

Canadian Postmasters
and
Assistants Association



l'Association canadienne
des maîtres
de poste et adjoints

Quebec Branch

The ComPAAnion

No 83

SUMMER 2023

**Meeting not to be missed, your convention at the Riôtel Matane from April 26 to 28,
2024!**



Plan to come and meet you, for our greatest pleasure!

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Chair's Annual Report

Greetings to all of you,

The 2022 year started under the effects of Covid again, so we had many virtual meetings with the employer. Around the month of June, things came back to some form of normality. Moreover, the interviews for the postmaster competitions came back to face-to-face interviews at the beginning of July to our great satisfaction, because virtually, the collective agreement was not respected because the members must have access to the questions of the interview if they desire. It was an addition to the last effective agreement that started on January 1, 2020, but which had gone a little unnoticed because of the confinement and the sanitary measures that had started in March 2020.

By the way do not hesitate to ask for the question sheet and to claim in writing a post-interview. This post-interview should normally take place in person two weeks maximum after the unveiling of the interview results.

Working relationship

We have presented 19 grievances in 2022 relating to different matters; the RSMC, always in a hurry to finish their day, were sorting parcels and mail, which is part of the tasks of the CPAA and strictly forbidden. As a matter of fact, you should be vigilant on this matter, because this takes away hours from CPAA employees. If your office needs an increase of hours, it will be very hard at that moment to justify the request to the employer.

There were a few grievances also about the employer continuing to conduct competition interviews through Teams, after the effective date of interviews in person. We also submitted grievances for personal cases experienced by our members and also to the effect that the Corporation did not allow any time on the schedule to open and close the office, and that in a semi-staff office (article 20.17). We were successful in the majority of our grievances.

Delegated tasks to the FSD and the postmasters

We noticed in 2022 that certain zone managers delegate too many tasks to FSD and postmasters, and mostly work that normally fall into management. We know that our FSD and postmasters are very dedicated, but there is a line that should not be crossed. Managers are always complaining that they are swamped. I understand, but this "burden" is not the responsibility of the CPAA. I will give an example that all that is related to the management of the RSMCs and their replacement, the OCREs, the calls for replacements, filling the vacation vouchers and all the miscellaneous reports to be completed on the RSMCs/OCREs belong to the zone manager and not the FSD and postmasters, because it is a task of supervision and management.

Transfer of a rural route to another office

We saw in 2022 an increase of transfers of RSMCs to other offices. Although these transfers are often necessary for the health and security measures (lack of space), there is also the fact that Canada Post tries to maximize the routes, which also translates into transfers.

Unfortunately, those transfers are very difficult to contest. We know that these transfers reduce the work load for certain offices and increase the workload of other offices. We, the members employed by the CPAA, are affected by these changes. Our role as a union is to protect the employees in place by asking the employer to maintain the hours and the levels of our members. However, when the positions become vacant, Canada Post will have the luxury to reevaluate the workload of these offices. We have some concerns about these situations in the future, I will not lie to you.

On the same subject, we were informed that the employer will put in place in a few places in Quebec “mega RSMC offices” that will regroup only RSMCs in a determined area; there will only be one supervisor at this place. This is a vision that Canada Post wants to follow for the years to come. I do not need to tell you, but our offices will certainly be affected.

Shortage of staff

I shall turn briefly to the critical shortage of casual workers in our offices, especially during the last year. Management tries most of the time to hold competitions, but it is not easy to recruit. Our offices are sometimes closed temporarily because we lack employees, which irritates us greatly. We have set in motion a pilot project that is only in its first steps. We hope the result will be positive so we can extend it a bit everywhere.

Changes requested for our next collective agreement

To conclude, I must absolutely talk to you briefly on the negotiations for the renewal of our collective agreement that will end next December 31. We often hear comments such as *“It doesn’t make sense, they should change this in the agreement!”* Well, I must tell you now that it is the moment to act. **You** have to send your requests for changes if you want things to change. The bargaining committee will bring to the table the most requested demands.

Just to give an example, the famous Annex AA of the salary grid that gives lower wages to employees hired after August 15, 2016, should be abolished, according to us. It would be a big step in the right direction to recruit new employees and to achieve pay equity.

We must also keep in mind that negotiations are a “give and take process,” but that the committee is always doing its best to protect what we have won in the past.

I wish you all a beautiful summer and enjoy your holidays!

Steeven

At an annual General Meeting of the members of the Canadian Postmasters and Assistants Association, Quebec Branch, held at 11:20 AM on April 30, 2023 at PALACE ROYAL IN QUEBEC.

The members of the executive committee in attendance are: the vice-president: Chantal Coulombe; the director: Angèle Sénéchal, the secretary: Odette Desgagnés, under the chairmanship of Steeven Roy.

More than 90 members are in attendance at the general meeting.

GENDA OF THE ANNUAL GENERAL MEETING:

- Prayer and minute of silence in the memory of... ;
- Report of the Minutes of the April 2022 Annual general meeting
- Chair's Report;
- Report from the National President;
- Report from the Financial Committee;
- Forum

CALL TO ORDER

The election chairman Doris Pomerleau calls the delegates:

Chantal Laporte,	Isabelle Côté,
Sylvie Maheux,	Julie Béland,
Chantal Fontaine,	Chantal Sénéchal,
Anick Veillette	

As well as the substitutes:

Carine Dufour,	Émilie Thompson,
Johanne Poitras,	Joan Desruisseaux,
Doris St-Pierre,	Nancy Jalbert,
Carole Gosselin	

The president gives the results concerning the officers:

There will be elections for the position of secretary-treasurer; the candidates are:

Caroline Coutillard,	Angèle Sénéchal
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There will be elections for the position of directors; the candidates are:

Chantal Corriveau,	Caroline Coutillard,
Katia Duchesne,	Linda Grimard

Because there is no opposition for the positions of president and vice-president: Chantal Coulombe vice-president and Steeven Roy president are elected by acclamation.

The election chairman Doris Pomerleau gives the results of the elections for the positions of secretary-treasurer and directors: The following member are elected:

Angèle Sénéchal as secretary-treasurer

Chantal Corriveau as director

Caroline Coutillard as director

R.: 23.790 MOVED BY: Louise Pelletier

SECONDED BY: Jessyca Bolduc

It is resolved that the ballots for the delegates of the April 30, 2023 quadrennial be destroyed.

CARRIED UNANIMOUSLY

- R.: 23.791 MOVED BY: Monique Robert
 ECONDED BY: Ursula T. Ruf
 It is resolved that the ballots for the officers of the April 30, 2023 quadrennial be destroyed.
 CARRIED UNANIMOUSLY
- R.: 23.792 MOVED BY: Monique Robert
 SECONDED BY: Anne Robert
 It is resolved that the minutes of the April 24, 2022 General Assembly be accepted.
 CARRIED UNANIMOUSLY
- The president, Steeven Roy, reads his report.
- The French national vice-president, Daniel Maheux, reads the report of the National President, Mrs Brenda McAuley.
- R.: 23.793 MOVED BY: Hélène Lapierre
 SECONDED BY: Émilie Thompson
 It was resolved that the report submitted by the president be accepted.
 CARRIED UNANIMOUSLY
- R.: 23.794 MOVED BY: Claudine Rochon
 SECONDED BY: Lucie Gosselin
 It was resolved that the budget for the year 2024 be accepted.
 CARRIED UNANIMOUSLY
- R.: 23.795 MOVED BY: Manon Simard
 SECONDED BY: Manon Letarte
 It was resolved that the financial report for the Quebec Branch for the year ending on December 31, 2022 be accepted after reading.
 CARRIED UNANIMOUSLY
- R.: 23.796 MOVED BY: Hélène Lapierre
 SECONDED BY: Linda Grimard
 It was resolved that the fees for the executive committee be \$450.00 for the president and the vice-president and the secretary-treasurer, and \$400.00 for the directors at the 2023 convention.
 An increase of 2% a year will be applied at the General assembly of the members of the CPAA Quebec Branch.
 CARRIED UNANIMOUSLY
- R.: 23.797 MOVED BY: Sébastien Poulin
 SECONDED BY: Chantal Sénéchal
 It was resolved that the General Assembly be terminated at 12:30 PM.
 CARRIED UNANIMOUSLY

STEEVEN ROY
 PRESIDENT

ANGÈLE SÉNÉCHAL
 SECRETARY-TREASURER

ON: _____

ON: MAY 3, 2023

Dear members of the CPAA,

I want to thank all of you for the years we have shared together.

At the time of writing these few words, too many memories unfold in my mind and I don't know where to start after all these years.

It is with great emotion that I am leaving you for retirement. My 21 years of unionism at the CPAA was wonderful, with many great experiences and encounters. It helped me develop, both on the professional and personal level.

In 2022, I was invited for an interview as a director and this propelled me in a whirlwind of events of all kinds: the fall tours, the annual convention, the triennial elections, the numerous mandates in which you reelected me in the position of director and secretary. For the trust received, for your constant support and your continued presence, I must tell you: "A big thank you!"

I will always remember you when I think about the CPAA and the last convention as a secretary-treasurer with the remarkable team of Steeven, Chantal and Angèle.

I wish you all an excellent continuation and I hope to see you again.

You belong to your union and your union belongs to you.

It is the beginning of a new life and many beautiful surprises toward the new seasons of the unknown.

Sincerely, Odette



We wish to thank the members in attendance at the last convention for granting us their trust, in order to renew our mandate in our respective positions.

We are very happy to represent you for the next 4 years!

Chantal et Steeven



You meet during the congress was a real pleasure. Thank you for your confidence shown! It gives me great pleasure to be your secretary-treasurer for the next 4 years!

Angèle



Hello, I am Chantal Corriveau and I am a new director at the CPAA. I am 56 years old and I have been working for Canada Post for 29 years; I am a postmaster in Wotton in the Eastern Townships since five years.

I am the mother of three children and the grandmother of five grandchildren.

I am a person who likes to care for others.

I love to learn and to share my knowledge.

I look forward to this new challenge.

I can assure you of my confidentiality.

Thanks, **Chantal Corriveau**

Dear colleagues, thank you for your trust. For those of you who don't know me, let me introduce myself. I am Caroline COUTILLARD. My career at Canada Post started 16 years ago. I was postmaster at a group office to begin. Then I went to a level 4 office and I am now postmaster in Rawdon at a level 6A since six years. I am proud to have achieved my goal by investing a lot of time and patience, and by believing strongly that I would succeed.

In 2018, I had the opportunity to take the training "Just for you". It was really enriching and it increased my *interest for the union*. I also had the privilege to be a delegate at the last convention in Saskatoon.

During that event, I realized that the position I was filling had a major impact for the 150 members I represented and I felt I had a mission.

I was once vice-president and secretary of my construction company with my husband over a period of about ten years.

The well-being and development of our families and communities rely on adequate working conditions. I am committed to learn and work hard to acquire the additional knowledge in order to inform you and accompany you toward winning solutions for all.

I guarantee respect and confidentiality to all of you.

I will be pleased to serve and represent you with courage.

Caroline Coutillard



Here are your delegates elected to represent you at the Quadriennial National Convention in Vancouver next October!



Here are the winners of the door prizes drawn during the congress:

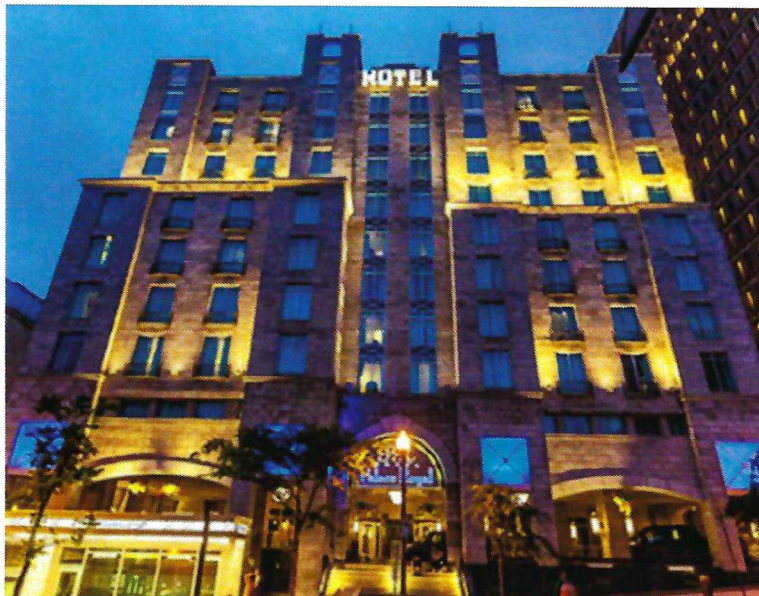
Martine Deschênes with a cooler bag for 6 bottles of wine, H  l  ne Lapierre with a Bugatti black bag, Martine Fiset with a cast iron skillet, Nancy Trudel of a hiking bag with accessories from the Ontario Branch and S  bastien Poulin winner of a Bugatti travel bag.

Carole No  l, Carole Montambault, Claudine Rochon, Anne Robert, Marie Pelletier, Lucie Gosselin, Luce Vachon, Christine Beaulieu, Brigitte Morin and France Beaudet all received a \$100.00 gift certificate.

Chantal Tremblay won the stay at the H  tel Royal Palace!



Thank you for your presence and your participation in the 89th convention of the Quebec Branch!



NORMALITY VS EXCEPTION

We recently received a memo about this subject. We will talk about it here because we often encounter these avoidable situations in our work habits.

Normality: is what is in conformity with what we regularly encounter, it does not surprise or disturb nor draw curiosity, because this action (norm) is considered by itself the rule to follow.

Exception: is what is out of the norm, out of the common.

Example:

If your child leaves his dirty dishes in the living room every day and that every time, you pick it up for him, you will create “normality”.

So if one day you ask him to pick up his dirty dishes, do not be surprised if his answer is that it is not his job.

Effectively, in his mind, it is absolutely normal for him that you pick up the dishes after him. Unfortunately, you have created this normality, not him!

Example:

The client never has his mail box keys. To do him a favour once, you give him his mail. The week after, it happens again and oops! Without noticing... he has his keys less and less often and you end up giving him his mail regularly.

A replacement is on duty today, the same client expects he will not need his keys because it has become a “normality”, so when she tells him he needs to use his keys to get his mail, he becomes unpleasant, aggressive and even violent.

The example of the mail boxes was used, because we often witness this situation.

We recommend to create normality for good procedures and practices. Respect each procedure as often as possible. It goes without saying that your judgement is necessary and that you may make an exception or make the decision to do a favour. But know that one exception does not create normality. And the exception can be named and verbalized, and so you can educate your client for the next time. Even if you are alone in your office, sometimes you will need a replacement.



FOUR GOOD REASONS TO FILL IN THE 2023 SURVEY ON THE EMPLOYEES' COMMITMENT

- * 5 minutes to fill in the survey sent by the employer to change things
- * You have the right to speak
- * It is your way to be heard
- * Do not underestimate this opportunity to voice your concerns because they will be heard

Results of the 2022 Survey. Are you part of it?

Response rate: 52%

More than 56,000 thousand comments received

Engagement score of 71%

Three out of four employees are happy to work at Canada Post and motivated to exceeding expectations.



VIRTUAL FALL MEETING

You will receive all the information about the meeting with the next communication. As members of the Association, you want to have the support of your elected members and of all the CPAA organization when problems arise or when you have concerns. You belong to your union and your union belongs to you.

You want to be informed?

To do this, we need everyone to be present and we hope you will be there with us.



CPAA		Postmaster	Part-time	With continuous employment	Without continuous employment
ANNUAL LEAVE	Contingent to the ESS	✓	✓	✓	NO, already paid on salary
	Calendar to sign, according to directive	✓	✓	✓	2 weeks at the end of all (for information)
	Additional info	Take the time to read the directive			
	Request for leave 22-053-027	Posted to the LZM	Delivered to the postmaster		
	Signature of the calendar, IN BLOCK	Annual leave calendar signed in block, but if there is an unused leave balance it could be in HALF days or DAYS			
	Fills the the STDP waiting time	Will be used if the no carryover and personal days are used			
	Code/period	Code 9060 - period: April 1 to March 31			

CPAA		Postmaster	Part-time	With continuous employment	Without continuous employment
PERSONAL LEAVE	Contingent to the ESS	✓	✓	✓	✓
	Quantity	7 days	7 days	On a pro rata basis	3 days
	Additional info	5 days can be carried over to the next year or your paid balance		See the ESS balance	+ 2 days not paid
	Request for leave 22-053-027	Posted to the LZM	Delivered to the postmaster		
	By the hour	Can be scheduled by the hour		If scheduled and the LZM can make verifications	
	Fills the the STDP waiting time	Will be used after the no carryover days			
	Code/period	Code: planned 9900, non-planned 9901 - period: July 1 to June 30			

CPAA		Postmaster	Part-time	With continuous employment	Without continuous employment
NON-CARRYOVER DAYS	Contingent to the ESS	✓	✓	✓	NON-APPLICABLE
	Quantity	6 days, should be used before personal days		On a pro rata basis, see ESS	
	Additional info	Non deferrable and non payable if not used			
	Request for leave 22-053-027	Posted to the LZM	Delivered to the postmaster		
	By the day	✓	✓	If the day is on the schedule and the LZM can verify	
	Fills the the STDP waiting time	To be used first			
	Code/period	Code 9051 - period: July 1 to June 30, if planned in 5 consecutive days, a medical note can be asked			

MEDICAL LEAVE only for without continuous employment: According to the Canada Labour Code, after the waiting time of 30 days of days employed, you cumulate 1 day per 30 days of employment, maximum 10 days per year, deferrable, not payable, by the day and the LZM can verify if you were on the schedule, period: July 1 to June 30 (Code 9052)

Canada Post could stop granting the no carryover days according to the CLC, but not for a year in progress Plan your replacements ideally 3 weeks in advance or at the earliest moment

Here is your team of union representatives. Don't forget to make a note of the contact information for your new team and don't hesitate to contact us.

President

Steeven Roy
117, Pouliot
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Tel.: 418-700-3600
s.roy.acmpaquebec@gmail.com



NOTICE

If you move, please send us your new contact information by email at:

s.roy.acmpaquebec@gmail.com

or

asenechal.acmpa@gmail.com

Vice-president

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For any comments, suggestions or correspondence, please write to the secretary-treasurer of the CPAA Quebec Branch.

Director

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www.acmpaquebec.com

The web site is there for your research:

topical news;
forms;
the PAICD program;
of the collective agreement;
from a newspaper the
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Director

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Notice to associate member (retirees)

As a retiree you can stay in touch with your union. Just follow the procedures for becoming an associate member. And it's also the time for associate members to renew their 2023 fee to maintain their status. Send a cheque for \$10.00 to the address of the secretary-treasurer. Make your cheque payable to the CPAA.

Publication of this newsletter

Please note that there is no set date for the publication of the next newsletter. The CPAA Quebec Branch publishes the ComPAAnion newsletter three times yearly.

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