

Canadian Postmasters
and
Assistants Association



l'Association canadienne
des maîtres
de poste et adjoints

The Canadian Postmaster



ABEE ALBERTA POST OFFICE

100th ANNIVERSARY

November 26th, 2015

March 2016

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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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President's Message

Welcome 2016, it is so exciting to have this opportunity to talk about the year ahead! The year started off very positive with a response from Judy Foote, the minister responsible for Canada Post. Our letter was inquiring about the future of Canada Post, particularly as it relates to rural Canada. In her letter, Minister Foote stated: "Please be assured that the government recognizes the importance of postal services to all rural Canadians. As you may already know, we have committed to a comprehensive review of Canada Post that will engage Canadians from coast to coast to coast to ensure Canadians receive high-quality service from Canada Post at a reasonable price."



We have sent a follow-up letter to Minister Foote to find out when the review of Canada Post will commence and where the public meetings will take place. It is important that we cascade this information to all of you, so you can attend these public meetings and let your voice be heard. We must also encourage all Canadians to participate in this review process. Unlike the last review of the Five-point Action Plan, where 46 communities were consulted by invitation only, we cannot be complacent and let history repeat itself.

Unions cannot stay static (employers certainly don't); we are always trying to find new ways to make progress. We are confident the reintroduction of postal banking services would benefit rural communities immensely. We are also receiving solid support for this initiative from potential industry players. A key focus this year is for CPAA to make Canadians aware of the basic services they should be receiving and that are attainable. We started off by placing an ad in Maclean's first magazine of the year, which we have inserted on the next page. We are also jointly commissioning with Canadian Union of Postal Workers (CUPW) the production of four videos on postal banking. These videos will focus on the benefits to viewers, and society at large, of postal banking and the fact that implementing it would be very beneficial. The call to action will emphasize the rare opportunity presented by the new government's review of Canada Post and invite viewers to pressure Prime Minister Justin Trudeau to continue to demonstrate real vision for the country by seriously examining postal banking.

The Liberal government was off to a good start when they halted the scheduled cancellation of door-to-door delivery and said no to the scheduled January 1, 2016, increase in stamp prices. Those actions are very hopeful along with Prime Minister Justin Trudeau saying in Maclean's magazine: "Canadians need to know that unions matter. They need to know that unions are essential in the fight for fair wages. Canadians need a government, which instead of attacking unions, works with them to ensure that every Canadian has a real and fair chance at success."

Another place your voice can be heard is at our elections this year. For your ease of planning, we have listed the CPAA convention dates of all the provinces in this magazine. There will be a number of retirements within the ranks of CPAA officers for this election year. Therefore, there will be many opportunities to obtain a position on the various Branches, or run for a delegate at the National Quadrennial Convention, which is being held in Quebec City at the beginning of October. If you are planning to run for an elected position, there are a few things you should be prepared for: getting to know and understand your Collective Agreement, being familiar with the Canada Labour Code and Human Rights Code and being prepared to take courses, so you can educate yourself on the different portfolios that you might be asked to take on. Officers' training in Ottawa is available to all new elected officials. You can also count on the support and expertise of fellow Branches and the National Office. To be a union officer is a demanding yet very rewarding responsibility.

This year, a National Officer will be present at every provincial convention. We look forward to seeing you there! An election year is the most important year for your participation in your union's affairs, and we encourage everyone to do whatever they can to attend, so YOUR voice can be heard.



Maclean's Magazine Article

Brenda McAuley
National President

The Canadian Postmasters and Assistants Association (CPAA) looks forward to working with the new government and the Canada Post Corporation. The new government has an opportunity to revitalize rural communities across Canada. Together, we can build postal business infrastructure by engaging in initiatives designed for economic growth and innovation. An example is postal banking services which would benefit rural communities immensely.

Canada Post did an extensive study on postal banking from 2009 to 2011. CPAA received a copy of the study. Despite the fact that over two thirds of the study was redacted, it appeared that Canada Post recognized the desirability of a postal bank. In their words it is a "win-win proposition".

Brenda McAuley stated: "CPAA conducted its own study: "Why Post Offices Need to Offer Banking Services". The study is available at: <http://bit.ly/1Cbv6Hb>. The results of the study showed that almost 1,200 Canadian communities have a post office but no bank or credit union. Canada Post public network is the perfect fit to fill the gap left by bank closures in rural Canada. In Canada, it is estimated that 900,000 Canadians do not have access to a bank. Many of these individuals are forced to use the services of predatory financial companies. A postal bank would not only be a win-win proposition for the Corporation, but given a social mandate, it could assist the un-banked and under-banked Canadians to improve their standard of living. As with the postal services of France, Italy, Britain, New Zealand and others, we believe that a Canada Post Corporation postal bank should have a social mandate to assist the under-banked population.

CPAA, along with the Canadian Union of Postal Workers (CUPW), believes that the success and financial long term viability of Canada Post Corporation lies with the reintroduction of the postal bank. This would not be a new venture for Canada Post, as the Corporation operated a postal bank until 1968 and reintroduced postal banking in 2000. The last postal bank pulled out of Nain, Newfoundland in 2013. Instead of allowing this public asset to wither away, we can continue to build a stronger asset. We, at CPAA, believe that our study is significant because of the value of this public asset. Canada Post is uniquely positioned to offer financial services to rural Canada. When Canada Post can be more profitable and offer more services to Canadians who need them, we have a perfect opportunity. Let's not lose it."

Please Support Rural Canada. Write to Judy Foote, the Minister in charge of Canada Post, and ask her to make this happen. Her contact information can be found at:

www.cpa-a-acmpa.ca

**Branch Quadrennial Conventions
2016**

The following list provides the location and dates of each Branch Quadrennial Convention for 2016.
For more information, refer to your Branch Newsletter.

Newfoundland and Labrador
Albatross Hotel
114 Trans-Canada Highway
Gander N.L. A1V 1W8
May 14 and 15, 2016

Manitoba
Clarion Hotel & Suites
1445 Portage Ave
Winnipeg Man. R3G 3P4
April 29, 30 and May 1st, 2016

Maritime
Holiday Inn Express Stellarton-New Glasgow
86 Lawrence Blvd
Stellarton N.S. B0K 1S0
May 27, 28 and 29, 2016

Saskatchewan
Travelodge Hotel
106 Circle Drive West
Saskatoon Sask. S7L 4L6
June 3, 4 and 5, 2016

Quebec
Château Mont-Sainte-Anne
500 du Beau-Pré Blvd
Beaupré Que. GOA 1E0
May 20, 21 and 22, 2016

Alberta, N.W.T. and Nvt.
Double Tree by Hilton Hotel
16615-109th Ave NW
Edmonton Alta. T5P 4K8
June 10, 11 and 12, 2016

Ontario
Residence Inn Gravenhurst Muskoka Wharf
285 Steamship Bay Rd
Gravenhurst Ont. P1P 1Z9
April 29, 30 and May 1st, 2016

B.C. and Yukon
Harrison Hot Springs Resort and Spa
100 Esplanade Ave
Harrison Hot Springs B.C. V0M 1K0
May 13, 14 and 15, 2016



National Quadrennial Convention

Oct. 3, 4 and 5, 2016

Hotel Le Concorde Quebec
1225 Cours du Général-de-Montcalm
Quebec Que. G1R 4W6

At this convention, members will receive an activity report from the CPAA National Board of Directors; they will discuss and decide on changes to be brought to the By-laws.
Members will also elect the National Executive Officers for the next four years.

Negotiations Update

by Daniel L. Maheux



At the time of writing this update, other than to ask us to negotiate against ourselves back in November, Canada Post has still not signaled what it proposes as the next steps to get to a Collective Agreement. This is particularly interesting and not just a little puzzling, as we have learned that the Corporation's Chief Negotiator had made a commitment to the executives of Canada Post to the effect that negotiations would be wrapped up before the end of summer (2015). Obviously that commitment was made without CPAA's knowledge, much less our agreement.

In case some of you have been vacationing in some distant lands for the past year and a half and are just now returning to your job at Canada Post, the Collective Agreement, which expired on December 31, 2014, is still in effect, with all the benefits, protections, side letters and appendices.

Those of you who are not already at the top of their salary scale will continue to progress through the scale on the appropriate dates. Should we succeed in negotiating a salary increase for all years of the next Collective Agreement, increases would be retroactive to January 1, 2015. The same goes for any increases in allowances or premiums.

We remind members that there is no incentive for us to push the Corporation to return to the bargaining table. Canada Post is demanding to gut our Collective Agreement on an unprecedented scale. By way of example, they are trying to create a second class of CPAA workers; their offers do not even keep up with the cost of living increases, job security provisions are stripped away, and more.

We are left to wonder if the change of government, from one which only looked after corporate interests to one which is at least willing to speak and work with labour organizations, is what is delaying an agreement. The government of Canada is Canada Post's only shareholder and what the government wants becomes the marching orders of the managers sitting on the top floor at 2701 Riverside Drive.

Whatever the reasons for the delay, we told Canada Post that we are always willing to negotiate, just not against ourselves.

Any developments in our negotiations will be posted on the Association's Web site. We invite you to check our Web site on a regular basis for any potential update.

Labour Relations

by Sonia Dupuis



Update on Saturday Closures:

You will remember in my last article that the Association had received the arbitrator's decisions who determined that the Corporation's grievance should be denied on the merits. This means that the Association did not unreasonably withhold its consent to close the post office.

Canada Post has since appealed the arbitrator's decision to deny the Corporation's grievance to the Supreme Court of Newfoundland and Labrador. The hearing is scheduled to be heard May 27, 2016, in St. John's, Newfoundland and Labrador.

Bilingual Bonus:

As a result of a recent grievance, the Association has been made aware that a part-time employee, in a non-bilingual position who meets the language requirements to replace in a bilingual position, is not entitled to the bilingual bonus pay if the incumbent's position is not 13 1/3 hours or greater. The Association has filed a National Policy grievance on this subject. Further details will be shared once the grievance is heard.

Arbitrations:

Since my last article, five grievances were scheduled in front of an arbitrator. Of the five grievances scheduled, four were settled prior to the arbitration. You will understand that I cannot share the details of these settlements because they have a confidentiality clause. These files were resolved with the assistance of the Branch Officers who provided your National Labour Relations Officer with the supporting documents to convince Canada Post to settle them.

The process to schedule a grievance to arbitration can take some time. Of the five grievances that were scheduled, three of them dated back to 2011. It is often necessary, once scheduled to arbitration, for the member to remember the details of the incident. This is why it is so important at the time of filing a grievance that you provide your Branch Officer with all the pertinent information to support your grievance. This includes pay statements, notes of the incident, etc.

Financial Credit Check:

A Financial Credit Check is important because the position of a Postmaster consists of important responsibilities, some of them being directly accountable for the finances of the post office. A credit check is a report pulled from the credit bureau that provides some insight on how a person manages their personal finances.

At our last Board meeting, we asked for a representative from CPC to meet with the Branch Presidents to explain the steps taken by the Corporation when a financial credit check is performed on newly hired Postmasters. The meeting was very informative and allowed the Association to understand the different reviews done by the Corporation to determine if newly hired Postmasters meet the financial requirements.

It was reassuring to the Association that the Corporation takes different steps to assist them in making a decision. It was also reassuring that the members are kept aware of the review at each step and are asked to clarify items being questioned. Should a member disagree with the result, he may appeal the decision.

The appeal is then reviewed by a higher level that was not involved with the original review. If a member chooses to appeal, he may be represented by the Association. To be represented by the Association, the Corporation requires a written letter (not an e-mail) to the person with whom he was in contact to authorize the Association to represent him in the discussions.

In Memoriam



From November 1st, 2015 to February 29th, 2016

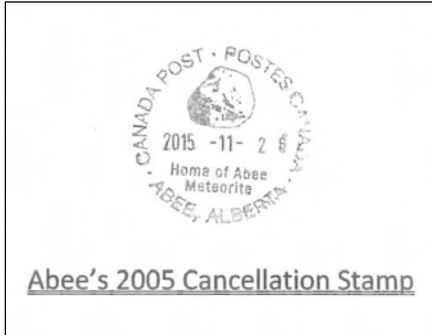
Mrs. Janet Grace Shaw
Hartland, N.B.

Mr. Roy Rozander
Killarney, Man.

Mrs. Régina V. Saucier (*amended*)
Val-Bélair, Que.

Our most sincere condolences to their family and friends.

**ABEE ALBERTA POST OFFICE
100th ANNIVERSARY
COSTUMER APPRECIATION DAY
NOVEMBER 26th, 2015**



The Post Office in Abee has a history similar to that of most Post Offices in rural Alberta. In 1915, Mr. Anderson, the first Postmaster, used a tent for the Post Office in Abee. In 1917, Mr. Harding took over the Post Office as part of his store. Mr. Harding was the second Postmaster in Abee.

In 1924, Julia Martin came to Abee to be Assistant Postmaster. In 1928, she married Mr. Harding, and continued working in the Post Office. In 1938, the Post Office was moved to the home the Harding's had built and remained there until 1977.

Mr. Harding died in 1940, and Julia Harding became the third Postmaster in Abee. In 1941, Julia married Bob Kirk. Julia Kirk retired in 1972 after 45 years of service. In 1972, Bob Kirk became Postmaster and retired in 1977. He was Abee's fourth Postmaster. In 1977, Stephanie Ostafychuk became Abee's fifth Postmistress. She became ill in December 2000. After sick leave, she retired in April 2002. In December 2000, Arlene Kapach became Abee's Acting Postmistress and in August 2002 was appointed Abee's sixth Postmistress.

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Order the 2015 Financial Report from CPAA

Our 2015 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

Health and Safety

Article from Canada Post

TALK TRACK



Your Safety: Dealing with difficult customers

Audience: Retail employees in corporate post offices only

- A small fraction of customers in any kind of retail outlet will be difficult to deal with. Usually things don't get worse than some rude words or behaviour.
- Your safety is our first priority. If you ever feel threatened or unsafe, try to get out of the situation calmly and call 911 or your team leader. Report any harassment or violence to your team leader as soon as possible.
- Here are some tips and reminders about dealing with difficult customers. Keep them in mind and they can help things from getting worse:
 - Stay calm and polite. Speak with respect. Treat the customer like you would like to be treated.
 - Listen closely and patiently. Maintain eye contact.
 - Show some understanding. Acknowledge what they have to say or what they're asking by repeating it politely. Give positive feedback where you can.
 - Keep a respectful distance – a long stride or more away.
- Always avoid:
 - Taking criticism personally.
 - Blaming or accusing the customer.
 - Reacting strongly, interrupting, or saying "calm down."
 - Body language that could make things worse, such as pointing, shaking your finger or crossing your arms.
 - Approaching too closely or touching the customer.

Group Life Insurance Plan

A—Life Insurance Benefit

1. **Commencing April 1, 2016, all active members** of the Association are insured for \$10,000 Group Life Insurance in accordance with the terms of Group Policy No. **101959**, issued to the Association by the **Sun Life** Insurance 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 **Sun Life** Insurance 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 **Sun 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 Designation Form) and a Trustee Appointment form will be sent to you for completion.*

Certificate of Insurance

1. The **Sun 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. **101959**:
 - 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 **Sun Life**.
3. If no beneficiary is registered with **Sun 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. **101959**, the terms of the latter shall govern.

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

Meldrum Horne & Associates
220 Laurier Ave. W., Suite 520
Ottawa ON K1P 5Z9

info@meldrumhorne.com
(613) 233-9105

2016/03

Retain the above for your records

Please complete, detach and forward this portion to: CPAA 281 Queen Mary, Ottawa, ON K1K 1X1

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 (term employee not eligible).**
- 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. **101959** 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