



the THE OFFICIAL PUBLICATION OF THE  
TELECOMMUNICATIONS WORKERS UNION

# Transmitter



TWU members Steve McWhirter and Edmonton Business Agent, Alyson Williams, marching in the Vancouver Pride Parade, August 3, 2008.

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# MESSAGE FROM THE PRESIDENT



The year 2008 continues to be a busy and productive year for the TWU. Our March convention was successful in debates and decisions important to the union, three constitutional changes were brought to a referendum ballot of the membership in June. The membership endorsed two such changes. This is democracy at work. I am particularly pleased that convention and the membership endorsed the chartering of locals and participation of our retired members.

We have negotiated new collective agreements with Shaw Cable and as this is written we are expecting the tentative agreement between the TWPP and the Pension Office staff represented by COPE Local 15 to be ratified.

In July we received two important decisions from the Canadian Industrial Relations Board. The first was relating to the Union's access to information from TELUS. We received this ruling very promptly and it is a good victory for the TWU and may assist other unions in the future. The second ruling we have been waiting for many years defines our Scope Clause that was outstanding from the merger of BCTEL and TELUS. Both of these CIRB decisions are favorable to the TWU.

Our grievance and arbitration case load remains high and your officers are continuing to work hard to resolve the disputes.

The TWU is preparing and working towards a successful round of bargaining with TELUS in 2010.

Our Organization may be facing an immediate challenge. Canadian Labour Law provides for an open period in Collective

Agreements if the term of the contract is greater than 3 years. In the case of our contract with TELUS this open period runs between August and November. During this open period our membership could be raided and displaced by another union. We can also be subject to a decertification application which would leave you unrepresented and vulnerable to the employer.

Clearly any union involved in raiding activity does not respect our conventions democratic wish to remain independent nor does it respect the no raiding principles endorsed by the Canadian Labour Congress and all affiliated unions across our country. However if there is any raiding activity during our open period I can assure you that your leadership will challenge and fight any raid attempt.

At this time our primary focus is on our Membership Outreach program. We are contacting you throughout the country to listen and receive feedback. This two way communication is important to build solidarity and move the TWU forward stronger than ever.

The goal of the Membership Outreach is to return to our roots and commit to a strategy that rests on increasing our solidarity and power reached through communication, education and involvement of the membership.

The TWU, like most labour unions, was organized on the basis of membership involvement. The union's power at any point in time is nothing more than the total energy and support of its membership.

I encourage you to step up and get involved with your union. Together we will succeed.

GEORGE DOUBT, PRESIDENT

## THE TRANSMITTER THE OFFICIAL PUBLICATION OF THE TWU

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## MEMBERSHIP OUTREACH IS THE PRIORITY

### Solidarity Committee initiative endorsed by Executive Council

In December of 2007, as a result of recommendations forwarded by the TWU Solidarity Committee, the TWU Executive Council endorsed an initiative that recognized the importance in the coming months and years to better communicate with the membership. The Union has been through extremely challenging times since 2005 and the leadership was determined to rebuild the solidarity of the members to face any threat presented by the first open period in August of 2008 and ultimately better prepare to enter bargaining in 2010. The TWU concluded a qualified and experienced person should be hired to lead this initiative and approved a budget that included the hiring of a Membership Outreach Co-ordinator. The members of the Executive Council who oversee this initiative are Michael Thompson (Burnaby), Ivana Niblett (Calgary), Alyson Williams (Edmonton), Tricia Watt (Toronto), Isabelle Miler and Paolo Rehel (Montreal). Other officers assisting this committee are Robin Arndt in Northern BC, Lee Riggs in the BC Interior and Alternate Business Agent Pierre-Richard Joseph in Montreal

# TWU launches YouTube contest

**TOP PRIZE \$1000**

#### Calling all aspiring moviemakers:

Here's your chance to show everyone what you can do, and be eligible for a \$1000 prize. The TWU is sponsoring a YouTube video contest for TWU-STT members.

### STRATCOM CONDUCTS POLL

In June the Membership Outreach Committee worked with Strategic Communications, a professional polling firm in BC represented by the TWU, which conducted a survey of our membership across Canada. Surveys remain a very productive tool to obtain valuable insightful information about what our members are thinking and want as we move towards bargaining. The TWU wants to thank all those members randomly selected who participated in the survey. The responses will be very helpful as we plan for the future.

Your video must be about the TWU-STT or reflect the labour movement and its values, and run from 30 seconds to a maximum of three minutes. The tone should be positive and constructive, and respect the union's Harassment Policy.

Winners will be determined by the number of hits or plays on YouTube and by a panel of independent judges.

First prize is \$1000, second is \$500 and third is \$250. You have until November 15, 2008 to submit your video, and winners will be announced on December 15, 2008, just in time for Christmas.

Quebec members should send their videos to Véronique Allard, Membership Outreach Co-ordinator-Quebec:

- veronique.allard@twu-canada.ca
- #850-4060 Ste. Catherine Street West, Westmount, Quebec H3Z 2Z3

**"Unions are simply working people coming together that have a common interest and cause. Your membership and participation in your union, the TWU, provides the collective voice and strength we need to succeed as an organization,"** **GEORGE DOUBT, PRESIDENT**



Members in all other provinces should send their videos sent to Dan Goy, Membership Outreach Co-ordinator:

- dan.goy@twu-canada.ca
- 5261 Lane Street Burnaby, B.C. V5H 4A6

#### Technical information:

Files that are 6 MB or smaller can be sent via e-mail. Larger files should be placed on a CD and mailed.

YouTube accepts a wide range of video file formats, such as WMV, AVI, MOV and MPG, which can be transferred from most digital cameras, camcorders and cell phones. If your video file format is not recognized by YouTube, you may get the best results by converting your file to MPEG-4 video with MP3 audio.

# MEMBERSHIP OUTREACH

## Co-ordinator hired in February

The TWU approved the hiring of Dan Goy as the Membership Outreach Co-ordinator who began his assignment in February 2008. Dan is no stranger to the TWU having first been hired in 1989 to assist with some early union organizing efforts and was subsequently employed by BC Tel as an electrician. Dan spent the next 10 years actively engaged in many different roles with the TWU including Convention Delegate, Local President, Convention Chair, Education and Apprenticeship Committee member, Alternate Business Agent, Organizer and more.

Dan is a very experienced and successful union and political organizer, advocate, facilitator and trainer, who is "results orientated" in his approach to mobilizing workers, planning campaigns, raising organizational and individual public profiles. Dan's responsibilities have included designing, implementing and delivery of labour relations and communications training to both staff and executive members, coordinating and supporting organizing campaigns, providing leadership, guidance, motivation and training to ensure success and results, interpretation and application of labour and employment statutes in provincial and federal jurisdictions including filing complaints, processing applications and making representations to administrative tribunals.

## Quebec Outreach Co-ordinator hired

Recognizing the unique and distinct position of our Quebec membership the Executive Council approved the hiring of Véronique Allard the Outreach Co-ordinator for Quebec in April 2008. Véronique is an experienced organizer recruited from the Public Service Alliance of Canada (PSAC) who also has extensive experience in working in the communications industry.



Loéva Le Mentec, TWU-STT Administrative Assistant, and Jean-Luc Boisvert, local 602 Secretary-Treasurer, in Montreal office.

# Reaching out to Quebec members!

THE TWU MEMBERSHIP Outreach Program was launched by Quebec Locals, last June. Recognizing that issues and concerns in Quebec are different from the rest of Canada, the union hired a Membership Outreach Co-ordinator specifically for this Province. Véronique Allard has since been responsible of adapting the Membership Outreach Program to the needs of Quebec members. Working with Dan Goy, Membership Outreach Co-ordinator for all of the other Provinces, she ensures that Quebec's cultural diversity is respected and that the needs of members are heard.

This Program will provide a direct and personal connection with bargaining unit members. Our objective is to build solidarity in each Quebec Local and between the three Quebec Locals, as well as within all Locals across the country, in order to strengthen their capacities and also to establish an effective network. The Membership Outreach Program will include different initiatives. We must develop a renewed appreciation for the union,

as well as increase communications with members and Rand employees, to be able to recruit new members and to build a network of activists that will be prepared for the next round of negotiations.

**"Your union will also be  
reaching out to you ..."**

## A Local's strength comes from its members!

The first initiative of the Membership Outreach Program consisted of a course about trade unionism and outreach strategies. The course was designed to build the capacity of member activists who will be the foundation of the Membership Outreach Network. Members in Montreal and Rimouski participated in a course specially prepared for them. Taking into consideration the young history of the TWU-STT in Quebec, the course emphasized the importance of unions and their impact on society, as well as the thrilling history of trade unionism in Quebec and its fundamental principles.

Twenty members from Local 602

# PUTTING COMMUNICATION BACK IN THE TWU

We believe by knowing our audience better, we will improve the results of our union initiatives. We also understand that communicating today and tomorrow has many challenging barriers. Our member activists are faced with the task of communicating to an audience that is over-worked, over stimulated and over-loaded with information. It is imperative that communications are short, simple and smart if we expect to get our message heard and seen in a crowded and noisy multi-media marketplace. Firstly communication is a two way street. The Union is required to communicate with members of the bargaining unit and the Union needs the bargaining unit members to communicate with the organization. It is vital that messages are clear, concise, easily understood and consistently delivered. It is equally important that members and prospective members can express themselves and easily communicate with the Union. Accurate and available contact information is essential in this context.

and twelve members from Local 601 watched “Les unions qu’ossa donne” by stand-up comedian Yvon Deschamps, learned about the upcoming open period and revisited their trade union values. The participants were given the opportunity to determine their personal aspirations and goals about the creation of the Membership Outreach Network as part of the Member-to-Member Campaign.

The course was very successful! The participants even expressed that they hope this experience will be repeated so that their colleagues can also benefit from it. Quebec members showed great participation in the course. In fact, out of a hundred participants who took the course across Canada, 32 were members from Quebec! Training needs are definitely present in Quebec, as well as members’ interest for their union. The TWU will strive to meet the expectations of Quebec members and to give them a stronger voice in the organization.

## Member to Member Campaign

You may have already been contacted by one of your TELUS colleagues. The second initiative of the Membership Outreach Program is based on a telephone campaign where dedicated members will be phoning TELUS employees to inquire about their needs as well as their expectations on the direction of the union in Quebec. If you have not been contacted, it may be due

to us not having your contact information. Please call the TWU office in Montreal at (514) 788-8811 or Quebec’s Membership Outreach Co-ordinator, Véronique Allard, at (438) 888-3424.

As part of this campaign, your union will also be reaching out to you during the next few months. Information sessions will be held in August to allow all TELUS members in Quebec to meet with their Local Executive.

Your Officers will be introducing themselves to you, which will enable you to speak with them and your Business Agents. We will keep you informed of the dates and locations of these sessions.

We expect to hear from you. Please share with us your comments and suggestions.

If you would like to become more involved in this campaign, simply let us know.

Together, we will prepare for our next round of negotiations!

## EXECUTIVE COUNCIL DEVELOPS A PLAN

Fundamentally the objective of a Membership Outreach Campaign is to rebuild the unions solidarity which is instrumental in rebutting a raid and essential as the organization prepares for negotiations with TELUS. Clearly the goal is to rebuild the relationship with existing members and increase membership by enrolling Rand employees.

The Union believes building the capacity within the organization at the member level in the outreach program is key. Accordingly it is imperative that useful knowledge, relevant experience and skills sets are imparted with current and future activists. For membership outreach, mobilization and organizing to be successful there must be a recognition and acknowledgement from all stakeholders that this activity must be a collective effort.

MEMBERSHIP OUTREACH CLASS, RIMOUSKI, QUEBEC



# First step consultation

The Union recognized that a successful strategy must be a “work in progress” involving leadership at all levels. A strategy was developed from accurate and ongoing feedback through interviews and surveys of the Executive Council then Convention Delegates. It was imperative that both local officers and member activists have the opportunity to provide comment and input at the initial development of the strategy. The Executive Council understood from the onset that for any strategy and campaign plan to be supported, endorsed and promoted, all levels of union leadership must have ownership, and that means having an opportunity for meaningful input and tangible participation in any plan.

## Telus Union reaches out with Web 2.0

BY TIM WILSON

Created 05/12/2008 – 11:45 am (CNM) New Media (NL) Telecom

GEORGE DOUBT, PRESIDENT of the national Telecommunications Workers Union (TWU-STT Canada), recently announced the union’s launch of its own YouTube channel. This is part of an overall membership outreach strategy and a push into other Web 2.0 phenomena, such as Facebook, in order to improve internal communication and strengthen bargaining power.

“We know that it’s important to talk to all of our members, from all generations and across the entire country,” Doubt tells Tech Media Reports. “We’ll be using new media, everything we can to keep with our

ber of areas, particularly with younger members.

“The union does labour education, shop steward and arbitration courses, we can teach parliamentary procedures, and we’ll be leveraging YouTube for this,” says Goy. “People learn differently. There are the boomers like me, but then there are the generation Xs and the

“The CBC workers put up their own web site. These are sophisticated people from a communications’ perspective. They had their own podcast, a radio show, and used these to communicate with the membership.” Compton goes on to observe that there is an academic distinction between a ‘transmission vies’ and a more engaged model, wherein communication technology is not simply a tool for transmission but can be considered ‘a ritual notion of communication’. Global examples include the use of Internet by the Zapatistas in Mexico and by organizations during anti-globalization events in Seattle, Genoa, and Quebec City.

Perhaps the most celebrated use of YouTube from a union perspective was when an independent videographer caught agent provocateurs in Montebello during the Security and Prosperity Summit. The provocateurs were stirring up trouble to make it look like activists, many of them trade unionists, were willing to engage in violence. On the video, Dave Coles, president of the Communications,

**“We are focussing on the Y generation”**

members. This is a great way to communicate in real-time and build capacity.”

The TWU-STT represents over 16,000 employees across Canada. About 15,000 are employed by Telus Corp., with the remaining 1,000 having other certifications, including at Shaw Communications Inc. The union’s embrace of Web 2.0 dovetails with its needs to mobilize its members for a number of upcoming initiatives, including preparing for contract talks with Telus beginning in 2010.

Dan Goy, membership outreach coordinator for the TWU-STT, sees the YouTube channel as a means for strengthening the union in a num-

ber of areas, particularly with younger members.

This is a polite way of saying what James Compton, associate professor in the Faculty of Information and Media Studies at the University of Western Ontario, puts more bluntly. “Using my students as an example, I can say that people in their early twenties don’t read much,” he says. “They’re spending their time surfing the Web and Facebook. This initiative is a good idea if you want to speak to these people.”

Compton offers the example of the Canadian Broadcasting Corp. lockout as an instance where Web-based technologies have been used by a union to improve its position.



MEMBERSHIP OUTREACH CLASS,  
SCARBOROUGH, ONTARIO

mobilization and membership drives.

“There are a number of people that work for Telus that currently aren’t unionized,” Says Goy, “and this could help us to sign them up.”

As with any Web 2.0 technology, however, its very openness can bring

risks. It’s possible that the likes of Facebook or YouTube could reveal union strategy or internal communications, and also be prone to flaming by pro-management or anti-union rhetoric. This is certainly a concern given past dust-ups between Telus and its workers: in July 2007 Telus ordered YouTube to take down videos that showed the company in a negative light. Telus argued that some of the videos were its property and infringed on copyright, though many union activists felt this argument was rally a cover to limit criticism of the company. As well, in 2005 Telus blocked 766 web sites in order to stymie access to one pro-union site.

The dust has settled, but the union is gearing up for the next round of negotiations in 2010. What’s next for the TWU-STT?

“We want every local to have its own Facebook page,” says Goy. “We’ll also be using blogging and podcasts – these are especially useful during conventions, to keep the membership informed,” he says, adding that education is important for the membership to understand the historical relevance of the union, and the importance of solidarity when entering negotiations.

“We’re not into collective begging,” he says, “we’re into collective bargaining.”

Energy and Paperworkers Union of Canada, which represents workers at Bell Canada, outed the provocateurs as police officers.

Michelle Walsh, communications’ director for the CEP, says that the relevance of this experience was not lost on the union.

“We got attention thanks to that video,” she says. “It allowed us to put forward information. Now we have a lockout at Petro Canada in Montreal, and we’re putting a lot on YouTube – it’s being used to share stories of the collective bargaining experience.”

Goy from the TWU-STT says that his union is looking at a number of innovative and positive ways of using the technology to build awareness.

“We are focusing on the Y generation, and are going to have a YouTube contest where the membership can make their own two or three minute videos. These short pieces can be anything from testimonials to comedies, so long as they support the union. We will assess by a combination of hits and evaluation by judges.”

Goy is hoping that initiatives like this will drive people to the site, whether they are members, friends or co-workers. As comments are posted, more engagement will develop. And, as the familiarity increases, the YouTube channel can then be used for more direct, practical purposes, such as workforce

## MEMBERSHIP OUTREACH TRAINING DEVELOPED AND DELIVERED

As part of the TWU-STT Membership Outreach Program, the Committee developed a Membership Outreach course. The Membership Outreach course is designed to build the capacity of member activists, who will be the foundation of the union’s Member Outreach Network. The training includes a historical and current content as well as basic information about unions, their impact on society, some technical insight into the Canada Labour Code and training in outreach to other workers and member to member contact.

Prior to delivery of the training to the member activists, the TWU instructors met in Calgary at a forum to understand the purpose and objectives of the course. This proved to be an excellent opportunity for the instructors to familiarize themselves with the material. The training took place across Canada on June 6th and 7th and again June 13th & June 14th. Almost one hundred (100) member activists participated in the training held in Montreal, Edmonton, Vancouver, Toronto, Prince George, Calgary, Rimouski, Kelowna and Barrie.



MEMBERSHIP OUTREACH CLASS,  
PRINCE GEORGE, BC

## March 2008



TWU President George Doubt and BC Federation of Labour President, Jim Sinclair.

Jim Sinclair addressed the TWU Convention and said, "If it's just about us, then we will never win. It can't be just about taking care of the members we have and then as we dwindle taking care of the ones we have left. We not only have to think about taking care of ourselves, we have to think about taking care of working people ..."

"We have to go out there and be seen to represent (our members) so when they think about solutions, they think about us as part of the solution, not part of the problem. They want a benefit plan, they want a pension plan ..."

"Solidarity extends to the ballot box. We have to express our values at the ballot box just like the bargaining table, there's a connection."

## NEW OFFICERS



### PAOLO RÉHEL

Business Agent Quebec  
Serving Locals 601 and 602

## Former hockey ref knows when employer is offside

FOR 10 YEARS, PAOLO RÉHEL refereed hockey, including women's pre-Olympic training matches, where some of the players went on to the Olympics.

His experience on the ice was great training for the role of Business Agent.

"As soon as you blow the whistle, everyone is looking at you," says Paolo, who was elected to the second Quebec Business agent position, created at Convention 2008. "You have a split second to make a decision. You have to know the rules, and how to apply them. It's your call. As a Business Agent you have to know the policy, the Canada Labour Code and all of the legalities, and when someone calls you need to know what applies to a situation."

Off the ice, Paolo's position as a trainer in Loyalty Retention also gave him experience dealing with the most difficult of difficult customers, while providing support to 300 call centre staff and helping set up departments in Montreal and Toronto.

As a Business Agent, he applies the same skills in crisis management to help our members solve their problems at work. While Paolo only officially became a Business Agent this Spring, he has been doing the work since last summer, when he was called into service as an Alternate. One of his best moments so far was helping someone who was terminated win their job back.

Another was forcing some action on language issues with TELUS in Quebec.

Paolo was concerned that sometimes TELUS' French language usage is less than ideal. His suggestions were ignored until he sent an official complaint to TELUS, the Quebec government's French Language Office and the Quebec Federation of Labour.

Now the Telus French Language Committee finally has equal representation from management and employees – of eight members, four are employees including two TWU members, and four are management. Telus has also committed to creating a document to inform managers about French language concerns.

Paolo says: "Language is a major issue in Quebec. The cultural aspect of language and respecting our right to have communication in French is important to people here."





MARCH 2008 CONVENTION DELEGATES



## THE STRONG, TRUE NORTH

### ROBIN ARNDT

**Business Agent Prince George/North  
Serving Locals 9, 18, 26, 28,  
33, 34, and 41**

ASA UNION ACTIVIST, Robin Arndt has a strong voice and is not afraid to use it.

She recalls watching her friends and co-workers having problems at work.

“Some people wouldn’t speak up for themselves. They accepted what they were told and how they were treated. It was wrong.”

Arndt started speaking on their behalf as a Shop Steward and her involvement escalated, thanks to the encouragement of long-time TWU activist and mentor Lori Ruggles.

Now, as the new Business Agent for Prince George, Robin speaks with pride about the people of the North, their strength and solidarity and the remarkable way they take care of each other.

She wants to thank Convention for returning the position of Business Agent to the Prince

George office. She hopes to bring balance back to the lives of our members, while encouraging the company to reinvest in the North, which was stripped of so many jobs during the company’s 2003 downsizing and restructuring efforts. Recently, TELUS committed to creating 75 new jobs in Clerical and Robin hopes that is just the beginning.

She is also focusing on learning about the work of her plant and craft members by going on ride-alongs, examining job descriptions and talking daily to the members.

Along with Business Agent Dave DiMaria, Robin will be bargaining for TWU members employed by the Guardian Angels, a traffic control company in Prince George.

“The members deserve improvements to their Collective Agreement,” Robin says. “I am looking forward to getting to know them

better and serving their interests.”

One example of Robin’s best moments of union activism was helping bring back coverage to operator services.

Before the lockout, operator services had coverage, which meant you could cover shifts for your colleagues. If you didn’t want to work, you could give your shifts away. If you wanted to work more, you could cover shifts for your colleagues. After the lockout, TELUS took coverage away, but the arbitration won it back.

“It was such a great victory for the operators – and for the union,” says Arndt.

Unionism has helped her be strong, helped her teach her two teenage daughters that they can be whatever they want to be, and what their rights are.

“When we were on the picket line, my daughter explained to her friends exactly why we were there and what it meant. It was such a great moment for me that she understood what we were fighting for.”



# KNOWLEDGE IS POWER

## DALE WARNER

**Business Agent Edmonton**  
**Serving Locals 208, 210 and 214**



DALE WARNER'S UNION activism began with his first union job on the graveyard shift, when he started reading the Collective Agreement in the wee hours. Those pages were the key to his rights at work. Knowledge is empowering: the more he learned the more involved he became. Soon he was an active Shop Steward. When he left to join BC Tel in 1996, he continued to serve as a Shop Steward. For the past two years he has been an Alternate Business Agent, and this year he was elected as Business Agent for Edmonton.

"The people I've met here are great," he says. "Some of them feel disassociated from the union, and feel as though the company is targeting them. My goal is to help members solve their problems, and develop a renewed appreciation for the TWU."

More subtle than confrontational, Dale believes: "You can get more

bees with honey. As long as everyone is respectful to each other, we have a strong starting block with the employer."

Leading the TWU new hire seminars, which are part of the orienta-

**"The people I've met here are great"**

tion for new employees at TELUS, gave Dale some surprising insights into the perspectives of the younger membership.

"It's not that they aren't interested, it's just that they don't know a lot about unions," says Dale. "They're usually positive, they ask a lot of questions and they seem pleased to learn their dues money goes into tangible things like education courses and health and safety. They are quite interested in taking courses. We should do everything we can to encourage their participation."

## ELECTION WINNERS AT THE TWU – 2008

Some new faces were elected as officers at the TWU-STT annual Convention in March, while Convention re-affirmed the direction of the leadership by acclaiming current Vice-President Betty Carrasco and current Secretary-Treasurer Sherryl Anderson to additional three year terms. Several members will also be elected to roles on various TWU-STT committees.

### Secretary-Treasurer

(three-year term)  
 • Sherryl Anderson, acclaimed to her second term

### Vice-President Burnaby

(three-year term)  
 • Betty Carrasco, acclaimed to her second term

### Business Agents

(three-year terms)  
 • Edmonton: Dale Warner  
 • Calgary: Delores Pils  
 • Prince George and the North: Robin Arndt  
 • Kelowna: Lee Riggs, acclaimed to his second term

• Montreal: Paolo Réhel, acclaimed

### Chair of Convention

(two-year term)  
 • Chris Stephens, acclaimed

### Vice-Chair of Convention

(two-year term)  
 • Al Haggstrom, acclaimed

# Bringing community back to the workplace

## DELORES PILSL Business Agent Calgary Local 202, 203 and 204



NEW BUSINESS AGENT Delores Pilsl wants to bring a sense of community back to the workplace.

“We’re all busy being busy,” she says. “We don’t necessarily know when someone needs help. We live in such a fast-paced world, we’re almost isolated. We’re trained to be tough and not rely too much on friends and colleagues. It would be nice if we could get to a place where we are more connected and involved with our neighbors and colleagues.”

She points out that when everybody looks after themselves, some people are treated well and others are treated poorly. When there’s community at work, everyone has a better chance to be treated fairly.

Delores says: “I have always been involved with people who are interested in doing the right thing, being involved and giving back to the community.”

Where Delores comes from, it was essential to pitch in and help out. In the small town of Hilda in

southeastern Alberta, she says, “Everybody had to be involved or else nothing would happen. We had to do it ourselves.”

When she moved to Calgary, she continued to do her part

in social clubs, company sports teams and political campaigns. In the days before cell phones were commonplace, she volunteered as a TELUS Mobility Fan Finder at the Flames and Stampeders games, tracking down spectators with a cell phone in the event of a personal emergency. She has also been President and a Board Member of

her condominium association, a volunteer fundraiser for Shock Trauma Air Rescue Society and a door-to-door campaigner for the Red Cross. When her friends started an organization called 7Steps that focused on re-integrating former prison inmates back into society, she was there to help.

Part of the reason Delores got involved with the TWU was that she wanted to know where her money was going: “Anytime someone takes part of my paycheque, I’m definitely going to get involved.”

But the other reason is simple: “There’s right and there’s wrong. I believe in the values and community of the union movement.”



Swearing in of officers at March 2008 Convention.

**Alternate Business Agent-At-Large**  
(three-year terms)

- John Bass
- Bryant Boyd
- Harmony Jackson
- Guy Mousseau
- Laura Stewart

**Quebec Alternate Business Agent**  
(three-year term)

- Philippe Baril, acclaimed

**Ontario Alternate Business Agent**  
(three-year term)

- John Hockley, acclaimed

**Constitution Committee**  
(two-year terms)

- Monte Worthington
- Juanita West
- Guy Mousseau

• 1st Alternate: Bryant Boyd

• 2nd Alternate: Tim Taylor

**Finance Committee**  
(two-year terms, acclaimed):

- Grant Beattie
- Brenda Forward
- Lance Trevison
- One-year term: Philippe Baril

• 1st Alternate: Derek Mason

• 2nd Alternate: Trevor Haarsma

**Education Committee**  
(acclaimed)

Two-year term:

- Judith Venn
- Jean-Luc Boisvert
- Nancy McCurrach

One-year term:

- Bonnie Collins

**Canada Labour Congress**

- Philippe Baril
- John Carpenter
- Liz Fletcher
- Greg Kadey
- Nancy McCurrach
- Paolo Réhel
- Chris Stephens
- Juanita West



FROM LEFT TO RIGHT: President George Doubt, Retired Business Agent Don Stang, Retiree Bob Ashton, Retiree Alec Telfer, Constitution Committee Chairperson Bruce Kennedy.

## THE SOLIDARITY IS STRONG:

# Retirees Association already boasts 1,300 members

THE BC ASSOCIATION OF RETIRED Telecommunications Workers (BCARTW) already has signed up 1,300 members, many of whom are applying to become official TWU-STT members as soon as the local for BC is chartered.

“The response has been excellent,” says Alec Telfer, President of the BCARTW. “It’s a natural progression. When you’ve been involved with the union all your life, you don’t want to quit when you retire and you want to have some input into pension issues. Now you can stay involved for your entire life.”

A group of BCARTW members applied to charter the BC local as soon as the membership vote approved the creation of retirees locals in July. Membership in the BC local, as in all retirees locals, will be open to any former TWU member who is receiving a pension, who was a member in good standing.

The BCARTW lobbied long and hard to make the retirees locals a reality.

Their top priority is pension issues, and membership in the association is limited to those who are members of the Telecommunications Workers Pension Plan (TWPP).

Their Association first formed in 2000 to promote the interests and

well-being of TWPP members. They were given status as a BC society in 2000, and since then they’ve been advocating for a voice for the retirees at the TWU-STT.

A major breakthrough took place when Convention 2008 approved constitutional changes to create retirees locals, with a standing ovation.

Telfer says, “In all my years of being involved with the TWU, I have never seen a group at Convention approach an issue with such single-mindedness like they did on this one. I was really blown away.”

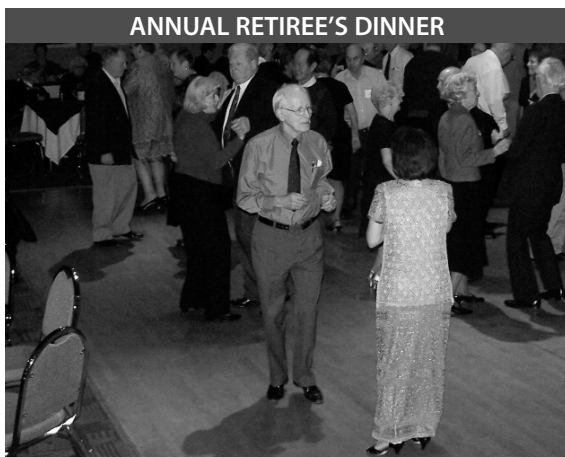
BCARTW Secretary-Treasurer Dianne Miller says they have a lot of ideas, but were reluctant to make any solid plans until the retirees locals were official.

Pensions are always their main focus, but they also care about the health of the TWU-STT as a whole. Telfer points out that the retirees have a lot of energy and time to devote to the union and its causes, especially in the event of a labour dispute.

He also notes that the BCARTW is currently covering the TWU-STT initiation fee of \$1 if you sign up now, just as a little incentive. Dues for the BCARTW are \$10 a year. They are also looking for more regional representatives throughout BC, especially in the Okanagan.

TWU-STT retiree Patricia Ianson joined the BCARTW. She says: “It used to be that when you’re retired, you’ve retired and that’s it. I’m glad to have the chance to stay involved and I think it only makes us stronger as a union.”

- To join the BCARTW, contact Secretary-Treasurer Dianne Miller at 250-751-1351 (collect) or visit the web site at [www.bcartw.ca](http://www.bcartw.ca).



## YOUR VOTE IS IN:

# Yes to retirees locals and dues increase, No to structural change

THIS SPRING, MEMBERS WERE asked to vote on three major constitutional changes at TWU-STT local meetings and now the results are in.

Members voted in favour of allocating 1.3% of members union dues of 1.7% to the Administration Account and the remaining .4% directly to the Benevolent Society Fund.

TWU members also voted in favour of the creation of retirees locals in each province.

"I'm delighted to welcome our retirees back into the TWU-STT," says TWU-STT President George Doubt. "We look forward to engaging their active participation. They have so much to offer our union. We are also pleased that members feel it is important to support the TWU-STT .

The constitutional changes, originally approved by Convention 2008 in March, had to be passed by a membership vote of 66 and 2/3%

in order to be implemented.

The third resolution on structural change was not supported, with approximately 65% voting against. The change would have meant a smaller Executive Council of the current table officers plus seven elected Provincial Executive Council Members who would continue to work for TELUS but would be booked off as necessary to attend to union business. In meetings throughout the country, local executive members generally reported that while the membership seemed ready to support some type of structural change, they voiced some misgivings with both the nature and timing of the proposals put forward.

The TWU-STT wishes to thank the Constitution Committee members who spent many long hours debating and preparing the language for these constitutional changes.

# CONSTITUTIONAL CHANGES

## TWU FOR LIFE

**Once a TWU-STT member, always a TWU-STT member.**

**Now that the constitutional changes have been approved, the TWU-STT will be able to charter retiree locals for each province. The process is not automatic: interested groups will have to present 50 signatures in order to establish a local in their province. Once a local is established, a retiree member who was a TWU-STT member in good standing and who is receiving a pension will be eligible to join.**

**Dues for retiree members are \$1 a year with a one-time initiation fee of \$1.**

**These locals will be allowed to have delegates on Convention floor, but they are only allowed to vote on pension issues and are capped at a maximum of six delegates per province. The number of delegates will be determined by the official membership count for their local, with one delegate for the first 100 members, and one for each additional 200 members or portion thereof.**

**When there are no active members in good standing who are members of the Telecommunication Workers Pension Plan (TWPP) eligible to run for Pension Trustee positions, members of the retirees locals who are TWPP members would be eligible to run.**



Credentials Committee members Judy Say and Marla Coutu.

## POLITICS AND YOU

Politics affect each of our lives on a daily basis. Starting with the Labour Codes that we all work under which are legislated by the governments that we elect at the federal and provincial levels, down to whether or not a municipally-funded public library is open on a Sunday, and everything in between. The amount we pay in taxes, the parks that our children play in, the premiums we pay for health care, the size of our police forces and the roads that we drive on are all affected by the governments we elect. And yet, despite the fact that our lives are affected in such dramatic ways, many individuals choose not to participate.

Participating can take a variety of forms. Some individuals choose to participate by volunteering a few hours on campaigns, others who don't have time to volunteer simply donate money, and still others just put up lawn signs to show that they support a specific candidate. Some chose only to vote, which is an equally important part of the political process, and one which far too many chose not to do.

While each of these individuals choose to participate in the political process, they do it for a variety of different reasons. Some participate for themselves, some to set a good example for their children, and some want to show that they don't just have an opinion but are trying to make a difference in their community. By participating, they aren't just helping to elect someone to office, they are helping to decide how average citizens like you will live in your community.

Whatever reason you have for participating, whatever way you can participate, it will make a difference.

YOUR POLITICAL ACTION COMMITTEE

# TWU intervenes in public policy proceedings

BY SID SHNIAD  
TWU Research Director

THE TWU HAS LONG BEEN INVOLVED in regulatory and legislative proceedings that address issues relevant to our members. In the past year we made two major submissions: one to the federal government's Competition Policy Review Panel and the other to the CRTC, responding to Telus's application to deregulate its Directory Assistance services.

In our Competition Policy Review submission, we disagreed with the panel's discussion paper, which uncritically embraced globalization and dismissed concerns that increased international trade and investment could threaten Canadians' hard-won historical gains.

While globalization, free trade, deregulation and other similar initiatives have benefited the corporate sector, they have not had a positive impact on Canadians generally. Over the past fifteen years, a period when these initiatives have had a growing impact on Canada, wages and salaries have declined as a percentage of Gross Domestic Product and poverty has sharply increased, while profits as a share of GDP have increased.

### **Telus applies to deregulate Directory Assistance**

When Telus applied to the CRTC in February, seeking the deregulation of its Directory Assistance service, the TWU asked that the request be denied. We acknowledged that the demand for TELUS's Directory Assistance (DA) Services has been falling. But when the company says the decline in demand is

due to availability of free or lower cost substitutes, it ignores the fact that the 95¢ it charges customers to access its DA service discourages the use of the service.

The company contends that regulation of DA service is no longer necessary because customers can access Internet-based telephone listings. We pointed out that a significant portion of the population does not have Internet access.

The company argues that it does not and will not possess market power in the DA market and that any attempt to charge prices for Directory Assistance significantly above prices of available alternatives would result in loss of business to competitors. Given Telus's behaviour, however – the downsizing of its operator services workforce and the closure of most of its operator services offices – the company appears to be jettisoning its DA service rather than maintaining or expanding it. The union argued that deregulating its DA service would enable Telus to abandon the service altogether.

The CRTC has not yet made a decision on the issue.

MEMBER	1	2	3	4
ANNUAL EARNINGS	\$60,000	\$60,000	\$45,000	\$40,000
MARITAL STATUS	MARRIED	SINGLE	SINGLE	SINGLE
SPOUSE'S AGE	50	N/A	N/A	N/A
TWBP BENEFIT LUMP SUM LIFE BENEFIT	\$62,000	\$62,000	\$47,000	\$42,000
TWBP MONTHLY SIB	\$1,250	\$1,250	\$937	\$833
APPROXIMATE AMOUNT REQUIRED TO REPRODUCE THE COMBINATION OF THE LUMP SUM AND MONTHLY SIB BENEFITS *	\$286,000	\$181,000	\$136,000	\$122,000

\*Estimate based on an assumed interest rate of 5% and that mortality follows the UP-94 mortality table

## DEATH BENEFITS:

# TELUS -TWBP members versus non-members

AS A TWU MEMBER YOU HAVE available through the TWBP very significant and important benefits which are payable to your spouse or beneficiary in the event of your death.

It has come to the attention of the TW Benefit Plan that there have been a number of TWU members both in Alberta and BC who passed away within the past year and a half without being enrolled in the TW Benefit Plan. Had they been enrolled in the Plan, these members' spouses or beneficiaries would have been entitled to not only a lump sum life insurance benefit but also a Survivor Income Benefit designed to provide a monthly benefit payable for a minimum of 10 years.

The following table is an estimate of the benefits that would have been payable to some of the beneficiaries had those members been participants of the Plan. It is important to note that these benefits from the TWBP are in addition to any life insurance benefits that may be payable to your beneficiaries through the Company's group insurance program.

The monthly income provided through the Survivor Income Benefit means that your beneficiaries will not be faced with the issue of managing a lump sum of money and ensures that income will be paid to them with certainty for a minimum of 10 years.

Both the TWU and the Trustees of the TW Benefit Plan believe these to be valuable benefits for its members and their families. We ask that all members give serious consideration to enrolling in the TW

Benefit Plan to ensure your family is sufficiently covered in event of your unexpected death.

The TWBP is currently offered to TWU members in Alberta and BC. We hope to be able to offer plan coverage nationwide in the near future.

- If you would like more information or an enrolment form please contact the TWBP office at 604-430-3300 or you can email us at [general@twplans.com](mailto:general@twplans.com).

### GET YOUR TRANSMITTER BY EMAIL

**It's cost effective and better for the environment.**

**TO SIGN UP, EMAIL:  
[e-transmitter@twu-canada.ca](mailto:e-transmitter@twu-canada.ca)**

## SPOTLIGHT ON TWU LOCAL 60:

# A philosophy of giving



TWU members Linda Lohnes (left) and Dan Dere (right) present the cheque for \$1900 to Canuck Place's managing director, strategic initiatives Rob Appleton (centre) the Abbotsford Food Bank director

THERE'S SOMETHING SPECIAL going on at TWU Local 60, the local for members who work at Shaw Cable. It makes members feel good, inspires them to volunteer their time to make the world a better place and sends checks to the food banks.

The philosophy is simple, explains Local 60 President Monte Worthington. When members of the Maori tribe in New Zealand meet a new person, the question is not, "Who are you" but, "Whose are you?" The connection to the community defines a person.

"It's all about communities and relationships," says Worthington. "Local 60 is a member of the TWU. We are yours and you are ours. And this philosophy has led to a local that's very generous, very giving and one that recognizes and serves their community."

For five years now, Local 60 has supported food banks in the communities where they work: Vancouver, Burnaby, New Westminster, Richmond, Surrey, Langley, and Abbotsford.

Every month, TWU Local 60 gives \$200 to each of these food banks. By the end of 2007, these donations added up to a total of \$70,000 over five years.

"You can't pick a better cause," says Doug Cameron, the TWU Local 60 Communications Officer. "There's nothing more elementary than the need to eat. Almost 70% of the money donated goes directly to women and children."

The local has developed a rela-

tionship with the food banks that goes beyond just giving. Local 60 members are often invited to events at the food bank and some also volunteer at the food banks.

"Trade unionism is based on a sense of community," says Cameron. "If you notice members of the community need your help, you should try to help them."

Local 60 also has a longstanding relationship with Canuck Place Children's Hospice, a home for terminally ill children in Vancouver's ritzy Shaughnessy Heights. The connection goes back to the CATV lockout of 1993, when Shaw was still Rogers and the union, then IBEW, had been locked out for several months. To raise everyone's spirits, the union held a golf tournament and they also volunteered to do free wiring for Canuck Place, which was being built at the time. The next year, they put the two together and used the golf tournament to raise funds for Canuck Place, a tradition which continued until they joined the TWU.

In 2006, they decided to resurrect the tradition as the TWU Local 60 Golf Tournament.

The first year raised \$1,632.

In 2007, 122 people attended the event, held at the Golden Eagle Golf Club in Pitt Meadows, B.C. Organized by members Doug Cameron, Dan Dere and Linda Lohnes, the event raised \$1,900.

This summer, the golf tournament was held on July 26, 2008, and raised \$2,110.

TWU Local 60 has also supported other charitable initiatives and helped TWU members in need across Canada with loans or donations.

"It's about having a good time and giving," says Worthington. "It's important that we be involved and do good in the community, simply because it is good."

Does your local have an interesting story to share? Is anyone in your local setting an example of union values? If your local or a member of your local has an interesting story to share, please contact [editor@twu-canada.com](mailto:editor@twu-canada.com) or call 604-437-8601 to discuss it for the Transmitter.



# Our health system isn't for sale

Some 50,000 unionists and activists marched in the streets of Montreal for the annual May Day march organized by the Quebec Federation of Labour, held on Saturday May 3. Keep our health care system universal, free and public, the crowd urged. "It was awesome to see so many people out to take a stand for social issues," says Quebec Business Agent Paolo Réhel. They marched against the two-tiered health systems and user fees advocated by the private task force led by Claude Castonguay, a former Liberal cabinet minister. Other issues discussed were the closing of the TQS local newsrooms across the province. Réhel notes: "People need to get involved. It's unfortunate that a lot of local events won't get coverage. Two hundred people are losing their jobs and they are scared to speak out because they need to get another job. Nobody else is standing up for them. This is our local news."

## New deal huge improvement for traffic flaggers

THE TWU NEGOTIATED major improvements to wages, overtime, and expense premiums for our members at 24/7, a traffic flagging company in Kelowna.

Members ratified the agreement on Friday, December 20, which brings wage increases ranging from 27 to 40 percent to members, depending on their classifications.

Hourly rates increased from a range of \$8.50-10 to \$12-\$14, and will increase again in the second year of the Collective Agreement to \$12.60-\$15.

"A significant issue was carrying traffic flagging signs in members' personal vehicles to job sites," says TWU Business Agent Lee Riggs, who was involved in bargaining the agreement. "The signs are dirty, oily and heavy and can easily scratch vehicles. We negotiated an increased premium for workers who transport the signs from \$0.50 an hour to \$2.00, and it goes up to \$2.50 in the second year."

Shift differentials for working evening and overnight schedules increase from \$0.25 an hour to \$1 per hour.

Overtime benefits will see employees getting double time after two hours of overtime instead of three hours. (The first two/three hours at time-and-a-half.)

Members also won mileage of \$0.30 a kilometre for travel outside city limits and increased bereavement leave.

The Collective Agreement will also be changed to gender-neutral language.

TELUS and BC Hydro both use 24/7 in the Kelowna area. Riggs convinced the employer that treating the employees fairly benefits the business.

"Ultimately, as workers in the field, you are putting your life in their hands," says Riggs.

"It's a really competitive job market. I told the employer, if you can pay a fair wage and treat your employees well, companies will want to hire you."

Bargaining for the other TWU traffic flagging certifications is continuing in the early part of 2008. Business Agent Lee Riggs is handling bargaining for Kilo Flagging in Nelson and Quesnel Flagging in Quesnel. Business Agents Dave DiMaria and Robin Arndt are handling bargaining for the Guardian Angels Traffic Control in Prince George.



### TWU SECRETARY-TREASURER SHERRYL ANDERSON REPORTS

she has been making some much needed changes within TWU Offices across Canada by updating systems, streamlining processes and putting procedures in place that allow the TWU to operate in a more efficient manner. The TWU is no longer a BC and Alberta Union as TELUS has grown so has the TWU - STT in becoming a National Union with offices in Montreal, Toronto, Edmonton, Calgary, Kelowna, Prince George and Burnaby.

This has been a challenging time with making sure we have a strong presence across Canada that allows us to represent our members equally in every Province. We are now affiliated with the Federations of Labour in BC, Alberta, Ontario and Quebec. Nationally we are members of the Canadian Labour Congress.

Sister Anderson also reports that we are in a sound financial position and is very pleased with the progress and rebuilding of our financial status.

# GOOD NEWS FOR OUR MEMBERSHIP

VICE PRESIDENTS BETTY CARRASCO AND JOHN CARPENTER are pleased to report that the TWU has enjoyed some significant successes that they would like the membership to be aware of. Although they acknowledge that there have been some disappointing interpretations of new collective agreement clauses, they want the membership to know that the Union is working hard to ensure that your current rights are maintained and every possible method is being utilized to gain ground. They ask that all shop stewards especially acquaint themselves with these decisions and report violations to their delegates and business agents.

## **CIRB DECISION 1920**

The TWU-STT has received a long-awaited Canadian Industrial Relations Board (CIRB) decision that affects the finalization of our bargaining certificate at TELUS. The Board was asked to provide guidance and direction on a number of outstanding issues between the parties that prevented the Board from finalizing our bargaining certificate after the merger between BC Tel and TELUS. All outstanding issues related to previous Board decisions. The Board determined the following:

The scope of the TWU-STT bargaining unit is all employees that were encompassed by the TWU-STT scope clause in the previous collective agreement, including field sales and telemarketing. Subject to any oversight due to lack of information, the bargaining unit description is final. Any new positions created will be in scope unless the union agreed to exclude them or the Board determines they are not in the scope.

As requested by the TWU-STT, the list of employees excluded from the bargaining unit that was attached to CIRB decision 244 is not final and it is to be reviewed and updated via a second Vines process (the name is derived from the board officer, John vines, who supervised the former Clearnet exclusions), including deleting obsolete job titles that no longer exist or are vacant and not likely to be occupied in the future.

The Board authorized Mr. Vines to examine records and request information or documents from TELUS as he sees fit to ensure that the process of determining who was excluded from the bargaining unit is completed. This process was used to determine who was in the bargaining unit when Clearnet was purchased.

The Board denied our request to reactivate the Dispute Resolution Process agreed to in 1979. However, the Board left the door open for a process to be negotiated between the parties if they choose. Otherwise all newly created positions are automatically included in the bargaining unit unless the exclusion is agreed to by the parties or excluded by the Board.

As requested by the TWU-STT, TELUS was directed to advise of any changes to the employer entities since decisions 244 and 278 and after the conclusion of the latest collective agreement, or the Memorandum of Agreement of November 2006.

This decision is a huge win for the TWU-STT and will have a positive impact on the membership.

The entire CIRB Decision is available on the TWU-STT Canada website at [www.twu-canada.ca](http://www.twu-canada.ca) under Member Resources/Decisions.

## **TWU LOGO AWARD**

In 2006 the company enacted a policy that nothing other than TELUS apparel could be worn during working hours. The issue that sparked this off was a TWU T-shirt worn within a central office by a long time union member. The union challenged this on a number of grounds including Charter of Rights and Freedoms, Canadian Labour Code, and the Collective Agreement discrimination clause article 4. Arbitrator Andrew Sims found that the policy did violate the Collective Agreement and infringed upon Charter values as well as protections under the labour code. He ordered that the policy be amended to remove the restrictions on Union Insignia and also ordered that an email be cascaded to all employees declaring the policy null and void.

## **CIRB DECISION 415**

Recently the TWU applied to the CIRB (Canadian Industrial Relations Board) to get a complete list of employees covered by the bargaining unit (members and Rand) from TELUS. This was requested because the lists coming from the company were incomplete in that no home numbers were available and it was noted that home addresses listings were often missing or incorrect. Our members have asked for more communication more often and the TWU intends to deliver – which is one reason the union is engaged in the current membership outreach campaign. While TELUS disagreed that they should provide this information to the union – the Board clearly took a differing view, making the following commentary:

*“... The employer and the union are equal bargaining partners in their collective relationship. The employer is in no more preferential position in relation to the employees than is the union in the context of their collective bargaining relationship”*

*“... to the extent that the employer is entitled to know the names, addresses and telephone numbers of the employees, i.e., to the extent that their privacy rights to that information is compromised by the employer sharing it, so too is the union entitled to the information.”*

*“... To the extent that the employer has information which is of value to the union in its capacity to represent the employees (such as their names, addresses and telephone numbers), the union too should have the information.”*

- The English CIRB Decision is available on the TWU-STT Canada website at [www.twu-canada.ca](http://www.twu-canada.ca). The French version will be made available when received by the CIRB
- The TWU Privacy Policy is also available at [www.twu-canada.ca](http://www.twu-canada.ca)

## OPERATOR SERVICES COVERAGE WIN

The crux of this award was a long standing practice of operators being able to trade shifts with one another, not only did this allow for flexibility, it greatly increased and facilitated the participation of woman in the labour market by allowing a flexible schedule that could be altered for family needs or concerns. The company declared that this practice was no longer continuing after the new collective agreement came into force. The union challenged this on an estoppel argument and used notes taken during bargaining to prove their case. The arbitrator ordered that this practice be reinstated. The arbitrator also agreed with the union that not all past practices ended with the current collective agreement. Although TELUS is appealing the decision, the TWU is confident that the award will stand on its merits.

## NO DISCRIMINATION ALLOWED BASED ON UNION ACTIVITY

Although there a number of recent wins on this issue, we are happy to report that in the majority of grievances where discipline has been meted out, the TWU has been successful in resolving the issues to the grievor's satisfaction. Below, we have provided two summaries as examples for the benefit of our activists and stewards.

### Award Summary #1

A union activist and member of the bargaining team whose job at the dispatch center in Burnaby was moved to Calgary missed notification of a requirement to write the CCNT craft test. This test would have qualified him for various craft positions that were being offered to employees displaced by the closure of the Burnaby office. The company refused to provide additional time to write the test and the union took forward a grievance on his behalf claiming discrimination based on union activities. The arbitrator ruled in favour of the union and found that the member had been discriminated against. The member successfully passed and is now continuing his union activism within the craft group.

### Award Summary #2

This grievance out of Alberta involves discrimination against temporary employees who honoured the picket lines in 2005. A number of employees

were not called back after the lockout in contrast to their co-workers who crossed the picket lines and were given full time positions. The union took forward a grievance based on discrimination for union activities and cited article 4 of the collective agreement. The arbitrator agreed with the union and stated, "I find, in conclusion, that the employer breached article 4.02 by its differential treatment of the grievor as a result of her union activities during the work stoppage. Further, I find, on the basis of the evidence, and particularly the correspondence between the grievor and her manager after the work stoppage, that the employer acted in bad faith by not informing the grievor of the posting.

What you should do if you feel you are being discriminated against at work? Talk to your local shop steward, delegate or business agent about your situation.

## DEEMING OF THE ALBERTA PENSIONS

In the current collective agreement there is a Memorandum of Agreement that talks about TELUS deeming the pensions of Alberta Bargaining Unit employees that honoured our picket lines in 2005. In the agreement it is understood that the TWU was to withdraw itself from the court action taken against TELUS on the surplus of the plan. Upon ratification of the Collective Agreement the TWU removed itself from any and all legal action against TELUS regarding the surpluses of the TCPP and TEPP. However members of the plan continued on in an effort to resolve the issue of the surplus-

es. TELUS' interpretation of the agreement was the lawsuit was to be withdrawn all together. Because this didn't happen TELUS has not looked at deeming the plans, and a grievance was filed on on May 16th 2006 by then Business Agent Sandi Mutter. Vice President John Carpenter and Sandi Mutter had several telephone conversation with Labour Relations at TELUS in an attempt to get a grievance meeting set up. The TWU received a letter from TELUS on July 18th 2006 stating the issue was not a viable grievance and that they would challenge our ability to arbitrate as they felt this issue fell outside the terms of the Collective Agreement. Several telephone conversations ensued with Labour Relations trying to get them to agree to meet. On November 8th 2006 Vice President John Carpenter sent notice to the company that due to their refusal to hear the grievance we were proceeding on to arbitration. A copy of the grievance was then sent to TWU legal counsel with instruction to proceed with the selection of an Arbitrator. David Tettinsor was finally accepted by both parties as the Arbitrator, and he accepted to hear the case by way of letter to the parties on March 22nd, 2007. His first available dates to hear the matter were on January 17th and 18th, 2008, and the hearing went full speed ahead. Being such a complex issue more dates were required, and all the parties agreed the next set of available dates were August 26th to 28th 2008. We are currently awaiting the award on this issue.



**Business Agent Maria Zonni, Sheri Rose from Local 502 and TWU Vice-President John Carpenter at the Ontario Federation of Labour Convention.**

## New TWU/SHAW Collective Agreement

The TWU is pleased to announce that they have successfully concluded bargaining with Shaw and have made great strides for the membership in this round of bargaining. In fact, the new contract might very well be one of the best agreements in the country for cable employees. On April 9th, 2008, a ratification vote was held for both the Vancouver and Surrey Shaw Certifications. It was well attended with great questions and debate for the Bargaining Team which consisted of: President George Doubt, Business Agent Tamara Marshall, and TWU Local 60 members Monte Worthington, Mike DeForrest, John McCready, Gerry Phinney, Dave Podworny and Steve Foreman.

The contract is for 4 years and contains a 2.7% increase in each year, employer paid benefits (which were previously paid for by the employees), development of a Regional Fibre Crew with mandatory training for journeypersons, apprenticeships for the Vancouver, Surrey and Abbotsford groups, 1 additional sick day, increases in TFR auto and cell expenditures as well as increases to meal allowances.

Both President Doubt and BA Marshall wish to express their thanks and appreciation to the membership for their support and solidarity throughout the process and to the bargaining committee members who worked hard to get such a positive outcome. The TWU is proud to announce that both revised Collective Agreements expiring March 24, 2012 were ratified with Vancouver in acceptance with 82.5% and Surrey in acceptance with 69.3%. The new contracts will be printed soon and will also be available on the TWU website.

## TWU Solidarity Committee looking for activists

THE TWU WISHES TO advise members that the TWU Solidarity Committee is seeking members in good standing for appointments to the Committee. Consideration will be given to ensuring regional representation. The Committee currently requires 1 Alberta member, 1 from Ontario, and 1 member from Quebec.

### About the Committee

The Solidarity committee, which was formerly known as the Tactical committee, is responsible for developing strategies to promote solidarity and prepare for bargaining as well as to work closely with Executive Council to ensure that the TWU is prepared to face future challenges. In the past, this committee was active only during rounds of bargaining between the company and the union; however the mandate was modified to run full-time as it was recognized that getting to good collective agreements requires more than short term planning and activism. We need to develop and execute long term plans that recognize the ever changing landscape of the industry and the continual struggle that labour faces in attempting to achieve balance between the employer's interests and our membership's. Because our environment is always in a state of flux, the Union must always endeavor to tap into, and remain connected with its membership. The Solidarity Committee has put forward many initiatives and suggestions that have been adopted and

acted on by Executive Council in the past year; chief amongst these is the current Membership Outreach Campaign.

If you are a volunteer and dedicated activist that can be trusted with confidential information and can think 'outside the boss' we are interested in hearing from you.

You can apply on the TWU website at [www.twu-canada.ca](http://www.twu-canada.ca)

### SOLIDARITY COMMITTEE MANDATE

The Solidarity Committee acts as a conduit between the TWU membership and Executive Council. Their responsibilities include gathering and disseminating information about the needs and issues facing our members, and to develop strategies to enable the Union to take a proactive stance in advancing the interests of the membership and the labour movement. Working in concert with other unions and in conjunction with other TWU committees, this Committee facilitates local involvement and encourages membership participation and activism on a continual basis.

MEMBERSHIP OUTREACH CLASS,  
BARRIE, ONTARIO



## Scholarship thanks

Hi! I wasn't sure where to send this; I'm Greg McLeod, and I was awarded a TWU scholarship through the Columbia Institute. I just wanted to express my gratitude for this incredibly generous award and the opportunities it has given me. There's no way I would be at McGill if it wasn't for this and other scholarships like it. So again, thank you so much!

Sincerely,  
GREGORY MCLEAD

I am writing to thank you for selecting me to receive the TWU scholarship for \$750. I am sure you are aware of the high cost of tuition for university and I am grateful for your assistance to me in helping me with my finances. I have just completed my first semester at UBC in the engineering program. I hope to graduate in four years with a Bachelor of Science degree in computer engineering and software.

I live at home, in Port Coquitlam and commute to UBC by transit. My dad works out of the main TELUS building on Seymour and we take the West Coast Express downtown together. It has been a real change for me to adjust to university life right out of

high school but so far it is all good. Although the semesters are short, they are intense and very packed with many of the final exams counting for 50-70% of my total mark for the course. I am working part time and with your help, I hope to complete my degree without incurring any debt. This will be quite an accomplishment and a goal that will make me proud!

Thank you again and thank you for your commitment to helping out young people with this scholarship program.

Sincerely,  
JEFFREY PAYA

## Retirement thanks

I thank you all, for your leadership, support, and friendship, during my 35 year career with B.C. Tel and TELUS. The Honourary Life Membership Certificate and TWU Retired Member pin, will be displayed and worn with pride. The TWU retirement gift for \$1,000 is greatly appreciated. The significance of your TWU representation, and from the Nationwide TWU membership, has helped me to achieve the working person's ultimate gift: retirement. Thank you again.

TOM SUZUKI,  
Burnaby and  
Vancouver,  
Local 5

Many thanks for the retirement gift from the TWU. I wish the TWU all the best for the future. I spent 37.5 years with The Phone Company, and all I can say, the future will be interesting! Many thanks.

LORNE F. VOWLES

I have recently retired from Telus after a 36 year career. In all those years I was able to enjoy job security, benefits, and now my pension due to the diligence of the TWU. During my career there were many significant changes in the Telecommunications industry. However the TWU has continuously maintained it's integrity for the membership during many difficult years.

Thank you to all for the \$1000.00 cheque, my retired member pin, and the honorary life membership certificate.

In solidarity,  
SISTER MARILYN L.  
KOCIAN, Local 1,  
Richmond

I recently retired and received \$1000.00 gift from our union. Thank you very much!

I enjoyed being involved in the union for 36+ years, as a member, serving on the local executive, as well as convention delegate.

Over the years good contract language was negotiated,

unfortunately we lost a lot on the last lockout.

I believe the contractors we have now will soon realize that they need a union. What goes around comes around. Thanks again.

In solidarity,  
LYLE SWORDER  
Local 22, Penticton

It has been my great pleasure to be a member of the TWU and one that has benefited me and many others in such grand fashion. I would like to kindly thank my brothers and sisters for the \$1000 dollar gift. I was going to use it to buy a bicycle but am now considering one of those coveted TWU leather jackets.

I would also like to thank George Doubt for his kind invite to future meetings and activities of the union. Your best wishes for retirement are well received.

In leaving, I realize you all have some tremendous challenges ahead and yet believe in a solid future because I remember our past. I wish you all an elevated spirit and focused determination as you challenge the future and bid you sweet victories as a result.

In solidarity,  
LYLE LOUGARLAND  
(ALIAS JOHN GARLAND)  
ps. That retirement pin should look great on a new jacket. Thanks.

I would like to offer my sincerest Thanks for the \$1000 check received on my retirement Oct 1, 2007.

I was one of the many who took a voluntary buyout in 2002 when the Abbotsford Office was closed during the "slash and burn" policy of Telus Management at that time.

Almost five years in the workforce away from the TWU has given me a whole new perspective on the amazing workplace benefits that the TWU members enjoy. Those benefits were gained only after long and hard-fought disputes and contracts settled by TWU negotiators. I applaud each and every effort put forth by those many countless TWU members.

I sincerely hope that the hard work is not lost on the up and coming generation. Outside of the TWU environment, young people don't understand why unions are needed. My thoughts and prayers are with you all, in your ongoing struggles.

Thank you again,  
KATHI NAYLOR,  
BC TEL/TELUS Employee,  
1971-2002

I would like to take this opportunity to thank the TWU for the thousand dollar check and the pin at my retirement party. A special thanks goes

out to Lee Riggs. I would also like to say thanks for making my retirement possible by creating a very good pension plan. We don't realize how fortunate we are to have this plan until the time comes to utilize it.

In solidarity,  
KEITH HUSTED,  
Local 16, Kelowna

As a newly retired member of the TWU I would like to thank you for your generous gift. I promise it will be well used in my future career as captain of my sailboat "Wyndspree" in the South Pacific. The friendships I have made with the people I have worked with is something that is priceless to me and I will be maintaining contact with you as I cruise and pursue other interests in retirement.

We have a difficult time ahead as we approach negotiations in a few short years and solidarity is essential to face, what I'm fairly certain will be, the tough job of bargaining. Given the recent history, this is a time of huge challenges and also the potential of large rewards depending on how those challenges are met. I wish you the best of luck in meeting those challenges and look forward to any support I can offer when the time comes.

Again, thank you for the retirement gift. I wish you all the best.

In solidarity,  
AL KITCHEN, Local 7

In early 2006, the TWU did a dues assessment that equated to one days wages. The

monies collected were used to pay down debts from the strike/work stoppage in 2005. I want to donate to this cause, albeit a little after the fact, as I think it was the only way to go.

I am on a disability and am forever grateful to the TWU for the wage negotiating and creation of the present Disability Plan. I was able to work for good wages until my illness in 1998 and now continue to draw a decent wage in order to subsist.

Please accept my cheque for deposit into the Benevolent Fund being there for me in my time of need.

LINDA NORMANDEAU,  
Cranbrook

I would like to thank the TWU for my retirement gift of \$1000,

the Certificate of Honourary Life Membership and the TWU retired member pin. It was a privilege and honour, to be a member and to serve in locals 5 and 7.1 would like to thank the TWU for looking after my best interests during my 33 years with BC Tel and Telus. It is unfortunate and short sighted that Telus continues to move or close down departments such as the New Westminster Test Desk. It forces experienced people such as myself, to take a separation package and retire many months earlier than anticipated. Although the separation package was a benefit, in my case, leaving the pension plan 22 months early was costly. I would be remiss if I did not thank the

terrific people at the pension office who made the transition very smooth by providing pension estimates and helping me fill out the many forms. I found that in my situation, waiting a year before applying for my pension was beneficial, but waiting any longer would not gain me in the long run. I officially retired Aug. 2007. Last but not least, I would like to thank financial planner Bill Biles, who's timely advice saved me from a financial disaster.

Sincerely,  
TOM ANDREWS

Thanks to the TWU for the \$1000 retirement cheque and the support of the Locals in Prince George, Victoria, and Nanaimo over the years.

IVY SCHICK,  
Victoria, Local 3

## WITH FONDEST MEMORIES



The TWU mourns the loss of an exceptional advisor, mentor and friend. Bruce Rollick was a key advisor to the TWU, the Telecommunications Workers Pension Plan, and the Telecommunications Workers Benefit Plan. TWU President, George Doubt, says: "Bruce has attended and reported to TWU conventions for as long as I can remember.

He has done much to improve the lives of TWU members and their families. Bruce will be missed."

The following is an excerpt from an obituary that was published on March 28th, 2008:

ROLLICK - BRUCE IRWIN ALEXANDER Passed away suddenly after enjoying a beautiful game of golf in one of his favorite places, Palm Desert on March 23, 2008. Bruce was born on April 11, 1943 to Peter and Lydia Rollick in Vancouver, BC and raised in the Kootenays. Bruce is survived by his loving wife of 41 years, Judy, daughters Elayne and Lisa (Patrick Reilly), his grand-

children Jordan (5 years) and Gage (2 years), his sister Linda (nephews James and Peter), his brother Gordon (nieces Natalie and Lindsay), and his mother Lydia. Bruce and Judy began their journey together on the badminton court at the age of 13. He was so smitten with her the first time they met that he went home and told his mother he was going to marry her. On March 18, 1967 they wed and continued to compete together for many years, winning numerous Canadian Badminton Titles. Bruce attended the University of British Columbia on a Cominco scholarship and graduated with a Bachelor of Science Degree in Honours Mathematics. He subsequently attained Fellowship in the Society of Actuaries and in the Canadian Institute of Actuaries in 1971. Bruce was highly respected in his field specializing in Trusteed, negotiated pension and health and welfare plans. He helped people in every aspect of life from a large scale down to an individual level. Bruce was a loving husband, a devoted father and grandfather (POPS), and a loyal friend. He embraced life, living every moment with integrity. Bruce will be greatly missed by family, friends and colleagues.