

LOCAL UNION OFFICERS AND UNIT OFFICIALS 2021 ELECTION

On Thursday, April 22nd, 2021, eligible members of Local 1944 had the opportunity to vote to determine the composition of the Local's Executive Board and of their Unit's Officials.

This is the second time now that our Local has participated in the USW one-member, one-vote elections for these positions.

The Executive Board will hold a special meeting on May 3rd, at which the Local Union Election Tellers, who supervised the election, will present their election report, as per the *USW Local Union Elections Manual*.

The Swearing-in Ceremony for Executive Board members is scheduled for May 25th. More information will be communicated in the coming weeks.

Thank you to all those who took some time out of their busy schedule to take part in our Union's democratic process.

[CLICK HERE TO VIEW THE ELECTIONS RESULTS](#)

The following members were elected or acclaimed to the Executive Board, pending approval of the Local Union Election Teller's Report:

Local Union President	Donna Hokiro
Local Union Vice-President	Pierre-Luc Dick
Local Union Secretary-Treasurer	Michael Phillips
Regional Executive Officer AB	Richard Blais
Regional Executive Officer BC	Alina Gherghinoiu
Regional Executive Officer BC	Corey Mandryk
Regional Executive Officer ON	Michelle Ravary
Regional Executive Officer QC	Robert Briza
Trustee	Natasha Aodan
Trustee	Ross Brown
Trustee	Jenn Turner

MEET OUR TELLERS

The Election of Local Union Officers and Unit Officials was supervised by the Election Committee, composed of three Tellers.

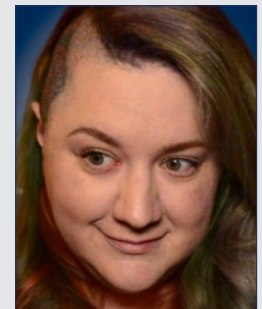
The Tellers' role is to check that every step of the elections process conforms to USW regulations. Among other responsibilities, they are in charge of verifying the eligibility of nominees, supervising the vote, and submitting the committee report including the elections results, and protests if applicable.



Stacey Sherback, from Unit 60, works at Shaw as a Warehouse Person in Surrey, British Columbia: "I'm very grateful for the opportunity to have worked on the elections process as a Teller. It was relatively uncomplicated and our team worked together very well. I look forward to being part of it again in the future. Congratulations to all and best of luck!"



Ronald Macaraeg, from Unit 502, works at Telus as a Loyalty & Retention Specialist in Scarborough, Ontario: "Elections this year was easy going and no complications! Congratulations and all the best!"



Vickie Blackburn, from Unit 601, works at Telus as an Help Desk Specialist in Rimouski, Quebec: "I agreed to be a teller for this year's elections in order to do something different that I know would have an impact for some people that were being elected this year. It was rewarding to see the whole process and to be behind the scenes!"

DID YOU KNOW?

The document ruling the Election of Local Union Officers and Unit Officials is the *USW Local Union Elections Manual*.

Eligibility: In order to be eligible to run for office or for a unit position, **members must have attended one-third of the unit meetings** which they were not prevented from attending because of their union activities, working hours, service in the armed forces, sickness which confined them to their home or

the hospital, a death in their immediate family, or jury duty. This requirement is waived if a member is acclaimed to the position, or if no member running for the position meets the criteria.

The *USW's Local Union Elections Manual* also provides that members shall be eligible for election as a Local Union Officer or to a unit position **if they have been in continuous good standing for a period of 24 months** immediately preceding the month in which the election is held.



Donna Hokiro
President

PRESIDENT DONNA HOKIRO'S INTERVIEW ON VACCINE BOOKINGS: TELUS CHOOSES OUTSOURCING OVER SCHEDULING ITS OWN UNIONIZED EMPLOYEES

In the March issue of this magazine, we dedicated an [article](#) (see page 2) on how members at Telus scheduled for vaccine bookings were advised by the company that they had to start their login process prior to the start of their shift. But as far as these vaccine bookings go, that wasn't Telus' only misstep.

In an [interview](#) with PressProgress, President Donna Hokiro raised the issue of Telus' questionable subcontracting methods, to the detriment not only of members, but of taxpayers and patients. It's about time Telus stops playing power games and prioritizes skills and fairness. This time again, the company's all-for-profit behaviour proved detrimental to all.

Below are extracts from the PressProgress article with a focus on the bargaining unit. You can read the full article [here](#).

"Former workers at a private call centre subcontracted by Telus to book British Columbia's vaccine appointments are voicing concerns about internal chaos and a disorganized training process.

Last month, telephone bookings for BC's vaccine rollout got off to a rocky start amid technical difficulties and jammed phone lines. BC's Ministry of Health later explained it had contracted telecom giant Telus to run its vaccine booking call centres and that the company initially failed to ensure adequate staffing levels. [...]

Although the BC government initially contracted Telus to manage vaccine bookings, the telecom giant has for over a decade outsourced some of its call centre capacity to non-unionized third parties [...].

Donna Hokiro, [...] President of United Steelworkers 1944, which represents Telus call centre workers, told PressProgress: 'The business used to be a lot more simplified. You had customer service or what we would call care, and you had your accounts management team or what you would call collections. They were all unionized employees.'

Hokiro is concerned about the fact that Telus is outsourcing vaccine bookings to third-party companies before using Telus'

own part-time unionized employees who are willing and able to do that work.

'We do have people that are part time,' Hokiro explained. 'I know some that have had their hours reduced recently because I've received calls or messages, that they would love to be able to be utilized and if not for the clinics, utilize someone else for the clinics and give them a fuller schedule.'

'I have tried to bring that to the attention of Telus, to no avail.'

According to Hokiro, it is unlikely Telus is saving a significant amount of money subcontracting to third parties, and suspects the telecom giant's actions likely have more to do with weakening the Union bargaining unit.

'It's not about money always,' Hokiro said. 'It's about power and control. You know they want to obviously just by how they've continued to want to weaken the bargaining unit by either language or membership. It's a North American phenomenon. It's nothing new or surprising, though it is shameful.'

Source: PressProgress, April 9, 2021: *Telus' Call Centre for Booking Vaccine Appointments in British Columbia is 'Disorganized' and 'Chaotic', Former Workers Say*

#RiseUp



REMEMBER: SEE SOMETHING, SAY SOMETHING.

Email your [Local Union Representative](#) or the [Local Union office](#)

BARGAINING IS ABOUT MEMBERS' INVOLVEMENT

Your participation and support in this round of bargaining will be paramount to our success. The first step you need to take is be informed.

Check the Bargaining Updates at <https://1944.fyi/bu-telus2021>

Make sure you are a part of the Local 1944 communications. [Sign up to our newsletters](#) | [Sign up to our text alerts](#)

Share our updates on social media using the hashtags [#RiseUp](#) and [#usw1944](#)

WOMEN OF STEEL



Michelle Ravary
Regional Executive Officer Ontario

REGIONAL EXECUTIVE OFFICER ONTARIO MICHELLE RAVARY RAISED THE BAR ON WOMEN'S HEALTH AND SAFETY

On March 15, 2021, the USW District 6 Women's Committee held a presentation and discussion on women's health and safety. The event was part of the [USW Raising the Bar on Women's Health and Safety](#) campaign. Michelle Ravary, Regional Executive Officer Ontario, was one of the panelists on that virtual meeting. She shared some of the daily issues experienced by members working in call centres. This was her story.

"My name is Michelle Ravary, I'm a Loyalty and Retention Specialist for a large telecommunications call center. I'm currently serving as the Regional Executive Officer at Local 1944's National Executive Board, I'm also Vice-President of my Unit. I'm on this call today to bring awareness to the mental health issues call centre agents face.

A high majority of call centre agents across the country are women, so this campaign is very relevant for us. I've been working in a call center for the last 20 years, and I've seen how it has impacted myself as well as fellow colleagues.

Mental health concerns don't stop when you leave your workplace, they follow you when you go home and it affects our personal lives. Mental health is a big health and safety issue that our members face day to day.

Customers will call in frustrated about their situation and feel it's ok to verbally abuse an agent that they're on the phone with. We experience verbal abuse, sexual harassment, racist insults, and in some cases, death threats.

In 2016 the USW and Local 1944 came up with the [Hang Up On Abuse campaign](#), to bring awareness on call center abuse and on the fact that agents are not allowed to hang up on abusive customers.

Since COVID-19, we can see the effects it's been having on our membership, it's a scary time for everyone. Burnout is real.

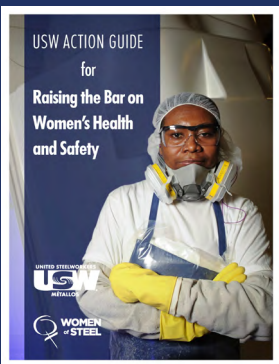
Our workplaces did a good job with getting us set up for working from home, but that didn't stop the employers from adding new pressures to our jobs, and increasing metrics.

The customers we speak with are more stressed out than ever. Many have lost their jobs and cannot pay their bills, so by the time they speak with us they're already out of patience and frustrated, which can lead to an increase of abusive calls."

Hang Up On Abuse

The Union is calling on all Canadian call centre employers to adopt the Hang Up on Abuse Policy, empowering their workers to end or pass on abusive calls – without fear of losing their jobs.

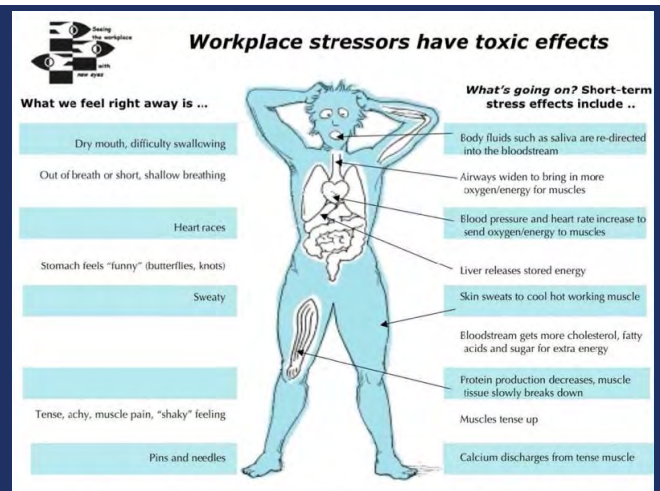
[Sign the petition here](#)



[Download the Action Guide here](#)

DID YOU CHECK OUT THE RESOURCES ON WOMEN'S HEALTH AND SAFETY?

"I absolutely love this Action Guide, I think this is something that should be shared with all our female members. The section on Stress, Mental Health and Work-Life Balance feels like it was written for my workplace. The tool on how we can take action in our Local Union has some excellent ideas. The [Mental Injury Toolkit](#) is something that I had never seen before and I think this is an excellent resource." — Michelle Ravary, REO ON



SHOP STEWARD LEVEL 1 COURSE

I was interested in the virtual Shop Steward Level 1 course so I could become a Shop Steward and support my coworkers.

I learnt a lot thanks to this course, and I cannot wait to be more involved with more courses to come. I am now in the PUMA network and I can communicate with other members, share knowledge and simply support each other.

I enjoyed getting to know more about my Union and what they do, and what I can do to be an active union member. This was a great course, with amazing content and trainers, and I was especially interested in the collective agreement topic. I hope the language will change to better support our reps in the future.

— Submitted by Gail Davies, from Unit 501

EDUCATION FOR STRONGER WORKPLACES

Each of the Shop Steward classes scheduled from April to June filled up within a couple days, sometimes even within a couple hours!

This eagerness to learn shows how much members are actively looking for new ways to stand up against the stresses and injustices of our workplaces. This is inspiring to see.

New courses will be scheduled until all members who wish to take it have had the opportunity to do so. French sessions are coming in the summer and will be announced shortly.

Don't miss out on future opportunities for education!
Stay tuned by [subscribing to our newsletters](#)

A reminder that this is a 3-day virtual course, using a brand new, practical curriculum created specifically for Local 1944's unique needs. It is free and open to all members in good standing.

SOLIDARITY WITH IBEW LOCAL 213

USW Local 1944's Executive Board members stand in solidarity with IBEW Local 213 members employed at Ledcor LTS, on the picket line since September 2019. These workers perform contract work on Telus' fibre-optic network; the less Telus' contractors are paid, the greater the threat that more of our work will be contracted out. Their working conditions have

a direct impact on those of Telus members and when these workers secure fair working conditions, it benefits us all.

TAKE ACTION: Show your solidarity by signing the [petition](#) to Federal Labour Minister Filomena Tassi. Share on social media using the hashtag **#ShameOnLedcor**

From left to right and from top to bottom: Omero Landi, Administrator; Pierre-Luc Dick, Vice President; Ross Brown, Trustee; Richard Blais, REO AB; Jayson Little, USW Staff Representative; Michelle Ravary, REO ON; Michael Phillips, Secretary-Treasurer; Alina Gherghinoiu, REO BC; Randy Gatzka, USW Staff Representative; Donna Hokiro, President; Natasha Aodan, Trustee; Robert J. Briza, REO QC; Corey Mandryk, REO BC; Jennifer Turner, Trustee; Steve Durrell, REO AB



Are you looking for a way to fight back
for yourself and your co-workers?

JOIN P.U.M.A. TODAY!



PUMA

THANK YOU

**PUMA NETWORK FOR HELPING DISTRIBUTE
THE REALITY CHECK SURVEY LINK
AND ENCOURAGE MASSIVE
PARTICIPATION AMONG MEMBERS!**

Over 1,300 members took the survey. The answers will help the
Local Union get a better understanding of what members really
think of their employer and negotiate a better collective agreement.

STAY TUNED FOR RESULTS

TO GET INVOLVED WITH THE PUMA NETWORK AND ITS
FUTURE CAMPAIGNS, EMAIL PUMA@USW1944.CA NOW!



IN OUR PROVINCES

ON MAY 1ST LET'S CELEBRATE INTERNATIONAL WORKERS DAY

Saturday, May 1st, 2021, is International Workers Day, also known as May Day. Every year, this day is celebrated by workers around the world in commemoration of predecessor labour activists who fought for the working rights we enjoy today.

NATIONWIDE

The Labour May Day Committee, endorsed by some of Canada's largest unions, will be holding the largest May Day event in Canada in an online rally. More information [here](#).

When: Saturday, May 1, at 1:00 pm Eastern Time.

IN ALBERTA

May Day Edmonton will be holding its International Workers' Day Virtual Celebration. RSVP and information [here](#).

When: Saturday, May 1, at 1:00 pm Mountain Time.

IN ONTARIO

Fight for \$15 and Fairness will be holding an online rally to demand decent work for everyone and demand immediate

action from MPPs. It is more than clear that the provincial government is not on the side of the working people. RSVP and information [here](#).

When: Saturday, May 1, at 11:00 am Eastern Time.

IN QUEBEC

This year again, International Workers' Day is marked by crises. It's not only the COVID-19 crisis, but also the climate and the working conditions crises. Quebec workers intend to defend their rights fiercely. Join the march organized in Montreal this May Day under the theme *Let's put an end to the health and safety crisis*.

More information [here](#).

Where and When: La Fontaine Park by the Charles de Gaulle obelisk, Saturday, Montreal QC, 1560, Sherbrooke Street East, Saturday, May 1, at 1:00 pm Eastern Time.

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<https://shopusw1944.ca>



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