

# PSAC Local/Branch Officers' Handbook

*Il existe une version française de ce document*



Public Service Alliance of Canada  
Alliance de la Fonction publique du Canada



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# Message from the Alliance Executive Committee

Thank you for agreeing to be a local/branch officer of the Public Service Alliance of Canada. Local/branch officers are the backbone of our union. You represent members in the workplace and provide leadership within the local/branch and at all levels of the organization. Local/branch officers are not only the face of our union in their workplaces, they are also the face of our union in the community.

This handbook is designed to help you carry out your important work by providing you with an overview of our union and information related to your role. This handbook is a guide and one of the many tools that can assist you as a union activist. Your component (if your local/branch is affiliated to a component) and your PSAC regional office can also offer invaluable assistance.

Your union activism and your development as a local/branch officer will certainly be enriched by the relationships you build, the issues you take on and the solidarity you help create.

Thank you for contributing your time and effort to our union.

*Alliance Executive Committee  
Public Service Alliance of Canada*

# CHAPTER 1

## YOUR UNION

Think of a job and chances are there is a PSAC member doing it. PSAC members are hard at work serving Canadians and their interests. You'll find them from the high Arctic to the Great Lakes, from the East Coast to the West Coast, on the seas and overseas.

PSAC members process tax returns, maintain campsites in national parks, perform important research and create policy. They are the front-line workers that provide health care, education and benefits to persons with disabilities, veterans, and Indigenous people. They work to provide protection for human rights, the environment, and food and drug safety for all Canadians. They design, develop and maintain our country's infrastructure, including airports, ports, buildings and historical monuments. They are the search and rescue crews on Coast Guard ships. Our members also work in women's shelters, in casinos, as teaching assistants in universities, in call centers, in diamond mines and in museums. They include parole officers, commissionaires, firefighters, lighthouse keepers, crane operators, customs officers, immigration officers, border services officers, teaching assistants, clerical and administrative staff, and compensation specialists. The list goes on and on and continues to grow as we organize more workers.

Over 200,000 workers are represented by PSAC, in all their diversity. Our union exists to protect the rights of those workers and to contribute to justice for all. Union members like you, a local/branch officer, have a big part to play in that.

The union faces many challenges. The struggle for justice is one that never ends. The early 21<sup>st</sup> century is seeing a global economy increasingly transformed by deregulation, downsizing, privatization, and an attack on union and worker rights. PSAC continues to counter these attacks by re-enforcing our power at the bargaining table, through public awareness campaigns, with direct action and lobbying. We work with common purpose with other unions and social justice groups, knowing that we cannot reach our goals alone.

Economic globalization affects all workers worldwide. Our union's global understanding of workers' rights has deepened our approach to negotiations and representation. Through the Social Justice Fund, established in 2003, we work as allies with other unions on a variety of national and international campaigns and support anti-globalization and anti-poverty work at home and abroad. This work includes humanitarian relief, international labour development, worker-to-worker exchanges and worker education.

The composition of Canadian society and its workforce is changing. So is our union. The union movement must be inclusive of all who share, or have the potential to share, our vision for a more just society.

As we fight for our rights in our workplaces and in broader society, we strive to reflect the justice we seek in our own union through developing and implementing policies, campaigns and actions which are democratic and inclusive and reflect the fairness, respect and equality that we desire throughout the world.



## CHAPTER 2

# THE LOCAL/BRANCH

### What are Locals/Branches?

Members are organized into locals/branches, the day-to-day link between the membership and the larger union structure.

#### There are two types of PSAC locals/branches:

- › Locals/branches that are associated with a component
- › Directly chartered locals that are associated directly to PSAC

Most locals/branches are chartered to, or associated with, a component. One component uses the terminology “branch” rather than “local”. Throughout this handbook we reference both.

### The Role of the Local/Branch

The local/branch is the key point of communication and problem-solving for our members. It is where we hear about the needs of our members and where members can come for information about PSAC, the regional council, area councils, regional committees, components and their committees, solidarity with other unions, important issues and events and connections with other social justice partners and allies.

If a local/branch is going to be relevant and effective, it must create a connection between members and the union. Local/branch officers can do this by creating a high profile for the union in the workplace, by being present and welcoming, sharing with members the union’s accomplishments and struggles and being sure that any feedback or concerns are dealt with. Members will be more inclined to get

involved if they can see how they can contribute in a meaningful way to the work of the union. Members have different needs, interests and skill sets and it is the job of the local/branch officer to help plug them into union work that is relevant to them.

### The Work of the Local/Branch

The local/branch carries out three important functions in order to provide a strong and effective union presence at the worksite.

1. Workplace representation for those workers covered by PSAC collective agreements (including grievance representation and overall membership representation through union-management discussions)
2. Political leadership to the members
3. Direction to the union and information to its members, by ensuring feedback, ideas and concerns of the local/branch and its members are brought forward appropriately and that information, actions and outcomes from the union are brought to its members.

Directly chartered locals (DCLs) assume responsibility for their collective agreements signed by PSAC. They also represent members on matters not covered in collective agreements (such as classification and working conditions).

## The Work of Local/Branch Officers

One of the local/branch officer's most important jobs is to safeguard the integrity of the union. This means local/branch officers need to ensure that each worker in their local/branch:

- › Is asked to sign a union card.
- › Receives representation before the employer if they require it.
- › Can provide input into the collective bargaining process and all other union processes which affect the interests of members.
- › Receives relevant information about the affairs of their union in a timely way.
- › Has an opportunity (once they have signed a union card) to participate in union activities and provide input in the affairs of their union, at all levels. This includes the right to give voice and vote on issues, and to stand for office.

Local/branch officers also have to ensure that union policies are communicated to the membership and adhered to by the local/branch executive. (see section on "Local/Branch – Relevant PSAC Policies" later in this chapter)

Local/branch officers work with a wide assortment of people. At the worksite, they are in contact with members, supervisors and management. In the local/branch they work with the other local/branch officers, stewards, PSAC and/or component officers and union staff. In their communities, they work with other unions, coalition partners and community groups. Knowing how to communicate and how to listen effectively are indispensable abilities when dealing with people.

## Local/Branch By-laws

Locals/branches have the authority to elect their own officers, adopt by-laws and establish a dues structure to provide the funds required to operate.

Local/branch by-laws outline the structure required for the local/branch to operate, including the number and type of local/branch officers required. The by-laws of component locals/branches must not conflict with the by-laws of the component. The by-laws of all locals/branches (component and directly chartered) are required to respect the PSAC Constitution.

Usually the number of officers is determined by the number of members in the local/branch and the geographic breakdown. PSAC members are found in a wide range of occupational settings and work locations and, while every local/branch organization will be similar in structure, they will vary in size and composition.

Local/branch by-laws constitute the democratic framework within which the local/branch operates. They provide guidelines for the protection of the democratic rights of the membership as well as the structure of the local/branch.

Locals/branches generally are able to:

- › Set their own dues rate and establish financial administration procedures.
- › Elect officers to established positions within the local/branch.
- › Conduct their own meetings on a regular and annual basis.
- › Protect the rights and advance the interests of local/branch members in the workplace and in the larger union.
- › Participate fully in the activities of the union.

## Local/Branch – Relevant PSAC Policies

As an elected local/branch officer, it is your responsibility to understand and apply union policies on topics such as:

### Harassment

PSAC policies on harassment require a specific role from local/branch officers. We all benefit from harassment-free workplaces. While the employer is ultimately responsible for this, unions can play a significant role in supporting the creation of harassment-free workplaces. These responsibilities can involve initiating informal resolution if you become aware of a harassment incident or appointing an investigation committee and ensuring procedural fairness if a complaint is filed. Details on the roles and responsibilities for local/branch officers regarding workplace harassment can be found in the PSAC Anti-Harassment Policy 23B.

Local/branch officers also have a responsibility to ensure that union events are harassment-free. The policy adopted by the National Board of Directors includes the PSAC Statement on Harassment which is to be read at all union events. It sets out the steps to be taken in the event of an allegation of harassment at a union event. ([www.psaunion.ca/harassment](http://www.psaunion.ca/harassment))

### Privacy and Confidentiality

PSAC is committed to protecting the privacy, confidentiality, accuracy, and security of members' personal information it collects, uses, and retains in the course of fulfilling its legitimate purposes as a certified bargaining agent. To that end, PSAC adopted privacy and confidentiality policies. These policies apply to all local/branch officers, component staff and officers, and PSAC staff and elected officers.

[psaunion.ca/psac-privacy-and-confidentiality-policies](http://psaunion.ca/psac-privacy-and-confidentiality-policies)

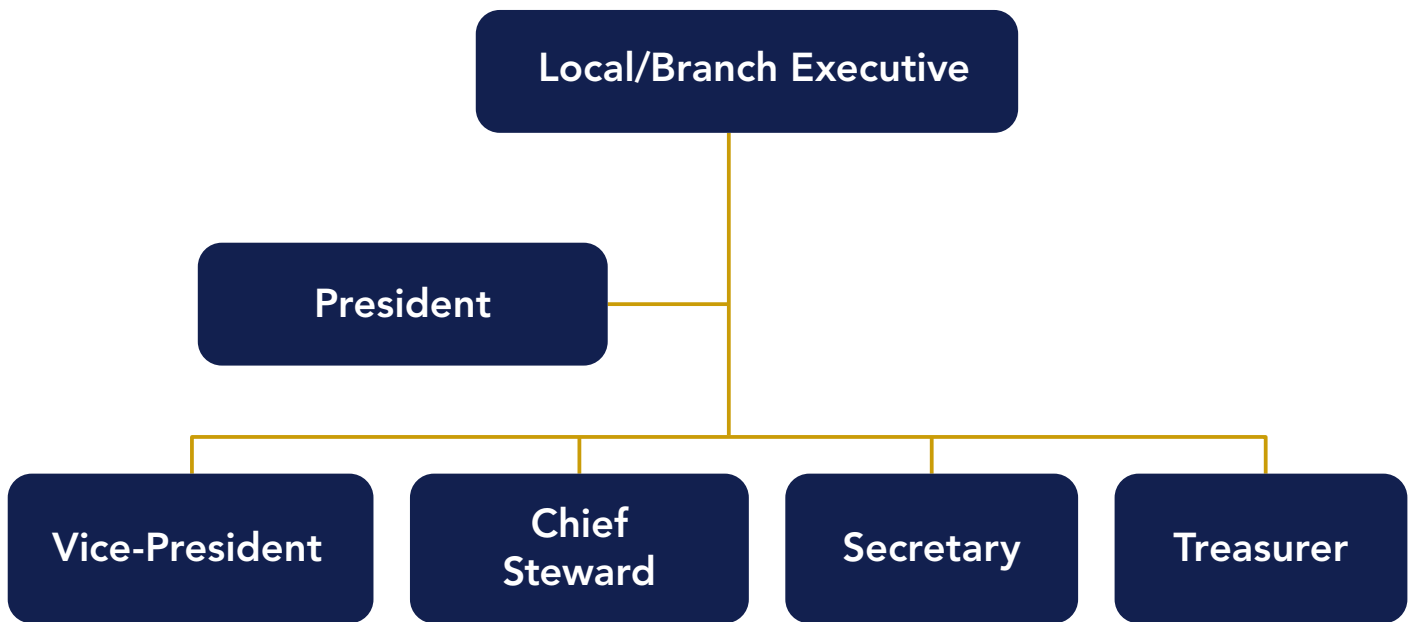
### PSAC Statements of Principles

In addition to policies, PSAC has also adopted statements of principles on issues such as Indigenous Peoples' rights, bilingualism in the federal public service, child care, disability rights, employment equity, environment, health and safety, human rights, infectious diseases in the workplace, literacy, anti-racism, pay equity, racial equality, sexual orientation and gender identify, technological change, telework, women's equality, pay negotiation, job security, hours of work, precarious work, training and pensions. As a local/branch officer you should be familiar with these statements and you can request them from your PSAC regional office.

## Local/Branch Structure

Normally the local/branch executive consists of a president, one or more vice-presidents, a secretary and a treasurer. Local/branch executives may also have a health and safety officer, an equity/human rights officer and/or a women's officer and/or anti-harassment officer and an education officer. The chief steward is usually a member of the local/branch executive and chairs the stewards' committee.

## Sample Local/Branch Executive Structure



## Local/Branch Officer Duties

The local/branch executive is collectively responsible for the day-to-day business of the union at the worksite and for connecting to other labour and social justice partners within their geographic jurisdiction. Some of the duties of the elected local/branch officers include:

### The President

- › Is the chief executive officer and coordinates the administration of local/branch affairs through the other officers and local/branch committees.
- › Presides at all membership meetings and executive meetings of the local/branch and is an ex-officio member of all committees of the local/branch.
- › Decides, by application of the rules of order, all questions of procedures as chairperson.
- › Is the chief spokesperson of the local/branch in its dealings with management.

### The Vice-President:

- › Performs the duties of the president in case of the absence or resignation of that officer.
- › Conducts meetings on behalf of the president or assumes the chair when the president vacates it for any reason during a meeting.
- › Is responsible for specific portfolios as assigned by the local/branch.
- › Assists chairpersons of committees as required and may chair committees as assigned by the local/branch.

### The Secretary:

- › Is responsible for the administrative duties of the local/branch.
- › Records the minutes of all membership and executive meetings.
- › Administers all communications emanating from or received by the local/branch.
- › Administers the reports of committees.
- › Works closely with the president on all local/branch matters.
- › Maintains a filing system for the local/branch.

### The Treasurer:

- › Is accountable to the local/branch executive for all finances (receivable and payable).
- › Prepares and submits financial reports to each executive or general meeting.
- › Collects and deposits local/branch funds.
- › Carries out other duties as delegated by the local/branch.
- › Alerts the local/branch executive about rand members (dues paying members who have not joined the union) so that they can be signed up.

## The Chief Steward:

- › Recruits stewards, organizes and chairs the stewards' committee/network.
- › Sets up and maintains a communication system amongst the stewards.
- › Advises stewards and provides guidance and support on some of the tougher cases.
- › Tracks grievances and complaints to ensure time limits are respected and files are complete.
- › Makes sure the collective agreement and all relevant labour laws, acts and regulations, are respected by everyone (members, management, other unionized and non-unionized workers).
- › Makes sure arbitral awards and grievance settlements are properly implemented and maintained.
- › Solves problems related to the organization, maintenance and efficiency of the stewards' committee/network.
- › Works closely with all stewards, executive officers, committees and component staff or regional office staff (directly chartered locals).

## Sample Organization of a Local/Branch



## CHAPTER 3

# MAKING THE LOCAL/BRANCH EFFECTIVE

It is not possible nor desirable for any one local/branch officer to do it all. Teamwork is the key to an effective local/branch, therefore, it's important that local/branch officers work together sharing information, splitting up tasks and helping each other out as necessary.

### Planning and Priorities

In order to be effective as a local/branch, it helps to spend the time necessary to set goals, determine priorities and plan how to implement them. Having agreed-upon goals, priorities and a plan makes effective action more likely.

Locals/branches might find it useful to set time aside once a year to have a planning meeting. This meeting can serve as an evaluation session as well as a time to set out priorities for the months ahead.

### Ten Steps for Strategic Planning

1. Agree on a planning process.
2. Identify strengths, weaknesses, opportunities and threats (SWOT analysis) of your local's/branch's current situation.
3. Identify key issues, questions and choices that need to be addressed.
4. Collectively define or review your local's/branch's overall values and mission.
5. Collectively define your local's/branch's vision for the next 3-5 years.
6. Develop a series of shorter-term goals that will help reach that vision. They should be SMART: specific, measurable, attainable, relevant and timely (and fit within your budget!).
7. Agree on key strategies that will support those goals.
8. Develop an action plan based on the vision, goals and strategies.

9. Record your plan so you can refer to it.
10. Build in a way to monitor your progress and modify as you go along.

### An Active Local/Branch

All members of a local/branch should be encouraged to get involved and be appreciated for their contributions. It is the best way to get work done and to build solidarity. An active local/branch puts membership involvement at the centre of all union activity. Through it, we draw on the energy, knowledge and expertise of all our members.

An active local/branch seeks input from members about issues, concerns and changes they would like to see by:

- › Including membership input when developing strategies and plans.
- › Consulting members before meeting with management or making critical decisions.
- › Mentoring and encouraging members to take an active role in their union and showing appreciation for their contributions.
- › Analyzing challenges from the perspective of how they can be used as an opportunity to engage as many members as possible.

There is always enough union work to go around and the team approach goes a long way to preventing burn-out by too few people trying to undertake too much work.

One of the challenges faced by those active in the union is the very real need to balance union commitments with work and home life. An active local/branch that takes a team approach will help active members maintain that balance and will attract more members to be active.

PSAC collective agreements provide for time off for union work. Locals/branches should discuss with the employer the possibility of taking leave with pay whenever a case can be made that the union work will be beneficial to the employer and/or the workplace, as well.

If members are to get involved, they must know their local/branch. They need to know what their local/branch does and how they can play a role.

#### **Members can:**

- › Participate in general membership meetings.
- › Work with members to protect their workplace rights.
- › Sign up new members.
- › Share information in their workplace.
- › Contribute their feedback and demands for bargaining.
- › Provide input for union-management consultation.
- › Participate in union campaigns.
- › Go to rallies and demonstrations.
- › Attend union courses, conferences and other forums.
- › Provide input into union policy development through the local/branch executive.
- › Sit on a local/branch committee (women's, human rights, health and safety, education, etc.)

- › Help organize union events (e.g. Human Rights Day celebrations, Labour Day activities, information booths, webinars, etc.)
- › Represent the local/branch on joint employer/union committees.
- › If applicable, organize a Joint Learning Program (JLP) course or be a Joint Learning Program facilitator. (Union members within the Core Public Administration are eligible to participate in the JLP.)
- › Contribute to newsletters.
- › Act as a liaison between the local/branch and community groups to work collectively on important community issues and campaigns.

### **Is Your Local/Branch Effective?**

Ask yourself the following questions:

1. Does your local/branch establish good communications with the members (regular meetings, desk drops, personal contact, outreach through social media, etc.)?
2. Does your local/branch executive reflect the diversity of the members in the local/branch?
3. Does your local/branch build and maintain a vibrant network of stewards?
4. Does your local/branch provide opportunities for members to discuss issues and act on union priorities?
5. Does your local/branch encourage wide membership involvement/pride in their Local and their union?



## CHAPTER 4

# CONNECTING WITH THE MEMBERSHIP

Members can be contacted by desk drops, through posters, telephone calls, emails, Facebook and Twitter, but the best method of communication is still direct and personal. It is members talking to members. A personal connection can build mutual trust, generate discussion, and lead to problem solving. It engages members in a meaningful way and is more likely than anything else to build a strong relationship between the member and the union.

To maintain this relationship, members need to be informed on a regular basis of what is happening in their union. They need to feel listened to and need to see that their concerns, ideas and feedback are recognized and acted on.

In order to foster both one-on-one conversations and regular information-sharing with a broad cross-section of members, a communications system needs to be established.

### What is a Membership Communications System?

A membership communications system is a plan that links members, stewards and local/branch officers with each other. It provides space for conversations to occur and ensures everyone has up-to-date information and the ability to provide input.

To establish the capacity for one-on-one conversations, each member should be connected to their steward and at least one member of their local/branch executive.

One way to do this is through a communications tree, where each executive member connects with a set number of stewards passing them information and

receiving the feedback the stewards have gathered. Each of these stewards is responsible for contacting a set number of members and passing along information and gathering input to pass back to the executive. They can do this through worksite meetings, one-on-one conversation or via email. In the communications tree model, the executive is the “trunk”, the stewards are the “branches” and the members are the “leaves”. The main point of contact for the members is their steward, but they also can have direct contact with their local/branch executive if they want or need it.

Another membership contact system can be via group emails. By collecting home email addresses of their members, the local/branch can create an email distribution list that allows local/branch to send regular news to their members. Sometimes the email can simply be a reminder to visit a new posting on the PSAC, region, component or other union website.

The local/branch can also set up a Facebook page, Twitter account, on line surveys, web page or blog which members can access to get up-to-date news from the local/branch. Online tools like these can be effective in linking members to each other and to online resources and sources of information.

## What Does a Local/Branch Do With These Networks?

A local/branch membership contact system can be used to make all union activities more effective. With a membership contact system, a local/branch can:

- › Publicize local/branch meetings and events in a timely and efficient way.
- › Ensure that all members are informed on the issues.
- › Receive input from the members about their concerns at work so the local/branch union-management consultation committee, health and safety committee, employment equity committee and other committees can better represent the members.
- › Keep members up-to-date on what's happening in negotiations.
- › Receive bargaining demands from the members so that everyone is involved in the bargaining process.
- › Allow for announcements and sharing information about other union and community actions, issues and campaigns of importance to workers and their families.

## Setting Up a Membership Contact System

It's helpful to plan how the system will work. Regardless of which one you use, the following approaches can be taken.

### 1. Local/Branch Analysis

Every local/branch is different and, in order to work, the contact system must be organized to the specific structure and membership composition. Every local/branch will come up with a system that makes the most sense to their structure. To help do this, analysis of the composition of the local/branch current membership contact information is critical. The local/branch should know:

- › The work location and contact details of members.
- › Number of contacts necessary for an effective system.
- › Names and complete contact information for all local/branch officers and stewards.

Information about the members in the local/branch can be found on the monthly *Unionware Books Report*.

## 2. Membership Contact Record

Develop a template sheet to be used when contacting members. If members are being given information, then a simple check-list to ensure all members were contacted is sufficient. However, if the action requires feedback from members, a more complete report is needed.

## 3. Email Contact

Email communication with members is most effective when it consists of useful, concise information sent on a consistent basis. A brief email “newsletter” to your online membership could include an update about your activities, snippets from other sources of union information, and other information that your membership may find useful and interesting. The key to this form of communication is brevity and consistency.

Electronic action alerts for your core activists can also be useful. Keep in mind that only a subset of your general membership can be counted on to regularly respond to action alerts by the local/branch and these are the members you should try to identify and focus your alerts on. These core activists don’t mind getting a lot of emails from an organization because they have indicated they are willing to attend meetings and take action when asked.

## 4. Other Online Tools

Utilizing online tools like Facebook, Twitter and Instagram can ensure that members who sign up are kept up-to-date on local/branch activities. Caution must be exercised to ensure that privacy concerns are addressed. As with other approaches, keeping the information current and of interest to the members is the key to success.



## CHAPTER 5

# EFFECTIVE MEETINGS

It's common to hear union activists say they spend most of their lives at meetings. There's some truth to this. Local/branch by-laws generally call for a minimum number of general membership and executive meetings each year and there are provisions for special meetings under certain circumstances.

Locals/branches shouldn't hold meetings just to hold a meeting, however. Meetings should have a clear purpose. They are an important venue for information-sharing, problem-solving and decision-making at the local/branch. They can also, if run well, serve to build union solidarity and commitment to working together. However, they can have the opposite effect if they are not facilitated effectively.

### Executive Meetings

Local/branch by-laws generally specify when executive meetings should be held. This means it is easy to give ample notice to members who may want to attend as observers.

The executive should confirm commitment to attendance by those who must be there in order to ensure quorum at the meeting. Without quorum, no official decisions can be made, the meeting will have to be cancelled and rescheduled which will frustrate those who came.

The president chairs executive meetings. The vice-president can also chair if the president is absent. All decisions and recommendations arising from the meeting should be recorded in the minutes by the secretary.

### Committee Meetings

Committee meetings are usually called to share information, determine actions and plan for follow-up. Committee members are required to submit committee reports to the local/branch membership and/or executive. While these meetings are not formal in nature, they still need to be planned, have an agenda, a chairperson and someone to take notes and record the decisions of the group.

At executive and committee meetings, which are smaller in size and less formal in nature, it isn't necessary to follow the rules of order. A chairperson can take on more of the role of facilitator, working to encourage open discussion and consensus decision-making. Inclusion and fair process is critical.



## General Membership Meetings

Local/branch by-laws will usually require two types of general membership meetings: (1) regular or monthly meetings and (2) the annual general meeting. These meetings are an essential part of the local's/branch's activity because they provide:

- › An opportunity for members to obtain information and provide their views.
- › An opportunity for the broad membership to provide direction to the local/branch executive.
- › An opportunity for the executive to account for their decisions before the members.
- › A democratic forum to discuss issues of major concern.

Just as PSAC National Triennial Convention is the governing body of the union, the annual general meeting is the governing body of the local/branch. At the annual general meeting, elections are held for positions on the local/branch executive.

General membership meetings are formal. All members in good standing must be given sufficient\* notice that the meeting will be held.

**\*Note:** The by-laws should specify the amount of notice required and the agenda items that must be explicitly included in the notice (e.g. dues increase, by-law changes, positions up for election, etc.).

At the meeting, there is an agenda that is followed, and formal minutes are taken. The president or, in their absence, the vice-president chairs these meetings.

When meetings are going to be very formal, with many people in attendance, a chairperson generally will employ PSAC Rules of Order. The rules are intended to safeguard democracy by allowing everyone an opportunity to speak in an organized way. As some members may not be familiar with PSAC Rules of Order, they should be explained. To do this, it is best to introduce the Rules of Order gradually and explain them briefly as they are being used. Minutes must be taken, and all decisions need to be recorded by the secretary.

Though the meetings are formal, it is important to remember that the Rules of Order are meant to facilitate discussion, not stifle it. Where the chairperson feels it will be productive to the conversation, the Rules of Order can be relaxed in order to encourage dialogue on the issues. A chairperson who is able to keep the conversation focused on problem solving and open for participation by all will be more likely to ensure members feel heard and leave the meeting satisfied with the process used to reach the outcome.

And just because the meetings are considered formal, it doesn't mean they have to be boring! Locals/branches can plan a way to get members mingling by using icebreakers at the beginning of the event. They can invite a guest speaker or show a short video and host a discussion afterwards. And, always popular, plan a social activity that involves food and music to follow the formal part of a general membership meeting. These practices can be an excellent way of encouraging attendance at meetings and providing opportunities to continue discussion of broader union issues after the meeting adjourns. An inspiring speaker, video or chance to socialize can help build the knowledge and network of your members and increase the chance of them getting and staying involved in union activities.

## CHAPTER 6

# ADMINISTRATION OF THE LOCAL/BRANCH

The administration of the affairs of the local/branch is the responsibility of the local/branch executive committee. The secretary is tasked with record-keeping and managing correspondence and the treasurer keeps track of funds.

### Record-Keeping

#### 1. Minutes

Minutes are meant to provide a record of decisions, actions, participation and other useful information. They should indicate:

- › The type of meeting (regular, executive, special, annual).
- › The date, time and place of the meeting.
- › The name of the person who chaired and who took minutes.
- › The names of the other officers who attended.
- › How many members attended
- › The adoption of the minutes of the previous meeting.
- › Summaries of reports provided.
- › All motions (names of movers and seconders, whether carried or defeated).
- › Summary of important issues discussed, even if there were no decisions made.
- › Information about elections (who was elected, who by acclamation).
- › Time of adjournment.
- › Minutes should be signed by the secretary and the chairperson.

Everyone on the executive, but particularly the secretary, should be able to refer quickly to any item of a previous meeting. Keeping a list of minutes taken (paper and/or electronic) that can be cross-referenced with copies of your minutes, will help to facilitate this task. This can include minutes of regular membership meetings, the annual meetings, the executive meetings, as well as minutes of committee meetings.

When an election is held in the local/branch, the minutes should record the names of all those members who are elected as officers or to committees. If a candidate or candidates are elected by acclamation, this too should be recorded. As soon as possible following an election, advise PSAC regional office and the component (for component locals/branches) of the names, addresses, email addresses and phone numbers of the newly-elected union officials.

#### 2. Correspondence

Locals/branches send and receive a wide variety of correspondence in the form of letters and emails. Most correspondence occurs between the local/branch and its membership, the component (for component locals/branches), PSAC Regional Executive Vice-President, PSAC national and/or regional offices (particularly for directly chartered locals), and the employer. Other correspondence includes information from affiliated labour bodies (e.g. district labour council or federation of labour) and other community/social justice partners.

When a document or an e-mail is received, the secretary needs to determine whether it will be acted upon by the local/branch executive, a local/branch committee or the general membership and refer it accordingly.

- › Local/branch executive - correspondence to be dealt with by the executive can be placed in a file folder or forwarded to the executive meeting for recommendations, action and/or circulation. The action taken should be recorded in the minutes of the next executive meeting. For easy reference, a notation can be made on the correspondence indicating the date of the meeting minutes containing the action to be taken.
- › Local/branch committees - the correspondence to be dealt with by a local/branch committee is forwarded to the committee chairperson. The chairperson should be asked to inform the executive's secretary of the committee's recommendation(s) prior to the date set for an upcoming meeting of the executive. Again, a notation can be made indicating the date of the meeting minutes containing the action to be taken.
- › General membership - correspondence to be handled by the general membership can include correspondence already dealt with by the executive and requiring ratification by the membership and/or information from PSAC, the component or other labour/social justice partners to be shared with the membership. Correspondence intended for the general membership should be circulated to the general membership at a meeting or through email contact lists and/or posted when appropriate.

### 3. Correspondence Log

In order to keep track of local/branch correspondence, a record should be kept of all the correspondence received and actioned. This record should include: who sent it, the date it was sent and the date it was received, the subject matter, to whom the correspondence was referred, the action taken and where the correspondence is filed. If this information is at the secretary's fingertips, reports at executive and general membership meetings will be much easier.

The most important reason for the correspondence log is to track follow-up. In cases where the local/branch initiates action, it is very important to keep a record of what happened or did not happen. The credibility of the local/branch before the members and its ability to get results often depends on following-up.

### 4. Files

The local/branch needs to keep files of all correspondence, including copies of letters or e-mails prepared by the secretary and other officers. An efficient filing system is a simple one. Whether using paper or electronic files, simplicity also ensures that everyone in the local/branch can locate information quickly. Here are some suggestions to help you set up a filing system.

While it is not practical to list all the possible file subjects, the most important ones are:

- › Files for each local/branch committee.
- › Files containing current membership contact lists and any mapping that has been done.
- › Audit reports and financial statements.
- › Grievances.
- › Minutes.
- › Newsletters, bulletins and other information.

With experience, you will know when files need to be maintained for specific items and when other files of a more general nature are most useful. Keep all your files together in one place, preferably in a cabinet or desk drawer that can be locked or electronically and password-protected.

And always ensure that you keep membership information and grievance files confidential.

**REMEMBER** — All documents on the grievance file are confidential and must not, under any circumstances, be made available to anyone, except authorized officers on the local/branch executive, authorized component officers/staff, and/or authorized PSAC officers/staff.

Remove or delete outdated documents from your current files on a regular basis. These may either be destroyed if the material is no longer relevant or placed in storage. The secretary is responsible for maintaining current files, keeping them secure and passing them along to the next person holding the secretary position.

## Financial Administration

The treasurer is the union officer responsible for the financial administration of local/branch funds. It is essential that careful records be kept of all financial dealings. All locals/branches under component jurisdiction are required to provide the component with a financial statement at least once a year. Directly chartered locals must provide PSAC National President with an audited statement of receipts and expenditures annually. Each DCL will provide the National President of PSAC with (i) an annual detailed statement of receipts and expenditures, and (ii) a balance sheet showing Assets, Liabilities and Equities by March 31<sup>st</sup> of each year.

## Budget

Budgets are a crucial planning tool for local/branch activity. They should be connected to the strategic plan of the local/branch (see Chapter 3) as they are a way to ensure that money is being spent wisely and with the local's/branch's goals in mind. Budgets show where local/branch dues are going and provide an explanation if a dues increase is proposed. An annual budget must be brought before the membership at an annual general meeting. It is the membership that votes on the budget and gives a mandate to the local/branch to abide by the priorities established through the budget.

If the local/branch does not currently prepare a budget, it would be useful to begin doing so. This will not only make the treasurer's task easier at the membership meeting, but it will also help the membership plan where their money will go. Last, but not least, it will help the executive throughout the year as the membership's priorities are established in part by how much money they are allocating to various activities.



## CHAPTER 7

# A SAMPLING OF LOCAL/BRANCH COMMITTEES

Below is sampling of possible local/branch committees. Depending on the size and needs of your local/branch, you will choose which committees make sense for the work you need to do. Where no committee exists, the work normally done by the committee will likely be done by the local/branch executive.

### Collective Bargaining Committee

PSAC Regulation 15 of the Constitution governs the process of collective bargaining in PSAC. This regulation stipulates that locals/branches are responsible for establishing a standing bargaining committee. The objective of the committee is to ensure members can provide input into the bargaining process and are informed of the process as it unfolds. Undoubtedly, an informed membership can be more readily mobilized.

Outlined below, as stipulated in Regulation 15C 2: Roles and Responsibilities, are the roles and responsibilities of the local with regard to bargaining:

### 2.2 Local

**2.2.1** The Local is the first point of contact with the union for most bargaining unit members. Local Union Officers are, therefore, key to our ability to mobilize our membership and achieve success at the bargaining table.

**2.2.2** The Local and Component where applicable receives the bargaining input call and the Local distributes it to bargaining unit members in the Local. The Local then receives the bargaining input from members in the Local.

**2.2.3** The Locals work with the PSAC and are responsible for the conduct of votes, such as ratification, strike or dispute settlement route votes, among their members.

### 2.3 Directly Chartered Local (DCL) or Component

**2.3.1** The DCL or Component receives the bargaining input from the members. The DCL or Component reviews, amends and/or supplements, and selects the Bargaining input to be sent to the PSAC in the manner set out in this Regulation and any additional stipulations contained in the input call.

**2.3.2** The DCL or Component supports the bargaining process by ensuring elected/selected bargaining unit members chosen to represent the bargaining unit members, are engaged in union activities and committed to union principles as set out in this Regulation.

**2.3.3** The DCL or Components play a key role in the bargaining process by ensuring that bargaining unit members in the Component or worksites are well informed about the issues, and that mobilization events are well-supported.

**2.3.4** The DCL or Component works with the PSAC to conduct votes, such as ratification, strike or dispute settlement route votes, among their members.

Along with these roles, the bargaining committee can:

- › Coordinate and/or provide information and education on how to write bargaining proposals.
- › Keep members informed on the status of the bargaining process and key issues/priorities.
- › Have up-to-date contact lists of members. Know who they are, where they are located and to what bargaining unit they belong. When a tentative agreement is reached and it is time for ratification, the committee will need to distribute the ratification kits and ensure that all the members in good standing are able to exercise their right to vote on the tentative agreement.
- › Once a new collective agreement is signed, committee members should become familiar with any changes and ensure their members become familiar with their new collective agreement.

## Education Committee

PSAC offers a wide range of union courses. Union education is often a first experience for our members to view their workplaces and their communities differently. The local/branch education committee plays an important role in promoting these courses to the membership and matching members with the course that suit their needs. The committee can also identify the learning needs of the local/branch membership for educational purposes and communicate these to their regional council education representatives and/or their PSAC regional representative.

## Health and Safety Committee

Locals/branches establish a health and safety committee for members who are interested in participating in workplace health and safety issues. These committees play a role in ensuring health and safety matters are assessed from a union perspective.

PSAC regional office and/or the component should be contacted for advice and help in setting up and keeping the health and safety committee operating effectively.

## Human Rights Committee

This committee addresses discrimination, educates members on human rights issues and promotes the implementation of employment equity and/or other human rights measures in the workplaces. The work of this committee can also be critical to the local's/branch's success in building an inclusive union.

Many unions, including PSAC, underwent changes as its membership mobilized around issues of gender, race, disability and sexual orientation. And federal workplaces are bound by the requirements of employment equity legislation. As a local/branch officer, you can support human rights work through a human rights committee.

Locals/branches may have one human rights committee, or members may choose to create separate committees for each of the equity groups.

Human rights committees often collaborate with other organizations such as the provincial federations of labour, the Canadian Labour Congress and community organizations.

Human rights committees should be encouraged to provide input to and possibly representatives on other local/branch committees, such as the collective bargaining committee, the labour-management consultation committee and joint employment equity committees.

## Political Action Committee

Political action committees have become very important as union members experience the harmful impact of austerity measures, government policies of cutbacks, privatization and reorganization. Whether or not members work for the federal public service, all stand to be affected by decisions made about economy, public policy and important public services.

Political action committees work within the union and in coalition with other organizations to inform and mobilize our membership about issues that impact their lives. They can mobilize participation in PSAC and component campaigns and share up-to-date information from their locals/branches with the union that helps inform strategic action.

## Labour-Management (or Union-Management) Consultation Committee

Labour-management consultation (LMC) or union-management consultation (UMC) committees provide an opportunity for union and management representatives to engage in free, frank and meaningful dialogue on issues that confront or may confront either one or both parties.

These committees can discuss any matters except those which would lead to altering or changing the intent of a collective agreement. Typical subjects may include: scheduling of annual leave, internal communications, rescheduling of shifts, working conditions, training programs, change in employer policies and programs, recreational programs, parking and flexible hours.

Local/branch officers are required to attend the LMC meetings and provide facts relating to particular problems or subjects which affect all the membership of the local/branch. When a problem affects the membership in a specific work area, those members should be consulted, and the steward assigned to this

area should be included in the meeting as a resource person or as the union representative. The steward in the area is usually the best resource person to draw on in such cases.

Familiarize yourself with the internal operation of LMC/UMC committees at all levels: local/branch, regional and national. You should also ensure you are familiar with legislation and policies which govern consultation in your workplaces (Federal Public Sector Labour Relations Act, Canada Labour Code, provincial or territorial labour codes, Employment Equity Act).

The importance of informing the membership about the issues discussed at these meetings and their outcome cannot be over-emphasized. This will enhance the credibility of the union and the effectiveness of the local/branch.

## Resolutions Committee

One way to ensure local/branch and membership formal input into the Union is by way of resolutions. The resolutions committee is responsible for compiling and sharing resolutions with the appropriate parts of the union.

In the case of conventions, locals/branches under component jurisdiction first send their resolutions to their respective component triennial convention for debate and for recommendations. All recommended resolutions which affect the whole membership, and which come under the union's jurisdiction are then forwarded to PSAC national office to be classified and printed, referred to the appropriate convention committee for recommendations and onward to the national triennial convention for debate and vote by the delegates.

Directly chartered locals also form a local resolutions committee and resolutions are forwarded directly to PSAC national office, referred to the appropriate convention committee and prepared for presentation to national triennial convention.

While writing resolutions is important, it is not the only function of a local/branch resolutions committee. The committee may undertake to:

- › Talk with members about resolutions.
- › Review PSAC Resolutions of Record publication as well as the component's resolutions of record (for component locals/branches) and speak with their components and regions to determine the status of previously adopted resolutions.
- › Provide leadership in the local/branch by ensuring that local/branch delegates to component and PSAC conventions, as well as alternates and observers, are provided with the opportunity to meet and discuss strategies.
- › Encourage delegates, alternates and observers to attend education activities such as a convention preparation or convention procedures course to obtain the information and skills that they require in order to do a good job at conventions.

## Stewards' Committee

The objective of this committee is to provide stewards with a venue to discuss and strategize with other stewards about grievances and problems that have arisen over the interpretation of collective agreements or other workplace issues.

Stewards' committee meetings also provide an excellent educational forum to understand union policies, discuss how to implement PSAC campaigns, and talk about the impact of labour legislation and recent adjudication/arbitration decisions. Committee members are also in a good position to prepare a report for the local/branch collective bargaining committee on needed contract improvements.

## Strike Committee

A strike committee is not a standing committee but gets struck at a critical point in bargaining. The role of the strike committee is to help organize the local/branch to be ready to strike if necessary. While the strike captain is responsible for conducting a strike at the local/branch, local/branch officers provide both leadership and support to the strike committee to ensure the success of the strike.

The PSAC Strike Manual outlines PSAC strike administration policy, the strike program, strike committees, as well as PSAC regulation on emergency funds. PSAC also offers a strike preparation course which is highly recommended for building a local/branch strike strategy, putting the local's/branch's strike structure in place and making sure everyone is informed about their rights and obligations in a strike situation.

## Women's Committee

Women comprise over half of the PSAC membership but their struggle for equality continues in the workplace. The women's committee provides a forum to ensure that workplaces as well as the union are inclusive and responsive to the needs of working women.

These committees are a forum for collaboration and action around issues that affect women. They can also provide critical input to other local/branch committees, like the collective bargaining committee and the UMC/LMC committee.

Women's committees often collaborate with other organizations such as the provincial/territorial federations of labour, the Canadian Labour Congress and community organizations. Representative(s) of local/branch women's committees can link up with the regional women's committees or the women's representative on the regional council.

## Young Workers' Committee

These committees are usually created to foster an environment that facilitates the recruitment, education and representation of workers who are 35 years of age or younger by giving them a strong voice and providing opportunities relevant to young workers. As with other committees, young workers' committees often collaborate with federations of labour, the Canadian Labour Congress and community organizations on issues such as precarious employment, retention, privatization and post-secondary student debt. Various components have national young workers' committees and there are PSAC regional young workers' committees.

## Social Committee

Social committees provide opportunities for local/branch executives to connect with members in more relaxed settings like barbeques, picnics, bowling, or games nights. These committees may also help members who are experiencing hardships, lengthy illnesses, or may help celebrate special occasions or milestones of the membership.

## Communication Committee

Communication committees ensure members are kept informed of the activities, concerns, and priorities of the local/branch. Some of their tools are telephone/email trees, the local's/branch's Facebook page, Twitter account, bulletin boards and personal conversations. An effective communication committee can help to elevate the local's/branch's profile within the workplace and community.

## By-Laws Committee

The by-laws committee is responsible for reviewing the by-laws and ensuring they meet the needs of the local/branch while remaining in compliance with the component by-laws and PSAC Constitution. These committees recommend changes to the by-laws by drafting motions that need to be passed by a 2/3 majority at annual general meetings.

## CHAPTER 8

# DECISION-MAKING AT PSAC

PSAC is a democratic union and is organized in a variety of ways to provide opportunities for members to voice their opinions, concerns, thoughts and to participate in the day-to-day life of their union. The PSAC Constitution sets out the political structure, roles and responsibilities of the various groups that make up PSAC.

**Note:** For each of the groups listed below, the specific section of the Constitution that applies is indicated in the heading in { }.

### National Board of Directors (NBoD) {S. 12}

The NBoD is responsible for the affairs of PSAC between conventions. It is comprised of the National President, National Executive Vice-President (NEVP), all seven Regional Executive Vice-Presidents (REVPs) and all fifteen component Presidents. While, generally, it meets three times a year, meetings can be called at any time by the National President or on the written request of a majority of officers of the NBoD.

Usually the NBoD functions on a one-vote-per-member basis. However, if the chairperson rules the NBoD is about to modify existing policy of convention, each member of the NBoD is entitled to cast votes equal to the total number of delegates to which that member's component or region, including directly chartered locals, would be entitled at a convention.

The minutes of the NBoD are an important source of information. They include the reports of the National President, the NEVP and the seven REVPs for their activities between the meetings. You will also find reports of various NBoD committees, including the Finance Committee, the Standing Education Committee (SEC), the Standing Health and Safety Committee, PSAC National Human Rights Committee (NHRC), the National Indigenous People's Circle (NIPC), Social Justice Fund and other items of importance to the membership including updates on bargaining, political action campaigns and so forth. The NBoD minutes provide members with some essential information about the position and orientation of the union on all substantial matters brought before them. They also show the voting record of the members of the NBoD.

For more information on the roles and responsibilities of the NBoD, consult PSAC Constitution and/or PSAC website. ([www.psaunion.ca](http://www.psaunion.ca))

## Alliance Executive Committee (AEC) {S. 13}

The AEC is comprised of the National President, the National Executive Vice-President (NEVP) and the seven Regional Executive Vice-Presidents (REVPs).

The AEC is responsible for dealing with national questions and issues facing our union. The AEC generally meets monthly and additional meetings can be called by the National President.

The AEC functions on a consensus-based model of decision-making. Simply put, a consensus model attempts to seek a decision that is consented to by all members of the AEC.

Individual members of the AEC bring agenda items forward for discussion. PSAC members who want to bring forward national issues or questions for discussion by the AEC may do so by contacting their REVP.

]The minutes of the NBoD include reports from individual AEC Officers.

## Taking Local/Branch Issues to the NBoD

Component locals/branches are represented at the NBoD by their component president. Directly chartered locals are represented by the respective REVP.

Component local representatives communicate and work with their component president by going through the component regional vice president (RVP) or equivalent, who is the voice of locals on the component executive. Branch presidents are the voice of their branches on their component executive.

Representatives from both components and directly chartered locals can also communicate and work with PSAC REVP. Regional councils facilitate direct communication with PSAC local/branch executive officers, between locals/branches in the same region, and provide information on union activities and debates on important issues. Also, most regional councils have a representative specifically for directly chartered locals and/or small separate employers. This person would be able to raise issues at the regional council for the REVP to take to the AEC or NBoD for discussion/resolution. Meetings of the NBoD are open to observers. In order to send an observer, the local/branch must contact the component president or the REVP.

## PSAC National Triennial Convention {S. 17}

The supreme governing body of PSAC is PSAC National Triennial Convention. Delegates at the convention elect PSAC National President and the National Executive Vice-President, as well as the alternate National Executive Vice-President by secret ballot. All convention delegates are eligible to vote in these elections and any member in good standing, whether a delegate or not, is eligible to run for office.

PSAC members who are delegates at the convention also set the policies, direction and budgets of the union for the next three years.

**Note:** Components and PSAC regions also hold triennial conventions of their own. To find out more about these, contact your component or your region and check out the applicable by-laws.

## How Do Locals/Branches Participate at PSAC National Triennial Convention? {S. 19}

The national triennial convention is a delegated convention, which means that union members are elected by other members to represent them. Ensuring that key union decisions are made by a large and diverse group of members is a critical step in creating participatory democracy.

Locals/branches affiliated with components elect delegates to represent them at component triennial conventions and the delegates at those conventions in turn elect representatives for PSAC National Triennial Convention.

Directly chartered locals also have delegate entitlement depending on the size of the local. Larger directly chartered locals (of 100 members or more) elect delegates from their own membership, while smaller directly chartered locals (of less than 100 members) are combined and elect their delegates together.

The number of delegates who will be going to convention from components and directly chartered locals is based on a formula which is set out in the PSAC Constitution.

### Also at convention are:

- › Members of the NBoD. They have automatic delegate status to convention.
- › Area councils are entitled to elect one delegate from among the representatives of their affiliated locals/branches.
- › The Indigenous Peoples, Racially Visible Peoples, Pride, Access and Women equity groups are each entitled to send two delegates. These delegates are elected at their respective national equity conference.
- › All accredited delegates have full voice and vote. Expenses incurred by the accredited delegates at PSAC convention are fully paid by PSAC.

### A word about observers to convention:

Observers are welcome at PSAC Convention, but their expenses are not covered by PSAC. Often locals/branches will pay these costs. While observers are not allowed on the convention floor, they can observe the convention from the observers' section and lobby delegates on issues of interest to the membership. Observers also become more familiar with the way the union works, preparing them to take on a more informed role in the decision-making process of the union.

Convention caucuses are another opportunity for groups with common purposes/interests to come together to discuss issues affecting them, to strategize about how to facilitate their work and to network. Equity, component and regional caucuses are a regular feature of PSAC conventions.



## Convention Path: Delegates

At a membership meeting, **component locals/branches** elect delegate(s) to attend component conventions where component delegates are elected.

At a membership meeting, **directly chartered locals** elect delegate(s) OR for DCLs with fewer than 100 members, "regional" delegate(s) will be elected.

At their respective national conferences, each of the equity groups (**Indigenous, Racially Visible, Pride, Access and Women**) elects 2 delegates.

At a general meeting, **area councils** are each entitled to elect one delegate from among the representatives of their affiliated Locals/Branches.

Members of the **National Board of Directors** are automatic delegates.

**PSAC TRIENNIAL NATIONAL CONVENTION**

## How are issues addressed at a Triennial National Convention?

All matters brought before PSAC National Triennial Convention must be written in the form of convention resolutions. This makes the decision-making work more effective since it focuses debate and discussion on specific recommendations. Resolutions can be submitted by:

- › National Board of Directors
- › Components
- › Regional conventions
- › Area councils
- › Directly chartered locals
- › National conferences (Health and Safety, Indigenous, Access, Racially Visible, Women, and Pride)

Locals/branches submit their resolutions via component conventions, regional conventions, area councils, and national conferences. Each has their own processes for submitting resolutions as found in the PSAC Constitution and/or their respective component by-laws.

Resolutions are simply a statement of a problem and a statement of the solution sought. While the problem statement is not required, it provides delegates with a better understanding of the reasons for the proposed action. The solution statement is a clear and simple statement of the specific action the union will take to address the issue. It is essential that resolutions specify actions that are within the union's jurisdiction, i.e., actions the union can take.

### Resolutions can be written in two different formats:

**Traditional** – the problem statement starts with “WHEREAS” and the solution statement starts with “THEREFORE BE IT RESOLVED THAT”

**Clear Language** – the problem statement has a heading “THE PROBLEM OR ISSUE” and the solution statement has a heading “THE ACTIONS REQUESTED”

## Sample Resolution in Traditional Format

**TITLE: NATIONAL CHILD CARE PROGRAM**

**ORIGINATOR: NORTH REGIONAL CONVENTION**

**LANGUAGE OF ORIGIN: ENGLISH**

**WHEREAS** the federal government has refused to establish a national child care program; and

**WHEREAS PSAC** has long supported such a program for all Canadian workers and their families; and

**WHEREAS** a good opportunity to achieve a national child care program exists at the present time due to a minority federal government:

**THEREFORE BE IT RESOLVED THAT PSAC** increase its efforts to work with child care groups and other organizations on a regional and national basis, to lobby for the establishment of a sufficiently-funded national child care program.

**COMMITTEE RECOMMENDATION:**

**DECISION:**

## Sample Resolution in Clear Language Format

**TITLE: NATIONAL CHILD CARE PROGRAM**

**ORIGINATOR: NORTH REGIONAL CONVENTION**

**LANGUAGE OF ORIGIN: ENGLISH**

**THE PROBLEM OR ISSUE:**

The federal government has refused to establish a national child care program.

PSAC has long supported such a program for all Canadian workers and their families.

A good opportunity to achieve a national child care program exists at the present time due to a minority federal government.

**THE ACTIONS REQUESTED:**

PSAC increase its efforts to work with child care groups and other organizations on a regional and national basis, to lobby for the establishment of a sufficiently-funded national child care program.

**COMMITTEE RECOMMENDATION:**

**DECISION:**

## PSAC National Triennial Convention Committees

Each submitted resolution is given to one of PSAC National Triennial Convention committees: Constitution, Finance, Collective Bargaining or General. These committees expedite convention business.

Convention committees meet prior to the opening of PSAC National Triennial Convention to review the resolutions referred to them. They can combine similar resolutions as long as the intent of the resolutions is not changed. The committees are mandated to make a recommendation to the convention either of concurrence (agree with the resolution) or non-concurrence (disagree with the resolution) for each resolution. The committees order the resolutions in terms of priority and present the resolutions to convention for debate and voting. The committee chairperson explains the rationale for the recommendation they have made to delegates.

Convention delegates receive a copy of all original resolutions submitted as well as the reports of the convention committees. Delegates are able to agree or disagree with either the priority set by the committee for a resolution or the recommendation made by it.

If you want to learn more about PSAC conventions, find out from your PSAC regional office when they will be holding their next convention preparation and/or convention procedures course.

## Convention Path: Resolutions



## CHAPTER 9

# LINKING THE LOCAL/BRANCH

Locals/branches should become actively involved in activities of PSAC, their region, their component, their community and the labour movement. It is only through working together that our goals of justice can be achieved. There are many ways to get involved. If you are clear on your mandate and goals as a local/branch, it will make it easier to decide where you want to put your energy.

Below are a few ideas for how to stay connected as a local/branch.

### PSAC Activities

- › Participate actively in PSAC campaigns through your Regional Council, political action committee, regional women's committee, human rights committee and/or other specific regional equity groups. You may also participate through your components or area councils.
- › Support PSAC and other unions' picket lines.
- › Develop briefs, papers, research, motions, and bargaining demands to be presented through your component president of your component or your REVP.
- › Send observers to NBoD meetings.
- › Send delegates, observers and resolutions to PSAC national or regional conventions (via proper channels).
- › Participate in area councils.
- › Participate in regional councils.
- › Support national calls for solidarity.
- › Actively participate in coalitions made up of other unions and community groups.
- › Send delegates to regional and national women's conferences, equity conferences and health and safety conferences.

### Component Activities

- › Meet with the component regional vice-president and with your component service officer to keep them up-to-date on local activities and positions, to obtain advice and guidance on difficult issues, and to update yourself on component issues and activities.
- › Send delegates and observers to component bargaining committees.
- › Send delegates and observers to component conventions.
- › Submit resolutions to component conventions.
- › Appoint representatives on component committees.

## PSAC Regional and Area Councils

Regional and area council activities provide for a space where all PSAC locals/branches, including directly chartered locals, from the same region can meet, exchange views and work together on important issues. These bodies also coordinate PSAC campaigns in the region.

For the local/branch, the following can offer a window into the community and the rest of the labour movement.

- › Join the regional and area councils.
- › Send delegates and observers to regional and/or area council meetings.
- › Get involved in political action campaigns.
- › Send local members to educational events, meetings and conferences.
- › Get involved in community affairs and social justice campaigns.
- › Connect with what's happening at the federation of labour (provincial/territorial) and the district labour councils.
- › Meet and correspond with PSAC REVP and your PSAC regional representative on issues of interest to the local/branch.

## District/Municipal Labour Councils, Provincial/Territorial Federations of Labour and the Canadian Labour Congress

These organizations provide a forum for unions affiliated with the Canadian Labour Congress to have their voices heard in the community and at all levels of government, as well as to facilitate coalitions in direct action around the interests of workers and issues of social justice.

Make sure the local/branch is affiliated to the federation of labour and the district labour council.

- › Send delegates and observers to general membership meetings.
- › Submit resolutions and motions to district labour councils, federation of labour and Canadian Labour Congress fora.
- › Send delegates and observers to conventions.
- › Get involved in committee work.
- › Send Local members to educational seminars.
- › Get involved in campaigns, rallies and "days of protest."
- › Get involved in strikes by other unions by providing solidarity support and financial aid.



## Community Activities

Union members reflect the communities in which they live and work. Tapping into the civic concerns of our members allows us to overlap and mutually reinforce activism at both the union and community level.

- › Work with other community and social justice groups.
- › Sit as representatives of labour on community organizations, such as school boards, women's groups, and co-ops.
- › Participate in municipal/provincial and federal elections.
- › Encourage local/branch members to support fundraising activities for charitable and voluntary organizations.
- › Support community campaigns.

## International Solidarity

PSAC believes that unions must be a force for building a more just and peaceful world. We are part of the fight to eliminate poverty and social injustice around the world. We do this because it's the right thing to do. We also do this because poverty and social injustice undermine the economic and social security of PSAC members, as corporations and governments play workers from one country against another in a relentless effort to lower wages and workplace and environmental standards. You can help by:

- › Visiting websites that support campaigns and/or provide up-to-date information on what's happening with global issues.
- › Connecting with community organizations who are fighting globalization and economic injustice.

- › Connecting with the district labour councils and federations of labour.
- › Taking courses offered through the union and/or community and social justice groups.
- › Getting involved in PSAC's Social Justice Fund initiatives (see Chapter 10).

True solidarity only comes when we reach out and unite with others to work towards shared goals. There are hundreds of ways your local/branch can connect with other unions, organizations in the broader social justice movement and community groups. As a local/branch, decide what connections will best meet your strategic plan and be of help to those whose aims you support and enjoy the results created by your effort!

## CHAPTER 10

# IT'S A MOVEMENT!

Just as a collective of workers is more powerful than an individual at fighting for gains in the workplace, the collective voice of many unions in solidarity is more powerful than one union advocating for workers' and human rights in Canada and the world.

PSAC believes in solidarity and we are an active part of the larger labour and social justice movement in Canada and around the world.

### PSAC Social Justice Fund

The labour movement has an important role in fighting the social and economic inequities that impact the lives workers and people in Canada and around the world. The Social Justice Fund is one of PSAC's contribution to that struggle.

The right to decent work, the promotion of quality public services and human rights and equality are cornerstones of PSAC Social Justice Fund. Through education, mobilization and empowerment, PSAC Social Justice Fund works to advance the role of our members in building stronger communities, a better country and a more just and humane world. Visit [www.pfac-sjf.org](http://www.pfac-sjf.org). to find out more about the work of this important part of your union.

### Canadian Labour Congress (CLC)

In 1956, two Canadian labour centres, the Trades and Labour Congress (TLC) and the Canadian Congress of Labour (CCL), merged to form the Canadian Labour Congress (CLC). PSAC affiliated with the CLC in 1967.

Today, the majority of national and international unions in Canada are affiliated with the CLC. It represents about 3 million unionized workers from coast to coast to coast.

The CLC promotes decent wages and working conditions and advocates for improvements in health and safety laws. It lobbies for fair taxes and strong social programs, including childcare, pharmacare and public pensions. It lobbies for and develops job training and job creation programs. It struggles for social equality and to end racism and discrimination, and works to strengthen solidarity between workers in Canada and other countries.

The CLC represents Canadian workers at many international conferences and events. They represent our interests at the International Labour Organization, the United Nations agency which seeks the promotion of social justice and internationally recognized human and labour rights.

Locals/branches are strongly encouraged to become active in CLC activities. The CLC holds a triennial convention, and locals/branches can send delegates to participate in the decision-making process at the national level. For more information about the CLC, visit [www.canadianlabour.ca](http://www.canadianlabour.ca)



## Provincial and Territorial Federations of Labour

At the provincial or territorial level, CLC unions act together through a federation, financed and run by representatives of unions within the province or territory. These federations lobby the provincial/territorial legislatures for better laws on labour relations, workers' compensation and social services which are under the authority of the province/territory. Political action, organizing drives and strike support are sometimes sponsored by federations. Some have full-time staff to assist in research, education and in processing workers' compensation and employment insurance claims. Some publish handbooks to assist union officers and stewards in advising their members on ways to obtain the various services available. These are invaluable resources to other smaller unions.

It is up to union locals/branches to make their own decision to affiliate. As such, PSAC locals/branches are asked to place a resolution (regularly moved and seconded) before a general meeting of the local/branch.

### Sample Wording of the Resolution:

BE IT RESOLVED THAT Local/Branch #\_\_\_\_\_ [of \_\_\_\_\_ Directly Chartered Local] of the Public Service Alliance of Canada affiliate with the \_\_\_\_\_ Federation of Labour effective \_\_\_\_\_.

The effective date of such affiliation should be the beginning of the month following the month in which the resolution is approved. If the local/branch membership approves such affiliation, the provincial/territorial federation of labour dues will be paid by PSAC national office. Please note that if the local/branch membership, for any reason, decides not to affiliate with the federation of labour, the dues that would have been paid to the federation will not be rebated to the local/branch.

Many matters of concern to PSAC membership are matters of provincial/territorial jurisdiction, for example, education, community services, welfare, medical and health programs and hospital service and the local/branch can build strength and solidarity by affiliating with their federation of labour.

When an affiliation resolution has been dealt with at a local/branch general meeting, it is important to advise the Executive Office of PSAC of the outcome. If the decision is to affiliate with a federation of labour, the Executive Office will need to have the names and addresses of the local/branch officers and the total number of members of the local/branch in order to assess the appropriate dues payment. The contact information will be forwarded to the respective federation of labour.

Once affiliated, the locals/branches are entitled to participate in the decision-making process of the federation by electing representatives on the executive and on committees and by sending delegates to the conventions. Locals/branches are also entitled to take advantage of all the services provided by the federations.

## District Labour Councils

District labour councils are part of the CLC and are the voice of labour in the community. District labour councils operate at the municipal and/or district level. They bring local unions together to share information, support each other and work on common issues. They also work with allies in the community to promote and advance the economic and social welfare of workers and secure legislation that benefits all workers, but at the community level. District labour councils also co-operate to support such activities as organizing drives or difficult strike situations. Through these councils, labour can act in a united way on political action and community affairs.

The procedure to affiliate with a district labour council is similar to the procedure for affiliating with federations, but there is one important difference. Locals/branches have to pay affiliation dues out of their own funds. Each district labour council has its own constitution and sets out its own dues.

Once affiliated, locals/branches are entitled to send representatives with full rights to participate in the district labour council's affairs. This is an excellent opportunity to strengthen your base of support and to get members more engaged in issues that affect them, their families and their communities.

You can find out about your district labour council by visiting the links section of the Canadian Labour Congress website at <http://canadianlabour.ca>.

## International Unions

Public Services International (PSI) unites public sector workers in more than 600 trade unions in over 140 countries. ([www.world-psi.org](http://www.world-psi.org)) Twenty million women and men in a variety of public service jobs are members of PSI.

For nearly 100 years, PSI has fought for public services through its activities and campaigns. It is part of the International Labour Organization (ILO), a United Nations agency that develops and promotes international labour standards ([www.ilo.org](http://www.ilo.org)).

The International Trade Union Confederation (ITUC) was created in 2004 in order to globalize union solidarity and build stronger links between the actions of national and international trade union efforts to protect rights and freedoms of workers worldwide. The ITUC has 304 affiliated organizations in 153 countries and territories on all five continents, with a membership of 168 million. ([www.ituc-csi.org](http://www.ituc-csi.org))

## Partners in the Struggle

PSAC works with other groups/organizations to be more effective in promoting and defending the interests of our members. We build bridges with like-minded people and organizations outside PSAC and work in partnership and coalitions with them. As a local/branch officer, you can better support your members' interests by connecting your local/branch to the broader social justice movement. If you want to find out more about community partners your local/branch can connect with, talk to your members, look in your city directory and contact your district labour council.

As partners in the communities we live and work in, PSAC members contribute their time, their skills and their resources to support organizations and groups that promote equality, fairness and social justice. Locals/branches often take on fundraising roles, support important community campaigns and take the opportunity to help organize and/or celebrate community-run events. We should make ourselves aware of the good community work that our members do: celebrate it and support it!

Here is a brief list of some of the coalitions your union works with nationally in the struggle for social justice. Many of these organizations have local, regional and/or territorial structures that your local/branch can tap into.

## Canadian Social Justice

- › The Broadbent Institute is a Canadian, progressive, independent organization championing change through the promotion of democracy, equality, and sustainability and the training of a new generation of leaders. [www.broadbentinstitute.ca](http://www.broadbentinstitute.ca)
- › Canada Without Poverty is a coalition of low-income groups across Canada fighting poverty and homelessness on a variety of fronts. [www.cwp-csp.ca](http://www.cwp-csp.ca)
- › Canadian Centre for Policy Alternatives (CCPA) is an independent, non-partisan research institute concerned with issues of social, economic and environmental justice. Founded in 1980, the CCPA is one of Canada's leading progressive voices in public policy debates. The CCPA produces the research and analysis necessary for policymakers, activists, and everyday Canadians to make informed decisions and press for social change. Every month, they are featured in hundreds of media stories. They work proactively to balance media coverage of issues like the economy, poverty, the growing gap between the rich and the rest of us, climate change, health care, education, and much more. Their experts are in high demand as media commentators, promoting solutions that unite, rather than divide, Canadians. Both politicians and policy makers turn to CCPA research when they need credible non-partisan analysis. [www.policyalternatives.ca](http://www.policyalternatives.ca)
- › The Canadian Health Coalition continues to defend Canada's public healthcare system against erosion and privatization. Founded in 1979, the coalition includes unions and organizations representing seniors, women, students, consumers and health care professionals across the country. [www.healthcoalition.ca](http://www.healthcoalition.ca)

- › The mission of Canadians for Tax Fairness is to build a national campaign to promote fair taxation. The organization supports the development and implementation of a tax system, based on ability to pay, to fund the comprehensive, high-quality network of public services and programs required to meet our social, economic and environmental needs in the 21st century. [www.taxfairness.ca](http://www.taxfairness.ca)
- › Council of Canadians is comprised of over 100,000 members and more than 70 Chapters across the Canada. It lobbies Members of Parliament, conducts research, and runs national campaigns aimed at putting some of the country's most important issues into the spotlight: safeguarding social programs, promoting economic justice, renewing democracy, asserting Canadian sovereignty, advancing alternatives to corporate-style free trade, and preserving the environment. [www.canadians.org](http://www.canadians.org)
- › Fair Vote Canada supports a change in the electoral system in Canada from the current "winner take all" system to one based upon proportional representation. [www.fairvotecanada.org](http://www.fairvotecanada.org)
- › International Civil Liberties Monitoring Group (ICLMG) is a pan Canadian coalition of civil society organizations that was established in the aftermath of the September 11, 2001 terrorist attacks in the United States. The coalition brings together 38 NGOs, unions, professional associations, faith groups, environmental organizations, human rights and civil liberties advocates, as well as groups representing immigrant and refugee communities in Canada. [www.iclmg.ca](http://www.iclmg.ca)

## International Solidarity

- › Amnesty International Canada is part of Amnesty International, a global movement of over 3 million people committed to defending justice for those who are denied justice or freedom. [www.amnesty.ca](http://www.amnesty.ca)
- › Common Frontiers is a small multi-sectoral working group which confronts, and proposes an alternative to, the social, environmental and economic effects of economic integration in the Americas. [www.commonfrontiers.ca](http://www.commonfrontiers.ca)
- › Through KAIROS, 10 churches and religious organizations work together in faithful action for ecological justice and human rights. KAIROS was formed in 2001 to bring together diverse groups of people who are strong advocates for human rights and ecological justice. [www.kairoscanada.org](http://www.kairoscanada.org)

## Indigenous Groups

- › Femmes Autochtones du Québec (FAQ) / Quebec Native Women (QNW) was founded in 1974 to defend the interests of Aboriginal women from Quebec and Aboriginal women living in urban areas. They are a bilingual organization and a member of the Native Women's Association of Canada. They sit at the table of the Assembly of First Nations of Quebec and Labrador, on the Board of Directors of the Native Parajudicial Services of Quebec, at the Human Resources Development Commission of Quebec, as well as several other Aboriginal and non-Aboriginal commissions and committees.

## [www.faq-qnw.org](http://www.faq-qnw.org)

- › First Nations Child and Family Caring Society has the vision of a generation of First Nations children who have the same opportunities to succeed, celebrate their culture and be proud of who they are as other children in Canada. Their purpose is equity in funding for children’s services on reserves based on a belief in community-based solutions and that everyone can make a difference.  
[www.fncaringsociety.com](http://www.fncaringsociety.com)
- › The Native Women’s Association of Canada (NWAC) is one of Canada’s National Aboriginal Organizations and represents Aboriginal women, particularly First Nations and Métis women. NWAC has representation in meetings of Canadian leaders and is generally viewed as the national voice representing Aboriginal women in Canada. NWAC was founded in 1974 as an aggregate of 13 Aboriginal women’s groups from coast to coast to coast, with the goals of preserving Aboriginal culture, achieving equal opportunity for Aboriginal women, and having a role in shaping legislation relevant to Aboriginal women. [www.nwac.ca](http://www.nwac.ca)
- › Pauktuutit fosters greater awareness of the needs of Inuit women, advocates for equality and social improvements, and encourages their participation in the community, regional and national life of Canada. Pauktuutit leads and supports Inuit women in Canada in policy development and community projects in all areas of interest to them for the social, cultural, political and economic betterment of the women, their families and communities.  
[www.pauktuutit.ca](http://www.pauktuutit.ca)

## LGBTQ2+ Groups

- › Egale Canada advances equality and justice for lesbian, gay, bisexual and trans-identified people, and their families, across Canada. <https://egale.ca/>
- › Pflag Canada’s mission statement states “Pflag Canada is proud to be Canada’s only national organization that offers peer-to-peer support striving to help all Canadians with issues of sexual orientation, gender identity and gender expression. We support, educate and provide resources to anyone with questions or concerns. We promise to offer local, practical, and emotional peer-to-peer family support for individuals and their loved ones challenged by gender/sexual identity.”  
[www.pflagcanada.ca](http://www.pflagcanada.ca)



## Women's Groups

- › The Abortion Rights Coalition of Canada (ARCC) is the only nation-wide political pro-choice group devoted to ensuring abortion rights and access for women. It was formed in October 2005 to carry out political and educational work to support reproductive rights and health. ARCC is Canada's "voice for choice." PSAC has been working with ARCC and other pro-choice groups to mobilize against threats to women's reproductive rights. [www.arcc-cdac.ca](http://www.arcc-cdac.ca)
- › The Canadian Feminist Alliance for International Action (FAFIA) is a dynamic coalition of over 75 Canadian women's equality-seeking and related organizations. FAFIA's mandate is to further women's equality in Canada through domestic implementation of its international human rights commitments. [www.fafia-afai.org](http://www.fafia-afai.org)
- › Since 1976, the Canadian Research Institute for the Advancement of Women (CRIAW) has been researching and documenting the economic and social situation of women in Canada. Using intersectional frameworks, they have developed and undertaken a variety of important, ground-breaking research that is women-centred. CRIAW focuses exclusively on nurturing feminist research and making it accessible for public advocacy and education. All CRIAW activities flow from an overarching goal to provide tools and information to help organizations take action to advance social justice and equality for all women. CRIAW is now in the process of developing a major action-research project in collaboration with several trade unions on the theme of "Changing Public Services". [www.criaw-icref.ca](http://www.criaw-icref.ca)
- › The Fédération des femmes du Québec (FFQ) is the biggest provincial federation of women's groups, and an important political voice in Québec. [www.ffq.qc.ca](http://www.ffq.qc.ca)



## Child Care

- › Child Care Now (formerly The Child Care Advocacy Association of Canada (CCAAC)) For more than 30 years, the CCAAC has advocated for quality, affordable, inclusive, non-profit child care. In 2017 CCAAC rebranded as Child Care Now and launched a new campaign “Time for Child Care for All”. Ontario and BC also have provincial child care coalitions.  
[www.timeforchildcare.ca](http://www.timeforchildcare.ca) or  
[www.childcareforall.ca](http://www.childcareforall.ca)  
[www.childcareontario.org](http://www.childcareontario.org)  
[www.cccabc.bc.ca](http://www.cccabc.bc.ca)

## Alternative Media

It's important that local/branch officers scan the context under which members work and live. This means keeping up to date with the news of the day. Given the increasing concentration of media ownership, local/branch officers should also ensure they consult sources of alternative media. Below are a few national sources, but there are also provincial/regional alternative media. Check with your Regional Political Communications Officer.

Rabble ~ [www.rabble.ca](http://www.rabble.ca)

Labour Start ~ [www.labourstart.org](http://www.labourstart.org)

Rank and File ~ [www.rankandfile.ca](http://www.rankandfile.ca)

National Observer ~ [www.nationalobserver.com](http://www.nationalobserver.com)

The Tyee ~ [www.thetyee.ca](http://www.thetyee.ca)

Press Progress ~ [www.pressprogress.ca](http://www.pressprogress.ca)

Canadian Association of Labour Media (CALM) ~ <https://calm.ca/>

Ricochet ~ [www.ricochet.media/fr](http://www.ricochet.media/fr)

## CHAPTER 11

# WHERE TO GO FOR INFORMATION

Below is a list of important information sources that you can access as a local/branch officer.

### Local/Branch

#### Lists and Contact Information

- › PSAC Unionware membership computer print-out or membership cards
- › Stewards list
- › Local/branch executive members
- › Local/branch committee members

#### Minutes

- › Local/branch executive meetings
- › Membership meetings
- › Stewards committee meetings
- › Local/branch union-management committee meetings
- › Local/branch committees meetings

#### Reference Documents

- › Local/branch by-laws: Define the structure and working of a local/branch.
- › Local/branch grievance files (confidential): Provide some insight into management's interpretation of the contract and how to improve contract language.
- › Collective agreements: Keep updated collective agreements of all the groups represented in your local/branch.

- › Collective agreements from other unions: This can help the bargaining committee to do its research and justify contract demands.
- › Employer directives and policies: These are issued by management and may be specific to the workplace.
- › Labour legislation: Keep the labour legislation relevant to your bargaining unit(s) – you can find current legislation on provincial/territorial ministry of labour or the federal department of justice website.
- › Other union and coalition partner newsletters and websites: Ensure that local/branch officers have a grasp on the economic and social factors impacting the lives of members.

### Component

The information below applies to component locals/branches.

#### Lists and Contact Information

- › Component executive members
- › Component committee members
- › Component staff



## Minutes

- › Component executive meetings: A record of the component's position on issues facing the members. This is also where a local/branch can follow-up on action requested of the component.
- › Component convention minutes: Record the decisions adopted by the convention.
- › National labour-management committee meeting: These provide information on what issues are common to locals/branches across the country.
- › Component committees meetings

## Reference Documents

Component by-laws: This is where you will find, for instance, how many delegates your local/branch is entitled to send to the convention.

Component regulations: Not all components have regulations. Regulations often provide information on procedures, for example the procedure to become a member of a component bargaining committee.

Component newsletter: Keep this information plus other component literature and publications on hand.

Component resolutions of record: These are resolutions adopted by the component convention, which give a general orientation and/or instructions to the component national executive.

Component committees: Keep the terms of reference, publications and correspondence on hand.

Component website: Websites provide access to a variety of information about the component, as well as ongoing issues and campaigns affecting members. Much of the information listed above can be found on the website.

## PSAC Regions

### Lists and Contact Information

- › Regional council members
- › Regional council committees: Most councils have a committee structure (for example: education, human rights, women's, political action, donations and awards).
- › Area council executive members: Keep on hand the name and contact details for the chairperson in addition to the meetings schedule.
- › PSAC staff at the regional office

### Minutes

- › Regional council minutes: Include reports, activities and decisions of council meetings.
- › Area council minutes: Include activities undertaken by the council.
- › PSAC committees: Those in which the local/branch is involved.
- › PSAC regional website: Websites provide access to a variety of information about the activities of PSAC within the region, as well as ongoing issues and campaigns affecting members. Much of the information listed above can be found on the website.

## PSAC National

### Minutes

- › **PSAC National Triennial Convention:** Record of the decisions adopted.
- › **NBoD meetings:** Include the reports of all members of the AEC and the activities of the branches under their jurisdiction.

### Reference Documents

**PSAC Constitution:** This governs PSAC.

**PSAC Regulations:** Usually contain procedures to be followed in the implementation of policies (for example: PSAC Regulation 15: This Regulation explains in detail the procedure and time-limits of the process of collective bargaining. It is divided into 3 sections: 15A Treasury Board and Agency Bargaining; 15B National Bargaining Units and Territorial Government Bargaining Units; and 15C Directly Chartered Local and Regional Bargaining Units)

### PSAC Policies and Resolutions of Record:

Policies establish the main orientation of your union on issues of concern to the membership and resolutions of record give a general orientation and/or instructions to PSAC executive.

**PSAC Rules of Order Booklet and the Rules of Order Wheel** (a reference tool about the rules of order). These are available for a minimal fee from Procurement at PSAC national office.

**PSAC Publications:** Includes a variety of documents, including Our Union Voice, collective bargaining updates, Biographies of PSAC Executive Officers, PSAC Organization and Functions, PSAC history, information on PSAC scholarships awarded every year and a Glossary of PSAC Acronyms. PSAC booklets on a variety of topics are regularly published, in addition to being posted on the PSAC website.

Essential resources are PSAC, component, region and local/branch websites. The PSAC website is found at [www.psacunion.ca](http://www.psacunion.ca) and it has links to all regions and components as well as other union sites.

Resources are also available from other unions and from the community. Universities, colleges, city libraries, radio stations, cable television stations, your provincial and federal constituency offices can all be useful resources in your work as a local/branch officer. Most communities also put out a catalogue of all the services they offer their population. Some services require payment of a minimal fee and others are offered for free.

## PSAC Staff

PSAC staff work as directed on matters of concern to the whole membership, such as collective bargaining, education, equity programs, health and safety, representation, organizing, mobilization and public relations. They are organized into seven branches:

### 1. The Executive Office Branch which is responsible for:

- › political activities both internal and external
- › assistance to the National President, the NEVP and the seven REVPs
- › executive office section

### 2. The Regional Offices Branch which is responsible for:

- › organizing
- › regional offices (23 offices, at least one in every province and territory)
- › member education
- › member mobilization
- › national strike co-ordination

### 3. The Negotiations and Programs Branch which is responsible for:

- › classification and equal pay
- › negotiations
- › human rights programs
- › equity
- › health and safety
- › work reorganization (including work force adjustment)
- › pensions and disability insurance
- › social justice fund
- › national conventions and national conferences organizing and administration

### 4. The Representation and Legal Services Branch which is responsible for:

- › representation for grievance adjudication/arbitration (including classification grievances)
- › mediation and alternate dispute resolution
- › legal services
- › National Joint Council

**5. The Finance Branch is responsible for:**

- › membership administration
- › member information management
- › financial accounting
- › procurement and inventory control pensions

**6. The Human Resources and Information Management Branch is responsible for:**

- › human resources
- › payroll and benefits
- › information technology/information management
- › network and system support
- › central records

**7. The Communications, Political Action and Campaigns Branch is responsible for:**

- › communications
- › political action and national campaigns
- › graphics (design and production of PSAC posters, handbooks, newsletters, etc.)
- › language services
- › mail distribution and copy centre
- › print shop



## CHAPTER 12

# USEFUL CONTACTS

### PSAC National Office

Address: 233 Gilmour Street  
Ottawa ON K2P 0P1  
1-888-604-7722 / 613-560-4200  
Email: [info@psac-afpc.com](mailto:info@psac-afpc.com)  
Website: [www.psaunion.ca](http://www.psaunion.ca)

### Regional Executive Vice-President Offices

(Websites/Telephone #s)

#### North

[www.psaunion.com](http://www.psaunion.com)

867-669-0991

#### British Columbia

[www.psaunion.com](http://www.psaunion.com)

1-866-811-7700 / 604-430-0191

#### Prairies

<https://prairies.psaunion.com>

1-855-956-4625 / 204-956-4625

#### Ontario

[www.ontario.psaunion.com](http://www.ontario.psaunion.com)

416 485-3558 x 232

#### National Capital Region

[www.psaunion.com](http://www.psaunion.com)

613-560-4381

#### Quebec

[www.afpcquebec.com](http://www.afpcquebec.com)

1-800-642-8020 / 514-875-2690

#### Atlantic

[www.psaunion.com](http://www.psaunion.com)

1-844-204-0857 / 902-445-0925

## Regional Offices

(Telephone #s)

### North

[www.psnorth.com](http://www.psnorth.com)

Iqaluit 1-866-268-7097 / 867-979-7430

Yellowknife 1-800-661-0870 / 867-873-5670

Whitehorse 1-888-998-8229 / 867-668-8593

### British Columbia

[www.psbcc.com](http://www.psbcc.com)

Vancouver 1-800-663-1655 / 604-430-5631

Victoria 1-866-953-1050 / 250-953-1050

### Prairies

<https://prairies.psc.com>

Winnipeg 1-866-393-7722 / 204-947-1601

Calgary 1-800-461-8974 / 403-270-6555

Edmonton 1-800-814-3948 / 780-423-1290

Regina 1-877-890-3575 / 306-757-3575

Saskatoon 1-800-992-3033 / 306-244-3033

### Ontario

[www.ontario.psc.com](http://www.ontario.psc.com)

Toronto 1-800-354-9086 / 416-485-3558

Kingston 1-800-355-0783 / 613-542-7322

London 1-800-366-0539 / 519-659-1124

Sudbury 1-800-354-9134 / 705-675-6907

Thunder Bay 1-800-355-0794 / 807-344-0704

### National Capital Region

[www.psc-ncr.com](http://www.psc-ncr.com)

Ottawa 613-560-2560

Gatineau 819-777-4647

### Quebec

[www.afpcquebec.com](http://www.afpcquebec.com)

Montreal 1-800-642-8020 / 514-575-7100

Quebec 1-800-566-6530 / 418-666-6500

### Atlantic

[www.pscatlantic.ca](http://www.pscatlantic.ca)

Halifax 1-800-839-6661 / 902-443-3541

Charlottetown 1-800-409-3184 /  
902-892-5481

Moncton 1-800-788-8555 / 506-857-4220

St. John's 1-888-904-4357 / 709-726-6453

## Components

### Agriculture Union (AGRU)

[www.agrunion.com](http://www.agrunion.com)

613-560-4306

### Canada Employment and Immigration Union (CEIU)

[www.ceiu-seic.ca](http://www.ceiu-seic.ca)

1-855-271-3848 / 613-236-9634

### Customs and Immigration Union (CIU)

[www.ciu-sdi.ca](http://www.ciu-sdi.ca)

613-723-8008

### Government Services Union (GSU)

[www.gsu-ssg.ca](http://www.gsu-ssg.ca)

1-888-220-2414 / 613-560-4395

### Nunavut Employees Union (NEU)

[www.neu.ca](http://www.neu.ca)

1-877-243-4424 / 867-979-4209

### Union of Canadian Transport Employees (UCTE)

[www.ucte-ucet.ca](http://www.ucte-ucet.ca)

1-888-542-1850 / 613-238-4003

### Union of Health and Environment Workers (UHEW)

[www.uew-ste.ca](http://www.uew-ste.ca)

1-833-731-5533 / 613 731-5533

### Union of National Defence Employees (UNDE)

[www.unde-uedn.com](http://www.unde-uedn.com)

1-866-594-4505 / 613-594-4505

### Union of National Employees (UNE)

[www.une-sen.org](http://www.une-sen.org)

1-800-663-6685 / 613-560-4364

### Union of Northern Workers (UNW)

[www.unw.ca](http://www.unw.ca)

1-877-906-4447 / 867-873-5668

### Union of Postal Communications Employees (UPCE)

[www.upce-sepc.ca](http://www.upce-sepc.ca)

1-877-841-9998 / 613-560-4342

### Union of Safety and Justice Employees (USJE)

[www.usje-sesj.com](http://www.usje-sesj.com)

613-560-5554

### Union of Taxation Employees (UTE)

[www.ute-sei.org](http://www.ute-sei.org)

613-235-7604

### Union of Veterans' Affairs Employees (UVAE)

[www.uvae-seac.ca](http://www.uvae-seac.ca)

613-560-5460

### Yukon Employees Union (YEU)

[www.yeu.ca](http://www.yeu.ca)

1-888-938-2331 / 867-667-2331

# NOTES