

Clerical subcommittee sets clear outreach agenda for 2012 – the year of bargaining

Since our last issue of *PaperWork* in November 2011, the clerical subcommittee got back down to business

in January to look at the year ahead and prioritize our outreach objectives for 2012.

At the forefront for clerical workers this year, of course, is bargaining. Our current collective agreement expires on March 31. In September, we had our pre-bargaining occupational conference and many clerical workers were also delegates to the Facilities Bargaining Conference in November. We're happy to report that the clerical team's bargaining priorities were supported at the bargaining conference and we have representation on the FBA Bargaining Committee.

During the two-day occupational conference, HEU's clerical team – which represents 22 per cent of the union's membership in 87 job classifications – shared stories about their often “invisible” work, and spoke candidly about their workplace challenges – such as heavy workloads, inconsistent practices across health authorities (benchmarks, vacation approvals, skills and education, job duties), poor communication,

health and safety issues (including ergonomics), and outdated equipment/computer programs.

Clerical workers also talked a lot about harassment and bullying on the job. Your subcommittee feels closely connected to the anti-bullying problem because it's clearly an issue for our members. During the conference, the union conducted a workplace bullying survey. Of the clerical workers surveyed, 93 per cent of them reported that they have either been bullied or witnessed bullying in the workplace. So, it is a big issue for clerical workers, and we will continue to campaign and raise awareness about this serious problem.

Be sure to wear your pink attire on February 29 – **Pink T-shirt Day** – to raise awareness about bullying.



Other areas your subcommittee looked at, included more education on understanding the collective agreement, workplace rights such as workload, changes to WorkSafeBC regulations (which is about to add stress-related illness, such as harassment and bullying, to be included as a compensable claim).

Let's keep in touch

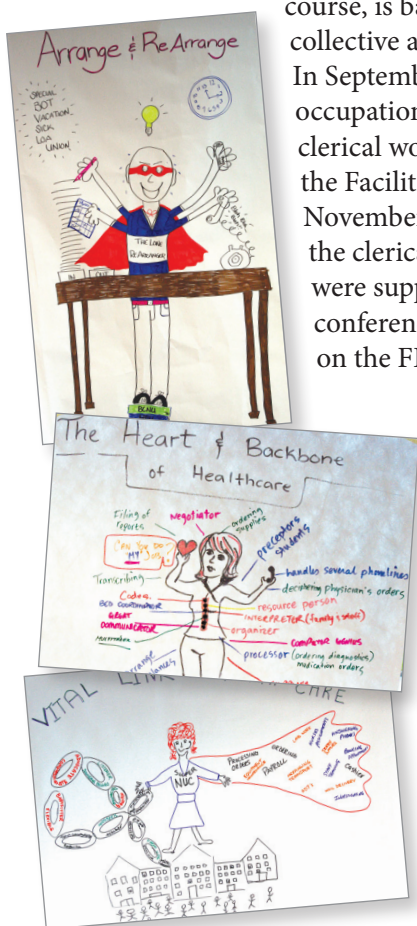
Your clerical subcommittee also has a growing email distribution list that has been useful in reaching out to clerical workers. If you would like to be added to the clerical action network, please send an email to <clericalworkers@heu.org>. It's also a great way to stay informed on bargaining.

You can also find clerical information on our HEU website. Visit www.heu.org and go to For Members, Provincial Executive subcommittees, Clerical <www.heu.org/members/pe-subcommittees/clerical>. You'll find the latest issue of *PaperWork*, plus posters, resources and other items of interest.

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COMMITTEE MEMBERS: Stuart McCready (Co-chair & Vancouver Coastal), Carol Kenzie (Co-chair & Provincial Executive), Bev Trynchy (Provincial Executive), Esme Gard (VIHA), Tina Clemente (Vancouver Coastal), Trupti Mankad (Fraser Health Authority), Talitha Dekker (Interior Health Authority), Brenda Whitehall (HEU staff person)



A sampling of the poster exercises done in group workshops at the conference.

You can also check out the HEU boutique (www.heu.org/node/3935) to buy a clerical lanyard.



Clerical Team Appreciation Day: hits another home run

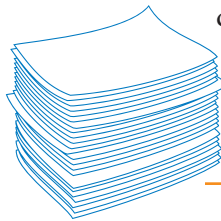
On November 17, 2011, HEU Clerical Team Appreciation Day was held. Most locals across the province reported that a successful day was enjoyed by all who took part in celebrating clerical workers. There were posters, including our anti-bullying poster, and mouse pads distributed – as well as cakes, gift cards, and numerous other goodies.

Be sure to mark your calendar for **October 11, 2012** when we celebrate our next HEU Clerical Team Appreciation Day.

Fredrica gets a makeover

Have you ever wondered who Fredrica is, and how she came into existence? She was originally conceived by the 2006 clerical subcommittee after attending the union's first series of occupational conferences in 2005. We heard HEU members speak repeatedly about multi-tasking and heavy workloads – and how they had to juggle so many duties with a smile still on their faces.

Many of the posters produced at the conference, which illustrated our work, portrayed these themes. So, if you attended that 2005 clerical conference, you actually had a hand in Fredrica's creation. Our multi-tasking, multi-handed Fredrica was named after two strong advocates for clerical issues within the union: past-president Fred Muzin and our retired assistant secretary-business manager Zorica Bosanic. We merged the names Fred and Zorica to come up with Fredrica (our clerical mascot), who just turned six years old.



However, due to comments from many of our clerical sisters and brothers over the past few years, we are following through with the recommendations to update and slightly modernize Fredrica's "look" and bring her into the NOW.

So, we asked ourselves: do you feel the image of Fredrica accurately represents you? If you were to reinvent Fredrica, how would you bring her into the next generation? And then we brainstormed and came up with a few ideas – to be revealed soon.

In the coming weeks, your clerical subcommittee will be introducing a few different looks for the new-and-improved Fredrica. We will be asking all of you to vote on your favourite image of her by sending your choice to our email address <clericalworkers@heu.org>. Your name will be entered

into a draw, and you just might be the lucky one to **win a brand new e-reader.**

Watch *PaperWork* for upcoming contest details.



DID YOU KNOW that *PaperWork* is written by members of your clerical subcommittee? We take great pride in bringing you clerical news a few times a year, to keep you informed and updated on what's going on in the clerical family. *PaperWork* is truly the voice of HEU's clerical workers – your voice. We truly do appreciate your feedback, so feel free to email us at <clericalworkers@heu.org>.