

Clerical team sets out busy agenda for next few months

Has it really been six months since our last issue of *PaperWork*?

Even though you haven't heard from us, that doesn't mean we haven't been busy working on all things clerical.

The newly formed clerical subcommittee members are: co-chair **Stuart McCready** (St. Paul's), co-chair **Carol Kenzie** (P.E.), **Bev Trynchy** (P.E.), **Esme Gard** (Victoria General local), **Tina Clemente** (GF Strong local), **Trupti Mankad** (Surrey local), and **Talitha Dekker** (Kamloops Thompson local).

Following HEU's Strategic Plan adopted at last fall's convention, your clerical subcommittee continues to work on raising the profile of the nearly 9,000 HEU members who work in the clerical job family – and highlighting the valuable role we play on the health care team.

Occupational conference 2011

On September 22 and 23, HEU's Provincial Office will host a province-wide gathering of delegates from our clerical team as part of the occupational conference series. This is your chance to set priorities and write bargaining demands which pertain to clerical issues. Be sure to attend your local meetings or contact your local executive for an application form if you're interested in representing your local's clerical team at this pre-bargaining conference.

Clerical Team Appreciation Day 2011

Mark your calendars! Our next Clerical Team Appreciation Day is set for November 17, 2011. Watch upcoming secretary-treasurer mailings for more information. We'll also give you an update on activities for this special day during the clerical conference in September.

By the way, the union's previous clerical subcommittee has been networking with the Ontario Council of Healthcare Unions over the past couple of years. And we are proud to tell you that they held their first Clerical Appreciation Day this spring in Ontario.

Clerical anti-bullying campaign

Over the next year, the clerical subcommittee will be addressing a serious problem which many clerical workers face every day in their workplaces – bullying and harassment. We plan to launch an anti-bullying campaign early in 2012.

Please take a moment to think about whether you've had to deal with a rude, angry telephone call from the public – or from another member of the health care team. It's very easy to bully someone over the phone – someone you will never have to meet face-to-face.

Payroll, staffing, patient booking and switchboard are just a few of the departments that report facing this demoralizing issue on a daily basis.

The clerical subcommittee is planning a series of initiatives as part of our campaign to draw attention to the problem, educate other members of the health care team, and hopefully put an end to the insensitive treatment of our clerical team.

Be sure to contact us

If you can't get to the clerical conference in September, be sure to attend your local meetings and get your clerical bargaining demands passed there. What's your issue: testing, wages, seniority?

If you are unable to attend, send your bargaining issues to <clericalworkers@heu.org> and we will try to raise them at the clerical conference for you. We achieved our first-ever clerical language in the 2010-2012 round of bargaining. Let's build on it!