

The Transmitter

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Telecommunications Workers Union
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**THE TWU:
NATIONAL,
BILINGUAL
AND UNITED**



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Message from the President

These are times of great change. There has been a substantive change in our union leadership since the signing of the latest Collective Agreement between TELUS and the TWU. This reflects our membership's desire for a more democratic and responsive system of representation and for a new direction in our policies and practices.

To help us achieve those goals, we have endorsed certain initiatives. We created a Solidarity Committee with a mandate to develop strategies to encourage greater membership participation, obtain direct feedback from our members on workplace issues, and promote the priorities and interests of our members.

Over the next year, the TWU will be conducting Web-based surveys to gain an understanding of your top priorities and concerns. We strongly encourage your participation and feedback and welcome any suggestions you may have. Hard copies of the surveys will be available to those without Internet access and will be advertised in advance via meeting notices.

We have been elected to serve you and we are listening. The Table

Officers are attending Local meetings to hear your concerns and ask for your input. History has taught us that a collective voice is a strong voice. The voice of labour is your voice. We want to know what you think about such questions as: Which sections of your agreements do you struggle with the most? Do you feel valued, appreciated and respected in your workplace? Do you feel appropriately compensated given your assignments and responsibilities? What changes would you like to see?

The TWU Convention approved changes to our Constitution that, if ratified by the membership, will pave the way for changes to the union's structure. A Merger Committee has also been created to examine the pros and cons of possible mergers or alliances and to report their findings back to Executive Council and to Convention. The work of these committees may bring significant changes to the TWU. The consultation on any changes will be far-reaching and the final decisions will be made by you, the members.

As I write this the winds of change are blowing in the telecommunications

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New leadership elected at the TWU



TWU President George Doubt (left) with Delegate Eric Korban (Local 3)



Alyson Williams (centre) was elected as Business Agent for Edmonton

Convention 2007 voted for change, electing three new Table Officers and several new members of Executive Council at the event, held March 5-10, 2007 in downtown Vancouver at the Empire Landmark.

George Doubt takes reins as President

George Doubt (Local 8) was elected to a three-year term as President, over Edmonton Business Agent Allison Kuyzk.

A former Business Agent for nearly 10 years, Doubt has been an activist in the union since 1976. For more information on Doubt and the newly elected Executives, look for background profiles throughout this publication.

Burnaby Business Agent Betty Carrasco was elected to serve the one-year remainder of term as Vice-President, Burnaby, taking over from Peter Massy who retired.

Another Burnaby Business Agent, Sherryl Anderson, was acclaimed to serve the one-year remainder of term as Secretary-Treasurer, replacing Jim Christensen who has also retired.

Doubt, Anderson and Carrasco join Alberta Vice-President John Carpenter, who was elected as Vice-President Alberta in 2006.

Message from the President

Continued from page 2

industry in Canada. Obviously, it is in our interest to see our employers succeed in business but we also believe that the workers deserve a proportionate share of that success. This does not mean that the union and company must be enemies who are constantly at war. The TWU leadership desires a cooperative and mutually beneficial relationship. There are sure to be disagreements as competing interests are worked through and resolved. We are proud of our members and the work they do to ensure that the businesses they work for succeed and flourish. We are equally proud to represent their interests in negotiating better working conditions and compensation.

In closing, I wish to thank all of the members who provided feedback and want to issue a personal invitation to all our members to attend their Local union meetings and get involved.

By using our collective strength we will maintain and improve our standard of living and working conditions, including the balance between work and family life. The late great Tommy Douglas once said: "Courage my friends, it's not too late to build a better world."

I believe that, together, we can.

In Solidarity,
George Doubt, TWU President

New faces on TWU committees

More and more members from Ontario and Quebec were elected to serve on TWU committees, reflecting an increasingly national focus. The size of the committees has also increased in order to have more members from diverse areas.

Finance

Liz Fletcher (Local 50), Delores Pils (Local 213) and Randy Romer (Local 16) were elected to two-year terms on the Finance Committee. Philip Pocock (Local 503) and Paul Wigboldus (Local 53) were acclaimed to serve one-year terms.

Constitution

Ann Bridge (Local 501), Bruce Kennedy (Local 2) and Lawrence Singh (Local 9) were elected to two-year terms on the Constitution Committee and Bryant Boyd (Local 50) was elected to a one-year Remainder of Term.

Marc-André Brochet (Local 601) and Juanita West (Local 213) were acclaimed to one-year terms. Monte Worthington (Local 60) was elected First Alternate and Greg Kadey (Local 204) was elected Second Alternate.



Shelley Snape (Local 203) joins the Education Committee

Education

Huma Munroe (Local 502), Shelley Snape (Local 203) and Chris Stephens (Local 31) were elected to two-year terms on the Education Committee. Brenda Forward (Local 501) was acclaimed to a one-year term and Candace Knoll (Local 51) was elected First Alternate.

Our committment to education

We heard again and again at Convention: we must renew our push for education. We're a national union now and the priority is to provide education for our new members in Ontario and Quebec.

The Education Committee hosted courses across Canada this Spring, and more are scheduled for the Fall.

The Committee has restructured the handbook for new members, and is also creating a reference section on the Web site for Shop Stewards. The Committee is also working to have course materials translated into French.

You can apply for upcoming courses online at www.twu-canada.ca. Select Committees, and then Education to find the application form. The Committee also funded a Train-the-Trainer course run by the CLC last year, which was attended by 15 members from Quebec, Ontario, Alberta and BC.

Alberta

Basic Shop Steward
Calgary: November 8 to 10

Advanced Shop Steward
Calgary: October 4 to 6

BC

Basic Shop Steward
Burnaby: October 25 to 27

Advanced Shop Steward
Burnaby: September 27 to 29

Ontario

Basic Shop Steward
Scarborough: September 20 to 22

Advanced Shop Steward
Scarborough: October 24 to 27

Quebec

(all courses with the FTQ)

Basic Shop Steward
Montreal: October 25 to 27

Advanced Shop Steward
Montreal: November 8 to 10

Make it your Transmitter

After a break from publishing, *the Transmitter* hopes to resume regular publication. Your story ideas, pictures and perspectives are welcome. We need contributors from Ontario and Quebec. Email: kim.fehr@twu-canada.ca.

Business Agents strike balance between experience and youth

The TWU elected several new Business Agents to serve in Alberta and BC. Many of the new Business Agents have several years experience on the leadership of some of the TWU's largest locals, in bargaining, and on various TWU committees. Others are younger and bring new ideas about how to engage our younger membership. At 24, Alyson Williams may well be the youngest Business Agent ever. For more information on the new Executive, please see profiles in this publication.

Several new Business Agents were elected:

- Betty Lockhurst (Local 203) to a three-year term in Calgary.
- Bobby Schneider (Local 207) to a three-year term in Edmonton.
- Alyson Williams (Local 207) to a two-year Remainder of Term in Edmonton.
- Business Agent Lila Hackett re-elected to a three-year-term in Burnaby.
- Colin Brehaut (Local 52) to a three-year term in Burnaby.
- Alternate Business Agent Tamara Marshall (Local 50) to a three-year term in Burnaby.
- Cindy Orivolo (Local 51) was elected to serve the two-year remainder of term in Burnaby.
- Alternate Business Agent Don Stang (Local 1) was acclaimed to serve the one-year remainder of term in Burnaby.

They join:

- Ontario Business Agents Tricia Watt and Maria Zonni, elected 2006
- Quebec Business Agent Isabelle Miller, elected in 2006
- Quebec Alternate Business Agents Daniel Faucher and Paolo Réhel, serving for Miller
- Calgary Business Agents Sandi Mutter, elected in 2005, and Ivana Niblett, elected in 2006
- Alternate Business Agent at-large Greg Kadey, who is serving for Niblett in Calgary
- Edmonton Business Agent Allison Kuzyk, elected in 2005
- Interior Business Agent Lee Riggs, elected 2006
- Burnaby Business Agents Michael Thompson and Dave DiMaria, elected in 2006



New Business Agent Colin Brehaut takes the mic at Convention 2007

New Alternate Business Agents

Pierre Richard Joseph and Paolo Réhel were acclaimed to three-year terms as Alternate Business Agents in Quebec.

Brian Harlow and Lisa Robles were elected to three-year terms as Alternate Business Agents in Ontario.

Greg Kadey, Perry Pasqualetto, Robin Spencer and Dale Warner were elected Alternate Business Agents at-large.

Right: New Alternate Business Agent at-large Dale Warner (back right) kept track of all the comings and goings at Convention as a member of the Credentials Committee, along with (front row) Juanita West and Nancy McCurrach and (back row) Huma Munroe.



Thank you and best wishes

The TWU would like to thank the following members of the Executive for their tireless dedication and strong contribution to this union. We appreciate their efforts on behalf of TWU members and wish them well.



Secretary-Treasurer Jim Christensen

- Jim Christensen, TWU Secretary-Treasurer, who retired at Convention
- Peter Massy, Vice-President Burnaby, who also retired at Convention
- Ron Williams, a Business Agent who serviced Locals in Northern BC and assisted in Alberta and the East.
- Lesley Hammond, who served as a Business Agent in Burnaby
- Mick Shiels, who served as a Business Agent in Calgary
- Marjorie Shewchuk, who served as Business Agent in Edmonton
- Mimi Williams, who served as Business Agent in Edmonton in 2006

We would also like to thank all of the retiring delegates and members for their excellent contributions.



Retiring VP Peter Massy



Have your say: New delegates at Convention 2007

“I see in the eyes of the all the people here, the same determination that I have. I’m young, only 25 years old, and I’ve learned so much and met so many people here I don’t want to forget.”

– **Marc-André Brochet, Local 601, Rimouski**



“I’m enjoying the communication between all of the Locals. Out East we don’t really get to hear what the issues are in the West. It’s helped me to gain a better understanding of what everybody does.”

– **Lisa Robles, Local 502, Scarborough**



“Everyone’s very friendly. I feel things are going to be moving forward for the future. It’s been a lot to absorb for someone new, but I’ve learned a lot, and I’m going home with a good feeling.”

– **Ann Bridge, Local 501, Barrie**



“People in the West have dealt with things you haven’t dealt with before, so everything I’m learning here will be useful in the future.”

– **Pierre-Richard Joseph, Local 602, Montreal**

New Chair and Vice-Chair



Perry Pasqualetto (Local 50) was elected as Chair of the Convention for a one-year remainder of term. Chris Stephens (Local 31) was acclaimed to serve the one-year remainder of term as Vice-Chair.

TWU President optimistic about the future



TWU President George Doubt

New TWU President George Doubt is no stranger to challenging jobs. Doubt was once a member of the Cache Creek Crud Crew – a group of linemen in the Fraser Canyon assigned to the really difficult projects – the ones no one wanted to do. His most memorable job as a lineman was working with a large crew to place a cable across Hell’s Gate – frothing rapids in the Fraser Canyon near Yale, BC – from the top of the cliff on one side of the Fraser to the bottom on the other side. “That cable is still there today, connecting the East to the West,” notes Doubt.

Doubt has a history of rising to the task at hand. He became a Shop Steward in 1976, because his local needed someone to step up to the plate. In 1997, he was elected as a Business Agent. For years, he was involved with the Kinsmen, a volunteer association that raised

funds for worthy causes. He has lived in Port Alberni, Chase and Kamloops and worked as a cable splicer and in Installation and Repair after starting as a lineman.

Union activism runs in his family. He met his wife Lesley Moseley at a Canadian Labour Congress women’s conference 10 years ago. She belonged to the International Association of Machinists (IAM) at the time, and has since become a shop teacher and a member of the British Columbia Teachers Federation. “I could never have been as involved as I have been without her total support,” he says. Unlike the cable across Hell’s Gate, Doubt’s most memorable job as a Business Agent isn’t so clear-cut. “The most rewarding thing I’ve been able to accomplish is helping people in deep, personal trouble who have nowhere else to go,” says Doubt. “The matters were resolved confidentially, and I can’t talk about them, but when you’re out at the mall on a Saturday and someone comes up to you with their family, wanting to introduce them to you, saying, ‘this is the guy who helped us out.’ That’s the best part of the job.”

As President, Doubt hopes to forge equally long-lasting connections in the TWU across the country. “I’m optimistic about the future,” he says.

New Secretary-Treasurer

As the Secretary-Treasurer, Sherryl Anderson will be keeping a close eye on the TWU’s finances. Anderson has over seven years’ experience as a Business Agent including acting as Human Rights Officer for the last year. She was also President of Local 51.

Well known for her iron will, Anderson spent a few days on the stand during the Supreme Court of Canada hearings that successfully brought Clearnet employees into the TWU.

She thanks everyone for supporting her in this campaign and states she is always mindful of her commitment to all TWU members.



Sherryl Anderson

TWU elects second woman Vice-President

Betty Carrasco became involved with the TWU because she was having problems with a manager.

"I don't know if she didn't like me, or if it was because I questioned things, but I felt like I was becoming a target," recalls Carrasco.

She filed a grievance against the manager, and became a Shop Steward. "That's when she decided she really didn't like me," says Carrasco.

The TWU decided to take action when the manager decided Carrasco couldn't attend grievance meetings.

"We had a sit-in. A group of six Shop Stewards came and occupied my department, while our Business Agent had a chat with the manager," says Carrasco. "She backed off after that."

Since then Carrasco's union involvement has only increased, and this year she was elected as Vice-President Burnaby, only the second woman ever to hold that position in the TWU.

She is well prepared for the Vice-President's responsibility of handling arbitrations. Since 1998, she served as the Business Agent for Burnaby's Local 50, aka 'the grievance machine'.

Carrasco says, "Their motto is grieve now and ask for forgiveness later. They're very vigilant and grieve everything that might be a violation. It's more important than ever now because we're working under new language and we need to define and improve what the language means."

Now one of the most



TWU Vice-President Betty Carrasco with her husband Rui at Convention

experienced people on the Executive, Carrasco says she feels fortunate to have learned from incredible TWU people like Hope Cumming, Peter Massy, Neil Morrison and Cathy Pearn. "Working with them and learning from their experience helped me learn how to handle this role, and now I hope to help and mentor all of the new members of our Executive."



Gordon Campbell gives thumbs up to anti-scab legislation and workers' rights at TWU Convention

Gordon Campbell (pictured right) once again came out in support of workers' rights at the TWU Convention. A member of Local 206 in Camrose, Alberta, Campbell voiced support for the rights of working people. Shown here with TWU delegate David Michie (Local 214), Campbell notes that he has no relation to that other Gordon Campbell, the Premier of British Columbia, who did not attend.

TWU's youngest Vice-President ever

Last year, at age 37, Calgary native John Carpenter became the TWU's youngest Vice-President ever. Serving Alberta and the Eastern provinces, Carpenter is based out of the Calgary office. A former Corporate Customer Service Representative at Mobility, he was intensely involved in the preparation for the Canada Industrial Relations Board hearings that brought TELUS Mobility East into the TWU.

Carpenter's involvement with the union was almost instantaneous when he joined TELUS in 1999. By 2000, he



*Alberta Vice-President
John
Carpenter*

became a Shop Steward, by the end of the year he was a Delegate, and by January 2001 he was elected Business Agent for Calgary. "It's really my niche in life being able to negotiate on behalf of the members," he says. "I've always been about what's fair for everybody." Known for his

demanding nature and tenacious personality, Carpenter has served on the AFL Education Committee and taught education courses, and has extensive experience handling arbitrations and grievances.

Carpenter warns that the company will try to sow geographical divide among the union. "Telus whipsaws our members in Alberta and BC against one another; and now that we're spread across the country I want to try and prevent Telus from making it East versus West. We need to stand together as a national union."

President's Address Convention 2007: Excerpt From Acting President John Carpenter

...I would like to thank the membership, the Local executives and the members of Executive Council for their contributions in 2006. Their hard work towards turning what was once a BC union into a national entity serving our members from coast to coast is truly an inspiration to me. Together we have worked hard to become fully bilingual, although it is still a work in progress... We have seen the creation of a French Web site, we have opened offices in Ontario and Montreal... We have common interest forums twice a year with the company to discuss the overall issues of our members. We were successful in lobbying the government in the representation of our members and the labour movement in front of HUMA to discuss why Bill C-257 is so important to all of us. And, we have begun the process of communicating with other unions to build common strategies to take on our employers... These are just some of the many items we have been working on and I am encouraged by our members' ever-increasing national view. To all those that have added to that view, I say thank you.

We owe a great deal of gratitude to our members

for their dedication. With their cooperation and firm commitment, we have been successful at repaying most of the debt that was incurred during the labour dispute. Brothers and Sisters, that is quite an accomplishment and you should all be very proud.

I'm looking forward to the week ahead as we deal with some very important issues, including the resolutions to do with mergers. I believe that on issues of this magnitude it is best to take a cautious approach knowing that, depending on the situation, the pitfalls may outweigh possible benefits. A few of us have been reviewing the history of other Canadian mergers, looking at our own situation, and examining the good and bad experiences. What we have learned so far is that any decisions made in haste or with misinformation can quickly lead to disaster, creating bigger problems than the ones you were trying to fix. It is a complex issue which needs much deliberation and study in order for all of us to be absolutely sure that if a merger is something in our future, our membership will be protected. I'm looking forward to the debate over the issue, and will follow any direction provided by this body...

Welcome to TNS and TSS

The TWU wishes to extend a warm welcome to the latest additions to our bargaining unit: 175 employees of TELUS National Systems (TNS) and 414 employees of TELUS Solutions de Soutien (TSS) who officially became TWU in March 2006.

Bargaining continues for TNS

The TWU has submitted language to the company that we feel will adequately protect our members at TELUS National Systems (TNS), who work as outside field forces for business equipment. Now we are waiting to hear back from the Company and hope to bring TNS bargaining to a successful close soon.

The TWU was represented by Vice-President John Carpenter, Business Agents Tricia Watt and Isabelle Miller, and four TNS members: Gerry Pearson (Calgary), Robert Smith (Vancouver), William Ure (Toronto) and Yanick Renaud (Montreal).

TNS bargaining unit employees are spread out across the country, with the majority in Ontario and Quebec.

In July 2006 we held welcome meetings in each province to discuss their issues and sign up new members. On their long

list of complaints were wage discrepancies among those doing the same job and the absence of written terms and conditions.

Our membership drive was very successful. We also had bulletin boards placed in all their offices. Local executives and Shop Stewards are up and running in all locations.

TNS employees were added to Local 1 (Vancouver), Local 5 (Burnaby), Local 204 (Calgary), Local 208 (Edmonton), Local 503 (Ontario) and Local 603 (Quebec not including Rimouski).

Deal to create Appendix for TSS

The TWU has accepted in principle a new agreement to create an Appendix H for TELUS Solutions de Soutien (TSS) members, however the details are still being ironed out.

TSS employees provide Internet call support in Montreal. Representing TSS were members Marie-Claude Sevigny, Patrick

Laurin, and Marc Robillard along with Vice-President John Carpenter and Quebec Business Agent Isabelle Miller.

This new appendix will symbolize the first step in fully integrating TSS into a unionized environment. Before now, these members had no written language to protect their rights in the workplace.

We thank TSS members for their enthusiasm about the TWU.

A long road to the TWU

The TWU originally filed an application with the Canada Industrial Relations Board (CIRB) on July 5, 2002, seeking to include TNS employees in the TWU. On December 25, 2003, the TWU filed an application seeking to include employees of the Montreal Contact Centre for Tier-1 Internet Support (TSS). The TNS application was heard in 2003, but the CIRB never made a decision, and the TSS application was never heard.

TNS and TSS were successfully negotiated into the TWU as part of the 2005 Collective Agreement through the bargaining process.

level against contracting overseas. The union is looking for campaign coordinators in each local to lead this campaign.

Contact your local executive to volunteer.

Campaign to stop the overseas job drain

Telus is shipping well-paid union jobs out of Canada to the Philippines and other overseas locations, and so far

they are getting away with it. You can make a difference. The TWU is planning a grassroots public awareness campaign at the local

Collective Agreement 2005: yours to interpret

Now is the critical time where we can do our best to define what the wording in the 2005 Collective Agreement means. “A lot of people believe there isn’t much we can do with the new Collective Agreement, and that’s not true,” says TWU Vice-President Betty Carrasco. “We need to be filing grievances against the new Collective Agreement because it’s precedent-setting. With the old Collective Agreement we knew the interpretation. With the new Collective Agreement we have to test the language to learn what it means and improve it.”

Carrasco points out the company will be happy to apply their interpretation of the Collective Agreement: “If we disagree, we should be grieving it.” So, if you have an issue with the interpretation of the 2005 Collective Agreement, contact your Shop Steward. There are deadlines, so make sure you don’t wait too long. Your actions could help improve the Collective Agreement for everyone.

Deeming the Pension Plan in Alberta

The TWU filed a grievance against TELUS for not deeming Alberta members of the TELUS Corporate Pension Plan (TCPP) and TELUS Edmonton Pension Plan (TEPP) for the days of pension credit they lost during the 2005 labour dispute. Language in the Collective Agreement said TELUS would talk to the Pension Board about deeming the days if the TWU withdrew from a lawsuit against the pension plans, and the TWU did. However the TWU cannot make members withdraw from their lawsuit against the plans, and the members have chosen to continue with the lawsuit.

The arbitration is set for January 2008, but the TWU is doing everything we can to move the date forward.

Managers doing bargaining unit work

The TWU has filed several grievances against managers doing bargaining unit work in BC and

Alberta, as well as in other provinces where the work was moved from the TWU in BC and Alberta to non-bargaining unit employees in the East.

TELUS is relying on article 8.03 which says excluded employees may perform bargaining unit work when there are “unforeseeable or unpreventable circumstances.” Vice-President Betty Carrasco says, “The company is using those words very loosely as an excuse to do bargaining unit work in situations where it was foreseen and preventable.”

Benefits denied

Many members have filed grievances against the Company and Sun Life for denying them extended health, sick benefits and Short Term Disability (STD) benefits. TELUS has still been challenging the legitimacy of many claims, and cutting members off benefits, even though medical documentation from physicians and specialists says the members are unable to work.

“The financial stress of having no earnings puts undue hardship on our members and exacerbates their conditions,” says Vice-President Betty Carrasco.

Some of these grievances have proceeded to arbitration

Fighting Independent Medical Exams

TELUS has increasingly been requesting that members submit to Independent Medical Exams (IMEs) in order to get benefits, in spite of privacy regulations which restrict access to a person’s private medical information.

A policy grievance has been filed against the inappropriate use of IMEs. There are three key issues:

1. TELUS should not be requiring IMEs unless the medical opinions already on the file are contradictory or inconclusive.
2. Both parties have to agree to the IME process.
3. The company should not cut members off benefits while waiting for an IME, which is what they have been doing.

If you have been asked to submit to an IME and have questions, please contact your Shop Steward.

BA may be youngest in TWU history

Alyson Williams

- » **Business Agent Edmonton, elected 2007 to a two-year term**
- » **Serving Locals 206 and 207 (with Bobby Schneider)**

Alyson Williams has perfect timing. She started at TELUS in Summer 2005, just in time for the labour dispute.

“I had just finished training when we were locked out,” she says. “It was like being thrown in the deep end.”

But she understood what the TWU was fighting for. Her father, Ron Williams, served as the Business Agent for Prince George for many years, until he retired last year. “Dad was a delegate before I was even born, so the TWU has always been a part of my life,” she says. At 24, Williams may well be the youngest ever Business Agent at the TWU, which should be useful as the union focuses on engaging our younger members.

Williams has had her share of experience with bad employers: forced overtime with no pay, an employer who fired people on a whim, and hired people based on their middle name. “She hired me because my middle name was Michelle, and the employer’s dog was called Michelle,” says Alyson Williams. “I’ve worked for a couple of really horrible employers and now it’s nice to be able to do something about it.”



Alyson Williams with her dad Ron Williams, a TWU Business Agent who retired in 2006



Testing the language

Bobby Schneider

- » **Business Agent Edmonton, elected in 2007 to a three-year term**
- » **Serving Locals 207 (with Williams) and 209**

Bobby Schneider became involved with the Union almost by accident. While in the

Operator Services lounge she complimented one of her co-workers on how smart she looked, which surprisingly caused this individual to burst into tears. She told Schneider that the in-charge supervisor was sending her home for wearing a skort (a pair of shorts with a skirt cover). Schneider said that was ridiculous. Unfortunately the in-charge overheard the comment and said she was going to write Schneider up for insubordination. Schneider’s co-workers told her she should talk to the Shop Steward, who was on the IBEW Executive. Schneider’s description of what happened must have made an impression because the Steward asked: “Would you like to be a Shop Steward?” Schneider won her first grievance – for the woman who was sent home. As a Business Agent, Schneider hopes to increase the membership’s comfort level with their rights in the new Collective Agreement. “People need to understand that a lot of this language is open for interpretation. Any member has as much right to interpret it as any company manager, or for that matter, any Business Agent.”

TWU restructures Health and Safety Program

The TWU Health and Safety Program has a new name and mandate. Now known as the National Health & Safety Committee, its scope has expanded beyond the TELUS certification to include Shaw Cablesystems, StratCom and the TWU certifications in the traffic control industry. Previously the committee was a joint TWU/TELUS committee. The composition and size of the committee was dictated by TELUS, and TWU members who didn’t work at TELUS weren’t involved. The new structure gives the committee greater autonomy and creates a direct link to health and safety programs within the other certifications.

Email safety@twu-canada.ca.

Together we make a difference

Betty Lockhurst

- » **Business Agent, Calgary (three-year term)**
- » **Serving Local 201, 202, 203 (7th floor only), 204**

When Betty Lockhurst was a Shop Steward working in sales, some of her colleagues weren't able to meet their targets because of health problems. The company put them all into one group.

Lockhurst and three other Shop Stewards decided to help them out by slipping sales leads to the group.

The managers started fighting because they wanted credit for all of their group's sales, says Lockhurst, but: "The company still got the sales and everyone was able to meet their targets. When you're sick, you can't always give 100%. It was great how we all worked together and it created a lot of respect for the union."

As a new Business Agent (elected 2007) and the Human Rights Officer for Alberta, Lockhurst plans to continue fighting for the rights of our members.

"Working together, we're going to make a difference. It's not one person doing everything. An idea might come from one person, but when everyone gets involved it takes off."



Union was there when she needed help

Ivana Niblett

- » **Business Agent Calgary, elected in 2006 to a three-year term**
- » **Serving Local 203 (Traffic only), 213**



When Ivana Niblett needed help, the TWU was there. "The union was there for me when I needed them. When I lost my husband four years ago in a car accident, I had people reaching out to me with emotional and financial support, not just from the TWU but from other unions in the labour movement. I was never alone," recalls Niblett.

Now, she aims to provide similar support for TWU members in need as the Business Agent for Calgary, servicing Telus Mobility and Operator Services. Formerly a teacher in the Alberta Teachers' Association, she has facilitated many training sessions for the TWU and the Alberta Federation of Labour and continues to work with our Education Committee.

"In my ten years at TELUS, I've seen how working conditions have deteriorated for the members and I want to help improve that," says Niblett. "As corporations get bigger, they become bullies and they'll push the envelope to get what they want. Our role is to push the envelope back a bit."

Returning Executive



Left: Sandi Mutter, Business Agent Calgary, serves Local 203 clerical
Right: Allison Kuzyk, Business Agent Edmonton, serves Locals 205, 208, 210, 211 and 214

Alternate in service



Alternate Business Agent Greg Kadey is covering for Ivana Niblett who is currently on leave

Klu Klux Klan flyer sparks career as rights activist



Sienna Anaïs Miller-Joseph was born April 26 at 12:15 p.m. weighing seven pounds. Her mom expects it won't be long before she's hearing curfew and play date grievances.

Isabelle Miller

- » **Business Agent Quebec, elected in 2006 to a three-year term**
 - » **Serves all Quebec Locals, currently on maternity leave**
-

Isabelle Miller first became an activist as a CEGEP (Quebec's university-stream high school) student after seeing the movie *Malcolm X*. It wasn't the movie: it was the Klu Klux Klan flyer on their car after. Miller recalls: "I couldn't believe that could happen, in this day and age." A middle child of 12, Miller says: "I've had to be very vocal to have my voice heard in such a big crowd." She created a group for people with cultural differences at CEGEP that organized social events and handled issues such as discrimination complaints. At Concordia University, she was president of the Caribbean Students' Union. Membership increased 400% during her tenure. At Clarnet and Mobility, she created a series of events for Black History Month.

As Quebec's Business Agent, she says: "The most important thing for everyone to understand is that our Quebecois members need equality in language – the TWU needs to be fully bilingual to engage our members."

Alternates in service

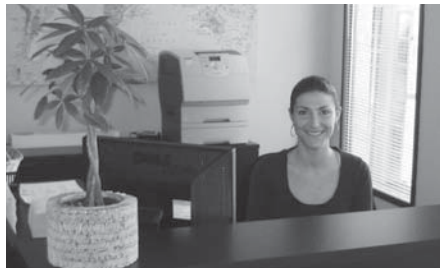


Quebec Alternate Business Agent Paolo Réhel (left) will cover for Isabelle Miller starting in the Summer, taking over from Daniel Faucher (right).

"Quebec has a strong trade union history. The anti-scab laws began in Quebec. We also have very strong health and safety laws. The rights we have didn't come from heaven. Some people went to prison, some died for the privileges we have. We need to keep fighting to protect what we have."

– Daniel Faucher

TWU opens offices in Ontario and Quebec



New staff member Loéva Le Mentec in the Montreal office

The TWU is officially open for business in Central and Eastern Canada, with new digs in Scarborough and Montreal.

Alternate Business Agents Daniel Faucher and Paolo Réhel will be working on St. Catherine St. West in Montreal. It's a 10 minute walk from TELUS offices at Metcalf, and 15 minutes from the TransCanada Office. Joining

him is the newest addition to the TWU, Loéva Le Mentec, who is a member of COPE and will be providing administrative support.

After five years of living on borrowed (and free) office space in Toronto, the TWU secured an office three blocks from the TELUS head office in Scarborough. Business Agents Tricia Watt and Maria Zonni took possession early last year.

Our wholehearted thanks goes out to the Society of Professional Engineers who have provided us the use of their office space in Toronto for several years as we fought to get the Telus Mobility members into our union.

For office contact information and addresses see page 2.

Employees deserve dignity at work

Maria Zonni

- » **Business Agent Ontario, elected in 2006 to a three-year term**
- » **Serving Locals 501 and 502 (with Tricia Watt)**

Maria Zonni's first job was working for her father. When she stopped working for her father, she realized how unfair other employers can be. After studying fashion design, Zonni was hired to set up and run a clothing store. They terminated her as soon as the store was established.

She felt used, and went to the Ontario Labour Relations Board. The first thing they said was: "Do you have a union?" With no union, Zonni was unable to take on the legal expenses herself.

She went back to school and studied business and marketing.

When the TWU came to Ontario, she was more than ready to start advocating on behalf of union members. "A person's employment is the focal point of their life," says Zonni, who is also Health and Safety Officer for the TWU (with Dave DiMaria) and on the Employment Equity Committee. "It's something you should feel proud of. When employers take away dignity from their employees it strikes at the core of their life."



Left to right: Tricia Watt, Ontario Federation of Labour President Wayne Samuelson, who gave an inspiring speech to the TWU Convention, and Maria Zonni

Where has the balance gone?

Tricia Watt

- » **Business Agent Ontario, elected 2006 to a three-year term**
- » **Serving Locals 502 (with Maria Zonni) and 503**

Tricia Watt says she has been with the company for a long time: seven years. That may not seem like much to BC members, but at Mobility in Ontario it makes Watt a veteran. She started back in the days when it was still called Clearnet. Prior to getting elected, she worked in Corporate Client support.

"I know what it used to be like," she says. "There were problems because no company is perfect. Clearnet had an emphasis on balance. With TELUS, it became more about how could they get people to do more work for less money."

Watt studied sociology and women's studies at university part-time while working full-time. She also has a certificate in Human Resources Management. Being a woman of colour from a working-class background, she understands the benefits a union can provide. "Unions make sure employees are treated fairly in the workplace. Companies today act like their goals could be reached without their employees and that's not true."

Calling all retirees

Join the BC Association of Retired Telecommunication Workers (BCARTW). They aim to speak up for retirees and promote the interests and well-being of the Telecommunication Workers Pension Plan (TWPP). They are working with the TWU Constitution Committee to create a Retirees Local to allow retirees to have delegates at Convention, who can vote only on pension issues.

To join, call 250-751-1351 or email d&emilpan@telus.net.

Communications Sub-Committee

The Executive created a sub-committee of the Council, aiming to improve communications in the TWU. They are responsible for changing the format of the *Transmitter* and making it available as an electronic publication to save money and facilitate distribution.

Your suggestions on communications are welcome. The TWU is creating a Web form so you can make your suggestions online.

Burnaby Business Agents, elected 2007



Colin Brehaut, three-year term

» **Serving Locals 31, 35, 43, 52, 63**

Colin Brehaut recalls working on an arbitration for women on maternity leave. “They were losing out on salary increases because they were off on maternity leave.” The TWU won the arbitration.

“I didn’t stand to gain anything personally from winning but it felt awesome,” says Brehaut. “It wasn’t right for our members to be denied salary increases for taking time off to have children.”

As Business Agent for Burnaby, Brehaut hopes to continue fighting for justice on behalf of our members. Brehaut’s involvement goes back to 1996, when he became a Shop Steward. Since then he has been a Delegate, President and Vice-President for Local 52. He started in Operator Services 17 years ago, in the good old days when you could dial ‘0’ and talk to a real person. “Now it seems like everyone loses out. By the time a customer gets to talk to an operator, they are frustrated by the automated system. It’s not good for the company to alienate customers like that.”



Tamara Marshall, three-year term

» **Serving Local 60 (Shaw)**

New Business Agent Tamara Marshall has plenty of experience keeping calm in a crisis. Not only did she have a trial run last year when she was called into service as an Alternate Business Agent, but she has also volunteered for four years at the Vancouver Crisis Centre. “When the phone rang, you never knew what kind of problem it was going to be,” she says. “You’d have to figure out how to help. The same thing happens here.”

That should come in handy as she serves Local 60 (Shaw Cable) and investigates complaints under the Respectful Workplace program as the BC Human Rights Officer.

Marshall originally became a Shop Steward in 1993 because she didn’t appreciate the heavy-handedness of management. She has been involved with the union ever since, most recently serving as President of Local 50.

“The best part of the job for me is the little thank you’s from members. When I help them, it means the union is helping them.”



Cindy Orivolo, two-year term

» **Serving Local 50 (with Michael Thompson), 51 and 53**

When Cindy Orivolo’s teenage daughter started working part-time at McDonalds, she came to her mother with all kinds of questions. “She was asking me: ‘Is my employer really allowed to do that?’” I’m not as familiar with the BC Labour Code as the Federal one, so I showed her where she could learn more.” Her daughter started reading the Code and was able to help make some changes at her workplace. She also sent the Labour Code to all of her friends. “Educating young people about their rights is one of the most important things we can do as a union,” says Orivolo.

As a TWU activist, Orivolo has been fighting for the rights of TWU members since the early 1990s. For the last six years, she was President of Local 51. She has served on the Health and Safety Committee, the Constitution Committee and the Ergonomics Working Group. She is also a Telecommunication Workers Benefit Plan Trustee.

Burnaby, elected 2007



Don Stang, one-year term

» **Serving Locals 7, 30, 34, and 41**

Regent Central Office in Vancouver was a hotbed of union activity when Don Stang started in 1976. “The office was contentious and nobody wanted to stay there long,” says Stang. The atmosphere was contagious and soon Stang became involved in the TWU. During the 1977 lockout he was a Picket Captain and after he became a Shop Steward. “If you want to have a say in what’s going on, you have to get involved and I’ve felt that way ever since,” says Stang. As a Business Agent, Stang has a wealth of experience – this Convention marked his 27th year as the Local 1 Delegate. He has served on the TWU Health and Safety Committee for 22 years, and as President of Local 1 for 20 years. Known as a stickler on the Constitution, Stang admits: “I’m fascinated by the Constitution.” He is also president of his condo Strata Council, and oversees a \$500,000 budget. It’s a Concert Property, built by and supporting unionized labour. Who said trade unionism doesn’t begin at home?

Burnaby, re-elected 2007

Lila Hackett, three-year term

» **Currently on leave**

Message from Lila: “The past year was full of challenges for the TWU and its Executive. I am grateful for the support from the Delegates and the membership during a difficult time for this union. I would like to express my thanks to all that supported me and extend my promise to work tirelessly to bring this union to the future.”



Hey! Where are you going with that carrot?

Lee Riggs

» **Business Agent Interior, elected in 2006 to a two-year term**

» **Serving Locals 4, 6, 8, 16, 22, 36, 37**

Lee Riggs started in Operator Services at BC Tel when he was 19. “They kept telling me to work faster and faster. I kept on doing what they told me to. They compared me to other people, saying, ‘You could be as fast as Susie if you just worked a little harder.’ One day I caught up to Susie. Then they told me: ‘You must be cutting people off on the phone because there’s no way you could work that fast.’” It’s all about the stick and the carrot he says, except: “When I finally got the carrot, I was accused of stealing it.”

It was then Riggs realized he had to get involved. Riggs marked a 25-year milestone with the company in May 2006, and a career of intensive TWU activism.

He has worked in Operator Services, Clerical and Installation and Repair and has been involved with WCB advocacy and health and safety. He is also a trustee of the Telecommunication Workers Pension Plan. He says: “I’ve always done this work for free as a Delegate. Now it is nice to get paid for the work I would do anyway.”



Committees: Apply now, apply online

The Committee application process has been online since mid-2006 at www.twu-canada.ca, where you can find a list of current vacancies if you look under Committees.



A voice for change

Dave DiMaria

- » **Business Agent Burnaby, elected 2006 to a three-year term**
- » **Serving Locals 1, 5, 9, 18, 26 and 32**

Dave DiMaria started in Building Services in 1980 and immediately wanted to become a Shop Steward. “The management treated people like second-class citizens.” The lockout in ’81 added fuel to the fire. “We occupied the buildings for a couple of days,” he says. “The experience energized me because you could see the result of being in a union.” After the lockout, DiMaria became a Shop Steward.

A Web developer at TELUS, DiMaria is the former mastermind behind the Voices for Change Web site which he started in 1998 and ran mostly

out of his own pocket. The site made headlines in the 2005 dispute when TELUS blocked access for about one million subscribers. “Their official position is that they don’t control content, but that is what they did,” says DiMaria. A huge outcry from civil liberties groups led to negotiations with TELUS and an out-of-court settlement. TELUS stopped blocking the site. When DiMaria was elected as a Business Agent in 2006, he stepped down from the Voices site. DiMaria, who is also the TWU Health and Safety Officer (along with Maria Zonni), says: “I have always been an advocate for positive change in the union and it’s been great to step up to the plate.”

Van Tel/Safeway joins forces with Vancity



The TWU’s Liz Fletcher was recently elected to Vancity’s Board

TWU members who banked with Van Tel/Safeway Credit Union will now be banking with Vancity, after 77% of credit union members voted to

merge. No jobs will be lost. The merger took effect on April 1, 2007. Eventually, Van Tel/Safeway branches will be transformed into Vancity branches. The agreement aims to find opportunities to preserve the spirit of Van Tel/Safeway’s bond status.

He walked the line at age seven

Michael Thompson

- » **Business Agent, Burnaby elected 2006 to a three-year term**
- » **Serving Locals 2, 3, 11, 28, 33, and 50 (with Cindy Orivolo)**



Business Agent Michael Thompson started young, walking his first picket line at age seven with his dad in front of the Port Moody Central Office in 1969. In 2005 he had the opportunity to re-live the experience when he and his Dad visited his sister on the very same picket line. “Growing up in a union family shaped the kind of person I am,” says Thompson, who first joined the TWU on a summer job at age 15. “Going through the previous disputes with my dad gave me a practical education in industrial relations and inspired my studies at Simon Fraser University.”

A Network Technician in the network build, Thompson volunteered for the Vancouver Police for several years and has many years of TWU activism under his belt. “I have a deep appreciation of our history, a keen awareness of our current challenges, and a strong commitment to work hard for our membership,” says Thompson.

TWU Health and Benefit Plan expands to Alberta

Alberta members are now able to join the Telecommunications Workers' Health and Benefit Plan (TWBP), which officially expanded to Alberta last year.

"People don't always realize what can come up," says Debbie Ellis, the TWBP Administrator. "Members unexpectedly become disabled or pass away. Nobody plans these events. But when the unexpected happens, it's nice to be prepared just in case, and the Plan has provided many valuable benefits to TWU members over the years."

Benefits include Group Life Insurance in the form of one year's annual earnings plus \$2000, Survivor Income Benefits and short term disability which is a supplement to any benefits under the separate company-paid Sick Leave and Long-Term Disability Plans.

Survivor Income Benefits amount to a quarter of your annual earnings in total paid out monthly. If your beneficiary is your spouse, it will be paid for their lifetime. If your beneficiary is not your spouse, it will be paid for 10 years.

Joining the plan is voluntary and would cost 1.5 percent of your annual salary. If you join the Plan when the Benefit Plan office first offers you coverage by sending you an application, you will not be required to provide medical evidence of insurability. If

you do not complete the application within 30 days, you will have to provide medical evidence of good health/insurability in order to join.

The plan may look at the possibility of expanding to Ontario and Quebec, depending on the type of coverage members there have with their existing plans.

Changes to the TWBP

Changes to the TWBP came into effect at the beginning of 2006, in response to new Short-Term and Long Term Disability Plans provided by TELUS.

The TWBP Short-Term Disability Plan (Part C) has been re-designed so that if you become disabled the Plan will supplement your income in order for your take-home pay to be approximately the same as if you were working. Another important change is that members will no longer be automatically enrolled in the plan, and will have to apply.

Complete information about the changes was sent in a letter to BC TWU members last year. Details are also available on the Benefit Plan Office Web site at www.twplans.com/index.htm, under Current Events and Notices.

For enrolment information, please call 604-430-3300 or email general@twplans.com.

Trials continue for Alberta members

TELUS opened the doors in Alberta during the labour dispute and members crossed the line in droves. Canadian labour law and the TWU Constitution allows locals to take action against members who were believed to have crossed the line.

Trial Boards are continuing for Alberta members who crossed

the picket line during the dispute. As per the TWU Constitution, each local has its own Trial Board System. "It is a challenging and time-consuming process to make sure everyone has a fair trial," says TWU Vice-President John Carpenter. "The locals in Alberta are following the process according to the Constitution."

Some locals have completed the trials and are ready to collect the fines, or proceed to small claims court if fines aren't paid voluntarily. We are unable to publish the results because the process is confidential. But rest assured, trials are proceeding for those who crossed the line in the 2005 labour dispute.

On the road to Ottawa

(with notes from Michael Irving)



The vote for replacement worker legislation – which would prevent companies like TELUS from hiring scabs during labour disputes – was in two days. TWU Delegates Michael Irving (Local 5) and Huma Munroe (Local 502) had a meeting with Liberal MP Raymond Chan (Richmond, BC) in his Ottawa office. He'd voted against Bill C-257 twice, and was planning to vote 'no' again.

Irving and Munroe walked in, and something changed. Irving discussed how essential services were already protected under the Labour Code and how the TWU had a letter of agreement with TELUS to protect essential services during a labour dispute. He also told Chan that TELUS had ignored the Essential Services Legislation in the Code and brought in replacement workers during our labour dispute.

When the vote took place on March 21, Chan looked toward Irving in the gallery and stood up to vote 'yes' for both amendments and the main Bill.

Unfortunately, it wasn't enough, and even though the Bloc Québécois and the NDP supported the Bill, the replacement worker legislation was defeated with 177 MPs opposed and 122 MPs in favour. The Bill came closer to reality than it ever had before by making it to the third reading.

Irving and Munroe were part of a five-person team from the TWU, which also included Lisa

Robles (Local 502 Delegate), Guy Mousseau (Local 37 Delegate) and TWU President George Doubt. They, along with lobbyists from other unions, converged on Ottawa in the final days before the vote in an effort coordinated by the Canadian Labour Congress (CLC). Irving says: "The Canadian Labour Congress had all of the knowledge and experience to make the effort a success." Bloc Québécois MP Gilles Perron (Rivière-des-Mille-Iles), kindly lent his office to the lobby effort. During three days of lobbying, the TWU contingent met with dozens of MPs. As well as attending formal meetings, they took advantage of chance meetings on buses between buildings on the Hill and in after-hours MP-haunts.

Irving and the rest of the team give credit to former Business Agent Mimi Williams as the catalyst behind the effort.

Even though the Bill didn't go through this time, Irving is disappointed but not discouraged. The very next day, Liberal MP Mario Silva (Davenport) immediately introduced a new bill on replacement worker legislation, Bill C-415, with different wording on protecting essential services.

Irving says: "We have to all be vigilant in keeping up the pressure on our Local MPs and we can make replacement worker legislation a reality."

TWU revamps harassment policy

The TWU Harassment Policy has had a much-needed overhaul, effective February 28, 2007 when it was passed by Executive Council. "The Policy we had didn't address us a national union," says Secretary Treasurer Sherryl Anderson, who was on the Human Rights

Committee at the time, and was one of the officers responsible for the policy revamp. "The new policy is national and also has a step-by-step process that's clearly defined," she says.

The policy now provides an extensive definition of what constitutes harassment, and

provisions on conflict of interest, false accusations and retaliations against both the respondent and the complainant. For a full definition of harassment and the step-by-step process, please visit the TWU Web site www.twu-canada.ca. Go to About the TWU, and check under Policies.

It's time for the \$10 minimum wage

Write your MP

(From the CLC)

The Canadian Labour Congress (CLC) is calling for a \$10 hour national minimum wage. Last fall, NDP MP Peggy Nash introduced a National Minimum Wage Bill, C-375, in the House of Commons, seeking to re-establish a federal minimum wage of \$10. The Bill would apply to the federal jurisdiction such as banking, telecommunications and more.

The CLC is asking people to write the Minister of Labour and your MPs and sign and circulate their petition.

Visit www.canadianlabour.ca.

Ontario: 2010 too late

(From *amillionreasons.ca*)

This March, the Ontario Liberal Government announced plans to raise the minimum wage from \$8 to \$10, gradually over the next three years, as part of the provincial budget.

Winning a 28% increase in the minimum wage is a great victory for the A Million Reasons Campaign (www.amillionreasons.ca), organized by several labour organizations. But it's not over. The minimum wage campaign will continue as 2010 is not soon enough, and supporters are urged to keep signing petition cards.

BC Fed calls for \$10 NOW

(From the BC Federation of Labour)

The BC Federation of Labour is spearheading a campaign to raise BC's minimum wage to \$10 an hour. The goal is to win a wage increase for the 115,000 British Columbians who earn \$8 an hour.

The BC Federation of Labour is calling for:

- An immediate increase to \$10 which includes eliminating the \$6 training wage
- A increase to \$11 one year later
- An indexing formula to ensure annual pay increases

Visit www.bcfed.com to learn more and to sign the petition.

Who's on your side?

Who's on your side? That's the question the Canadian Labour Congress (CLC) wants you to ask your politicians. It's part of the Better Choice 2007 campaign which aims to put issues that matter to working people squarely on the election agenda.

The CLC has identified five key issues:

- protecting jobs and wages
- creating skills training opportunities for workers and our children
- making sure you get the pension you earned
- making prescription drugs more affordable
- ensuring quality child care and early learning opportunities for workers and their children.

Politicians have to be made to feel that people will vote for them or against them on the issues that matter at the kitchen table when the bills are due.

To learn more, visit www.betterchoice.ca.

It's time to start asking: 'Who's on your side?'

Alberta municipal elections on October 15

The Canadian Labour Congress (CLC) is seeking volunteers in Edmonton and Calgary for an issues-based campaign for the municipal elections, which take place in Alberta on October 15, 2007. This is part of the Better Choice campaign. Contact Business Agent Alyson Williams, the Political Action Committee Chair, at 780-444-6945 or alyson.williams@twu-canada.ca. TWU members who are seeking office should also contact Williams.

Ontario elections set for October 10

The next provincial election in Ontario is on October 10, 2007. Last fall's municipal elections were good for labour. Curiously, former Liberal Labour Minister Joe Fontana, who ran for Mayor of London, was unsuccessful. TWU members know Fontana as the Minister who was repeatedly asked to intervene in our dispute. In a February 8, 2007 by-election, York South-Weston, previously a solid Liberal riding, went to the NDP's Paul Ferreira who campaigned on the \$10 minimum wage. (*Political Action Convention report*)

Dear Executive Council,

After months of debate, reunions and negotiations, it is with great pride and pleasure that we write these few lines to thank everybody at Executive Council.

Our members have accepted with a majority of 99% (54 YES and 1 NO) the question "Do you accept TELUS' proposed letter of agreement?" that was negotiated on the week of April 16th, 2006.

Without the help of brothers Bruce Bell and Peter Massy present at the negotiating table, this feat would not have been possible. Also, the participation of brother Daniel Faucher and sister Isabelle Miller was well appreciated as their insight and support on Appendix E was greatly recognized. With this letter of agreement, the TWU has satisfied the almost totality of its members in Local 601 and for this we say thank you. Thank you for the huge effort put in and thank you for the openness you demonstrated all the way to our members out in Rimouski.

From all our members in executive council in Rimouski, we thank you again. We strongly think this is a great beginning and a huge step towards a great relationship between our members here in Rimouski and the TWU for the years to come. With great thanks,
Executive Council for Local 601,
Rimouski

(This letter was sent regarding improvements to Appendix E negotiated by the TWU.)

**From: "amber garbencius"
To twu@twu-canada.ca
Subject: BA's and arbitrations**

As my arbitration has been long, and quite stressful, I wanted to take a moment and thank my Business Agent for all her hard work, and time. There were times during this whole ordeal that I wasn't sure if I had the strength to press forward, and many times thought to just give in. It was at those precise times that my phone would ring, and there was Allison Kuzyk on the other end with more information, and a shoulder to lean on.

It seemed to Sister Kuzyk that I was more than just an employee that had been treated wrongly. Her first concern was always my health, as I was pregnant, and always about what was best for me. She truly believed in me, getting my job back, and doing this with my best interest at heart.

I can't thank Sister Kuzyk, or Sister Shewchuk, enough for the long hours, endless days, and dedication to the TWU. Sister Shewchuk even came all the way to my arbitration to help with a policy, for a mere 20 minutes, but to her it was all a part of helping the membership. It was in those arbitration meetings I truly realized that being a part of the TWU meant I was a part of something larger, a family.

So I thank each and every one who helped, especially my Business Agents.

– Amber Garbencius



Amber Garbencius and her family

Dear TWU

I recently retired from TELUS after a 35-year career. Those years were all secure and comfortable, thanks to the TWU for negotiating good wages, benefits, job security and pensions.

I would like to thank all my friends, co-workers and fellow retirees who came out to celebrate my last day with me. It was a wonderful send off into retirement.

My thanks also go out to the TWU for the \$1,000 cheque, retired member pin (which I will wear proudly and often) and the honorary life membership certificate. I am very proud to be a lifetime member of this great organization.

In solidarity,
Larry Kleckner, Local 16,
Kelowna

To the TWU:

Thank you very much for the scholarship in the Fall of 2006. Your support for my education is greatly appreciated and is actually funding my current semester. :)

Thank you again! Alix Zogie