



**Quebec branch**

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

**PLEASE NOTE THIS REVIEW CONTAINS A LOT OF INFORMTAIONS**



**HAPPY SEASONS !**

**The ComPAAnion  
Autumn - winter 2024**

Of:: 59, Rang Ste-Marie  
Les Éboulements, Qc  
G0A 2M0

**To :**



## WORLD FROM THE PRESIDENT

Hello everyone,

I hope your summer allowed you to relax and recharge your batteries.

Time certainly flies and we are already on the door steps of the “Peak Season”. Some of you will receive at the office a schedule with added hours. Please know that the zone manager must give you that schedule in written form and that he must add hours to employees and not modify the actual schedules. The offers for hours must be made in the first place to the part-time employees and not to the postmaster, the senior assistant or the full-time assistant already working 40 hours per week. The overtime (+40h) can be allowed only when all the other options have been examined for the part-time employees and casual employees of the office or from elsewhere. If your office does not have added hours for the “Peak Season”, work in full safety with the surplus of parcels and do not hesitate to ask the zone manager for added hours when you deem it necessary.



### Negotiations

The CPAA bargaining team has now presented all its demands, with only a few requests for clarification remaining. As mentioned, a few months ago, the demands are at different stages: we have some agreements, some refusals, and other demands for which we are still waiting for an answer. We are looking forward to the next days scheduled with the CPC at the end of September, when the committee hopes to get some answers to all our demands and to get to know the latest proposals that the corporation could have. The bargaining committee hopes to reach an agreement for the collective agreement and will follow Article 60, arbitration that is, if some points still remain unresolved.

## Customer Complaints at the Customer Service

We have noticed that in many places in Quebec when there are customer complaints, it is often a postmaster or a FSD that calls or sends an email to inform you of the situation or give you the responsibility to correct the situation. In certain cases it is correct, like a key problem for the CMB. However, when it relates to personal situations concerning employees/customers or recurring problems related with RSMCs, the task is the responsibility of the zone manager who must directly correct the situation because it is personnel management. It is the same thing for leave, holiday or paid leave management. The other postmasters or FSDs do not have to perform those types of tasks and do not have to know everything that is taking place in your office.

## Retirement of a Group Office Postmaster

If you are a group office postmaster and you are planning to retire, I would like to raise your awareness about the future of your local post office.

If you are providing a rented space or if you are in your private residence, it would be important for you to contact us to talk about it. We often hear about it at the last minute and we are lacking a lot of information.

Here are a few examples:

It is sometimes difficult to relocate the office in the municipality because there are few places available. You wish that Canada Post leaves your residence upon your retirement, but the short deadline to announce the retirement date and the lack of communication of the employer can play tricks on us.

Our goal is to avoid the temporary or permanent closing of the post office. In order to do this, we need to get the most information possible on the different options available in your municipality and know the interest of the leaders in having a post office in their municipality.

With that, I wish you a merry holiday season and keep us posted about any situation that you deem to be “special”, let us put it like that, in your office. We cannot intervene with the employer if we are not aware of the problems arising.

*Steven*

### Confidentiality

Every day we are in contact with information (read, heard, seen) and they are not destined to everyone. Confidentiality is very important for the customers, but also between colleagues. It is important to make the difference and understand what can be communicated or not. Inverse the roles and ask yourself if you would like people to be talking about you or about this subject? This practice ensures good relationships.

## Article 8 of the Collective Agreement: No Strike, No Lockout

The CPAA is the oldest union of Canada Post. It was established in 1902 and historically, many post offices were located in private homes or shared a space in a business of their municipality.

Those offices played an essential role in the community. They were necessary to deliver food, as well as medications that were impossible to purchase locally.

As many postmasters worked alone and from their residence, if they had to go on strike, they would have been isolated and had been exposed to risks of retaliation directly at home! Protesting in front of a commercial building of a company is one thing, doing it in front of your own house is less dangerous, especially at a time when the population relied heavily on a postal delivery system. Furthermore, protesting alone does not carry the same weight or message as protesting in a group. We can therefore question ourselves about the repercussion of such a movement at the beginning of our association.

They therefore negotiated Article 8 of our collective agreement, which mentions that we cannot go on strike and that the employer cannot also impose a lockout.

To not have the right to a strike or a lockout is also a means to promote cooperation and dialogue. Consequently, this clause allows for a stability of operations, of the corporation's revenues, and avoids undermining the trust among all the users of our services. We avoid losing the fragile part of the market necessary for our jobs. We ensure a collaboration with the employer.



What is left to make ourselves heard, to improve our conditions and negotiate when we disagree with the employer? There is arbitration. Arbitration is expensive, but a lot less than a labor dispute. The arbitrators accepted by both sides are defined through a common accord during negotiations. They are neutral people who evaluate the whole of the claims in litigation. They take into account many factors, listen to the parties and finally will choose all the claims or offers from one side or the other. Not some from one side and some from the other side, but the entirety of the claims from one side or the other.

## Complaints of intimidation/harassment in the workplace with the employer

Bill C-65 of the Canada Labor Code, Part II

If you file a formal complaint for intimidation or harassment with the employer, steps will follow.

Those steps, in the first place, is to let the people speak and to be heard. The modus operandi of the meetings is generally customized to the people and their needs.

That being said, the result is the same for everyone: engagement. An engagement for a good conduct and a collaboration between the people involved.



There will be no disciplinary measures, nor any concrete negative impact, after that complaint.

However, this procedure leaves traces. If the situation is not resolved and the engagement of the people for a healthy environment is not taken seriously, there could be consequences at the next meeting with the employer.

This process must be taken seriously and confidential. No gossip about what is said or happening is tolerated.

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### REPLACEMENT IT'S A COMMITMENT

When you accept a replacement for an indefinite period, you do not know the end date; it is not determined. It is not generally vacation. The end of that replacement will be communicated to you by your LZM.

(Return – progressive return– or other)

You are not supposed to know the date of the next appointment to the doctor's, nor suppose a return, nor call to know when the person might return, nor anticipate future replacements for elsewhere, nor receive other offers for replacements as long as you are doing this replacement.

You cannot abandon a replacement whether it is of indefinite duration or not. Even if it is because the one that is coming would be more profitable for you (more hours, fewer hours, less distance to travel and even if it is in your office...).

When we accept a replacement or an offer of temporary assignment, regardless of the duration, it is a contract, we undertake to complete it.

You have accepted a replacement, do not leave this position, do it to the end.

Read the guide to temporary assignment on our website.

## Guide for the accommodation provided by the postmaster

You are a postmaster who must provide the accommodation, here is what you have to know:

You will receive a “Leasing allowance” from Canada Post.

Appendix « I » of your collective agreement.

Leasing allowance as of April 1, 2023.

Office classification	Annual allowance
Group 1	1 357 \$
Group 2	1 708 \$
Group 3	2 020 \$
Group 4	2 578 \$
Group 5	3 033 \$
Group 6	3 706 \$
Class 1	4 132 \$
Class 2	4 578 \$
Class 3	5 051 \$
Class 4	5 485 \$
Class 5	5 953 \$
Class 6	6 430 \$

To know the classification of your office, you have to refer to your hire letter.

You will have to pay: rent, insurance, electricity/heating, water, sewer, garbage, outside maintenance (snow removal/grass-cutting), inside maintenance (housework and household products), telephone and other unexpected expenses.

In the case of absences due to assignment, illness, vacation leave, leave without pay, you must continue to honor your lease, to cover the costs and to perform the inside and outside maintenance tasks. You can't force your replacement to do it for you.

It is very important to fully understand the implications of this situation in order to avoid unpleasant surprises.

It is possible for you to ask for an increase of the monthly allowance if the expenses justify it. Do not confuse this with the annual supplemental allowance for rent that you normally receive in the month of August each year. Those are two different things.



**Annual additional compensation for rent:** Collective agreement: Appendix H, letter of understanding page 132

You will receive a letter in the month of April (if not received early May, ask your manager) of each year (declaration of supplemental allowance) that you must fill out and return before June 30 (important). This is to receive \$700 in the month of August to compensate for telephone and insurance of the previous year (if you were in office a minimum of 7 months during the year).

**Very important:** all through the year, keep all your invoices and when you send your claim for indemnity you must keep a proof of mailing. (Registered mail or Xpresspost and at your expense)

**Request for review of leasing allowance:** Collective agreement: leasing allowance: appendix I, page 137.

If the total of your monthly expenses for the premises exceeds the amount of your allowance, you can ask for a review. Canada Post and our National Committee will meet to discuss the issue. You must fill out the form that is on our Web site [www.acmpaquebec.com](http://www.acmpaquebec.com) under the “Forms” tab and select “Request for review of leasing allowance.”

You must follow the procedure, fill out the form and provide all the supporting documents requested.

The result may vary from one request to another and no amount is guaranteed, nor the totality of the short-fall.

**Very important:** When you send your request for review by email, make sure all your documents are transferred correctly.

**Finally,** it is possible to ask your LZM directly a monthly amount for telephone expenses, with invoices. **Make a written request and keep all correspondence.**

**Keep a copy of each communication.**





### IT IS ESSENTIAL:

It is forbidden to use Canada Post material for personal purposes or to communicate with us.

The material forbidden for these purposes is:

- All sizes of stamped envelopes for internal use;
- All Canada Post envelopes for internal use;
- All XP bills of lading, expedited or priority parcels;
- All XP stickers, expedited or priority parcels;
- All the material that you wish to reuse from Canada Post.



You wish to mail something for personal purposes or to us, **pay the price it costs.**

You can use the material from Canada Post ONLY with Canada Post: for the LZM, to send in another office, repairs to amber lights, sending forms for payment, requests for leave, monthly inspection reports, article 56...

**Share the information.**



### Employee Self-service, ESS

Your personal information must be up to date. To do this, you must go to Intrapost, my SAP, EES, “Personal Information” and then go in each tab: civil status, address, etc. If those are not up to date upon leaving for retirement, there will be delays for the processing and the reception of your benefits. For example, it is essential that your first name and last name information be exactly identical to the ones listed on your birth certificate. Those are important details!

Our data and information with the employer are essential.



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## NOTICE

If you move, please send us your new contact information by email at:  
[s.roy.acmpaquebec@gmail.com](mailto:s.roy.acmpaquebec@gmail.com) or [asenechal.acmpa@gmail.com](mailto:asenechal.acmpa@gmail.com)

### Newly retired or associate member

Stay in touch with us and continue to come to our conferences! When you retire, no matter the time of year, send us your payment. Member-associates your 2024 contribution will be receivable from January 2024. In both cases, send us a check for \$10.00 payable to the A.C.M.P.A., to the address of the secretary-treasurer.

### Publication of this newsletter

The aCcomPagnAteur is published three times a year, without a fixed date, by the ACMPA Quebec Section.

\*\* These articles were written by your union officers \*\*

For any comments, suggestions or correspondence, write to the secretary-trea., ACMPA Quebec branch

## FSD TASKS AND PREMIUMS

If you wish to help your zone manager or your colleagues, the FSD tasks might be for you. FSD means: Field Support Duties.

### **It is also a subject fully stipulated in the agreement!**

The agreement is drafted for the members and defining what is acceptable or not about our roles, responsibilities and salaries. I invite you to look at article 45 of the agreement. It is about the application of the allowance you receive as a FSD and you are directed to “Appendix J” for the acceptable duties in that role.

We all like to be busy in our offices, but when we do the things that are not destined to us, Canada Post cannot see the shortcomings of its system. It is then difficult to bargain in favor of the members and to sell ourselves in all the roles that we can and cannot accomplish. (We do it already, without premiums, too often.)

**Article 45.03** An employee performing Field Support Duties will not recommend or take disciplinary action against members of the bargaining unit.

**Article 45.04** ..... The field support duties allowance will be of one dollar and sixty-four (\$1.64) per hour, up to a daily maximum of eleven dollars (\$11.00). (You have to indicate the FSD period of time on our form “Time of exception report”)

**Article 45.05** Field Support Duties mean any duties performed by an employee which are not part of the normal administration of her office. HOWEVER, they shall not include duties which involve supervisory decision making in respect of post offices other than their own or employees in those offices..



## FSD TASKS AND PREMIUMS - following

Let's go over **7 TITLES** to "Appendix J" together, but I invite you to read it the full article.

### GENERAL:

FSD shall not involve any part of the discipline process.

FSD shall not include approval of leave, hours, or making other decisions regarding the operation of another Post Office.

### TRAINING:

Give training, identify training needs, participate in the development of training packages...

### COMMUNICATIONS :

### MERCHANDIZING:

### PROPERTY MAINTENANCE:

### STAFFING:

Participate as a member on rating boards in accordance with existing staffing policy. (You are not replacing à LZM, you are accompanying him.)

Assist with logistics for competitions.

### ADMINISTRATIVE SUPPORT:

Support to employees for comprehension, financial audits, orders for supplies, pay entries...

The FSD (or postmaster) does not deal with the Canada Post vehicles that are supplied to the RSMCs.

The FSD (or postmaster) does not manage the RSMCs replacements; it is the duty of the zone manager to do so and to take the necessary steps to fill the RSMCs absence.

Even if FSDs are appointed by your LZM, you remain the postmaster of your office. You have the right and duty to perform the work that you have to do. To make it all clear, refer to the blue book that describes the tasks of the postmaster. Refer to the SMS and become familiar with it to research articles. Use all the information that you can find in your CIPB at your RPO.

If your zone manager appoints FSDs to perform some tasks, but you, like to perform that task in your office, ask to further your knowledge about FSDs by talking to your LZM. You are allowed to perform your tasks in your role in your office.

A FSD is a plus for a team, she is a reference and she has experience. Too often isolated in our offices, the FSD allows, at a right purpose, to build bridges between us and to work as a team in a healthy and productive atmosphere.

**A very big thank you to them!**





## **IN YOUR AGENDA**

It is now time to plan your presence at our annual virtual meeting.

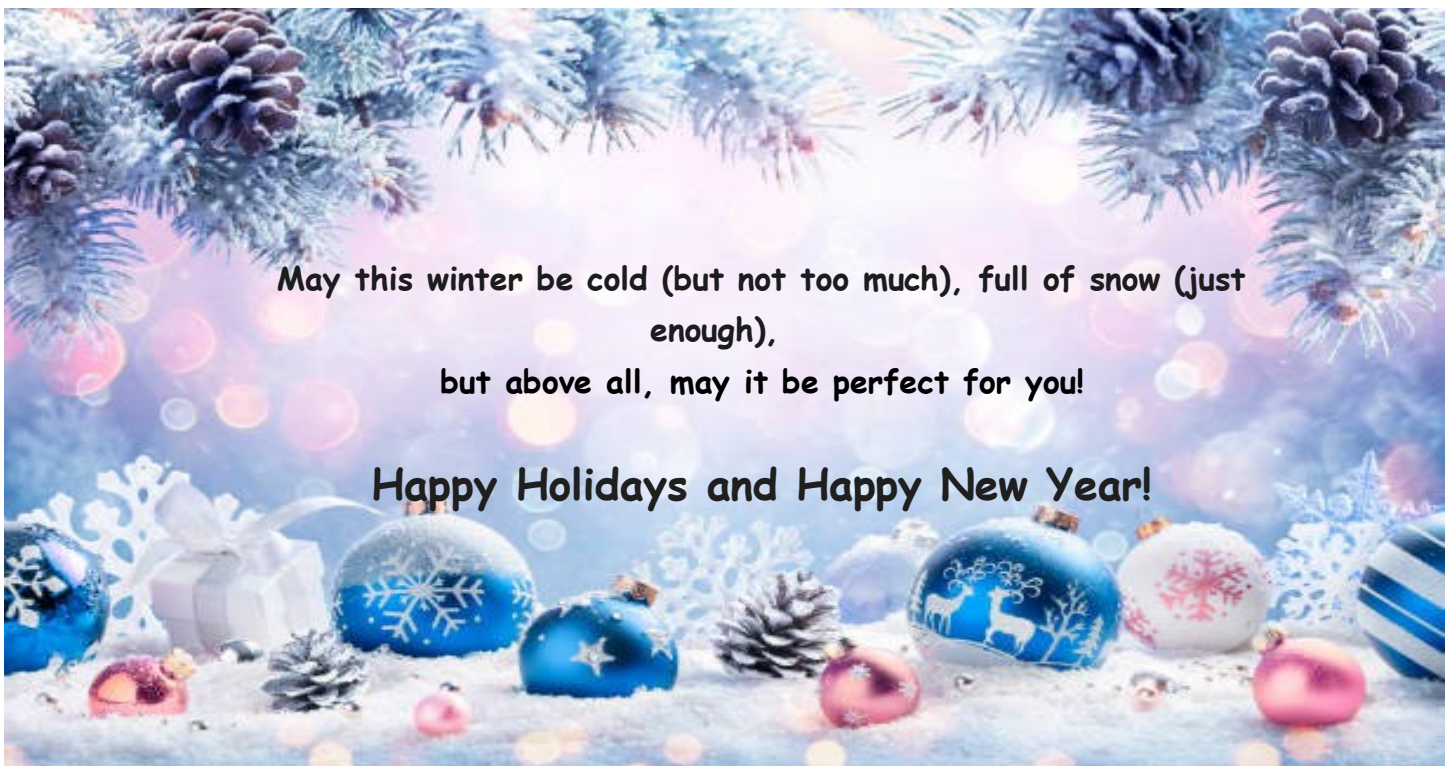
### **FALL TEAMS**

**Tuesday, November 19, 2024, at 19:00.**

It will be a live period of questions and answers and the connection experience should be better this year! Register by email (you must include your name, your email address and your home office) at this address: [asenechal.acmpa@gmail.com](mailto:asenechal.acmpa@gmail.com) before November 15 at 19:00. No registrations will be accepted after this date.

MICROPHONES CLOSED AT ALL TIMES, except when you are given permission to speak. Be careful of the pictures that can be seen on your camera. It is possible that we ask you to communicate with us in private if your question is too personal.

Come in great numbers, this time to share is for you and to learn from each other:



**May this winter be cold (but not too much), full of snow (just enough),  
but above all, may it be perfect for you!**

**Happy Holidays and Happy New Year!**