

Gearing up for Clerical Team Appreciation Day – November 17

Since our last issue of *PaperWork* in June, much has happened and it's all been exciting.

Your clerical subcommittee met in August to finish planning for the upcoming Clerical Team Appreciation Day on November 17, and to review the agenda for the Clerical Occupational Conference that was held on September 22 and 23.

We're excited to present our new outreach materials (some call it "swag") to the rest of our HEU clerical co-workers.

Our new **Clerical Team Appreciation Day** poster features 10 HEU members, as diverse in clerical jobs as we could find, representing all clerical workers and the fantastic jobs we all do. Remember, we represent 22 per cent of the HEU membership working in 87 different job classifications.



The subcommittee also produced a mouse pad that's truly unique and has "our" Fredrica and new motto "Unity" in five different languages. One of the clerical subcommittee mandates is to reach out to the diversity of our members by linking with

HEU's equity caucuses. Our mouse pad is a perfect example of this mandate, and we hope that every clerical worker will have one on their desk by November 17.

As part of our outreach, we also created a poster for anti-bullying day, November 18. Your subcommittee feels closely connected to the anti-bullying cause because clerical workers put up with an extreme

amount of bullying from co-workers, supervisors, the public, patients and the list goes on. We often work "behind the scenes" and the message needs to go out there that the person on the other side of the phone is not immune to abuse and is there to help, not to be yelled at. We mentioned this in our last issue of *PaperWork*, and need to keep raising awareness that this problem is ongoing. In fact, 93 per cent of HEU clerical workers who filled out a workplace anti-bullying survey at the clerical conference reported either witnessing bullying or being bullied.



Check with your local executive for information on Clerical Team Appreciation Day materials (posters, mouse pads). And be sure to email photos and stories of your local's clerical celebrations to <clericalworkers@heu.org>.

Occupational Conference report card

Our clerical conference on September 22 and 23 was well-attended and they were two very busy days indeed. We were initially divided into same-job categories, and it always amazes us how much we have in common throughout the province. Yet, in the same breath, how different we are. But we all face similar challenges, are passionate about our work, and want to improve things for all HEU members.

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Bargaining priorities

All of the occupational conference series' bargaining priorities – along with HEU locals' bargaining demands – will go to the HEU bargaining committee – to be elected at the Facilities Bargaining Conference this month. The bargaining priorities reflect our strong message that we have had enough of the zeros and that it's time to invest in the people of B.C. who deliver health care. We are confident that the bargaining committee will take our demands and represent HEU to the best of their ability.

Working toward a new contract

The clerical subcommittee has a lot of work still ahead of us. We have tried to ensure that clerical workers

are well-known throughout our facilities by engaging in discussions and promoting our roles. We would like to share some helpful tips to build support from your co-workers and the public for our bargaining issues: define the message you want to put out there and refine your message depending on who you are talking to, prepare to counter arguments against your issue, be respectful and listen, do your homework and be prepared (this means getting involved as much as you can so you will be a knowledgeable HEU member), and most important take time to enjoy the relationships you build and take care of yourself.

HEU clerical workers are almost 10,000 strong, and the support we can give each other is huge.



HAPPY CLERICAL TEAM APPRECIATION DAY 2011!