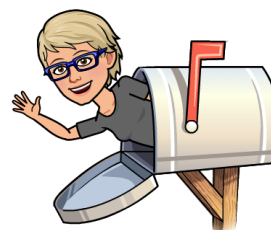
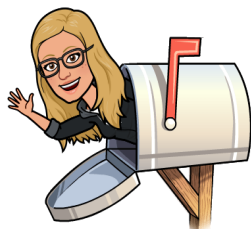
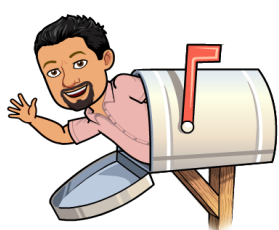




Gordon Parent, a letter carrier from Ste-Béatrix in the Lanaudière area made a surprising discovery during his daily mail delivery! This squirrel was trying to make his nest with a letter from the Quebec wildlife ministry! Go figure! Photo courtesy of Gordon Parent. Thank you!



**See the new date and location
for your 2020 convention.**

President's Message

Hello everyone,

Yes, I'm back and very proud to be representing you again. I know some people are happy to have me back and others less so. To them, I say please don't rely solely on gossip (I have an idea of the source). Judge for yourselves the work I have accomplished and that I will accomplish during this mandate.

For those who don't know me, here's a brief summary of my background.

I'm 47 and Postmaster at the St-Henri de Lévis post office (level 6B). I've been with Canada Post for 26 years - since 1993. I started with 13 hours as a part-time employee and two years later I was made Postmaster of the Lac aux Sables post office in the beautiful Portneuf area. I have been transferred between a number of post offices over the years (St-Bernard Beauce, Laurier Station, St-Nicolas) to where I am now in St-Henri as of 2004, the place where I was born.

In addition to my work, I run a business with several employees. As a result, I am well aware of employer-employee relations.

I have noticed on repeated occasions the various injustices suffered by myself and my work colleagues. Because, by nature I'm a fighter, I decided to put this to work for the benefit of others by becoming a union officer with the CPAA after taking the "just for you" training. I was elected to a Director position with the union in 2010 and to the position of President from 2013 to 2016. Now I'm back in 2019 with more experience under my belt and an excellent understanding of the workings of this position and the way our employer operators.

With my new team, or rather 2 new officers, I'm convinced that we are well positioned to meet the challenges before us and I am motivated to forge ahead. I'd also like to mention that our recruit for the position of Secretary-Treasurer is doing a fine job!

Since my return, I have been acquainting myself with and getting very quickly up to speed on current union business. Certainly, there have been some procedural changes in my absence, but overall, the issues are very similar. On the management side with its new "business partners", however, we're seeing a game of musical chairs.

Unfortunately, I have also noticed since my return that there is a lot more conflict among co-workers than before.

Some people, hold everything inside instead of talking about what's wrong, and then end up exploding. Don't let your problems fester. Start by discussing them with your superintendent. I recommend communicating with the superintendent by email and copying the message to the CPAA. The superintendent will have no choice but to intervene. If you're uncomfortable with this, you can always call and talk to us. We will advise you and tell you what steps you can take.

At the time of writing this message, the Corporation had just submitted an offer to the CPAA for the renewal of its collective agreement. The offer is currently being evaluated by the members of the negotiating committee. And believe me when I say I'm just as impatient as you to know the outcome.

As far as the pay equity grievance that the CPAA won is concerned, we have no new details about the settlement procedure. I encourage you to go to the CPAA national website for the most recent news.

In our last meeting with the employer on August 29, 2019, I brought up a controversial subject, namely, the 50 km list, which in my opinion has a number of flaws and areas for improvement. We've had a lot of phone calls from members about this. I also wanted to clarify some points to do with the employment opportunities offered casual workers, in order for this to be uniform for all of Quebec. I know everything can't be perfect, but we can certainly try to limit the dissatisfactions. Management wants to get back to us on these matters in a meeting planned for the end of October. I'll keep you up to date.

On another subject, your entire CPAA and your delegates will be heading to Saskatoon, Saskatchewan for the triennial convention on October 6, 7 and 8, 2019. The purpose is to amend our rules and by-laws. We trust this will be for the best.

Please note that during that period, it will be hard to reach your union officers. Except in case of emergency, it will be difficult for us to return your calls and answer email quickly.

Our next provincial convention, in 2020, will be held at the prestigious Château Bromont in the picturesque Eastern Townships region! You will notice that after a number of comments received, we changed the usual dates for the convention to have the biggest turnout possible. We know that many members take advantage of the long Fête des Patriotes weekend to get out of town or get their cottages ready for the summer season, etc. We hope this change will be better for you and make it possible for you to attend.

The fall visits have to be postponed to next year. With a new team, we need time to get structured. The triennial convention will also be time consuming so we had to make a choice, not to mention the additional costs for our branch because of the triennial convention. And we won't hide the fact that the lack of progress so far in the negotiations is not unrelated to our decision.

In closing, I am delighted to be back on the CPAA executive and highly motivated. My commitment to you is to do my best to ensure the employer upholds our collective agreement. I can also guarantee you that despite my heavy agenda, I will reply as quickly as possible to your emails and telephone calls, as I did in the past.

Yours in solidarity,

Steeven



Hello, my name is Joane Des Alliers and I've been a Director with the CPAA since last May. I've worked for Canada Post for 24 years and have been a level 6A Postmaster in Saint-Jean-Chrysostome for the past six years. I acquired previous experience and knowledge of the work of a CPAA Director over a five year period when I acted in this capacity from 2005 to 2010.

It was important for me to become a member of the executive again because I really enjoy the people contact and I especially wanted the opportunity to represent you.

I'm at your disposal to listen to you and to defend your rights as set forth in our collective agreement. Together, we can do our best to find solutions to your problems. I assure you of my entire cooperation and discretion.

I look forward to meeting you!

Joane

I'd like to introduce myself. My name is Guylaine Myre, I'm a resident of Saint-Polycarpe in the Montérégie. I was hired in 2014 and have taken advantage of several opportunities, the last being the part-time permanent position I've held in Rigaud since August 2017 (29 hours/6 day).

In solidarity with my predecessors, as a young Canada Post employee, it goes without saying that I want to ensure that rules are followed and respected. This year, at the last convention, my desire to learn and gain a better understanding was what motivated me to seek a position on our executive.

As a new Director, I would like to stimulate your creativity and encourage you to be proactive. It's a big challenge. If you share my interests or would like to talk to me about yours, you are welcome to do so. These few words describe me well and I thank you very much for allowing me to offer my humble services for the coming years.

Sincerely yours,

Guylaine

When you're a victim of harassment, be honest, straightforward and direct

Firmly ask the person responsible for the harassment or bullying to stop.

Discuss it with the person, if possible. This can help clarify any misunderstanding and will often put a stop to the unwanted behaviour.

Also, make it clear to that person that if the behaviour continues, you will take other steps to resolve the problem.

Advice for effective communication

Wait until you're calm to speak about it with the person responsible.

Talk about the behaviour and the way it affects you. Focus on improving your ability to work together.

If no discussion is possible

Contact a union representative, supervisor, rights coordinator or any other support person. Note: A rights coordinator is an investigator trained to examine harassment and bullying complaints. He or she works to help resolve a complaint as quickly as possible.

Work Safety and Our Members

NEVER do anything that puts your personal safety at risk.

Stay alert and be aware of what's happening in your work area. Trust your instincts.

Don't get caught up in an argument with someone. Refer such person to your supervisor or to customer service.

And don't see a complaint as a personal attack. Accepting complaints and criticism is part of your job.

In the case of assault or potential assault

Stay calm at all times.

Do what they ask.

Don't attempt to apprehend an attacker. If you must use force to defend yourself, only employ as much force as needed.

Don't become the aggressor.

As quickly as possible, contact the police, your supervisor and operations.

Try to write down everything you remember about the incident before the police arrive: suspect's appearance, glasses, hat, tattoos, scars, etc.

WORK LIEE IS NOT ALWAYS A BOWL OF CHERRIES

There are highs and lows and sometimes arguments and disappointments. But to ensure a safe environment and not let conflicts interfere with your work, you must learn to channel your anger.

Follow this advice to diffuse tense situations

Don't let your anger get the best of you

While **anger is a basic human emotion**, like sadness, fear and happiness, you can't let it interfere with your work. Co-workers sometimes argue, but these arguments mustn't jeopardize their jobs. If you feel yourself becoming more and more angry, don't let it get out of control! Start by taking long, deep breathes. Leave the room and even go out for some fresh air if necessary. It's important to release the tension. Shouting doesn't achieve anything and is counter-productive. You have to calm down before resuming the dialogue. It's important to speak and communicate without flying off the handle. Learning to manage your anger means avoiding using hurtful and mean-spirited words and remarks. Avoid making the situation worse by toning things down and taking the time to clear your head.

How do we communicate while channelling our anger?

To find common ground on a team and start taking again, we need to step back from a situation. You have a right to get angry, but you need to express it in a clear and non-aggressive manner. Find a quiet place to calm down, and especially, when there are other employees present, don't expose them to your arguments. Your environment (surroundings) can have a direct impact on how you express yourself. For instance, arguments in a supermarket atmosphere are more likely than during a quiet walk in the forest! Choose a quiet room or a quiet place outside. Resume the discussion when you feel more serene. Then express your feelings as clearly as possible, favouring "I" over "you". Explain why you felt judged or criticized.

How can anger be beneficial to a team?

When anger is temporary and does not degenerate into violence, it can be beneficial by helping to clarify a situation, explaining why such and such a situation cannot continue or for expressing that what another person is doing that bothers you. After the storm, the team settles back in and can go about its day to day activities more easily. All that's needed sometimes is a little extra effort to de-escalate a situation. There will always be misunderstandings and disagreements on a team. But we need to keep top of mind that the key to harmonious team relations is communication. It's therefore important to be able to **express your annoyance without shouting**. It's equally important to not hold it all inside and build up resentment! So, don't censure yourself! Speak up and talk about it!

Something annoys me...



A Word from CPAA National:

"Canada Post is launching the program 'Keep Wellness in Mind' on September 23, 2019. The Corporation takes mental health very seriously and informs us that support for psychological services is increased from \$1,000 to \$2,000 per family member, effective immediately."

I stay calm, cool and collected!

Détends-toi





NOTE THE NEW DATES FOR THE 2020 CONVENTION

APRIL 24, 25 AND 26, 2020

L'HOTEL CHÂTEAU BROMONT
90, RUE STANSTEAD,
BROMONT QC. J2L 1K6

450 534-3433
1 888 276-6668

info@chateaubromont.com

**FOR THE FAST RESERVERS,
YOU CAN RESERVE RIGHT AWAY, SPECIFYING:
“CONVENTION OF THE CANADIAN POST MASTERS
AND ASSISTANTS ASSOCIATION (CPAA)”.
WE LOOK FORWARD TO SEEING YOU THERE!**

IMPORTANT MESSAGE

As the Postmaster and person responsible for your post office, you must have received the procedure on how to secure the access to the crawl space when it's open.

If not already done, immediately contact your superintendent for the training in question.

Remember that all of the employees at your post office (casual, new employees and any other person who needs access to the crawl space) must absolutely know the procedure.

Don't forget that as Postmaster, YOU are the resource person for your post office. The same goes for anyone who replaces you.



STDP Form

It's imperative that your disability insurance form be properly completed by your **attending physician**, in order to avoid a refusal, or delays in the processing of your requests and/or delays in receiving payments. Ask the doctor treating you to fully complete all the sections and include as much detail as possible. **This is so important because they are very quick to send back incomplete forms and won't call you to validate anything!**

The following are examples of important pieces of information:

The reason for the disability. The start date. The expected return to work date.

The limitation (e.g., tasks, maximum weight to be lifted, etc.)

Treatment plan (e.g., physiotherapy, ergotherapy, chiropractic, etc.)

The specialists to be consulted during the disability, where applicable (e.g., psychologist, medical specialist, etc.)

In brief, the more detail you provide, the better your chances of being accepted for disability benefits. Send your form within the required deadline and make sure your attending physician also sends their form within the required deadline.

You are expected to **undergo the treatments** prescribed by the attending physician, to consult all the specialists recommended and to keep a record of your appointments (e.g., date, name of specialist and a brief description of the appointment, etc.) This can be very useful if Morneau Shepell asks you questions about your condition or the recommended treatments.

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

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.

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Vice-présidente

Chantal Coulombe

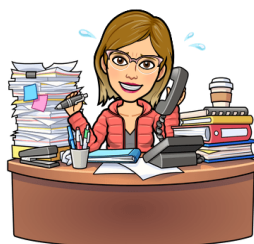
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For any comments, suggestions or correspondence, please write to the secretary-treasurer of the CPAA Quebec Branch.

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Notice to associate members (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 2020 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.

It depends on new developments in our collective agreement negotiations. The CPAA Quebec Branch publishes the ComPAAAnion newsletter three times yearly.