

## Clerical subcommittee report to convention

Welcome to *PaperWork* – the voice of HEU clerical workers – written by clerical workers for clerical workers.

The 2012-2014 clerical subcommittee has had a very busy term promoting clerical awareness.

Over the past two years, we did outreach and shared information through our Clerical Action Network ([clericalworkers@heu.org](mailto:clericalworkers@heu.org)) and our newsletter *PaperWork*, promoted and celebrated Clerical Team Appreciation Day 2014, and attended HEU's 2013 pre-bargaining occupational conference as delegates, where we discussed clerical concerns and issues, and the value of the work we perform across the province.

During that conference, we also held a fun contest, which resulted in the new "Dial C for Clerical" poster, and rewarded the winners with a lovely gift basket. We also revised our clerical workload poster.

After the occupational conference, the subcommittee sent a thank-you letter to all the clerical delegates in a package that included a clerical lanyard and a copy of the newly created "Dial C" poster.

The subcommittee discussed and responded to emails received through our

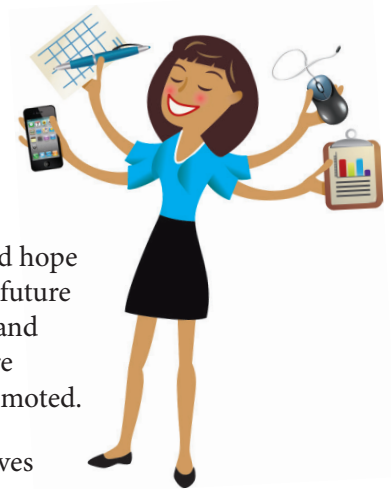
Clerical Action Network. We receive valuable input from members, whose topics we discuss at our clerical subcommittee meetings.

We also created a life-sized "Fredrica" cutout to be introduced at the 2014 Convention, where members

can have some fun posing with "Fredrica", our multi-tasking clerical mascot.

The clerical subcommittee is proud to pass "Fredrica" on to the next subcommittee, and hope that she will be brought to future conventions, conferences, and other HEU functions where clerical workers can be promoted.

We also produced USB drives and computer screen dusters as part of our clerical outreach.

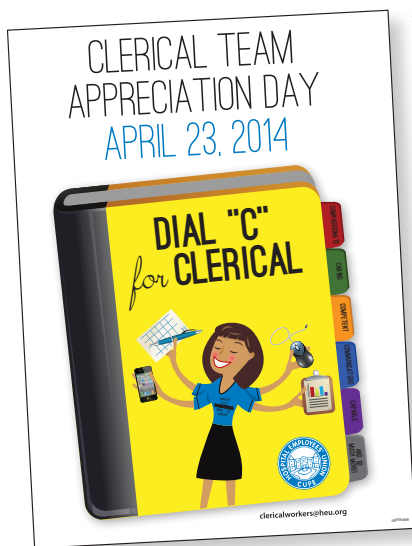


### RECOMMENDATIONS TO INCOMING SUBCOMMITTEE:

We'd like to make the following recommendations to the incoming subcommittee:

- Promote awareness of clerical workers within the HEU.
- Build a bridge between clerical workers and the rest of the HEU membership; promote a greater understanding within the membership of the visible and hidden (i.e. off-site) clerical workers and our value to the health care team.
- Focus on reducing the high percentage of clerical workers being bullied in the workplace because the union's 2012 Workplace Bullying Survey reported that 93 per cent of the clerical workforce has been subjected to or witnessed bullying.
- Continue to empower and promote clerical members to know and protect your rights.
- Continue promoting the diversity of our membership within the union.
- Forge ahead on the issue of workload, and a potential workload campaign.

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## History of clerical workers

From the inception of HEU, there were a handful of clerical positions at switchboard, bed booking, finance, etc. Most of those early positions incorporated multiple roles. For example: HEU's first office opened with a clerical worker who ran the switchboard, did the union's finances, and provided secretarial support to the leadership.

Today, there are nearly 90 clerical job classifications. And the clerical team has played an integral role in the evolution and growth of HEU.

making working life easier for the entire health care team.

Throughout the years, clerical workers fought for pay equity and a benchmark review, which resulted in substantial payments to members. And it was a long fight going back decades earlier.

HEU's 50-year history book stated: "In 1982 Ed Peck, arbitrator, handed down a reclassification award for clerical workers and pegs their salaries to Provincial government pay scale. HEU vows to fight on for fairness."

In 2006, the first Provincial Executive clerical subcommittee was formed, and the first issue of our clerical newsletter *PaperWork* was published in 2007.

Over the next 70 years, we hope HEU activists continue fighting for the rights of all our members, especially the women-dominated clerical team, as our predecessors have so ardently done in the past seven decades. No doubt the evolution of job classifications will change the landscape of the important work we do and the contribution we make to the health care system.

Throughout the 1970s and 1980s, clerical workers established themselves in many supervisory roles, and have made sure that they are the backbone of health care.

In the mid-1980s and early-1990s, men became more visible as clerical workers, especially as nursing unit assistants (unit clerks/unit coordinators).

In the early days, clerical workers operated plug-in hospital switchboards, used corkboards to communicate, along with manual typewriters and financial ledgers. But evolving and advancing technology introduced a whole new skills set – computers with multiple software platforms, using paperless charts, CDs and USBs – which have contributed to

