Office from group to grade or from grade to group unless there has been a re-evaluation of the Postmaster position in the office to a higher or lower classification level in accordance with Article 59.”
- Postmaster position re-evaluated below Level 3 equals group Office.
- Postmaster position re-evaluated above Level 3 equals grade Office.
- Allocated hours of the Post Office **exceed** 40 hours per week, the Office can’t be downgraded from a grade to group.
- Postmaster position re-evaluated **to** a Level 3, the committee shall make a recommendation to the Local Area Manager and the local Branch Officer whether to convert the Office from group to grade or vice versa.
- Before making any decision, the Corporation **shall** consult with the local CPAA Branch.

Something to note from the above points; when the allocated hours of the Post Office exceed 40 hours, the office remains a grade. Those four hour positions are golden.

It is important to also note that recommendations from the committee to the local officials come when an office is re-evaluated **to** a Level 3. Generally, the recommendations from the committee are followed, however, the article does go on to explain the process if either local representative from CPC or CPAA feels otherwise. The important take away from this portion of the process is that, after the committee makes its recommendations, no decision is taken without first consulting with the local officials (LAM and local CPAA Branch).

This is the portion of the article where I again implore you to stay in contact with your local Branch Officers. The more information you can provide them throughout the process (or any process), the stronger your voice is heard. Please feel comfortable to reach out to your Branch Officers, at any time, no matter where you are at with the Job Evaluation process, or even to gain greater clarity on the subject. We are here to support you in your role and to help ensure the Collective Agreement is being adhered to.



**Branch Annual Conventions
2015**

Newfoundland and Labrador

Ramada St. John's
102 Kenmount Road
St. John's NL A1B 3R2

May 2 & 3, 2015

Tel. (709) 722-9330 Toll-free 1-866-250-2275

Manitoba

Viscount Gort Hotel
1670 Portage Ave
Winnipeg MB R3J 0C9

May 1, 2 & 3, 2015

Tel. (204) 775-0451 Toll-free 1-800-665-1122

Maritime

Holiday Inn Express
2515 Mountain Road
Moncton NB E1G 2W4

May 29, 30 & 31, 2015

Tel. (506) 384-1050 Toll-free 1-877-660-8550

Saskatchewan

Travelodge Hotel Regina
4177 Albert St.

Regina SK S4S 3R6

June 5, 6 & 7, 2015

Tel. (306) 586-3443

Quebec

Le Montagnais Hotel
1080 Talbot Blvd
Chicoutimi QC G7H 4B6

May 15, 16 & 17, 2015

Tel. (418) 543-1521 Toll-free 1-800-463-9160

Alberta, NWT & NU

Sheraton Red Deer
3310 – 50th Ave
Red Deer AB T4N 3X9

June 12 & 13, 2015

Tel. (403) 346-2091 Toll-free 1-800-662-7197

Ontario

Residence Inn Gravenhurst Muskoka Wharf
285 Steamship Bay Rd
Gravenhurst ON P1P 1Z9

May 1, 2 & 3, 2015

Tel. (705) 687-6600 Toll-free 1-866-580-6238

BC & Yukon

Hume Hotel
422 Vernon Street
Nelson BC V1L 4E5

May 22, 23 & 24, 2015

Tel. (250) 352-5331 Toll-free 1-877-568-0888

NOTICE

National Annual Meeting

October 8, 2015 (3 p.m.)

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Ottawa ON K1K 1X1

Tel. (613) 745-2095 Fax (613) 745-5559
Email: mail@cpaa-acmpa.ca Web site: www.cpaacmpa.ca

Any member wishing to attend, please contact the National Office.

Labour Relations

by Sonia Dupuis

A lot has happened in the Labour Relations' world since my last article. A grand total of ten arbitrations were scheduled, eight were settled prior or at the early stage of the arbitration, one big win and one lost.

Arbitrations

National Grievances

Two arbitrations were scheduled. One for the implementation of Retail Optimization Model (ROM) (NA-13-002) and the second for the relief process (NA-14-003). Even though the Association spoke to the Corporation prior to the arbitration hearing to resolve the grievance, the Corporation was not willing to listen or settle. The Association has voiced its frustration numerous times to the Corporation over the lack of meaningful discussions prior to the arbitration and therefore having to incur unnecessary costs. The Association is extremely pleased with the final result of the Memorandums of Agreement, having gained exactly what we were hoping for.

- **ROM**

CPAA filed that grievance when it learned that Canada Post had begun using ROM as a system to reduce hours in post offices without any consultation. We said using ROM without conducting site audits was inappropriate. We also said that the use of percentage targets for hour reductions without looking at the needs of each office was a violation of the Collective Agreement.

In the end, CPAA received the agreement of Canada Post to the following:

- The Corporation never intended to communicate targets for hour reductions in individual CPAA offices;
- The Corporation maintained it can set budget reduction targets, and they are correct, but it has to staff to requirements for the operation of the office;
- Canada Post will advise us of any substantive changes to ROM and consult on them at the next Allocation of Hours Committee meeting.

- **Relief Process**

The Corporation implemented a new Relief list process without the Association's input nor feedback. The process proposed was a copy of the process currently used for another bargaining agent. On numerous occasions, the Association advised the Corporation that they didn't support this new process. The Association requested that the process be put on hold until the parties had an opportunity to come to an agreement. The Corporation's reply was that they were going to implement the process. Since the Corporation was not willing to continue the discussions and put the process on hold until the parties finalised the

discussions and came to an agreement, the Association filed a National grievance and scheduled it to be heard in front of an arbitrator.

The parties met at the arbitration hearing and only at this moment was the Corporation willing to start having meaningful discussions in hope of resolving the grievance without having to involve the arbitrator.

After a few days of exchange, Canada Post has agreed that, as of April 1st, 2015, it will revert to its previous practice for making arrangements for planned and unplanned absences. Postmasters will continue to make such arrangements. Further information will be forwarded shortly. Until April 1st, the process implemented by CPC will continue to be in place.

The only change will be that a relief list will be provided to the Postmasters to refer to when there is a need to staff positions prior to asking term employees. Once again, this was a big win for the Association. The process that the Corporation implemented didn't meet the needs of our members and the Association made it clear that it will not accept anything being imposed if it impacts our members negatively. We want to thank the Branches for their support and for providing the National Office with more ammunition to convince the Corporation that this new process could not be imposed on us without a fight.

Branch grievances

Last year, we had eight arbitrations scheduled. The same scenario occurred where the Corporation refused to review the file prior to the arbitration to see if the parties could come to an agreement instead of incurring costs associated to an arbitration. Of the eight arbitrations, six were either settled prior to the start or early stage of the arbitration, one win and one loss. This success could not have been achieved without the support of the Branches during the grievance reviews.

Saturday Closure

The result of the arbitration for the Newfoundland and Labrador's Saturday closure has been received. The decision indicates that CPC violated the letter of understanding regarding Saturday Hours of Service when it closed the Englee post office on Saturday without first obtaining the agreement of the Association. The arbitrator is ordering the Corporation to reinstate the Saturday hours of service at the Englee post office and to pay compensation to the employees, who lost hours, in an amount to be determined. The Corporation has warned the Association about the consequence of the result of this grievance and has advised the Association of its intent, once the hours are re-instated and the member has been paid accordingly. CPC filed a grievance against CPAA for unreasonably withholding its agreement to the Saturday closure and is seeking compensation from CPAA for cost associated to the arbitration, general and punitive damages.

A new year has started and as your National Labour Relations Officer, I commit to continue to work with the Branches on reviewing grievances and holding the Corporation accountable to our Collective Agreement. We will continue to fight for you, our members, and the respect you deserve.

Health and Safety

by Daniel Maheux

In the December 2014 issue of *The Canadian Postmaster* magazine, we talked about safe lifting procedures. In this issue, and as Canada Post Corporation continues to work to increase its share of the parcel shipping market segment, we discuss the safe handling of dangerous goods. With this in mind, CPAA members need to familiarize themselves with Appendix “K” of the Collective Agreement, as well as section 1605 of the Corporate Manual System (CMS).

Whereas the Collective Agreement appendices outline CPAA members’ rights and entitlements, the Corporate Manual System (CMS) gives guidance on the procedures to follow for the safe handling of dangerous goods. In particular, section 1605 of the CMS tells us, the various steps to safely handle dangerous material. That section of the CMS along with any related material should be reviewed on a regular basis by all postal employees handling mail.

Remember, injury prevention and safety in the workplace is everyone’s responsibility. It starts with you!



In Memoriam

From October 1st, 2014 to February 28th, 2015

Mrs. Francine M. Daigle
Roxton Pond, QC

Mrs. Carol Kluin
Fort Assiniboine, AB

Our most sincere condolences to their family and friends.

Group Life Insurance Plan

A – Life Insurance Benefit

1. Commencing August 1, 2005, **all active members** of the Association are insured for \$10,000 Group Life Insurance in accordance with the terms of Group Policy No. 158073, issued to the Association by The Great-West Life Assurance Company.
2. The above amount is subject to a periodical review.
3. Such insurance will continue *in force* as long as the *employee is an active member of the Association*.
4. Such insurance will continue for as long as this policy is in force.
5. Such insurance will automatically terminate at the end of the month in which the member celebrates his/her 70th birthday.
6. New members are insured from the date on which *active membership to the Association begins*.

B – Total Disability Benefit

1. This policy provides group insurance during continuous total disability as long as the following conditions apply:
 - a) you have been totally disabled for 6 months or more, prior to your 65th birthday;
 - b) the disability is such that you are unable to perform any work of any kind;
 - c) you remain an active member of the Association.
2. The coverage does not extend beyond your 65th birthday.
3. If you cease to be a member while you are on disability and before your 65th birthday, you must consider the conversion outlined in item C below.
4. You applied for waiver of premium benefits within the contract provisions.

C – Conversion Privilege

1. This insurance can be converted into certain types of individual life insurance plans, then issued by Great-West Life Assurance Company.
2. To convert this policy, the following conditions must be in effect:
 - a) your active membership to the Association must terminate on or before your 65th birthday;
 - b) **your application for conversion must be received by Great-West Life within 31 days of termination of your active membership.**
3. Presently, the maximum coverage available is \$10,000.
4. Conversion is available regardless of your health.
5. The privilege does not extend beyond 31 days following your 65th birthday, even though you may continue to work beyond that date.

D – Beneficiary

1. A form is provided below to enable you to register a beneficiary in the event of your death.
2. You may change your designated beneficiary any time.
3. If no beneficiary is named, the insurance proceeds will be paid through the administrator, executor, or assign(s) of your estate upon your death.
4. ***If designating a beneficiary who is a minor or who lacks legal capacity, please check box below, (in beneficiary form) and a Trustee Appointment form will be sent to you for completion.***

Certificate of Insurance

1. *The Great-West Life*, certifies that the holder of this policy is insured for the sum of \$10,000, in accordance with the terms of Group Policy No. 158073:
 - a) as long as he/she is an active member of the Canadian Postmaster and Assistants Association; and
 - b) as long as he/she is under age 70.
2. The insurance is payable on death from any cause to the beneficiary last registered in writing with *Great-West Life*.
3. If no beneficiary is registered with Great-West Life, the insurance is payable to the deceased's administrator, executor or assign(s).
4. The policy includes a Total Disability Benefit and a Conversion Privilege.
5. The certificate and the descriptive literature above are provided for information purposes only.
6. If any conflicts arise between the above and the terms of Group Policy No. 158073, the terms of the latter shall govern.

Should you need any additional information about your Group Life Insurance Plan, please contact:

**Pierre A. Jeurond, Administrator
CPAA Group Life Insurance Plan
PO Box 46007
2339 Ogilvie Road
Ottawa ON K1J 9M7**

613-798-2424 pierre@ifs-asf.ca

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Retain the above for your records.

Forward this portion to Pierre Jeurond to the address mentioned above.

Beneficiary Designation Form (PLEASE PRINT)

Important notice regarding Group Life Insurance Plan

• **Before completing this form, you must have signed an Association Member's File.**

• This form should only be completed *ONCE*, unless you wish to amend it. (ex. change in beneficiary or name change)

• When this form is completed by a member, he/she must have their signature witnessed by someone other than the named beneficiary.

• **Minor beneficiary:** YES NO

• **Language preference:** English French

Home phone #: (____) _____

I, _____ living in the Province of _____

Member's full name

Office Name

and insured under Group Policy No. 158073 declare that all proceeds payable under this policy at my death be paid to

Beneficiary's full name

Relationship of Beneficiary to Member

Dated at _____ this _____ day of _____ 20____

City, Province

Signature of Witness

Signature of Member

Just For You

by Dwayne Jones

The ***Just For You*** training course will take place during the week of October 19th, 2015. It is a three day training from October 20 to 22, 2015, that will require you to travel on the 19th and 23rd to and from one of four locations (Charlottetown, Québec City, Ottawa, and Edmonton). Your salary will be paid by CPAA, and please watch for the application forms, which will be sent out to the membership with our next Communiqué on or about **May 21th**.

Please remember that all properly completed applications **must** be received at CPAA, 281 Queen Mary, Ottawa, ON K1K 1X1, **on or before June 30th** to be considered (*no late entries will be accepted*).

There will be participants from all eight Branches of CPAA and the successful candidates will be chosen from the applications by a random draw. Please note that CPAA members **who have already attended** a previous *Just For You* course **are not eligible to apply**.

We look forward to hearing from you, and good luck with the draw.

PICTURES! PICTURES! PICTURES!

We would like to put together an album with pictures of all of our Post Offices across Canada. Also, any pictures related to CPAA may be sent to us as we could select your picture to be published in our Magazine or other publications. If you have pictures, would you please send them to us by mail at 281 Queen Mary, Ottawa, ON, K1K 1X1, or by e-mail at mail@cpaa-acmpa.ca please? We would like to have an album as complete as possible, and have as many options as possible for our publications. If you already submitted a picture, thank you!