



# Chairperson's Manual

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A guide to answer questions about your role as Chairperson.



# Welcome

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Being chairperson (or chair) of your local is an exciting way to serve your union and your members. This manual is a guide to answer some questions you may have about your role as chairperson.

Some of the tasks outlined in this manual are simply suggestions, and others are required by the *HEU Constitution and By-Laws*.

Throughout this manual, we highlight various Articles in the *Constitution and By-Laws*, explaining how they are applied in your role as chairperson and the regular operations of your local. This is also meant to give you step-by-step instructions on how to make your role easier.

The *Chairperson's Manual* is just one of many resources available to you as chairperson. Contact the HEU president's office to access further resources about chairing a membership meeting and ensuring your local operates effectively. As well, the secretary-treasurer mailings provide lots of information on important topics and events. The HEU website ([www.heu.org](http://www.heu.org)) is also an excellent source for up-to-date news about bargaining, organizing, education, and union activism.

Remember that this manual is based on the successes and lessons learned by HEU local chairpersons, like you, from across British Columbia. If you have suggestions of things to add or change, please contact the president's office by phone: 604-456-7003, toll-free: 1-800-663-5813 ext. 7003, or by email at [bnederpel@heu.org](mailto:bnederpel@heu.org).

I look forward to hearing from you!



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President  
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## TAB ONE

# Chairperson, Your New Role

Congratulations and welcome to your new role as chairperson. According to the *HEU Constitution and By-Laws*, the role of a chairperson is defined as:

### ARTICLE 16 Duties of Local Officers

#### Section A

**CHAIRPERSON:** The Chairperson shall preside at all regular and special meetings of the Local, call special meetings if requested by five per cent (5%) of the Local Membership (in no instance shall less than ten (10) Members be empowered to call a special meeting) and perform such other duties as may of right pertain to this office. It shall be the Chairperson's duty to see that all other Officers perform their duties strictly in accordance with the *Constitution and By-Laws*. The Chairperson shall also be ex-officio Member of all committees.

But a chairperson is so much more than that.

An effective chairperson is able to motivate local executive officers, activists and members. The chairperson must be a good listener, a team-builder and always be seen as fair in order to gain the respect of the local membership and to build a strong HEU local.

Being organized will also help you meet the many demands made upon you as chairperson. Recognizing the strengths and weaknesses of local activists will enable the chairperson to use local resources, as well as to identify areas where further education and experience are necessary.

The chairperson should lead by example and instill a vision of the benefits of trade unionism and social justice. The mechanics of chairing meetings, setting agendas and ensuring that the *Constitution and By-Laws* and union policies are followed, are all important functions. However, a local that thrives has a chairperson who is responsible, energetic, knowledgeable and committed to creating a better world.

In the case of merged or multi-site locals, the chairperson needs to ensure each site is included in meetings and decision-making processes. This may require some flexibility regarding meeting times, locations, and special consideration when selecting committees and other representatives.

Above all else, it is imperative that you conduct the business of the local strictly by the *Constitution and By-Laws* of the union and the *By-Laws* of the local.

## WHERE TO START

The very first thing you need to do as chairperson, after an election, is call your team together for your first meeting to discuss how the local executive will function for the next term. You will need to determine and discuss:

- Duties of local officers
- Membership meetings
- Executive meetings
- Shop stewards, OH&S and other committees
- By-Laws
- Finances and budget

## DUTIES OF LOCAL OFFICERS

The local executive elected along with you is your new team, and you all have specific duties outlined by the *Constitution and By-Laws*, Article 16, Duties of Local Officers.

It is important to ensure that everyone on the team knows their role and makes every effort to fulfill those duties. Be sure to communicate regularly with the local executive officers to make sure their duties are being completed. This will ensure the workload is evenly and fairly distributed. Recognize and be sensitive to the abilities within the group of the executive members, and offer help and resources to get the job done effectively.

Watch for potential burnout of local activists and executive officers, including yourself. Distribute and delegate work among local activists. Take measures to recognize, thank and re-energize these essential members.

The executive should also ensure that local activists get equal opportunity to learn and develop through educational courses and attend grievance meetings. Establishing a rotation of attendance at union events is a great practice to ensure many people are given an opportunity to grow and learn.



As you can see in Article 16, some executive positions are “optional” but only with “approval of the Local Membership and the Provincial Executive”. That means, these positions are required, unless a motion is passed at a local meeting, with quorum, to remove them from the executive structure, and the Provincial Executive has approved the exclusion.

Your local may also decide to add executive positions, such as a site representative from another location or sector to ensure there is fair representation on the executive with voice and vote. This also requires a motion at a local meeting, with quorum, and approval of the Provincial Executive. More about this in Tab 6, *Local By-Laws*.

The executive can also assign ongoing or additional duties to individual local officers. This is a good way to make sure important work gets done, and that work is spread out among many people.

How to determine assignments for local officers:

- Determine priorities for the year – keeping in mind resources you have available and what services your local provides.
- Consult with your local executive about their interests and skills.
- Develop and write down “job descriptions” for local officers. This will help clarify expectations and keep continuity over time.

## Vice-Chairperson

### ARTICLE 16 Duties of the Local Officers

#### Section B

**VICE-CHAIRPERSON (OPTIONAL ONLY WITH THE APPROVAL OF THE LOCAL MEMBERSHIP AND THE PROVINCIAL EXECUTIVE):** The Vice-Chairperson shall assist in keeping order, and in the absence of the Chairperson preside over meetings of the Local. The Vice-Chairperson shall assist the Warden and see that no one enters the meeting who is not a Union Member. In Locals of two hundred (200) Members or more, the Vice-Chairperson of the Local may be the co-ordinating Officer between the Shop Stewards’ Committee and the Local Executive.

The vice-chairperson (or vice-chair) can be assigned duties as needed, but is primarily elected to support and replace the chairperson as required, either temporarily or until the next election if there is a resignation. It is very important to have someone who can step in immediately, if and when needed.

The vice-chairperson is the third signing authority on bank accounts, with the secretary-treasurer and chairperson being the first two.

## Secretary-Treasurer

### ARTICLE 16

#### Duties of the Local Officers

##### Section C

**SECRETARY-TREASURER:** The Secretary-Treasurer shall keep a correct, full and impartial account of the proceedings of each regular meeting and Local Executive Meeting, and forward copies of these minutes, bearing the signatures of both the Secretary-Treasurer and the Chairperson of the Local, to the Provincial Office, Burnaby Site, and the Regional Office.

The Secretary-Treasurer shall also receive and deposit in a Credit Union or Chartered Bank as the Local may designate, all monies received from the Provincial Office, Burnaby Site, and shall pay all bills sanctioned by the Local, by cheque, and/or other methods. The Secretary-Treasurer shall keep an accurate account, and forward a quarterly financial statement, which has been audited by the Local Trustees, to the Financial Secretary. In the absence of both the Chairperson and the Vice-Chairperson, the Secretary-Treasurer shall convene the Local meeting and shall have a Chairperson elected pre-term.

The secretary-treasurer has a lot of responsibilities. They take minutes of all meetings, create draft agendas for meetings, put up meeting notices, do banking, pay bills, coordinate with trustees, submit minutes and other documents to the Provincial and Regional offices, and receive and distribute mailings from Provincial Office.

## Assistant Secretary

### ARTICLE 16

#### Duties of Local Officers

##### Section D

**ASSISTANT SECRETARY (OPTIONAL ONLY WITH THE APPROVAL OF THE LOCAL MEMBERSHIP AND THE PROVINCIAL EXECUTIVE):** The Assistant Secretary-Treasurer shall assist the Secretary-Treasurer in performing the duties set out under "Secretary-Treasurer."

In many locals, the assistant secretary-treasurer helps the secretary-treasurer with the workload, which can be divided based on their skill sets. Other locals split the position into secretary and treasurer as distinct and defined roles under their *Local By-Laws*, and the two positions are elected accordingly.

## Trustees

### ARTICLE 16 Duties of Local Officers

#### Section E

**TRUSTEES:** The Trustees shall have general supervision over the property of the Local subject to such instructions as they may from time to time receive. They shall examine the books of the Local quarterly and report to the Financial Secretary. They shall see that the Secretary-Treasurer deposits all money belonging to the Local in a Credit Union or Chartered Bank as the Local may designate. They shall perform such other duties as the Provincial Executive, the Local or the Constitution may direct.

As stated in the Article, trustees primarily examine the financial statements of the local and sign the quarterly reports.

They have the very important job of ensuring the local is financially sound and accountable to the membership. However, it is not a big time commitment, which is ideal for some members who want to contribute to the executive without taking on too much extra workload. Trustees cannot be signing authorities on the bank account.

## Conductor

### ARTICLE 16 Duties of Local Officers

#### Section F

**CONDUCTOR: (OPTIONAL ONLY WITH THE APPROVAL OF THE LOCAL MEMBERSHIP AND THE PROVINCIAL EXECUTIVE):** The Conductor shall conduct candidates through the initiation ceremony and perform such other duties the Union may direct

When the local meeting is about to start, the conductor discusses the sign-in sheet with the warden to determine if there are members present who have never attended a meeting. When you get to agenda item #4 in the Order of Business, “Initiation of New Members”, the conductor reads the *Oath of Obligation* and every member will stand, if able, and repeat the oath together. The conductor will then present the new members with an HEU pin, a copy of the *Constitution and By-Laws*, current collective agreement, the *Local By-Laws*, and any other relevant documents. Where there is no conductor or the conductor isn’t available, the Chairperson will read the Oath.

## Warden

### ARTICLE 16

#### Duties of Local Officers

##### Section G

**WARDEN (OPTIONAL ONLY WITH THE APPROVAL OF THE LOCAL MEMBERSHIP AND THE PROVINCIAL EXECUTIVE):** The Warden shall take charge of the door and prevent any non-Members from entering the meeting unless requested otherwise by the Chairperson. The Warden shall record all Members' attendance at the meetings.

The warden will provide the official sign-in book for members and guests as they enter the meeting. This book is used as documentation for determining the eligibility of members for elections. Locals may also consider using this book to collect information about which department or site a member works at and their contact information (please see Tab 12 regarding "Privacy and Member Information").

The warden will inform the conductor if there are new members in attendance prior to the meeting being called to order. The warden also ensures that only members and welcomed guests are in attendance, and may be instructed by the chairperson to escort anyone out who is being disruptive.

## Officer Vacancies

### ARTICLE 16

#### Duties of Local Officers

##### Section I

**OFFICER VACANCIES:** Should any Officer fail to answer the roll call for three (3) consecutive meetings without having a good excuse for these absences, or should any Officer resign or in the event of the death of any Officer, the office shall be filled at the next regular meeting of the Local. The office of the Chairperson shall be filled by the Vice-Chairperson; all other vacancies shall be filled by election.

During the temporary absence of any Officer, the Chairperson shall appoint a Local Executive Member to fill the vacancy. A Local may elect up to five (5) Alternates to fill in for these periods of time.

If the chairperson vacates their position, the vice-chairperson replaces them until the following Annual General Meeting (AGM), and an election must be held to fill the vice-chairperson position. Any other vacancies need to be elected at the next meeting with quorum. However, the chairperson can temporarily replace the vacancy with someone else from the executive. If the local has a standing motion to elect alternates, the vacancies can be filled this way, but again, only on a temporary basis until an election can be held.

## MEMBERSHIP MEETINGS

### ARTICLE 14

#### By-Laws Covering Locals

##### Section D

**LOCAL MEETINGS & QUORUM:** Locals failing to call regular meetings as required under the *Constitution and By-Laws* for three (3) successive months shall be put under trusteeship and administered by the Provincial Office, Burnaby Site, until such time as the Provincial Executive is satisfied that the provisions of the *Constitution and By-Laws* are followed.

Meetings may be suspended by the Locals subject to the approval of the Provincial Executive with the exception of July, August and December meetings which require approval of a regular Local meeting only.

In addition to the local making decisions and conducting business, it is important to hold regular meetings to provide an opportunity for members to have an exchange with the executive about what is happening in their workplaces, learn about issues and upcoming events, and ask questions.

There can be great benefit to having a consistent schedule so that members always know when the meetings are.

However, health care is a 24-hour, seven-days-a-week industry, so it is important to take into consideration the different schedules of the membership. Locals may consider rotating locations and times to be as inclusive as possible.

Find what works for your local and reconsider it once a year to ensure it is meeting the needs of the membership.

It is rarely expected to hold meetings in the summer months and winter holidays when quorum is harder to reach, but the local cannot go more than three consecutive months without holding a meeting.

## EXECUTIVE MEETINGS

The executive should meet or touch base in person regularly, and stay connected by email and phone as necessary. Specifically, it is advisable that they meet the week before a local general meeting so the team can discuss the ongoing work being done, the communications from the Provincial Office, and prepare the agenda with executive recommendations for the next meeting.

## POPULATE YOUR SHOP STEWARD, OH&S AND OTHER COMMITTEES

### ARTICLE 14

#### By-Laws Covering Locals

##### Section B

**UNION COMMITTEES:** Union Committees shall consist of Shop Stewards' Committee and any other Committee deemed necessary by the Local Membership. Members of Committees may be appointed by the Executive and shall work under the direction of the elected Local Executive Committee.

### Shop Stewards

Shop stewards and Occupational Health and Safety (OH&S) stewards play a vital role on behalf of the local at the work site. The main responsibility of stewards is to help build a united, organized and involved membership. Depending on what is happening at any given time, they fulfill many different roles.

Whether the steward is new or has been doing this work for many years, their role is to watch and listen to what is happening in the workplace.

They perform duties outlined in your collective agreement, monitor contract violations, advocate for members who have complaints or grievances, investigate and present grievances, provide moral support, develop awareness on a variety of union issues, and may act as a union representative on union-management committees. They must abide by union policy.

Stewards are advocates and represent members' interests, ensuring the collective agreement is enforced in the interest of all members. They are often the first person a member goes to with a question.

Stewards protect the rights we have won through collective bargaining by enforcing the collective agreement. Every clause in your collective agreement comes from negotiations with the employer, and every single clause is important.

### Occupational Health & Safety (OH&S) Stewards

OH&S stewards act to protect our members through injury prevention, by advancing our members' rights to work without risk to their health or safety.

At a majority of our work sites, the employer is required by WorkSafeBC legislation to have Joint Occupational Health and Safety (JOHS) committees. OH&S stewards represent HEU members at these meetings with the employer. Together, they also participate in workplace inspections and incident investigations.

OH&S stewards work on safety issues as they arise. Depending on the issue, this may involve working with a supervisor or the employer to fix the problem, filing a hazard report, bringing the issue



to the JOHS committee, using the grievance procedure in the collective agreement, or organizing a campaign.

In turn, OH&S stewards are required to have employer-paid annual training and paid time to conduct the work of the committee.

All stewards are the backbone of the union.

### **Appoint or Elect Stewards?**

As stated in Article 14, Section B, shop stewards may be appointed by the executive, but they could also be elected at the option of the local. The method should be approved by the members as part of your *Local By-Laws*.

The chief shop steward and the steward teams can be appointed by the executive, or elected by the membership.

The best practice is the local executive democratically appoints the teams, as this allows the local to choose members who have the leadership skills, knowledge and desire to represent and advocate for members. It also provides the ability to evaluate stewards and adjust the steward team, if it is not functioning well.

Elections may involve more members, and provides the opportunity to democratically express support for steward(s), but it does not allow for removal of stewards who are not functioning properly. This is because the union's *Constitution and By-Laws* does not allow the local to remove individuals, who are elected into any position.

Either way, it is very important to consider continuity, knowledge, experience and diversity in the steward team to ensure that the members are represented to the best of the local's ability.

### **Other Committees**

When possible, locals are encouraged to create committees similar to the union's equity standing committees: Pink Triangle, Women's, Indigenous Peoples, People with DisAbilities, Ethnic Diversity, or the P.E. subcommittees, such as environment, political action, or global justice and peace.

The local can create any committee that activists are interested in, such as goodwill, poverty reduction, or event planning. Be sure to determine beforehand the mandate of the committee, how they are populated (by election, appointment or voluntarily), and if there is a budget attached to the committee.

See Tab 8 for more information on possible "Local Committees".

## BY-LAW REVIEW

The *Local By-Laws* are a list of standing motions that have been passed at meetings with quorum. These determine how the local functions within the parameters of the Constitution, and can allow for the local to operate between meetings with quorum.

After every local election, it is helpful for the new executive to go through the *Local By-Laws* to determine if they are still meeting the needs of the local, and to help with the work plan for the next term. If the local does not have *Local By-Laws*, the executive should create them, as outlined in Tab 6.

Any changes to the *Local By-Laws* must be passed at the local and sent to the Provincial Executive for approval.

## FINANCES AND BUDGET

The secretary-treasurer will have, or will have to get if new to their position, the previous minutes and the ledger of revenues and expenses. Signing authorities may have to be updated at the bank to reflect any change to the three signing officers, usually the chairperson, vice-chairperson, and the secretary-treasurer. Larger locals may opt to have four signing authorities which would include the assistant secretary. The trustees cannot have signing authority.

It is advisable that a budget be initially crafted by the secretary-treasurer and the trustees, then brought to the executive for amendments and approval, and then finally to a local meeting with quorum for final amendments and approval. This will ensure that the local is spending their rebates responsibly and transparently, plus it allows for the members to make informed financial decisions throughout the year.

A budget begins with the average rebates received in the previous year and the expenses outlined in your *Local By-Laws*. For example, if the local has a standing motion to pay for internet and phone services up to \$75 a month, then that expense is multiplied by 12 months for a yearly total. If the standing motion is to send an extra member to the regional conference, consider what was spent in previous events for book-off costs, mileage and hotel, and leave some room for incidental costs.

The ledger from the previous year will also help determine expenses that should be anticipated for the following year.

Local Budget Example		
Yearly Rebates		\$3,500.00
Expenses		
Office Expenses	\$900.00	
Labour Council Dues	\$420.00	
Meeting; Door Prizes	\$250.00	
Meetings; Food	\$500.00	
Total Expenses		\$2,070.00
Surplus (Deficit)		\$1,430.00



## TAB TWO

# Membership Meetings

Local meetings are so much more than a time and place to get the union business done. This is where the magic happens as members gather to learn about the activities of the union and to participate in the democratic process of directing the business of the local.

## RUNNING MEETINGS

A good meeting is a planned meeting. Members appreciate an effective chairperson.

- Start on time
- Prepare and follow the agenda
- Keep speakers on topic
- Follow the *Rules of Order* (see Tab 4 for additional information)
- Make sure everyone can participate
- Keep order, but do not shut people down
- Encourage discussion by listening to one speaker at a time so each member will be heard
- Watch what works – you may develop unique ideas that work for your local
- Meeting room is accessible, has good acoustics, and seating arrangement is effective and conducive to discussion

ARTICLE 14  
**By-Laws Covering Locals**

**Section D**

**LOCAL MEETINGS & QUORUM:** Each Local shall hold regular meetings. Notice of such Local meeting must be displayed on the Local's notice board for a minimum of seven (7) days in advance of the meeting.

## POSTING A MEETING NOTICE

Official local business cannot take place unless the meeting has quorum and you have provided seven (7) days' advanced notice. This notice must be posted by the secretary-treasurer on a union board, but can also be sent out by email, or posted on the local's Facebook page. It is important to be consistent and provide the most extensive distribution of the notice as possible.

## KNOW YOUR QUORUM

ARTICLE 14  
**By-Laws Covering Locals**

**Section D**

**LOCAL MEETINGS & QUORUM**

The quorum for Local meetings shall be as follows:

- a) fifty (50) or less, quorum of 5,
- b) one hundred and seventy-five (175) or less, quorum of seven (7),
- c) one hundred and seventy-six (176) to three hundred (300), quorum of nine (9),
- d) three hundred one (301) to five hundred (500), quorum of fifteen (15),
- e) five hundred one (501), to one thousand (1,000), quorum of twenty (20),
- f) one thousand one (1,001) and over, quorum of twenty-five (25).

For the purposes of defining Membership in this Section, the Dues Check-Off List shall constitute a Local's Membership total.

Quorum is the minimum number of people required in attendance based on the size of your local. You can find the number of members on the rebate form from the Provincial Office. Without quorum, the local cannot pass any motions, spend any money, or hold elections unless otherwise outlined in the Constitution.

## GETTING QUORUM

There are many ways to connect with members and encourage them to attend union meetings. Experiment with your local and see what works. Here are some ideas:

- Make personal contact and send out meeting reminders
- Distribute a membership survey to find what day, time and location works best for the majority of the local members
- Set up an email distribution list or Facebook event
- Walk around your facility to introduce yourself while “mapping your local.” Get contact information to send meeting notices, explain what will be discussed at the next meeting, find out what issues they are facing in the workplace and encourage their attendance to learn more from a guest speaker, such as a servicing rep. This is also a great opportunity to identify the natural leaders in each department who can help you share the information.
- Produce newsletters or individual leaflets to promote the meeting
- Invite guest speakers to share information about:
  - Health and Welfare benefits
  - Provincial Executive members can provide updates on union activities and issues
  - Bargaining
  - Pensions, Municipal Pension Plan, Canada Pension Plan
  - International solidarity, global justice, human rights
  - Community events and activities
  - Union/labour events and activities
  - Municipal, provincial or federal politicians
- Hold special celebration days, have draws or door prizes. The HEU Boutique has excellent items that promote membership pride in their union
- Provide refreshments or dinner at the meeting
- Provide dependent and child care options for the meetings
- Show films or videos



## DEVELOPING A LOCAL MEETING AGENDA

### ARTICLE 1

#### **Order of Business**

1. Call to Order
2. Roll Call of Officers
3. Equity Statement
4. Initiation of Members
5. Reading of Minutes
6. Correspondence
7. Treasurer's Report (Revenues and Expenses)
8. Trustee's Report
9. Report of Delegates and Committees
10. Unfinished Business
11. Elections and Installation of Officers
12. New Business
13. Good and Welfare
14. Questions Period
15. Adjournment

## Local Meeting Agenda

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### Name of Local Meeting Agenda

### Date

#### 1. Call to Order

- Officially start the meeting by calling everyone to order and stating the time. It is entirely appropriate to recognize the Indigenous territories on which the meeting is being conducted as a sign of respect and recognition of the history. You can find more information about the territory at [www.native-land.ca](http://www.native-land.ca).

#### 2. Roll Call of Officers

- The secretary-treasurer will list the executive members, and those in attendance will identify themselves as present. If an executive member has sent regrets that they are unable to attend, that will be noted at this time (i.e. "Sister Jane has sent regrets as she is on vacation.").

#### 3. Equity Statement

- The *Equity Statement* is to be read out by the chair at the beginning of all local meetings to set the tone of respect and inclusion. You can find this in the *Membership Meeting Reference Manual*.

#### 4. Initiation of Members

- The conductor or the chair leads the initiation of members who have not yet attended an HEU meeting (*Constitution and By-Laws*, Article 18, or in the *Membership Meeting Reference Manual*).

#### 5. Reading of Minutes

- The secretary-treasurer reads the minutes from the previous meeting, which covers a brief description of the items discussed and clearly stating the motions that were made, amended, referred, tabled, accepted or defeated. Amendments can be made by members if the minutes are not accurate and the document is adopted into the local's permanent record.

#### 6. Correspondence

- A list of all of the correspondence received by the local can be read out by the secretary-treasurer. Items of particular interest and those requested by the members can be read out in full, with discussion, questions or comments, and copies of the correspondence can be requested by the members either in digital or photocopied format, as well as being posted to the union board.

#### 7. Treasurer's Report (Revenues and Expenses)

- A statement of the rebates that have been received by the local and a list of the expenses paid out. All expenses need to be supported by a standing motion or a previously passed motion. A reconciled bank balance is also required.

## **8. Trustees' Report:**

- The senior trustee, or other trustee if the senior trustee is not present, should give a report on when the last quarterlies have been signed off and report on any findings.

## **9. Report of Delegates and Committees:**

- Members who have attended union-related workshops or events should report to the meeting about their experience and necessary follow up.
- Committees report on previous or upcoming items and introduce motions as necessary.
- If there is a Provincial Executive member or staff representative present, they can provide a report at this time.

## **10. Unfinished Business:**

- Items that have been on previous agendas are carried over each month until they are completed and reported on.

## **11. Elections and Installation of Officers:**

- Elections are held for new executive members, for delegates to bargaining conferences, and various conventions. More information about this process can be found in Tab 8.

## **12. New Business:**

- New items can be added to the agenda from various sources:
  - The executive meeting held prior to a local meeting
  - Chief shop steward, committee chairs and local members can submit agenda items or topics
  - Upcoming events, issues, campaigns or educational opportunities highlighted in the correspondence from Provincial Office

## **13. Good and Welfare:**

- Executive or members can announce or have a general discussion about various items not necessarily relating to the operations of the local.

## **14. Question Period:**

- Members sometimes will have questions for the executive or guests, such as a Provincial Executive member or staff representative, that have not been covered under the agenda. If questions arise that remain unanswered, it is important that the chair seek out the information from a reliable source and report back.

## **15. Adjournment**

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## LONG DISTANCE OR COMPLEX LOCALS

### ARTICLE 14

#### By-Laws Covering Locals

##### Section D

**LOCAL MEETINGS & QUORUM:** Where Locals consist of several remote work sites and geographical and weather considerations make it impractical for Members from all sites to attend Local meetings, Local meetings may be held by teleconferencing, and paid for by the Local, that permits all those attending to fully participate.

Locals can use modern technology to encourage participation from members at different work sites. Merged locals, in particular, can set up meeting rooms at different sites where members can connect by conference call or even online. Locals can also set up meetings where everyone participates online.

For the voting process, you will need to consider how to protect the democratic integrity of the vote. For example, designate a site warden or representative at each meeting location to ensure people participating are physically in attendance and quorum is maintained. Work with your regional vice-president to find solutions that work for your local.

#### Web-based Local Meetings

Platforms, such as Zoom or Webex, are available for hosting online meetings. Both have online tutorials to show you how to use them and are generally easy meetings to set up and participate in.

However, virtual meetings can be more challenging to chair than in-person meetings and it is recommended that the chairperson and executive not only get well-acquainted with the platform, but also with the process.

Practice these items by holding executive meetings before taking the plunge into formal, general membership meetings:

- Keeping a speakers' list (visual or electronic hand, chat bar)
- Conducting a motion and vote
- Share content onscreen

#### Tips for Video Conferencing

Get well-organized ahead of time:

- Plan agenda items in advance. Limit the time of the meeting and build in breaks.
- Send out agenda and reading materials (action agenda, scanned correspondence, etc.) with the meeting invitation.
- Have an executive member assist the chairperson who can mute/unmute speakers, share documents onscreen, assist in monitoring chat and hands, etc.

- Use only personal emails to send meeting invites.
- Do NOT post the meeting address and password in any public forum to prevent non-HEU members from attending.
- Host should start the meeting 10-15 minutes in advance and encourage participants to sign-on early to get their technical issues worked out, before the meeting starts at the intended time.
- Background noise is very distracting. Consider using the “mute on entry” feature if a large group is expected or welcome each participant and when they enter, ask them to mute themselves.
- Keep meeting short; very hard to stay focused using video conferencing.
- Keep movements minimal.
- Have your camera at eye level.
- Make time for human connection. Depending on the size of the group, you can start with an opening question to ensure everyone has a chance to speak.
- Act as you would in a face-to-face meeting: remember the camera is on you and people can see if you aren’t paying attention, on your phone, etc. and your microphone may be on when you do not expect it to be.
- Chat messages, even private messages, may be visible to the host at the end of the meeting.
- Video conferencing moves slower and requires more effort to be inclusive than an in-person meeting, so be sure to pause and allow time for members to raise their hands, or speak up, to be recognized.
- If there are people attending by phone, do not forget them. Check in to see if they want to be on the speakers’ list and for votes (easier to start with opposed votes first).
- Determine how votes and speakers’ list will be conducted. Using physically raised hands if you can see everyone, or use the “raise hand feature” on the platform, or through the chat options.
- Some platforms allow a vote or a poll to be put onscreen and participants can vote that way. This takes more time to conduct and some practice to become proficient at it, but it does make the voting results very clear.
- When you are ready, learn to use the extra features to display documents, share your desktop or video to make the meeting more engaging and professional.
- Google docs or mural.co are great tools for collaboration during a meeting.

## SPECIAL MEETINGS

A special meeting can be called by the local executive outside of the regular meeting schedule, providing the requirement of seven (7) days’ advanced notice is given. This is sometimes used to deal with an urgent matter requiring a meeting with quorum. The meeting notice should be clear in the reason why the special meeting is being called, and be communicated to the membership as widely as possible.

A special meeting can also be called by the general membership as outlined under *Chairperson’s Duties*, Article 16, Section A, when there is an official request by at least five per cent (5%) of the local membership, but it cannot be less than 10 members. This is so members have the ability to call a meeting if they so choose, without having the executive’s approval.



### TAB THREE

## Policy on Provincial Executive Attendance at Local Meetings

### LOCAL INVITATIONS FOR P.E. MEMBERS TO ATTEND LOCAL MEETINGS

If a local executive wishes to invite a P.E. member, other than their regional vice-president, to attend their local meeting, they will contact the HEU president or financial secretary.

### ANNUAL LOCAL ELECTION MEETINGS

Provincial Executive members may attend local membership meetings to prepare for local elections, local nomination meetings, and when local elections are held to assist locals with electing their local executives.

Invitations from local executives are not required for P.E. to attend and have a voice at these meetings.

P.E. expenses for attendance at these meetings will be the responsibility of the Provincial Office.

P.E. members will notify the local chair or secretary-treasurer and the appropriate staff representative in advance that they will be attending the local election meeting.

P.E. members attending local election meetings will submit a written report on the meeting, including the election results, key issues raised by the membership during the meeting, and any follow up required.

### PROVINCIAL ISSUES, CAMPAIGNS OR INITIATIVES

Sometimes, the Provincial Executive will decide it is important for P.E. members to attend local meetings to report on particular issues, such as bargaining or other significant events in the union, or to report on and/or mobilize members around campaigns or initiatives.

Invitations from local executives are not required for P.E. to attend meetings on these occasions, and P.E. will be given time on the agenda for their report.



P.E. expenses for these meetings will be the responsibility of the Provincial Office.

P.E. members will notify the local chair or secretary-treasurer and the appropriate staff representative in advance, whenever they will be attending a local meeting for these purposes.

P.E. members attending these local meetings will submit a written report on the meeting, including the membership response to the campaign or initiative, key issues raised by the membership, and any follow up required.

## **PROVINCIAL EXECUTIVE LOCAL-BUILDING**

As part of an agreed upon local-building plan, a regional vice-president (RVP) doing local-building with a local executive is entitled to attend and have a voice at that local's meetings. Invitations from local executives are not required for P.E. to attend meetings on these occasions.

The RVP will notify the local chair or secretary-treasurer and the appropriate servicing representative in advance, whenever they will be attending a local meeting for these purposes.

P.E. expenses for these meetings will be the responsibility of the Provincial Office.

The RVPs will submit regular written reports on local-building with local executives.

## **GENERAL**

As per the *HEU Constitution and By-Laws*, the secretary-business manager, president and financial secretary may attend any local meetings or events to carry out the business of the union.

Provincial Executive members will defer to staff representatives on any questions relating to servicing or collective agreement issues, and will forward servicing issues to the appropriate staff representative or director.

Staff representatives will defer to the Provincial Executive member on Constitutional issues.

In preparation for attending local meetings, P.E. members will consult with the appropriate staff representative about current local issues.

The president may assign provincially elected vice-presidents to attend local meetings, and the financial secretary may assign trustees to attend local meetings.

Provincially elected vice-presidents will consult with the president, and trustees will consult with the financial secretary about their attendance at local meetings.

Provincial Executive members will advise the administrative committee (by emailing the coordinator of policy and planning) whenever they are booked off to attend local meetings.

P.E. members will submit written reports whenever they attend a local meeting.

Locals will be advised of this policy.



#### TAB FOUR

## Rules of Order (How to Chair a Meeting)

Parliamentary procedures are designed to ensure that meetings run in a fair and orderly manner. The Hospital Employees' Union uses *Bourinot's Rules of Order*. These rules allow everyone to express an opinion and be listened to respectfully in a fair and orderly process. The rules should not be used to exclude a member from debate because of a technicality.

The chairperson should facilitate discussion by explaining the rules as required, and assisting members by suggesting the proper place in the agenda to raise specific issues and/or the best way to word a motion.

**Please also refer to the *Constitution and By-Laws*, Article 21**

### SOME POINTS TO REMEMBER

- The chairperson creates a fair and inclusive atmosphere, where everyone can feel comfortable to contribute, by applying these rules and procedures.
- The chairperson must listen carefully to everything that is said to determine if anything is out-of-order.
- The chairperson should ensure there is no cross-talk or chatter. No one should speak until they are “recognized” by the chairperson.
- A speakers' list should be kept in the order that their raised hands are seen by the chairperson. First-time speakers should be given precedence over second-time speakers on a topic, however, the chairperson can use their discretion to encourage equity and inclusion.
- It is important that the chairperson remain impartial during the debate and should not express their own position on issues while in the chair. If the chairperson wishes to speak to the motion, they say, “I am turning the chair over to the vice-chairperson in order to speak to the motion.” The vice-chairperson should chair the debate until the motion has been voted on. This ensures the person chairing the meeting appears impartial.
- All discussion and questions are addressed to the chairperson, who can redirect the comment to another member to respond. Debate directly between members should be discouraged.

- The chairperson ensures there is a fulsome discussion, and that the motion and issue is understood before voting.

## HOW TO MAKE A MOTION

A motion is a proposal that brings attention to an issue and allows members to decide what to do about that issue.

### Step One: Move the motion

When a member wishes to propose an action, the chair must “recognize them” first. Then they will state a motion that usually describes WHO will act and WHAT action will occur. It should also be constructed in a way that provides clear direction but also has appropriate limitations. The mover should not speak to the merits of the motion until it has been properly moved and seconded.

**Mover: “I move that the local donate \$100 to the local food bank.”**

### Step 2: Second the Motion

There should be no debate or discussion unless a motion has been properly seconded by someone else. If a motion isn’t automatically seconded by a delegate, the chairperson may ask for one.

**Chairperson: “Is there a seconder?”**

However, a chair does not have to ask for a seconder. A seconder doesn’t necessarily have to agree with the motion, but deems the issue worthy of discussion. If no one seconds a motion, the Chair can move along to the next item.

### Step 3: Debate the motion

The chairperson then restates the motion to ensure that it is heard and recorded correctly, and then calls for debate on the motion.

**Chairperson: “The motion has been moved and seconded that the local donate \$100 to the local food bank. I will open the floor for debate.”**

The person making the motion is usually given preference to speak to the motion first to “motivate” why they brought the motion forward.

The chair is impartial, fair, and uses good judgement during the discussion. A decision is stronger when the local hears all views on an issue. A speakers’ list will help the chairperson keep track of who is to speak in which order, ensuring that second time speakers are only recognized if there are no first time speakers.

A member may ask the mover or someone other than the chair for more information but they should only do so through the chair, and the chair must recognize the responding member prior to them answering.

A variety of things can happen to the main motion during this debate, including amendments, referral, table, etc... These will be covered later in this section.

#### Step 4: Hold the vote

After there are no more speakers on the topic, or the question has been called, the chair will restate the motion again.

**Chairperson: “The motion before you is for the local to donate \$100 to the local food bank.”**

The chair will ask for all those in favour of the motion, and then all those opposed. The motion will be passed or defeated based on what the majority of the members voted.

The chair should be prepared however, in case there isn't a clear majority or if the issue is controversial. The chair should take their time in assessing if there is a majority or not, and when in doubt, count the number of votes in favour and against, and if necessary, hold a standing vote or use another method that clearly determines if the motion is carried or defeated.

#### Step 5: The results

The chairperson should clearly state their ruling about the motion, including if it is carried or defeated, referred, tabled etc...

### HOW TO AMEND A MOTION

After a motion has been moved, seconded and the floor is open to debate, a motion can be made to amend the original motion. The amendment must relate to the main motion, must not negate the original motion, and must be clearly identified.

**Example: “I move to amend the motion that the local donate \$200 to the local food bank.”**

A motion to amend must be seconded.

The debate is opened to the floor, and must be only focused on the amendment, not the original motion. The person making the motion to amend is often given preference to speak first.

An amendment may be amended. The sub-amendment must relate to the amendment.

**Example: “I move to amend the motion that the local donate \$200 and the proceeds of a food drive to the local food bank.”**

There can never be more than two amendments on the floor at the same time (i.e. one amendment and one sub-amendment). Before another amendment can be made, at least one of the two amendments must be voted on.

The procedure to be followed for each motion, amendment or sub-amendment is:

- Moved
- Seconded

- Discussion
- Vote – All those in favour, all those opposed to the motion as amended.
- The motion is declared carried or defeated

Note: The order of voting is:

- 1st the sub-amendment, if any
- 2nd the amendment, if any
- 3rd the main motion (may be “as amended”)

## MOTIONS THAT END DEBATE

### Referral

A motion may be referred, i.e. to a committee or to a local officer. The motion could be: “I move to refer this issue to \_\_\_\_\_.” Once this motion to refer is seconded, it is non-debatable and must be voted on immediately.

### Tabling

A motion may be tabled in order that it can be discussed at a later date. The motion could be: “I move to table the motion until \_\_\_\_\_.” Once this motion to table is seconded, it is non-debatable and must be voted on immediately.

### Previous Question

The motion, “I move the previous question,” can be used to end debate. Once it is seconded, it is non-debatable and must be voted on immediately. Once it is carried, votes on the main motion and any amendments must be taken immediately without further debate. A speaker cannot speak on the issue, and then move the previous question. This is also referred to as “Calling the Question.”

## RULING A MOTION OUT-OF-ORDER

A motion is out-of-order if:

- It violates *Local By-Laws* or the *HEU Constitution and By-Laws*
- The local does not have authority to deal with the matter
- It relates to an item elsewhere on the agenda
- It is a main motion and there is already a main motion on the floor
- It is an issue decided at a previous meeting
- It is a motion to reconsider or rescind, when the previous motion has already been acted upon
- There is a higher-ranking motion (a motion that takes precedence) on the floor
- A notice of motion was required but not provided
- It is worded in the negative, meaning that it is a motion to not do something. A motion must be worded in the positive. It needs to say what the local will do.

## PRIVILEGED MOTIONS AND PROCEDURES

Privileged motions and procedures permit a member to intervene in the discussion out-of-turn. Because they offer this opportunity, it is essential that their use be strictly limited by the chair. The following four are particularly useful, but often misunderstood and misused:

### 1. Point of Order

To draw to the attention of the chair an improper procedure or irregularity. Examples include:

- A speaker straying completely off topic from the motion on the floor,
- A motion being debated which has not been seconded,
- A motion having been accepted by the chair, while there is already another motion on the floor,
- Any violation of the *Rules of Order*.

When a member notices such an irregularity, he or she can call out “Point of Order.” The chair will then recognize the member and ask the member to state the Point of Order. If the chair is satisfied that the Point of Order is valid, the chair will take the necessary steps to rectify the situation. If the chair determines that the Point or Order is not valid, the chair will explain why. No debate is permissible.

### 2. Point of Information

A Point of Information is used to ask a question, NOT to offer information. This is the most abused point by members attempting to jump the speakers’ list queue. When a member calls out “Point of Information,” the chair will say, “What is your Point of Information?” The member may then direct a question through the chair to a speaker or another member. There is no obligation to answer. If the speaker does not ask a question but instead proceeds to give information, the chair can call the person “Out of Order,” and ask if they want to be on the speakers’ list.

### 3. Point of Privilege

This is used to draw to the attention of the chair that the rights of a member at the meeting are being violated or to draw attention to something that is interfering with a member’s ability to participate in the meeting. Most frequently, the violation consists of remarks which attack the character of a member. It is perfectly permissible to criticize a member’s performance of responsibilities or abilities or competence. It is NEVER permissible to attack a member’s character.

Violations may include:

- Calling a member a liar
- Saying or implying that a member is dishonest or has acted in an immoral or dishonest way

Any member, not just the “victim”, can raise such a Point of Privilege. If the chair is alert, it should not be necessary, as the chair should immediately draw to the attention of the violator his or her impropriety. If such a point is properly raised, the chair should warn the violator, explaining what is and is not permissible.

A Point of Privilege can also be used to alert the chairperson to a problem that must be dealt with immediately, i.e. that someone is wearing a scent contrary to HEU policy and is causing an allergic reaction.



## 4. Challenge of a Ruling of the Chair

If two (2) members (a challenge must be seconded) believe that the chair has erred in a ruling, the members may interrupt the meeting by saying, “I challenge the ruling of the chair” or “I appeal the ruling of the chair.”

Various *Rules of Order* handle such challenges in slightly different ways. The recommended way to deal with this situation is for the chair to say, “The ruling of the chair has been challenged. I will now turn the chair over to the vice-chair and I will explain my ruling.” The challenger will then give their reason for the challenge.

Following the two explanations, with no further debate, the acting chair will say, “Shall the ruling of the chair be sustained (upheld)? All those in favour? Opposed?” A simple majority decides.

The acting chair announces the vote result and returns the chair to the regular chairperson. If the ruling is sustained, business proceeds. If the ruling is not sustained, the alternative procedure is adopted. For example, a motion which has been ruled Out-of-Order would now be in order.

It is important to note that a challenge of a ruling of the chair does NOT imply any lack of confidence in the chair, nor should a successful challenge be interpreted as criticism of the chair. It does not even mean that the chair is wrong. It simply means that the majority do not like a particular ruling and are determined to change it.

## OTHER USEFUL MOTION AND POINTS

- **Motion to Receive or Adopt a Report:**

To “receive” indicates that a report has been heard and discussed, but does not indicate agreement with or support of the report.

If there are recommendations or actions to be taken in a report, there must be a motion to “adopt” or “endorse” the report and/or recommendations.

Alternatively, separate motions can be made after the Motion to Receive has been dealt with.

- **Motion of Reconsideration** (to discuss and vote again on a motion that has already been voted on):

1. Before a Motion of Reconsideration can be made, advance Notice of Reconsideration must be served.
2. After an adjournment (or at a following meeting):
  - A Motion of Reconsideration must be moved, seconded and carried by a 2/3 majority of those present.
  - Both the mover and the seconder of the Motion of Reconsideration must have voted with the majority on the original motion.
  - If carried, the original motion is back on the floor.

Keep in mind, no one is born with a perfect grasp of Parliamentary Procedure. The more meetings you attend and chair, the more skills you will develop.



## TAB FIVE

# Building Strong Locals

This checklist will help you assess where your local is at and where it could be. The goal, over time, is for all locals to “work even better”. It is useful to set priorities, review where you are at on an annual basis, revise and set realistic goals for the coming year.

The checklist below is not meant to be rigid, and it is not a step-by-step progression. For example, your local may be active in the Living Wage Campaign, but it may not have a shop steward structure in place (or vice versa). Each local has its own strengths and challenges. Priorities for change will flow from your current reality.

### Strong locals:

- Involve and engage their members
- Provide good leadership
- Defend members’ rights and resolve disputes
- Are active in union and community campaigns

## CHECKLIST

Check boxes and assess where your local is at each year.

### 1. Strong locals involve and engage their members. They are:

- Open, welcoming and inclusive
- Democratic and accountable
- Skilled in two-way communications
- Creative in finding ways to increase membership participation

### Locals that work well:

- ☐ Welcome and orientate new members to the union
- ☐ Hold regular membership and executive meetings
- ☐ Communicate regularly with members, face-to-face communication is a priority
- ☐ Circulate educational and other opportunities, and encourage members to attend

**Locals that work even better:**

- ☐ Educate, train and mentor new or inexperienced members, particularly youth, to grow their skills and develop as leaders
- ☐ Reach out to members from equity-seeking groups, younger members, various occupational groups and all groups that make up multi-employer locals
- ☐ Seek out members' ideas for making meetings appealing and accessible, and survey members on their interests and skills
- ☐ Find creative ways to engage members, such as cultural activities, environmental or literacy projects, celebrations and socials that involve members' families
- ☐ Send full delegate complements to educational events, bargaining conferences and the HEU convention
- ☐ Engage members in broader HEU campaigns
- ☐ Encourage members to participate in, discuss and approve how their local rebates are spent

**2. Strong locals provide good leadership. Their leaders:**

- Work as teams, and continually renew themselves
- Responsibly handle financial and other local affairs
- Communicate regularly and consistently
- Value education and leadership development
- Walk the talk on diversity

**Locals that work well:**

- ☐ Have a full complement of trained leaders – executive
- ☐ Committee members and a chief steward, as well as a sufficient number of stewards, and occupational health and safety stewards
- ☐ Hold regular meetings of the executive, stewards and committees
- ☐ Have leadership teams that communicate well internally as well as with each other
- ☐ Listen to all viewpoints and make collective decisions
- ☐ File quarterly financial reports
- ☐ Work well with regional vice-presidents and servicing representatives.

**Locals that work even better:**

- ☐ Reflect the membership's diversity in their leadership
- ☐ Consider the union's strategic directions in decision-making
- ☐ Are involved in the union, regionally and provincially
- ☐ Continue to build their leadership capacity through training and education
- ☐ Recruit, develop and mentor new leaders and youth
- ☐ Consider equality and diversity in everything they do – from communications, events and meetings, to deciding on priorities and strategies, as well as attendance at conferences and educational events

- ☐ Develop budgets and propose motions on spending, fulfill administrative responsibilities (i.e. keep meeting records and sign-in books, send contact information and updates to Provincial Office, annually review *By-Laws*)
- ☐ Delegate tasks and share responsibilities among the leadership team and with other members

### **3. Strong locals defend members' rights and resolve disputes. They:**

- Solve problems and grievances effectively
- Focus on member workplace concerns and issues
- Make health and safety a priority
- Ensure those who need to know, including members, are kept informed

#### **Locals that work well. How they do it:**

- ☐ Process grievances effectively
- ☐ Conduct health and safety inspections
- ☐ Work closely with servicing representatives
- ☐ Communicate regularly about grievances and health and safety issues to keep leaders and staff in the loop

#### **Locals that work even better:**

- ☐ Let members know about grievance outcomes and monitor success
- ☐ Hold regular meetings of steward teams, health and safety committees and labour management committees – and keep minutes
- ☐ Resolve health and safety issues
- ☐ Know their role in member-to-member conflict situations – and what to do if issues arise – how to resolve any conflicts, and celebrate the role of stewards at local events

### **4. Strong locals are active in union and community campaigns. They:**

- Promote the union's campaigns and defend public health care and workers' rights
- Are active on social justice and other important community issues,
- Communicate to members regularly about HEU campaigns and other issues that affect them
- Develop activism through membership education and training on community issues

#### **Locals that work well in campaigns are even better. How they do it:**

- ☐ Participate in labour councils and in the local labour movement
- ☐ Are active and involve members in broader union campaigns, such as the Canadian Labour Congress pension campaign
- ☐ Participate in political action
- ☐ Have strong community connections and work in coalition with school boards, municipal and provincial elections, health boards, goodwill committees, and on issues such as violence against women

## LOCAL PROJECT FUND

### ARTICLE 2

## Initiation Fees, Dues & Temporary Dues Increases

### Section B

**Rebates and Local Project Fund:** The Provincial Executive will establish each fiscal year an amount not to exceed One Hundred Thousand Dollars (\$100,000.00) to fund Local projects, campaigns and Local Membership building.

Locals may make application to the Provincial Executive for access to this Fund. The Provincial Executive will monitor the use of the Fund and the Local shall be accountable for such usage.

The Provincial Executive will monitor the use of the Fund and the Local shall be accountable for such usage.

The focus of this initiative is to “break down the barriers to activism”. The Provincial Executive (P.E.) is very aware of the increased challenges that face members, locals and the union in attracting, encouraging and keeping union activists both interested and involved.

In today’s hectic world, coupled with the tough economic times and continual pressures and worries that we all face, it has become increasingly difficult to sustain activists.

We need to find different ways to connect with members, to give them hope and inspire them in ways that are truly meaningful and useful. And to ensure they know that the union is theirs, that they can make a difference, and that together we are stronger – member by member, local by local.

## LOCAL PROJECT FUND POLICY

- Locals may make application to the Provincial Executive for funding assistance for local projects.
- Locals are responsible for filling out the Local Project Fund application form and providing details on the purpose of the project, including goals and objectives (what are you trying to achieve?), specific timelines (start and end dates) and a proposed budget.
- Locals are accountable to the Provincial Executive. On completion of a project or campaign, locals must report the results, both successes and shortcomings, including a final financial statement, within two (2) months of completion of the project. It is anticipated that the majority of projects would occur within a single fiscal year.
- Efforts will be made to accommodate as many locals as possible. More than one application per local may be considered, in special circumstances, but priority will be given to locals who have not previously received assistance within the current year.
- When applying for financial assistance, locals must also consider cost-share arrangements to assist with the campaign/project.

- Applications will be considered based on specific local needs. Projects could include a variety of things, such as:
  - Improving communication networks at the local level – finding out “how best to keep in touch”, or “what do members want to know?”
  - Finding ways to involve more members in various union activities and to keep them interested and engaged.
  - Implementing a mentoring system that will assist in developing the skills of new or young activists.
  - How to connect with the broader community and other organizations.
  - How your local can get more involved in your own community, maybe sponsor a sports team, help organize a Pride event, Red Dress event, collect food items for the local food bank, or plant an HEU community garden plot.

Initiatives should benefit your specific local and in turn, HEU as a whole. We encourage you to be as creative and imaginative as possible.

- Locals may request assistance from the Provincial Office in helping to design and implement a particular project, if needed.
- All local projects must receive prior, formal approval from the P.E. before they commence, and must not contravene the *Constitution and By-Laws* or any policies of the Hospital Employees' Union.

**Please note:**

- **Expenditures on an event that has already occurred prior to approval will not be reimbursed.**
- **The Local portion of the cost share must be approved by the membership at a meeting with quorum.**
- **It is advisable to submit the application as early as possible as requests over \$1,000 must be approved by the Provincial Executive at a regularly scheduled meeting.**

Make it fun, celebrate your successes, and help build your local!

## LOCAL PROJECT FUND APPLICATION

For the current application form, visit [heu.org/heu-locals](http://heu.org/heu-locals).

Please submit completed applications to [heu@heu.org](mailto:heu@heu.org) or fax: 604-739-1510.

Sample form on next page.

# Application for Local Project Fund



**Local Name:**

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**Date of Application:**

---

**Explain the proposed project to build your Local:**

**What is your Local trying to achieve?**

---

**Proposed Start Date:**

---

**Anticipated End Date:**

---

**Who will be involved in the organization?**

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**Positions held, if any, in the Local:**

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**How many Members will be involved?**

---

**Is staff to be involved? How?**



Who else will be involved?

If approved, HEU will assist the project on a cost share basis. How much are you requesting?

**ESTIMATED COST OF PROJECT:** (Budget)

Lost Wages:

Equipment

Supplies

Community Outreach/Advertising

Other Assistance requested (please be specific)

Resources requested from the Provincial Office

Total \$ \_\_\_\_\_ Cost Share Amount Requested \$ \_\_\_\_\_ % split \_\_\_\_\_

\_\_\_\_\_  
Local Chairperson signature

\_\_\_\_\_  
Local Secretary-Treasurer signature

\_\_\_\_\_  
**FOR HEU HEAD OFFICE USE ONLY**

Accepted or Declined:

Date:

Comments:



## TAB SIX

# Local By-Laws

### ARTICLE 14

## By-Laws Covering Locals

### Section C

**LOCAL BY-LAWS:** Each Local may adopt its own By-Laws, which must be approved by the Provincial Executive and cannot conflict with the HEU Constitution and By-Laws.

**Local By-Laws may include:**

- A minimum of four (4) Membership meetings a year.
- A Local executive structure of fewer than the number of Officers as required in Article 15, Section A, and whether or not to elect alternates in case of vacancies. No Member shall hold more than one (1) office, except where the Local has fewer than five (5) Members.
- The method for nominations, campaigns and elections of Local executive officers.
- Eligibility requirements, if more than the Article 4 requirement.
- The method of filling vacancies that occur between elections.
- A steward structure.
- A requirement to adopt an annual budget detailing how rebates and any other income will be spent for meetings, travel, honorariums, education, donations and other costs.

By-laws are a list of standing motions at a local that allows them to operate within the Constitution, but still reflect the unique circumstances of the local. This list often develops over time, or can be introduced at a meeting as a single document and debated, amended if necessary, and passed. But once completed, the *Local By-Laws* must be sent to the Provincial Office and approved by the Provincial Executive to ensure they do not violate the Constitution.

What is the difference between a motion and a by-law? When a **motion** is made at a meeting, it can be a one-time directive to the executive to do a task, take a position, or to spend money.

**Example: The local will spend up to \$50 for a meeting room for the June meeting.**

A **standing motion**, or a **by-law**, is a motion that is intended to continue from the date of adoption. These should be written in such a way that the intent is very clear and will stand the test of time. Once a standing motion is passed, it must be followed unless altered by a subsequent motion at a meeting with quorum, so make sure there is some flexibility.

**Example: The local will spend up to \$50 per month for meeting rooms.**

**Rather than: The local will spend \$35.73 on meetings rooms at Heritage House.**

As standing motions are passed, they are compiled into a separate document called “**By-Laws**” for easy and fast reference. If the local doesn’t already have this list, it is recommended that the local executive goes through all previous minutes on file, identifying the existing standing motions.

If a newer motion is found that overrides a previous similar standing motion, the new motion replaces the old.

The standing motions should be dated individually in the *Local By-Laws* for easy reference to the corresponding minutes, if there is ever a question.

Once compiled, the executive can conduct a review of the *Local By-Laws* to determine if each standing motion is still clear, relevant and desired. There may be some that require amending or deleting, or you may find there are gaps that need to be addressed.

It is also important to recognize that “past practice” does not stand up to scrutiny. There needs to be a standing motion to ensure the local is operating consistently and with the full understanding and approval of the membership.

The *Local By-Laws*, once reviewed and amended by the executive, can be introduced at the next meeting with quorum and duly debated.

Approved and updated *Local By-Laws* must then be submitted to the HEU president and accepted by the Provincial Executive as meeting Constitutional requirements.

This document should always be present at local meetings.

## **BASIC BY-LAWS**

All locals should have a basic set of *Local By-Laws* that define key principles. Where submitted *Local By-Laws* are silent, the Provincial Executive will insert the default language as described in the following:

## Executive Structure

Article 15 of the Constitution outlines the nine (9) usual positions that make up the executive, and if there are no variations in the *Local By-Laws*, these positions must be elected each year.

Some positions are considered “optional”, but only with “approval of the local membership and the Provincial Executive”. That means these positions are required unless a motion is passed at a local meeting with quorum to remove them from the executive structure and the Provincial Executive has approved the exclusion. Please refer to Tab 1, “Duties of Local Officers” to inform you about which are optional.

The local executive may also include other positions. Some locals represent members from different collective agreements or different facilities or sites, for example, and may want to have a site representative elected to the executive with voice and vote to ensure representation. Other options might be a position to fulfill a specific need on the executive, such as event planner or good and welfare representative.

Alternates: Article 16, Section I states that a local may elect up to five (5) alternates that can fill in for any vacancies either temporarily or until the end of the term. The *Local By-Laws* can outline the number of alternates elected and the method which the local chooses to fill vacancies.

## Shop Steward and OH&S Structure

The Constitution is fairly silent on how the chief shop steward, the shop steward and OH&S teams are populated. Tab 1 explains the two different methods available, either by appointment by the local executive or by election. It is highly recommended that the teams are populated by a democratic vote of the executive board, and this will be the default if not explicitly outlined in the *Local By-Laws*.

## The Method of Local Elections

A local may choose the standard election where each position is elected one by one in a single meeting, or a ballot box process, which allows for the election to take place over several hours as outlined in Tab 7. Where there is no existing by-law or a motion made at the November meeting, the local will be required to use the standard process.

If there are specific parameters around how campaigns can be run, electioneering rules must be in the *Local By-Laws* or passed at the November meeting with quorum.

## Local Meetings

Monthly meetings are ideal, for more information please refer to Tab 1 “Membership Meetings”, but the Constitution, in Article 14, Section D, states: “Meetings may be suspended by the Locals subject to the approval of the Provincial Executive with the exception of July, August, and December meetings which require approval of a regular Local Meeting only.”

This means that the local can suspend those three months and anything beyond that must be approved by the Provincial Executive. The point of local meetings is to ensure members have the ability to share information, and there must be compelling reasons to override this.

As well, locals are not able to go more than three successive months without a meeting per Article 14, Section D, and this must be factored into the schedule.

## **HEU LOCAL BY-LAWS TEMPLATE**

For the current Local By-Laws template, visit [heu.org/heu-locals](http://heu.org/heu-locals).

Please submit completed Local By-Laws by email: [localdocuments@heu.org](mailto:localdocuments@heu.org) or fax: 604-739-1510.

## HEU LOCAL BY-LAWS EXAMPLE

### Executive Structure:

The Local Executive consists of the following:

- Chairperson (Table Officer)
- Vice-Chairperson (Table Officer)
- Secretary-Treasurer (Table Officer)
- Assistant Secretary-Treasurer (Table Officer)
- Alder Village Site Representative
- Senior Trustee
- Senior Trustee Elect
- Trustee
- Conductor
- Warden
- That the local elects up to three alternates to fill any vacancies, excluding the chairperson, to be elected on one ballot, and the number of votes determine the order of alternates.

### Shop Stewards:

- That the local executive elects the chief shop steward, shop stewards, and JOHS stewards at the first executive meeting after the executive elections, and that consideration will be made to ensure continuity, diversity and shared workload.

### Local Elections:

- That the local conduct the executive elections by ballot-box on the date of the regularly scheduled February meeting.
- Electioneering: That any candidate who wishes to run for the local executive shall be allowed to announce their intention to the membership via paper or digital bulletins, to be distributed by hand, email or social media. The candidates may also submit their photograph and up to 200-word biography during the nomination period, which will be posted on the union board. Each candidate is allowed up to two minutes to address the membership at any meeting prior to voting, if the candidate wishes to do so. No other campaigning will be allowed in meetings or at the voting location.

### Local Meetings:

- That the local meetings will be held at 4:30 on the second Tuesday of every month, excluding July and August when meetings will not be held.

### Local Spending:

- That the local pay table officers an honourarium of \$25 each, at the end of each month, excluding July and August and during any executive officer's leave of absence for more than 30 days.
- That the local may spend up to \$250 for promotional materials for the local's booth at the Annual Labour Day Picnic.

- That the local may spend up to \$100 per month for discretionary expenses to conduct the business of the local, and which must be ratified at the next local meeting with quorum.
- That the local give away two (2) HEU Boutique products per local meeting as door prizes.
- That the local celebrate HEU Day, which may include food, HEU Boutique items, and wage replacement for up to two (2) people, up to a total maximum of \$1,000.
- That the local may spend up to \$100 on food for each local meeting.
- That the local may spend up to \$100 per month for meeting rooms.
- That the local may spend up to \$100 per month for office expenses, including internet.
- That the local provide retiring members, who have attended 50 per cent of local meetings in the year prior to retiring, which may include three (3) meetings and up to two (2) letters, with a \$100 gift.
- That the local send two (2) additional delegates to the HEU regional meeting, covering necessary wage replacement, shared hotel, mileage, and per diem as per HEU policy.
- That the local executive introduce a budget based on expenses and guidelines arising from the *Local By-Laws* and foreseeable expenses for the year, at the February general membership meeting.

### **Membership and Affiliation:**

- That the local pays each year the membership fee and donation of \$100 to the BC Health Coalition.
- That the local continue to be affiliated to the District Labour Council, and that the four (4) table officers are automatic delegates with remaining delegate allotments being decided by election at a general membership meeting.

### **Donations:**

- That the local donate \$250 each year to the District Labour Council for the Labour Day picnic.
- That the local donate \$100 to the Coldest Night each year.
- That the local donate \$100 each year to the Council of Canadians' Annual Peace Walk.
- That the local donate \$500 for bursaries each year, which will be administered by the Provincial Office.





## TAB SEVEN

# Elections

### ARTICLE 4

## Eligibility for Office

### **\*Also see Article 14 Section C – Local By-Laws**

No Union Member shall be eligible to hold office in the Union or in a Local, nor act as a Delegate of a Local or of the Union, unless the Member has attended a total number of meetings equal to at least fifty per cent (50%) of the regular Local meetings, held by the Local in the twelve (12) month period prior to nomination and has paid all Union fines, dues and temporary dues increases. New Members who have attended 50% of Local meetings since being hired are also eligible. If a meeting is called and there is no quorum, the Members attending can count such meetings in their total number of meetings attended during the twelve (12) month period. This provision does not apply to newly certified Members.

In the case of a Member being seconded to temporarily work at a different Local than their original Local or being permanently transferred to a different Local, the Member can count attendance at regular monthly meetings at the former Local towards fulfilling these eligibility requirements. This shall be limited to counting only one (1) meeting per month towards eligibility. Members who have permanently transferred can only be Delegates from the Local at which they work. Members who are being seconded temporarily can be Delegates from their original or seconded Local.

Notwithstanding the foregoing, a Member in good standing who submits written notification of legitimate absence, through sickness or having to work a shift, or on vacation, and on approval of the Local Executive, shall be credited with attendance, to the limit of two (2) such meetings in the twelve (12) month period, prior to nomination, insofar as the Member's right to hold office, or to run as a Delegate to Biennial Conventions.

This Letter of Notification must be in the Local's possession within ten (10) days after the affected meeting. Any Member absent due to Union business shall be considered as having attended the meeting.

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Further, notwithstanding the foregoing, a Member may be a Delegate to the regular Convention of this Union, providing the Local to which the Delegate is attached has been in existence less than twelve (12) months.

An eligible Member who is absent for cause and not at the regular monthly meeting for nomination who is willing to run for office must indicate their willingness in writing to the Local Executive prior to nomination. A text message and/or email will be accepted as a written request. In the election of Local Officers, if a position is vacant and no eligible Member is willing to accept nomination, then that position may be filled by acclamation or by election.

A nomination cannot be accepted for an ineligible Member for a position where an eligible Member is nominated and accepted.

Each year, members elect their local executive, and there are times when elections are required to select delegates to conventions or other union events. The Constitution provides the parameters for successful and fair elections starting with who is eligible to run.

## ELIGIBILITY

- In order for someone to be “eligible” for an election, they need to have attended at least half of the regular local meetings in the previous 12 months, regardless of quorum at the meeting.
- A new member, hired in the previous 12 months, is eligible if they have attended 50 per cent of the meetings since the day they were hired. For example, a member who was hired three months ago would need to have attended two meetings.
- A member who has transferred temporarily or permanently, or works casual at another site, can count meeting attendances at any site, but is limited to only one meeting per month. Prior to the election, it is the member’s responsibility to request a letter from the chairperson or secretary-treasurer of the other local, which states the dates of the meetings they were in attendance. This letter must be provided in advance to the local holding the election.
- If they transferred to a permanent position, they can only be a delegate from that local, but if it is a temporary line or they are casual in both sites, they can be delegates from either local.
- A member may submit written notification of a legitimate absence, and will be credited with attendance at that meeting (the limit is two absences in a 12-month period). The letter of notification must have been in the local’s possession up to 10 days in advance of the affected meeting.
- A member absent due to union business can have an unlimited number of credits for attendance.
- If there are no eligible members willing to allow their name to stand, members who have not attended 50 per cent of the previous 12 months of meetings may run.

## LOCAL ELECTIONS

### ARTICLE 15

## Nomination & Election of Local Officers

### Section A

**LOCAL OFFICERS:** The Officers of the Local shall consist of Chairperson, Vice-Chairperson, Secretary-Treasurer, Assistant Secretary, Conductor, Warden, three (3) Trustees and, in the event of merged Locals, such other Local Officers that ensure worksite executive representation.

Individual Locals may vary their Executive structure subject to prior approval of the Provincial Executive.

**\*Also see Article 14 – Section C.**

### Section B

#### **NOMINATION & ELECTION OF OFFICERS:**

- a) The nomination and election of Officers shall take place no later than April 30 in the calendar year, by secret ballot. The method of conducting the elections shall be decided by a majority vote of the Membership at the regular November meeting of their Local.
- b) The timelines in Article 15 Section B Subsection a) above do not apply to newly organized Locals within the first 12 months of their establishment.

### Section C

**SCRUTINEERS:** Prior to the election, and with the approval of the meeting, the Chairperson shall appoint non-candidate scrutineers to take charge of the ballot box, count the ballots and report results to the Chairperson.

### Section D

**ELECTIONEERING:** Only information electioneering shall be used in any Local election. The method and medium of this information shall be restricted within the confines of each Local, and determined at a regular November meeting. Any violation of this clause shall nullify the violating candidate's eligibility.

### Section E

**TERMS OF OFFICERS:** The terms of the elected Officers shall expire immediately following the installation of Officers at the Annual General Meeting at which their successors are elected and qualified, PROVIDED HOWEVER, that at the Annual General Meeting the Trustee receiving the highest number of votes shall serve a two (2) year term, the other shall serve a one (1) year term. At each succeeding Annual General Meeting, two (2) Trustees shall be elected, the one receiving the higher number of votes to serve the two (2) year term.

Election of local executive officers must be conducted by secret ballot, and carried out between January 1st and April 30th each year, usually on a day of a regularly scheduled meeting. In preparation, the local will need to consider how they want to run the elections long before they occur.

The Constitution requires that **motions governing elections must be made at the November meeting in the previous year** unless there are existing standing motions in the *Local By-Laws*.

These options include:

- Standard or ballot box process
- Electioneering rules

The standard process has the elections occurring during a meeting with quorum. It is simple, candidates are easily able to “run down” for each position, and the results are immediate.

However, sometimes achieving quorum for valid elections can be challenging and unless a member is available to attend the meeting, they are unable to participate in the democratic process.

Some locals opt to use a ballot box election process, which allows their members the ability to vote over an extended period of time, covering a variety of shifts, and perhaps even at various locations. This provides members more flexibility and opportunity to participate in the election.

If there is no motion for a ballot box process, the standard process must be followed.

## ELECTIONEERING

Electioneering means campaigning for elected office on behalf of yourself or someone else.

Campaigning may include putting up posters, distributing leaflets and fundraising. The membership can decide at the November meeting or in the *Local By-Laws* what expectations or limits can be used in local elections, which may include a timed speech, posters on the union board or local’s social media, leaflet distribution, fundraising, etc.

## STANDARD ELECTION PROCESS

### Prior to the meeting:

1. Notify election officer of the date, time, location and process to be used as soon as possible. This person should be someone impartial, such as the regional vice-president or staff representative assigned to your local, or another Provincial Executive member. They will ensure the election is conducted fairly and that the local has all of the materials and support required to prepare for the meeting.
2. Determine the list of eligible members from the attendance book from the last 12 months.

### At the meeting:

1. A list of eligible members must be clearly posted or handed out to members, and the attendance book must be available for review if necessary.
2. A copy of written self-nominations from members, who are legitimately absent from the meeting, must be available.

3. Provide a list of the positions requiring an election, and the *Local By-Laws* which outline approved structure must be available.
4. Election officer will take the chair and call for scrutineers before the election. Scrutineers will be instructed to distribute, collect, count ballots privately, and report the results.
5. Scrutineers must not be running for any executive position. If a scrutineer changes their mind and decides to run for an executive position, then the chair should ask for a volunteer to replace that scrutineer. The new scrutineer continues for the remainder of the elections.
6. Ideally, there should be an odd number of scrutineers (3 or 5) in case there are any disputed ballots.
7. The membership should approve the appointment of scrutineers by motion.
8. Election officer will “open the floor” for nominations for each executive position from members in attendance. The names of those nominated should be written on a board or sheet of paper at the front of the room, in the order they were nominated.
9. Election officer will add any self-nominations submitted in writing.
10. Ask those nominated if they are willing to stand for office, in reverse order. Self-nominated members are automatically considered accepted.
11. If more than one eligible member accepts nomination, then secret ballots must be cast.
12. If there is only one eligible member accepting nomination, they are declared elected by acclamation.
13. If there are no eligible candidates running for the position, the election is open to ineligible members.
14. When an election is required, the elections officer will call for the doors to be closed (tiled). The warden can allow people to leave, but cannot let anyone enter while the doors are tiled.  
**Note: Quorum needs to be maintained in order for any election to proceed.**
15. The scrutineers distribute ballots.
16. Members vote, including the scrutineers and all executive officers.
17. Scrutineers collect the ballots.
18. Election officer calls for the doors to be opened (untiled).
19. Scrutineers count the ballots privately, and provide the results to whoever is chairing the meeting to announce.
20. Repeat steps 8-19 as required.
21. A motion to destroy the ballots should be passed.
22. The new executive members take the *Oath of Installation*, Article 17.
23. Elected officers fill out the executive documents.

## BALLOT BOX ELECTION PROCESS

### November:

1. Motion to adopt the ballot box electoral process must be made at the November meeting with quorum, or a standing motion is listed in the *Local By-Laws*.
2. Motion to adopt electioneering methods, such as if candidate biographies can be submitted and posted, or if there is an opportunity for speeches at a meeting prior to the election, or a standing motion is in the *Local By-Laws*.

### Prior to election:

1. An executive meeting should be called well in advance of the elections to determine:
  - The time-period that nominations will be accepted and how members can submit nominations.
  - **Note: Members seeking election can have their name stand for more than one position. HEU's tradition allows for candidates to run for another position if defeated; in other words, to "run-down." Candidates wanting to run for more than one position must identify their intentions for each individual position in order to have their names included on the ballot. However, the first position the member is elected to is awarded, and the member's name will be removed from all subsequent ballots.**
  - Set the election date, times and locations. Consider coverage when and where members are most conveniently available, but also consider the length of day for the scrutineers.
  - **The executive MUST notify the HEU president's office and the elections officer of the Election Day details – including date, times, locations, and that the election will be conducted by ballot box.** The elections officer should be someone impartial such as the regional vice-president or staff representative assigned to your local, or another Provincial Executive member. They will ensure the election is conducted fairly and that the local has all of the materials and support required to prepare for the meeting.
  - If a list of employees at the site is required, notify the president's office, and the staff representative or regional vice-president will bring the list and will retain the list after the elections are over.
  - A scrutineer is appointed by the executive, who will be responsible for collecting nominations, determining members' eligibility, and contacting nominees to ask if they wish their name to stand. Scrutineers cannot be a candidate for any position.
  - The warden, or designate, provides the scrutineer a list of eligible members who have attended 50 per cent of the regular meetings held in the 12 months preceding the election.
2. A motion by the membership approving scrutineers – who will be in charge of ballot boxes, issuing ballots to voting members, counting ballots, and reporting the election results. There should be an odd number of scrutineers (3 or 5) in case there are any disputed ballots. The elections officer will attend the election with the scrutineers and will observe the counting of the ballots.
3. Dates and times for voting must be clearly stated and posted seven (7) days in advance of the election.

### At the close of nominations, the scrutineer will:

1. Compile the list of nominees and reviews the list against the eligibility list of members. If no nominee is eligible in a single position, then the nomination is open to ineligible nominees.
2. Contact the nominees to ensure they accept or decline the nomination. Those who self-nominate should be contacted as well to ensure they still want their name to stand. Once they have accepted, they are officially candidates for the election.



3. If there is only one candidate that is eligible or is running for that position, they are acclaimed, and an election for that specific position is not necessary.
4. Post a list of candidates for each position on the union board, seven (7) days prior to the election, along with any positions won by acclamation. Notify the chairperson and the elections officer.
5. If a nominee is elected by acclamation for a position, their names are removed from nominations in subsequent positions.
6. Post bios of candidates on the board (optional).
7. Notify the HEU president's office of the list of candidates to be on the ballots, if they are creating the ballots for the election.

## **ELECTION DAY**

Scrutineers and elections officer will:

1. Ensure privacy screens are set up and pens available.
2. Ensure the candidate lists are visible at check-in and behind the privacy screen. Occasionally, will check that the list behind the screen has not been tampered with.
3. As voters arrive, check names against the employee list, if provided, or the members will sign the attendance book. ID may be required if not familiar with the person. Employer ID is acceptable.
4. Provide ballots to the member voting only after signing in and explaining the voting process.
5. Members are to vote only on the nominees provided for each position, but are able to vote for a member more than once.
6. The member votes by secret ballot.
7. The member places each ballot in the corresponding envelope or in the ballot box.
8. For elections that span over days or at different sites, the envelopes or ballot box must be sealed with tape and signed.
9. At the end of the vote, scrutineers count the ballots for each position, and report the results to the chairperson and elections officer.
10. The election must have more ballots cast than the local's required quorum to be valid. For example, if the local's quorum is 25, they will need 25 or more votes cast.

## **NEXT LOCAL MEETING**

- Some locals will arrange to have this meeting shortly after the count is conducted to announce the results and swear in the new executive.
- A motion to destroy the ballots should be made.
- The new executive will need to be sworn in.
- Any unfilled positions, or if there is a tie, an election should be held at the following, regular local meeting with quorum.



## INSTALLATION

### ARTICLE 17 INSTALLATION

*Chairperson or Installing Officer: "Fellow Members, repeat after me the following obligation."*

*"I, \_\_\_\_\_, sincerely pledge that I shall truly and faithfully and to the best of my ability perform the duties of my office for the ensuing term as prescribed in the Constitution and By-Laws of this Union and, as an Officer of this Union, shall at all times endeavour, both by my counsel and example, to promote the harmony and preserve the dignity of its sessions.*

*I further pledge that, at the close of my official term, I shall promptly deliver any monies or property of the Union in my possession to my successor in office."*



## TAB EIGHT

# Union Committees

## LOCAL COMMITTEES

The chair and executive at the local level should look at delegating work by appointing committees. One major advantage to working in this way is to ensure workload and knowledge are shared and distributed with the local membership.

The chairperson is ex-officio to all local committees. This means that, by virtue of your position as chairperson, you automatically have membership on all committees of your local, but you don't necessarily need to participate. You do need to be aware of what the committees are working on, and should receive and review all committee minutes.

Your local may want to consider setting up a number of subcommittees. This is only a guideline, and your local may have members who are interested in setting up these or other committees that are suited to your local.

If your local would like assistance with setting up an equity committee, or if you have any issues or concerns regarding equity, please contact the Provincial Office to speak with one of our equity officers.

It's important that Provincial Executive (P.E.) committee work at the provincial level is supported at the local level. Below is a list of the current P.E. subcommittees.

- Environment
- Global Justice & Peace
- Men's
- Occupational Health & Safety
- Retirement and Pensions
- Political Action
- Young Workers

There are also committees that are negotiated in collective agreements. HEU currently has more than 100 different contracts, so you should consult with your staff representative on what committees are required for your local. Some of the committees that fall under this category are:

- Shop Steward
- OH&S
- Essential Service
- Classification
- Workload
- Return-to-Work
- Contracting-In

## EQUITY STANDING COMMITTEES

Under Article 13 of the *HEU Constitution and By-Laws*, there are five (5) equity standing committees. You are strongly encouraged to set up committees that support the equity standing committees and their initiatives. At minimum, as a chairperson, you must be aware of how members in your local, who are part of these equity groups, can contact their provincial committees.

**There are five (5) Equity Standing Committees:**

### 1. Ethnic Diversity:

One Union, many colours! A true measure of the strength of a union is the diversity of its membership. The Committee for Ethnic Diversity uses education and action, at the workplace and within our union, to make us all aware that there is unity in diversity.

The committee aims to break down barriers to develop a better understanding among HEU members by educating each other on the diversity of their backgrounds, and raising awareness about the physical, emotional and mental hazards of racism and discrimination.

### 2. Indigenous Peoples:

The Indigenous Peoples Standing Committee seeks to educate all HEU members, and raise awareness about Indigenous culture and issues within the union. Any Indigenous member (off- or on-reserve, status or non-status) is welcome to participate in this committee.

The committee is interested in ideas for educating members, issues regarding culture, environmental concerns, land claims, spirituality, self-government and treaty negotiations, and anything important for recognition. They aim for unity and a sense of belonging in our union.

### 3. People with DisAbilities:

The People with DisAbilities Standing Committee is for HEU members who are disabled and working, on long-term disability (LTD) or WorkSafeBC (previously WCB) programs, or who have been on sick leave for a long time.

Disabilities can be physical (i.e. blindness, deafness, loss of limb activity), invisible (i.e. epilepsy, diabetes, severe allergies, chronic pain), or mental (i.e. learning, psychiatric, intellectual). Human Rights laws also define drug and alcohol dependence as disabilities.

The committee promotes the contributions of workers with disabilities, and works toward breaking down barriers for people with disabilities.

#### **4. Pink Triangle:**

The Lesbian and Gay Standing Committee became the Pink Triangle Standing Committee in 2008.

The committee works to improve and enhance awareness of lesbian, gay, bisexual, transgender, two-spirit, intersex, queer and questioning members of our union. It provides a networking support system to guarantee HEU members have a safe, positive and harassment-free workplace. The committee's main goal is to eliminate homophobia and transphobia, and address oppression.

#### **5. Women's:**

The Women's Standing Committee was enshrined at HEU's 2008 convention. HEU has a long history of fighting for the rights of women, both in the workplace and community. The committee continues that legacy by working to advance economic and social equality for women and girls within the union, and in cooperation with women's and human rights groups in B.C. and across the country.

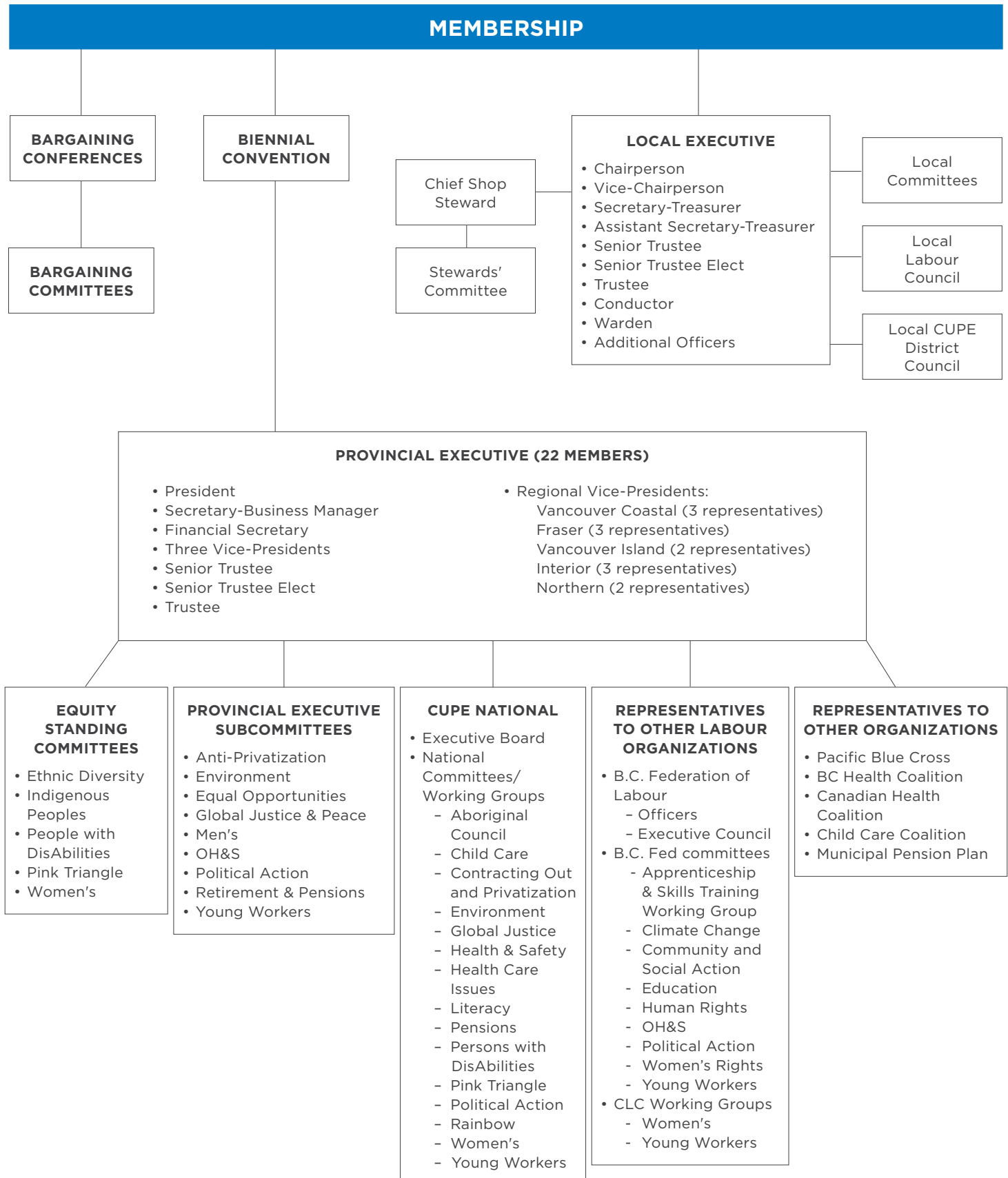


TAB NINE

## HEU Organizational Charts

(See next page for political structure and operational structure charts)

# HEU Political Structure



# ADMINISTRATIVE COMMITTEE

SECRETARY-BUSINESS MANAGER

```

graph TD
    President[President] --- FinancialSecretary[FINANCIAL SECRETARY]
    President --- SecretaryBusinessManager[SECRETARY-BUSINESS MANAGER]
    
    FinancialSecretary --- CoordinatorFinance[Coordinator Finance]
    FinancialSecretary --- AdministrativeAssistantHumanResources[Administrative Assistant to Coordinator of Human Resources]
    
    CoordinatorFinance --- FacilitiesOperationsManager[Facilities Operations Manager]
    CoordinatorFinance --- Accountant[Accountant]
    CoordinatorFinance --- TeamLeadIT[Team Lead IT]
    
    Accountant --- FinanceOfficeStaff[Finance Office Staff]
    TeamLeadIT --- ITStaff[IT Staff]
    
    SecretaryBusinessManager --- CoordinatorPolicyPlanning[Coordinator Policy and Planning]
    SecretaryBusinessManager --- CoordinatorPrivateSectorMembership[Coordinator of Private Sector Membership Servicing]
    SecretaryBusinessManager --- GeneralCounsel[General Counsel]
    SecretaryBusinessManager --- AssistantSecretaryBusinessManager[Assistant Secretary-Business Manager]
    
    CoordinatorPolicyPlanning --- DirectorCommunications[Director Communications]
    DirectorCommunications --- CommunicationsStaff[Communications Staff]
    CoordinatorPolicyPlanning --- DirectorResearchPolicy[Director Research & Policy]
    DirectorResearchPolicy --- ResearchStaff[Research Staff]
    
    CoordinatorPrivateSectorMembership --- DirectorTeamOrganizing[Team Leader Organizing]
    DirectorTeamOrganizing --- InternalOrganizers[Internal Organizers]
    DirectorTeamOrganizing --- Organizers[Organizers]
    
    DirectorTeamOrganizing --- DirectorBargaining[Director of Bargaining]
    DirectorBargaining --- Bargainers[Bargainers]
    
    DirectorTeamOrganizing --- DirectorPrivateSectorMembershipServices[Director of Private Sector Membership Services]
    DirectorPrivateSectorMembershipServices --- PrivateSectorServicingStaff[Private Sector Servicing Staff]
    
    DirectorTeamOrganizing --- DirectorVancouverIsland[Director Vancouver Island]
    DirectorVancouverIsland --- VancouverIslandServicingStaff[Vancouver Island Servicing Staff (Victoria, Courtenay)]
    
    DirectorTeamOrganizing --- DirectorVancouverCoastal[Director Vancouver Coastal]
    DirectorVancouverCoastal --- VancouverCoastalServicingStaff[Vancouver Coastal Servicing Staff (Provincial Office)]
    
    DirectorTeamOrganizing --- DirectorFraser[Director Fraser]
    DirectorFraser --- FraserServicingStaff[Fraser Servicing Staff (Provincial Office)]
    
    DirectorTeamOrganizing --- DirectorPHSA[Director PHSA]
    DirectorPHSA --- PHSAStaff[PHSA Servicing Staff (Provincial Office) and Classification Rep]
    
    DirectorTeamOrganizing --- EDMPAdministrator[EDMP Administrator]
    
    AssistantSecretaryBusinessManager --- DirectorEducationHumanRights[Director Education and Human Rights]
    DirectorEducationHumanRights --- EducationStaff[Education Staff]
    DirectorEducationHumanRights --- EquityOfficer[Equity Officer]
    
    AssistantSecretaryBusinessManager --- DirectorOHS[Director OHS]
    DirectorOHS --- OHSWCBAppealsStaff[OHS and WCB Appeals Staff]
    
    AdministrativeAssistantSecretaryBusinessManager[Administrative Assistant to Secretary-Business Manager, Assistant Secretary-Business Manager, Coordinator of Policy and Planning]
    AdministrativeAssistantFinancialSecretary[Administrative Assistant to Financial Secretary and Coordinator of Finance]
  
```





## TAB TEN

# Education

Education is key to a successful local. The local executive should help all activists and members access information and dialogue with other activists within HEU, other unions, the broader labour movement, and community groups.

HEU holds many educational opportunities which are open to all members. Information about these courses are included in the secretary-treasurer mailings and should be posted on union boards. Information can also be found on the HEU website and on HEU's Facebook page(s).

Here are some workshops and training that HEU has offered:

- Table Officers' Training
- Shop Steward Workshop (Level 1 and 2)
- Chief Shop Steward Workshop
- Occupational Health & Safety Workshops (Introductory & Advanced)
- Know and Enforce Your Rights Workshop
- Demystifying Classification Workshop
- Supervisors Workshop
- Workload Workshop
- Workplace Mental Health Workshop

- Human Rights and the Duty to Accommodate Workshop
- Getting Involved Workshop
- Women in Leadership Workshop
- Women Breaking Barriers Workshop
- Introduction to Equity Workshop
- Truth and Reconciliation Workshop
- Domestic Violence at Work Workshop
- HEU Solidarity and Inclusive Leadership Training
- Member Facilitator Training

Educational opportunities offered by the B.C. Federation of Labour are advertised in BCFL bulletins, and are often included in HEU's secretary-treasurer mailings. They may include:

- Conferences and Workshops
- Health and Safety
- Young Workers' Retreat

Members may be eligible for reimbursement of up to \$350 per year for registration fees related to their labour studies.



## TAB ELEVEN

# Communication, Getting Our Message Out

Maintaining open communication within your local and externally is an important job for you as chairperson. As chairperson, you can build the profile of your local and help set the standard for HEU as the “Heart of Health Care”. There are many ways to do this. Here are a few ideas for building participation and raising the profile of your local.

## SOCIAL MEDIA

HEU has a robust and engaging social media presence including Twitter, Instagram and Facebook (search for Hospital Employees’ Union). These channels are a great source of information for educational opportunities and upcoming events.

Locals are also encouraged to use social media as a way to connect with members. It can be used as a “union board” for sharing HEU posts, for meeting notices, and for union activities, including posting pictures (with permission) of local members at union events.

It is suggested that Facebook pages be “closed” groups and encourage members to add other members. It is important to note, pages like this should be monitored closely. This is to ensure confidential information is not shared or accessible to the employer. Interactions between members should be respectful at all times.

## THE BOUTIQUE

Locals can order a variety of items, such as HEU banners, signs, T-shirts and flags to show union pride and solidarity from the HEU Boutique for:

- Demonstrations
- Marches
- Rallies
- Picket support
- Community events
- Local meetings

## SOLIDARITY

Write letters of support and sign petitions about issues that your local is passionate about, and encourage other local executives, activists and members to do the same. Possible letter topics might include:

- Support for other unions
- International solidarity issues
- Social causes
- Women's issues
- Letters to the Editor of local newspapers: on privatization, Medicare, pensions, Employment Insurance (E.I.), child care.

## OUTREACH AND BUILD ALLIANCES

Outreach and build alliances with other unions and progressive organizations. Find out who is taking action in your community about issues that are important to your local. Possible alliances might be built with:

- Labour councils
- Political parties (promote our issues)
- Community organizations and coalitions
- Seniors' groups

## HIGHLIGHT HEU CAMPAIGNS AND EVENTS

To highlight HEU campaigns and events, sponsor or acknowledge HEU campaigns and events such as Care Can't Wait and HEU Day (October 13).

Hold picnics, events, dinners or dances to mark or celebrate special occasions in your community and around the world. If you can't gather in person, hold a "social hour" online. Encourage members to attend activities hosted by other unions, labour councils and progressive organizations. For example, many organizations hold events to mark International Women's Day, May Day, Labour Day, and Pride events.

## PRIVACY AND MEMBER INFORMATION

In the course of local business, you may collect information from members, including their contact information. Locals have a responsibility to keep this information secure and ensure it is not used for purposes that were not clear to members when it was collected. It's important that you do not provide membership information to outside organizations, including political parties or to community groups. Unless they're conducting business of the local, this data should not be given to members either.

## TAB TWELVE

# Parliamentary Procedure Glossary

## A

### **Abstain**

Decline to vote on a question or motion.

### **Acclamation**

When someone wins election because there are no other candidates.

### **Ad hoc**

A temporary committee, set up for a specific purpose; it ends when its work ends.

### **Adjourn**

A motion to end the meeting.

### **Adopt, adopt a report**

Accept a motion; accept a report, including actions described in the report.

### **Affirmative vote**

A vote in favour of the motion.

### **Alternate**

A member who substitutes for another member.

### **Amendable**

A motion that can be changed (amended).

### **Amendment**

A motion that proposes a minor change to a motion without changing the intent.

### **Appoint**

Name or assign a person to hold a position or be part of a committee.

### **Approve**

Confirm, authorize.

### **Assembly**

A meeting or larger gathering; a group of people gather to discuss issues and make decisions.

## B

### **Ballot vote**

A secret vote on paper; the meeting collects and counts the ballots and announces a final count.

### **Business**

Items that come before a meeting.

### **By-Laws**

The rules that apply to the operation of your local union, as approved by the Provincial Executive.

## C

### **Caucus**

A meeting of a sub-group of members to discuss and plan an issue or motion.

### **Chair**

The person who leads a meeting, also known as a Presiding Officer.

### **Challenge to the Chair**

During a meeting, an appeal of a decision that the chair made.

### **Close debate**

The chair stops discussion on a motion.

### **Close nominations**

The person in charge of elections at a meeting ends the part of the election that allows members to nominate candidates to a position.

### **Committee**

A person or group of people that the local appoints or elects to investigate, recommend, or act on an issue.

### **Committee report**

When a committee provides details on its work to the local's executive and members.

### **Counted vote**

A vote where members raise their hand or stand; different from a ballot vote.

## D

### **Debatable**

Motions that members at a meeting can discuss and question.

### **Debate**

The time set aside for members to discuss, question and argue on a motion.

### **Dispose of (a motion)**

When members are finished with a motion; when members at a meeting have voted on a motion. See Reconsider (the opposite).

## **Divide the question**

A motion to separate a main motion and an amendment; if approved, the meeting will vote on the motion and amendment separately.

## E

### **Entertain a question**

The chair asks members for a formal motion on an issue.

### **Executive board**

The local executive, which consists of elected officers.

### **Executive committee**

A committee of the local executive that normally consists of the president, vice-president, recording secretary and secretary-treasurer. A local's by-laws may allow other positions to be part of this committee. The group is also called table officers; they are responsible for functions of the local union when the full executive is not meeting.

### **Expanded negative**

An amendment which, if carried, would produce the same result as a "NO" vote on the main question. Such an amendment is not in order if it contradicts or opposes the main motion.

## F

### **Floor, 'to have the floor'**

A member speaks at a meeting; the chair recognizes a member, which gives them the right to speak.

## G

### **Gavel**

A mallet (wooden hammer) the chair uses during a meeting, to keep order. It symbolizes rules of order and the role of the chair.



## I

### **Item of business**

An agenda item, such as a report, an issue or a motion.

### **Incidental motion**

A motion about another motion that is on the floor.

## L

### **Lay on the table**

A motion to put aside (or table), a main motion until a later, unknown time.

### **Limit or extend debate**

A motion that reduces or increases the number and length of speeches, or the length of debate, on a main motion.

## M

### **Main motion**

The motion that brings an issue to the floor of the meeting.

### **Majority (vote)**

More than half the votes cast.

### **Meeting**

When members gather to discuss issues and make decisions.

### **Member**

A person who belongs to the union.

### **Minutes (of a meeting)**

A written record of what happened at a meeting and what the meeting decided.

### **Motion**

A formal proposal that asks members at a meeting to decide on a certain action; it is also called 'the question'.

### **Move**

How a member launches a motion at a meeting: "I move that..."

### **Mover**

The person who makes a motion.

## N

### **New business**

Agenda items that relate to new issues.

### **Nomination**

During an election, a member suggests someone as a candidate for an office or position.

### **Nominee**

A person nominated for a position during an election.

### **Notice of meeting**

An official, written announcement that provides union members with an agenda for an upcoming meeting.

### **Notice of motion**

An official announcement that describes a major issue the local wants members to debate and discuss at an upcoming meeting.

### **Null and void**

Cancelled or invalid.

## O

### **Objection**

A member formally opposes or challenges an item or procedure at a meeting.

### **Officer**

A union member who is elected to act on behalf of the local or union.

### **On the floor**

The time when a motion is being discussed and debated at a meeting.

### **Order of business**

The items on an agenda.

### **Orders of the Day**

An agenda item that the meeting will deal with at a specific time.

### **Out of order**

A motion, action, request or procedure that does not follow the rules of order.



## P

### **Parliamentarian**

A person who knows parliamentary procedure and provides the chair with advice on the rules.

### **Parliamentary procedure**

A system of rules to conduct effective meetings.

### **Point of information**

A question to the chair for information about the business the meeting is discussing.

### **Point of order**

A formal question to the chair about whether the meeting is following correct procedures.

### **Point or question of personal privilege**

An urgent question that asks the chair for an immediate ruling; often relates to misconduct by another member, illness or a desire to leave the meeting.

### **Point or question of privilege**

An urgent question that asks the chair for an immediate ruling; it relates to the rights of members and how well they can participate, in the meeting; points may include comfort or safety in the room, and ability to hear the proceedings.

### **Postpone to a certain time**

A motion to postpone discussion and voting on a motion until a later date or time.

### **Postpone indefinitely**

A motion that stops discussion on a main motion and avoids a vote.

### **Precedence of motions (order of precedence)**

The ranking of motions from highest to lowest; this determines the order in which the chair must deal with motions.

## **Present**

When a member is physically present at a meeting; a certain number of members must be present to achieve quorum.

### **Preside over**

To chair a meeting.

### **Presiding officer**

The person in charge of the meeting, also called the chair.

### **Previous question, call the question**

A motion to stop debate of the motion on the floor. If the motion passes, the chair calls for an immediate vote on the motion.

### **Put the question**

The chair asks members to vote now on a motion.

## Q

### **Question**

Another term for a motion.

### **Quorum**

The number of members who must be present (in the room) for the meeting to be valid and to proceed.

## R

### **Receive a report**

Hear a report without taking action.

### **Recess**

A short break that does not end the meeting.

### **Recognize a member**

The chair acknowledges a member's right to speak; allows the member to speak.

### **Reconsider (Motion to)**

A motion that, if approved, will allow a meeting to debate and vote again on a motion already decided.

### **Recount**

Count the vote again.

### **Refer to a committee**

A motion that sends a main motion to a smaller group within the local; this group will think about and discuss the motion outside the meeting; the committee may bring the motion to a future meeting so members can debate and vote on it. The referral can be with or without instructions.

### **Report**

A formal communication to a meeting from a committee or officer.

### **Resignation**

A member gives up an office, position or appointment.

### **Resolution**

A formal proposal on an important issue, raised at a convention. A resolution calls for action and states the reasons for the action.

### **Roll call**

At the start of a meeting, announcing the names of officers to determine who is present; this roll call becomes part of the minutes of the meeting.

### **Roll call vote**

A way of voting on a motion; when a member's name is called out, they state their vote, for or against the motion.

### **Rules of order**

Written rules apply to how the local union conducts meetings.

### **Ruling**

A decision made by the chair.

## **S**

### **Second a motion**

A member who did not launch a motion states their support for having the motion considered.

### **Seconder**

The member who seconds a motion.

### **Secret ballot**

A ballot vote where members' votes are kept secret.

### **Show of hands vote**

A way of voting on a motion; members raise their hand to express their choice, for or against, the motion.

### **Speaker**

A member who has the floor; "the chair will first recognize the speaker as having the right to speak at the meeting.

### **Standing committee**

A permanent committee of the local; it holds regular meetings.

### **State the motion**

The chair reads the motion to the meeting before discussion and again before the vote.

### **Subsidiary motions**

Motions that change, postpone or put aside a motion (question) that the meeting is dealing with.

### **Substitute amendment**

A motion that deletes words from a main motion and inserts new words to replace them.

### **Suspend the rules**

A meeting decides by a 2/3 vote to stop the meeting to deal with urgent business.

### **Sustain the decision of the chair**

Members at a meeting decide to support and uphold a chair's ruling after someone challenged it.

## **T**

### **Table**

A shorter way to refer to the motion to "lay on the table".

### **Table officers**

The local executive committee; it normally includes the chairperson, vice-chairperson, secretary-treasurer and assistant secretary.

### **Take from the table**

Take another look at a motion that was laid on the table, or "tabled"; resume debate on such a motion.

**Term of office**

The length of time a member serves in an elected or appointed role.

**Tie vote**

An equal numbers of votes for and against a motion. The motion fails because there is no majority vote.

**Tile the doors**

Closing the doors to prevent anyone from coming in or leaving the room until a vote is complete.

**Two-thirds vote**

At least two-thirds of members present and voting must vote in favour of a motion for it to pass.

**U****Unanimous vote**

All members voted in favour of a motion; there was no opposition.

**Undebatable**

No debate is allowed on certain kinds of motions.

**Unfinished business**

Issues and motions that come from a previous meeting.

**V****Vacancy**

An office or position that is empty (unoccupied).

**Vacate the chair**

When the chair wants to be part of a debate, they will request that another member chair the meeting temporarily; usually the vice-chairperson or secretary-treasurer will take over.

**W****Withdraw a motion**

A member who moved a motion requests that the meeting no longer consider it. Once the chair has stated the motion aloud, only a majority vote can withdraw the motion.

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*Acknowledgement: This glossary is based on a glossary developed by Nancy Sylvester, a writer and trainer on parliamentary procedure.*



### TAB THIRTEEN

## Connecting With Other Unions

At a provincial level, HEU is building strong ties to the unions we work and bargain with. Unity is essential to building the strength of the labour movement. Listed below are some groups we work with:

- B.C. Federation of Labour (BC Fed), [www.bcfed.ca](http://www.bcfed.ca)
- Canadian Labour Congress (CLC), [www.canadianlabour.ca](http://www.canadianlabour.ca)
- Canadian Union of Public Employees BC Division (CUPE BC), [www.cupe.bc.ca](http://www.cupe.bc.ca)
- CUPE National, [www.cupe.ca](http://www.cupe.ca)
- B.C. Government and Service Employees' Union (BCGEU), [www.bcgeu.ca](http://www.bcgeu.ca)
- BC Teachers' Federation (BCTF), [www.bctf.ca](http://www.bctf.ca)
- Health Sciences Association (HSA), [www.hsabc.org](http://www.hsabc.org)
- Local 882 International Union of Operating Engineers (IUOE), [www.iuoe882.ca](http://www.iuoe882.ca)
- Local Labour Councils can be found through the CLC, [www.canadianlabour.ca](http://www.canadianlabour.ca)
- UFCW Local 15, [www.ufcw1518.com](http://www.ufcw1518.com)
- Unite Here Local 40, [www.uniteherelocal40.org](http://www.uniteherelocal40.org)
- United Steelworkers District 3 (USW), [www.usw.ca/districts/3](http://www.usw.ca/districts/3)

As a chairperson, it is important to keep an ongoing open dialogue with all unions. While this may be difficult at times, we need each other, not just when we have to coordinate and designate essential services, but to have a united front in our goal to achieve a living wage, increase the minimum wage, advocate for improvements to senior's care, social housing, and other social justice issues.



## TAB FOURTEEN

# Annual Labour Events & HEU Days

### January

- Local Elections
- Canadian Labour Congress Winter School

### February

- Black History Month
- Canadian Labour Congress Winter School
- Pink Shirt Day

### March

- Community Social Services Month
- International Women's Day (March 8)
- International Day for the Elimination of Racial Discrimination (March 21)
- World Water Day (March 22)

### April

- World Health Day (April 7)
- International Day of Pink
- Earth Day (April 22)
- National Day of Mourning (April 28)



## May

- May Day – International Workers’ Day (May 1)
- International Day against Homophobia and Transphobia (May 17)

## June

- Miner’s Memorial
- Injured Workers’ Day (June 1)
- World Environment Day (June 5)
- Collective Bargaining Rights Day (June 8)
- National Indigenous Peoples Day (June 21)
- Pride Events

## July

- Summer Institute for Union Women
- Pride Events

## August

- Pride Events

## September

- Labour Day
- Orange Shirt Day (September 30)
- Pride Events

## October

- International Day of Older Persons (October 1)
- International Day of the Girl (October 11)
- HEU Day (October 13)
- International Day for the Eradication of Poverty (October 17)

## November

- At your November local meeting, make sure you establish the method of conducting HEU local elections and electioneering, unless covered by *Local By-Laws*
- Transgender Day of Remembrance (November 20)

## December

- World AIDS Day (December 1)
- International Day of Persons with Disabilities (December 3)
- National Day of Remembrance and Action on Violence against Women (December 6)
- International Human Rights Day (December 10)
- Migrant Workers Day (December 18)
- \*Does not include “occupational” days



## TAB FIFTEEN

# Contact Us

### **Provincial Office**

5000 North Fraser Way  
Burnaby, B.C. V5J 5M3  
604-438-5000  
1-800-663-5813 (toll-free)  
fax: 604-739-1510





### **Okanagan Office**

100-160 Dougall Rd. South  
Kelowna, B.C. V1X 3J4  
1-800-219-9699 (toll-free)  
fax: 1-250-765-0181

### **Kootenay Office**

745 Baker Street  
Nelson, B.C. V1L 4J5  
1-800-437-9877 (toll-free)  
fax: 1-250-352-6999

### **Online Platforms**

-  [heu.org](http://heu.org)
-  Hospital Employees' Union
-  @HospEmpUnion
-  heu\_in\_bc

### **Northern Office**

1197 Third Avenue  
Prince George, B.C. V2L 3E4  
1-800-663-6539 (toll-free)  
fax: 1-250-562-3645

### **Vancouver Island Office**

201-780 Tolmie Avenue  
Victoria, B.C. V8X 3W4  
1-800-742-8001 (toll-free)  
fax: 1-250-480-0544

### **Vancouver Island - Comox Office**

6-204 North Island Highway  
Courtenay, B.C. V9M 1C7  
1-800-624-9940 (toll-free)  
fax: 1-250-331-0673

### **Email**

-  [heu@heu.org](mailto:heu@heu.org)