



THE ADVOCATE

FALL 2010

Upon Retirement Musings with Marion

Marion Leskiw has been CSU 52 President from 1992 and will retire this November 30. He spoke with Darlene Woodham about his time with the union and the future:



Marion with Shredder.

Do you have any plans for retirement? *I have often heard people get bored in retirement. After 38 years I am willing to give it a try for 6 months.*

What has been the highlight of your presidency? *Building a strong independent union with representation of a membership that is second to none.*

What are you going to miss the most? *Working with all our great staff over the past 18 years.*

Do you see a value for unions in today's economy? *Yes, living in the Mississippi of Canada unions are not an option but a necessity.*

What has Helen (Marion's wife of 36 years) got planned for YOUR retirement? Chores? Travel? *Not sure. Please, don't give her any ideas.*

What are you going to be doing on December 1, 2010? *Probably nursing one heck of a hangover.*

What is your favourite movie? *Tombstone until Gran Torino.*

Looking back, would you have done anything differently? *Probably try to spend more time with my son when he was growing up.*

How can we improve CSU 52? *If we continue to listen to members, our union will always improve.*

What advice do you have for your successor? *Never react immediately, step back take some time then deal with the issue.*

If you were stranded on a golf course on an island – what three things would you need to survive? *Beer, more beer and yes lots of mulligan's.*

Could you tell us something nobody knows about you? *I was an altar boy in the Greek Orthodox Church for about 4 years.*

What did you do prior to your union presidency? *I was a construction surveyor (building roads).*

What has been your biggest challenge these past 18 years? *Dealing with our internal politics.*

What is your legacy? *I made a promise to our members 18 years ago - that was to do the best job that I could for each and every one of them. I hope I kept it.*

If you could meet anyone, from any time period who would that be? Why? *Winston Churchill. His belief in his country and the British people never wavered during the entire Second World War.*

Did you have a mentor? *Not really, I had help from many, many people over the past 2 decades.*

If you were just starting out in your career, with the wisdom of the past 18 years, would you still run for president? *Yes it has been an education no university nor college could ever provide.*

Do you have any final comments you would like to leave our Members?



It has been an honour and a privilege to have represented all of you over the past 18 years. All the best.



INSIDE

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Upcoming Union Election

Nominations for Executive Board positions will be made at the October 5th General Meeting.

Positions up for election are:

- ✓ President
- ✓ 2nd Vice-President
- ✓ Recording Secretary
- ✓ Trustee (1 position)
- ✓ Library Rep
- ✓ EPCOR Rep

The date for the election will be established October 5th by the membership.

Come election day, you will need your *union member card* in order to vote at your worksite. Contact the office if you need one (see page 8).

Meet Your Calgary EPCOR Shop Stewards



I was approached by a couple of members and they asked me to run. It was not something that I contemplated before but at the same time as soon as I was asked, I felt that I would be a good fit. Since I am a member of the Executive Board and the Negotiations Committee for Collective Bargaining, I am proud to say that through these roles I get to represent every member of CSU 52. There are so many things that people don't know about me – okay here you go, as a young adult — I went to Japan for over three weeks for a Scouting event.



Dana Shineton
EPCOR Associate Representative
Calgary Contact Centre



Shirley Wilson
EPCOR Energy Services
Calgary Contact Centre



I have worked at EPCOR for 9 years, I know a lot about the company and I get along with all my coworkers and am approachable. A friend at work came up to me and said you know you should run. I thought about it and here I am today- I am a great listener and always ready to help anyone that needs it. The Children's Christmas party is always so much fun, I love the crafts, the kids like getting their picture taken with Santa and telling him what they want for Christmas. Last year we had a cartoonist-was a huge hit!! I grew up in Thompson, Manitoba.



Terry Stuart
EPCOR Call Centre



Shop Steward for 2 1/2 years. I became a Shop Steward to be a voice for the people. I represent my brothers and sisters in CSU 52. Something that no one knows is that I know Mr. and Mrs. Santa Claus personally....I travel in the same social circle....lol!

Note: Anita Charles, Calgary EPCOR, will be featured in a future Advocate issue.

UNION ACRONYMS

Trivia Quiz

Tell us which unions these acronyms stand for and win a prize. The winner's name will be pulled from all correct answers received. Send your entry answers to the union office at info@csu52.org.

AFL _____
 CECU _____
 CSU 52 _____
 CUPW _____
 TWU _____

ATU _____
 CLC _____
 CUPE _____
 IBEW _____
 UFCW _____

*Deadline for entries is October 31.

EPCOR's Negotiating Committee Members

Shari Ash, Chief Negotiating Rep. (Edmonton)

Dana Shingleton, Associate Rep. (Calgary)

Dale Laberge, Customer Service Rep. (Calgary Contact Centre)

Shirley Wilson, Customer Service Rep. (Calgary Contact Centre)

Cathy Watt, Project Development & Technical Training (Edmonton)

Tamara Chivers, Chief Negotiator (CSU 52 Counsel)

The negotiating survey was e-mailed to EPCOR members in June. Committee members were pleased with the response and thank everyone who took time to identify the issues important to them. Results have been carefully reviewed and preparations made for an interest-based negotiation.



Left to right: Cathy, Dale, Shirley, Dana, Tamara and Shari. Picture by Lan Diep.



The Library's Collective Agreement expires in December of this year.

A Negotiations Committee has been elected.

The members of the Committee are:

Amanda Hall, Contractual Unit Representative, Cataloguer at Collection Management and Access at the Milner Library.

Elton Raynor, Library Assistant at the Whitemud Library - new to negotiations.

Judith Basisty, Library Assistant at Centre for Reading and the Arts, at the Milner Library.

Lloyd Litke, Library Assistant at the Abbottsfield Library. Lloyd is a part time employee - new to negotiations.

The Committee has begun to work designing the survey to send out to their members. The survey will be sent out early October. Once the survey results have been compiled, then the real work begins. The Committee has to formulate proposals on the members needs and bring them to the bargaining table.

The Chief Negotiator is Tamara Chivers, General Counsel for the Union. The Union is very fortunate in having our own in-house lawyer.



CSU 52-Main Bargaining Unit, Negotiating Team:

Donna Stokowski, Corporate Services

Pierre Blanchette, Assessment and Taxation

James Rockey, Transportation Department

Therese Doucet, Community Services

We have been working on the survey questions as we need your feedback in regards to your priorities for our next round of contract negotiations. We have also met with Tamara Chivers, Legal Counsel/Chief Negotiator to discuss background information and research required to make our points during negotiations.

Together, our team is committed to this membership and we plan to work relentlessly to achieve the best Collective Agreement with our employer and our membership.

WHAT DID YOU DO IN 2010?
WHERE DID YOU GO?



CSU 52 Presents Our 1st Photography Contest

All CSU 52 Members are invited to enter

Members can submit one scenery and one subject photo

(Remember if you are using someone's picture from their permission, an writing photos will be printed in The Advocate. Submitted pictures become property of CSU 52)

Submit your photo with a short description of when, where it was taken (and of course who took it) to the Union office by

Monday, August 16th, 2010

Photos may be e-mailed to info@csu52.org or originals mailed to: 11305-45 Street, T5G 1L2

Size of photos submitted should be: 1024x1488 minimum and jpg file or 4"x6" original print

Prizes will be awarded - so get out there and snap away!



**Panda at San Diego Zoo—
Nathalie Thibeault**



**Canals in Amsterdam —
Amadora Aparici**





3rd

Playing "takraw" in Laos —
Kenna Ranson



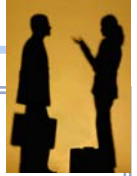
4th

Backyard fun with Zachary —
Caroline Zachoda



Members' Corner

“What is a grievance?”



by Amanda Pickett, Business Agent Technician

Dispute vs. Grievance

It helps to distinguish the difference between a dispute and a grievance. A dispute may arise from any concern which occurs in the workplace. A grievance is a claim or a complaint involving the interpretation, application or alleged violation of a Collective Agreement or applicable legislation (e.g. the *Alberta Human Rights Act*). Under many Collective Agreements, disputes cannot be addressed unless there is an alleged violation. Civic Service Union 52 (CSU 52) uses a Dispute Resolution Process, as outlined in each of our Collective Agreements, which does not require that we identify a violation of a particular article in order to initiate a consultation. This means that CSU 52 can use this process to address not only alleged violations of the agreement, but also disputes. Our members, who are considering a dispute, may contact the Union office to speak to a Business Agent.

Types of Disputes

Individual Dispute: Initiated on behalf of an individual member (e.g. a dispute filed for a member who was not selected on job posting, despite being qualified and senior to the selected applicant).

Group Dispute: Initiated on behalf of two or more members (e.g. a dispute filed for non-payment of wage increases for a group of employees whose positions were reclassified).

Policy Dispute: Involves a perceived misinterpretation of a general policy or application of an article in a Collective Agreement (e.g. an inconsistency in how annual vacation leave is granted in different departments of the same organization).

Dispute Resolution Process

The Dispute Resolution Process is used in all of CSU 52's bargaining units. While the language may be slightly different in each Collective Agreement, the purpose is the same. For this article, the information provided is based on our City of Edmonton Collective Agreement. The Dispute Resolution Process is designed to:

- ◆ Encourage open, face-to-face dialogue by the people affected by a dispute;
- ◆ Achieve fair, wise, implementable and sustainable solutions;
- ◆ Achieve solutions that contribute to positive, collaborative working relationships;
- ◆ Achieve solutions that are consistent with the Collective Agreement;
- ◆ Minimize time and cost involved in resolving disputes.

Ground Rules

The Union and the Employers have agreed to ground rules to guide dispute meetings.

These include:

- ◆ Voluntary participation
- ◆ What is said and written down is confidential
- ◆ Discussion is on a without prejudice basis
- ◆ Agree to treat each other with respect
- ◆ Everyone has an equal voice
- ◆ Agree to approach the discussion with an open mind
- ◆ Agree to share relevant information to the fullest extent possible as early as possible
- ◆ Any decisions made are done so by consensus



Article continued on following page.

Pre-Retirement Planning Seminars, Fall/Winter 2010

City of Edmonton

Please visit the CSU 52 website at www.csu52.org for more information.

Continued — What is a Grievance?

Roles of the Parties in the Process

The role of the grievor is to present concerns during face-to-face meetings with the person(s) with whom there is a dispute. The Union and Human Resources act as meeting facilitators to encourage respectful dialogue, information sharing, and help the participants define issues, explore interests and options, and achieve mutually acceptable solutions.



Stages of the Process

Problem Solving: Depending on the nature of the situation, the Business Agent may encourage the member to try and resolve problem directly with the person(s) with whom there is a dispute. If the member feels uncomfortable doing this alone, a Business Agent may assist in the problem-solving process.

Consultation: If a resolution to the dispute is not identified during the Problem Solving Stage, the Business Agent may initiate Consultation. At this stage, the dispute is not a grievance, but a meeting is held to address the dispute. Attendees at the meeting may include the grievor, a Business Agent, a Human Resources Consultant, and the person (s) with whom there is a dispute. Consultation allows for the parties to have an open, respectful discussion. Most disputes are resolved during this stage.

Formal Review: Should a resolution not be achieved during the Consultation Stage and the Union believes that there is merit in continuing the process to address a violation of the Agreement or the law, the dispute becomes a grievance and the Formal Review Stage is initiated. At this stage, details of the dispute, including the issues, interests of the grievor, clause(s) of the Collective Agreement or applicable legislation that are alleged to be violated, and the desired resolution must be identified. Participants in the Formal Review meeting may include the General Manager and Union President, or their designates, a Business Agent, a Human Resources Consultant, and the people directly affected by the dispute.

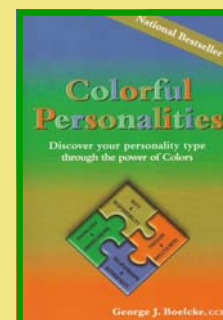
Arbitration: This is the final stage of the Dispute Resolution Process. The parties must agree to have the grievance heard by either a one or three-person arbitration board. In either case, the Union and Human Resources must mutually agree to the Arbitration Chairperson. In the case of three-person arbitration board, both the Union and Human Resources must name their nominee to sit on the board, in addition to the Arbitration Chairperson. The decision of the grievance is based on the majority of the board.

Length of the Process

Our Collective Agreements outline specific timelines to initiate each stage of the Dispute Resolution Process. While in a particular stage of the process, the parties have the flexibility to remain at that stage as long as both parties wish and can even move back into earlier stages in the process. This flexibility helps ensure that we are able to explore information and potential options to resolve the dispute thoroughly and often leads to resolutions that would be

“Colorful Personalities” Shop Stewards’ Seminar

April 20, 2010



This past spring, some 72 shop stewards took in a fun and practical training at the Westin Hotel. In the morning, with facilitator George Boelcke, we learned about ourselves and other shop stewards’ personalities through “color” traits. The afternoon was full with a presentation from Kevin Flarherty and Daryl Richel of the Alberta Workers’ Health Centre--collecting and sharing the stories of workplace injury and illness. Audrey Tosh-- CSU 52 Business Agent, answered our questions about “Duty to Accommodate”.

Thank you to the Education Committee who organized the day so well. (You are “Gold” in our books!)

Get to know... Tamara, General Counsel CSU 52



Original drawing by Rose Tinka, CSU 52 staff.

Any personal likes and/or interests you want to share?

I love to read and I love to travel.



How long have you been working for the union?

I just celebrated my two-year anniversary with the Union on May 5th.

What do you like best about your job?

I enjoy working with the office staff at the Union. We make each other laugh everyday. I also enjoy that my work at the Union offers me a new challenge each day.

How has the office changed in your time with CSU 52?

We have seen quite a bit of change since I have been here. We have said goodbye to some wonderful coworkers and we have welcomed some new ones. We have had some improvements to our office building: renovated washrooms, painting, etc. Most importantly we have had ergonomic assessments in our office which allowed us to set up our office equipment to suit our needs.



Is there a story you would like to share?

I will share my most embarrassing moment I have had at the Union. On my second day of work I was coming down the stairs with a coffee in one hand and a pad of paper in the other. I somehow tripped on the stairs and stumbled down half a flight of stairs and banged into the door at the bottom. I ended up with a scratch near my eye and a slight black eye. Of course many people heard the crash and came running to my assistance. I truly started with a bang.



Is there anything we, as members, can do to make your job easier?

Please complete the negotiations survey that is sent out to each bargaining unit before we start negotiations. This survey is how we get our mandate from our membership. We need your input! This survey is very important to the Union to identify any issues that are occurring in the workplace and to help us determine what issues need to be taken to the table.



Civic Service Union 52

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