

## Two-year action plan aims to raise profile of clerical workers

**The HEU's newly appointed clerical sub-committee is going to raise the profile of clerical issues and concerns over the next two years through a three-part action plan.**

First, we want to build a network of clerical members throughout HEU to make sure that our voices are heard.

We'll start getting the word out through our new newsletter – *Paperwork* – and we hope to do four more issues before the next union convention in 2008.

By strengthening our network now, we'll be more effective in educating other HEU members and the public about our roles and responsibilities in the lead up to bargaining in 2010.

Clerical workers are an integral part of the health care system and contribute to good quality patient care – but our roles are often invisible.

As part of our outreach mandate, we also want to make sure that members know and understand what's going on with the review of clerical benchmarks that was bargained last spring in the Facilities Agreement.

We'll be working with the union's Clerical Benchmark Committee to keep members up to speed on their activities and how they will affect you.

Secondly, the committee wants to investigate what's really going on with retention and recruitment issues for clerical workers.

We know employers are not hiring new clerical workers. But they are adding more and more duties to our work, demanding additional qualifications and using inconsistent and unfair testing practices to screen out members from accessing certain jobs.

All of these arbitrary rules are making it more and more difficult to recruit, retain and provide career paths for clerical workers.

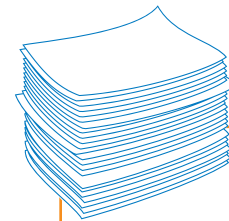
Lastly, we need to find ways to address the clerical workload burden. Employers routinely leave clerical jobs vacant, don't back fill and expect staff to take on more and more work. This minimizes the importance of the work we do, undermines good patient care and creates stress, injury and illness for our members.

Clerical workers have to unite in order to mount an effective campaign on clerical workload.

But in order to do this work we need your help. We want to build a larger network of clerical members – the HEU Clerical Workers Action Network.

Make sure you're signed up to HEU's electronic news service (left-hand column of the home page – [www.heu.org](http://www.heu.org)) and we'll let you know how to get involved.

**And watch for the next Paperwork!**



### DID YOU KNOW

that one in five HEU members in the Facilities Subsector are clerical workers? A substantial number of HEU members in other sectors are clerical workers as well.