



THE GUILD GUIDE

table of contents

Welcome to the Guild	2
You and the union	4
Paperwork and policies	9
Pay, hours and benefits	12
Job security	16
Getting ahead	18
Training	21
Changing jobs	23
Problems at work	24
Workplace politics	26
Looking ahead	27
Appendix A: So, who do I call?	28
Appendix B: The Guild at the CBC	29
CMG National Executive Committee	30
CMG Staff	31
Appendix C: How can I get involved?	32

Welcome to the Guild

So you landed yourself a job at the CBC only to find out that you're automatically involved in a union – the Canadian Media Guild. Uh-oh, you think, as visions of picket lines creep into your head. That pervasive stereotype pops into your head: some burly guy hovering over you, making sure you're keeping up your end of the "Solidarity Forever" chant.

Well, it ain't necessarily so.

The total number of times the Guild has gone on strike at the CBC since negotiating a first contract for radio news reporters and announcers back in 1953 is – zero. Zip. Nada.

Yeah, we were locked out – once – on Aug. 15, 2005, for eight weeks. And other unions at the CBC have gone on strike – or been locked out – over the years.

Fact is, strikes or lockouts are rare. They're the last resort in securing better working conditions or protecting hard-earned rights negotiated in previous contracts. The Guild is keen to maintain its record of no strikes at the CBC – but not at any cost.

The lockout may go down as the defining moment in the building of the Canadian Media Guild. It's because we all played critical roles – from maintaining picket lines, to picking up and delivering donations of food, to producing podcasts, alternative news websites and blogs. Each and every one of us showed that WE are the CBC and without us, there is no CBC.

In the end, the Guild was able to fight off management's attempt to replace permanent jobs with as many temporary



contract positions as it saw fit. And that is a good thing, especially if you're at the beginning of your career and you want the stability and quality of life that a permanent job can offer. Try persuading a loans officer to approve your mortgage application with a 13-week contract in your back pocket.

We all came together in 2005 to make the Guild what it is today: a strong, united – what's the word? – union. And to keep up our strength into the future, the Guild needs the support and involvement of members like you.

This handbook is designed to answer some of the questions you might have about the Guild – and to help you find your place in it. It came together after a series of meetings with new members across the country. We listened to your concerns – and came up with a list of 60 questions you wanted answers to – from issues like union dues to claiming overtime to getting ahead and dealing with conflicts in the workplace.

If we've missed a few – tell us. We'll fix it.

This is your guide: your input helped create it and your comments will ensure it evolves to meet the needs of new members. It's the same with the Guild. New members bring new ideas – and that can only help the Guild better respond to the needs and aspirations of one of the most flexible workforces in Canada.

NOTE: Information in this booklet is intended to assist members in understanding their collective agreement. It is not intended to serve as an interpretive document. Please refer to the collective agreement for the actual language.

You and the union



1. Why do I pay union dues?

When you start working for the CBC – either in the production of programming or in clerical or administrative positions, supporting the people who do make the programs – you begin a relationship with the Canadian Media Guild. Federal labour laws recognize the Guild as the exclusive bargaining agent for camera operators, writers, reporters, producers, floor directors, radio technicians, make up artists and almost all non-management employees at the CBC.

The Guild collects dues to fund things like contract negotiations, representing you in arbitration or grievance procedures, training members, and maintaining national and regional offices.

You pay 1.55% of what you earn at the CBC in union dues – up to a maximum of \$1,500 a year.

Your dues are more like an insurance premium than a tax. They will pay your benefits during a lockout or strike. And they can be claimed as a tax credit, reducing the amount of income tax you pay.

2. I haven't signed a union card. Should I?

You aren't a member of the union until you've signed a card. Signing a union card allows you to vote in Guild elections and run for an elected position in the union – and to collect strike or lockout benefits should that ever become necessary. And, by the way, it also allows you to show your friends and relatives that you're proud to be a union member.

3. Does joining a union mean I'll go on strike?

More than 98% of collective agreements in Canada are negotiated without a work stoppage. The Guild has never gone on strike at the CBC. Its members were locked out by CBC management in August 2005 – a rare and extreme step. Because of the resolve of its members, the Guild successfully turned back the corporation's bid to get rid of a lot of full-time jobs.

4. What type of employee am I?

You're one of 5,500 of the best employees in Canada!

Under the collective agreement, there are four ways you can be hired into a Guild job at the CBC:

- As a permanent employee
- As a temporary employee
- As a contract employee
- As a freelancer

You're permanent if you are performing ongoing work and not filling in for someone else. You enjoy full benefits.

You are a temporary employee if you are hired to fill in for someone who is absent from his or her job – or if you’ve been hired for a special project, like an election. If you work for less than 13 weeks, you should be paid 12.5% on top of your base salary instead of benefits and pension. If you work longer than 13 weeks, you join the benefits plan, which covers you and your family for things such as prescription drugs, a semi-private hospital room, prescription eyeglasses or contact lenses, physiotherapy, orthotics, and trips to the dentist.

The CBC is also permitted to hire people on contract, as long as the number of people on contract does not exceed a number equal to 9.5% of the permanent workforce. Your contract sets out your classification, salary level and start and end dates of your contract. No contract can be less than 13 weeks.

You can also be hired as a freelancer if you’re providing a one-time service for a specific program or segment, like Commentary for radio or a column for CBC.ca.

For full details, check Article 27 of the contract.

By the way, one thing you cannot be is “casual.” Look for the word “casual” in the contract. You won’t find it.

Management will often use the word to refer to per-occasion temporaries. That’s a person who is called in from time to time to fill in, usually when someone calls in sick or goes on vacation.

Per-occasion temporaries are valued members of the Guild – and we want to help you get more regular or permanent work.

No matter what your status is, this is your union.

5. What can the union do for me?

Well, it can’t mend a broken heart but it can help you, whether you are a contract employee, a temporary employee, a freelancer or on permanent staff. The Guild is there:

- To help if the terms of your employment are being abused.
- When you have a question about whether you are being paid properly.
- If you need to talk to someone – confidentially – about how to handle a sensitive work-related issue.

Why paying union dues isn't just another tax.

- To help you in the fight to get your job back, if you were unfairly or illegally let go.
- To make sure management respects the terms of the contract.

6. Who is my union rep?

Sometimes that person sitting next to you is your union rep. After all, there are dozens of people who work for the CBC across the country who are also committed to helping you get through the complexities of life at the CBC. The complete list – from coast to coast to coast – is available online at <http://www.cmg.ca/cbcbranchcontacts.asp> .

7. What is the collective agreement & where can I get a copy?

The collective agreement sets the ground rules for your job at the CBC on things such as your working conditions, pension and benefits, your rights if you receive a lay-off notice, and what you can expect to be paid.

Among a lot of other things, it spells out the kinds of steps you can take if your supervisor or a co-worker is not treating you fairly or appropriately.

You can get an old-fashioned paper copy from the Guild office or from your nearest Guild rep. Or you can go straight to the web at <http://cmg.ca/cbcbranchhome.asp>. You can right-click on the link and save it to your computer.

8. How come sometimes the CBC says the collective agreement means one thing and the union says it means something else?

Language is a funny thing. My half-empty glass is your half-full flute. Even after employees and managers agree to put certain words in a contract, we don't always agree on what that language means when a real-life situation comes up later. Sometimes it takes a third party to sort things out.

Your boss may ask you to do something that he/she believes is covered under the contract. You may not agree. You can check with the Guild and if we determine that the Corporation is violating the language of the contract, we can take the appropriate steps to make sure your rights are respected.

9. How can I find out about union events?

There are bulletin boards in each location across the country that are exclusively for Guild information. Check them periodically, and ask your local reps about activities when you have a chance to chat at the office.

The Guild's website at <http://www.cmg.ca> is also updated regularly, and many of the guild locals have their own sites (a full list of links is at <http://www.cmg.ca/cbcbranchlocationunitlinksEN.shtml>). Plus, once every two years the CMG holds a convention and members like you become delegates and help set priorities for the Guild.

10. What are the Guild's priorities?

Peace, order and good government. No – wait. That's the BNA-Act of 1867.

But when you come right down to it, the Guild's priorities are pretty close to that as well. First and foremost, the Guild is here to help you establish a career that will allow you to enjoy a decent quality of life, without having to constantly worry about whether you'll still have a job tomorrow. But Guild staff and activists work on all kinds of issues that members have said are important, such as making sure public broadcasting is healthy in Canada and making sure that someone is always available to help a member in need.

Paperwork and policies

11. What paperwork do I have to sign after I'm hired?

Contract or staff, most of the paperwork you'll be required to complete is fairly standard. Everyone – even per occasion temporaries – fills in the form that tells payroll what your basic personal deductions are.

If you work 13 weeks or longer and will be receiving benefits, you will also have to fill in forms for life insurance, Supplementary Health Care Plan (if you opt to enroll) and the pension plan (if you are permanent).

Full details are on the CBC's intranet site at http://intranet/policies_en/hr/.

There are two other forms you may have to sign as well. One is the "solemn declaration," in which – among other things – you promise not to use your position for personal gain. The other is the Acknowledgement of CBC Policies and Guidelines, in which you affirm that you have read the Corporation's policies and the guidelines that staff has to abide by, including the Code of Conduct.

I didn't know what was expected of me. I got the feeling they thought I couldn't cut it because I had to ask.

12. What is the CBC code of conduct?

Simply put, it's the body of rules and regulations you must follow while you are conducting CBC business. The Code's opening paragraph says:

As Canada's national, publicly funded broadcasting service, the CBC is entrusted with the public's confidence in its objectivity, integrity and professionalism. The integrity of the CBC is shaped by the individual integrity of each of its employees, in their work and outside.

We are paid by the people of Canada, to serve the people of Canada. They've put a lot of trust in us. We owe it to them not to abuse that trust.

The Code of Conduct is on the CBC's intranet at http://intranet/policies_en/hr/conflict.htm#appendixA

13. What other documents might I be asked to sign?

Other types of documents you may be required to sign from time to time include:

Overtime buyouts: if you're about to begin an assignment that could incur a lot of overtime, the Corporation might try to negotiate a flat rate with you. Don't do it, until you check with the Guild.

Workload agreement: if you're a self-assigning producer who does not get overtime, for instance, you can negotiate agreements on your workload and extra time off, additional remuneration, etc.

14. How long is probation?

Normally, when you're hired to a permanent position, you will be on probation for 9 months. Your manager has the option of extending your probationary period by three months or ending it earlier.

15. Does the CBC have a "file" on me?

You bet. Just like any large corporation, the CBC has files on all people who work for it. It mainly contains your employment history, rate of pay, annual leave allotment, etc. You can access some of that information on the CBC's intranet site at Hr @ my fingertips – <https://hr.cbc.ca/apps/ehr/redirector.asp?page=ehr/misc/login/agreement.pagedocument&lang=en> – but only if you're inside a CBC building or online through a VPN connection. By law, you are allowed to look at your file any time.

Your file could also contain other material such as disciplinary letters, if you've had a major run-in with your boss. If it ever comes to that, you will be informed that a letter is being placed in your file. And as long as there's no further infraction, that letter must be taken out of your file after two years.

You do have the right to challenge such a letter by requesting a meeting. You have the right to bring along a union rep to the meeting.

16. Do I get company email?

Absolutely. Your supervisor will usually get your unit manager to set up your e-mail account as soon as you start working for the corporation.

You should never use your personal e-mail to correspond with anyone on company business. That goes for cell phones and other equipment as well, especially if it will incur a cost for you.

An exception might be if you are working on a sensitive story and the person you are contacting would rather not receive e-mail from a CBC address.

Pay, hours and benefits



17. How do I get paid?

The vast majority of CBC employees are paid through direct deposit. Some freelancers may still be paid by cheque. The collective agreement requires all permanent and temporary staff to be paid through direct deposit.

18. How do I know if I am being paid enough?

Pay scales are available in the collective agreement, Article 54. If you have questions about what you are being paid, talk to a member of your local Guild executive.

19. Do I have to sign a contract?

Only if you're on a contract. Temporary and permanent employees don't sign contracts.

20. How am I assigned – or how does my scheduling work?

There are three ways you can be scheduled at CBC: daily, weekly or self-assigned.

If you're expected to work a set shift every day – say 7:00 a.m.–3:15 p.m. – you are daily scheduled. Work beyond those hours and you are paid overtime.

There's a Catch-22. You're more valuable to the company if you do many different jobs well — but they won't give you full-time work in one job because you do them all so well.

If you're expected to work certain days of the week, but can decide when you come and go, you are weekly assigned. Your normal workweek is either 36.25 or 38.75 hours, depending on your classification. You are eligible for overtime pay for anything beyond that.

You're self-assigned if you can set your own workday and work hours. You can't claim overtime or unused days off. You can negotiate a workload agreement, which involves an annual review with your supervisor of your assignment and expected pattern of work. You can use that review to negotiate changes, if you feel your workload is too heavy.

Check Article 58 of the collective agreement for full details on how you are scheduled.

21. How many “jobs” can I be assigned to do on a single day?

Ah, multi-tasking. The collective agreement makes no comment on the specific number of functions an employee can do in a day. But common sense dictates that spreading you out too thinly will adversely affect the quality of your work.

There are provisions in the contract (Article 33 on Assignment and Article 44 on Workload) that outline what can be done to address problems when they arise.

In some cases, you may reasonably be able to tackle several tasks in a single type of work or a variety of tasks of different

kinds of work in a day. In other cases, you may have been given way too much to do in too short a time.

None of those cases include fetching coffee for the boss – unless you want to.

22. Do I get breaks?

Most of us are allowed a half-hour (unpaid) lunch break and two (paid) 15-minute breaks during the day – unless you are self-assigning. In some locations, you're allowed an hour (unpaid) lunch. Full details on meals and breaks are available in Article 59 of the collective agreement.

23. When is the end of a shift the end of a shift?

If you're a daily scheduled employee, your shift has a defined ending time. Anything beyond that is overtime.

24. Why are my shifts so irregular?

Under the collective agreement, supervisors are required to make their best effort to ensure that you don't have too many different start times during a workweek. You also have to have at least 12 hours between the end of one shift and the beginning of the next.

Once a schedule is posted, your supervisor is required to give you 72 hours notice of a change in your shift. If your supervisor wants to make changes to your scheduled shifts with less notice, s/he must obtain your consent.

25. How do I fill out my timecard?

Most timecards are electronic and come to you already filled out based on your schedule. If what you actually worked is different from what is listed – such as overtime or a temporary upgrade – mark down the changes using the spaces provided or, if necessary, in the comments section. If you have any problems filling out your timecard, call the Shared Services Organization.

If you are working as a short-term temporary employee, you fill out a paper timecard with the hours you were

scheduled and the hours you actually worked and hand it in to your supervisor.

Keep a copy of your timecards for your records, whether they are in paper or electronic.

26. Am I allowed to claim overtime?

See answer to 23 above. If you work beyond your scheduled daily hours or in the case of weekly scheduled employees, longer than the work week you can and should claim overtime. Working for free reduces the value of work of all employees. Also, you may create a false impression that CBC has enough staff when it does not, and contribute to an atmosphere where free work is expected.

Remember, you should generally obtain your supervisor's approval before working overtime.

27. How do I claim overtime if I've been told overtime is a "problem"?

Contact your Guild rep. Your supervisor is violating the collective agreement if s/he wants you to work for free.

28. What do I do if I am asked to work overtime at the last minute?

This one's up to you. If you're a reporter, you realize there will be times when your story will go beyond your shift. You will probably want to see it to the end. However, if you're ready to head home and enjoy an evening with friends, you might not be anxious to hang around to take on a new assignment that will keep you late into the evening.

29. Do I have to say yes to overtime?

Generally speaking, you should not be forced to work overtime, but you should also give a good reason if you can't stay on beyond your normal working hours. Working longer hours should be voluntary but, in some circumstances, management may schedule overtime or ask employees to work it. If you are not able to work overtime, you should tell your supervisor, who should look for other volunteers.

Job security

30. If I don't have a permanent job, is the union doing anything for me?

All production, technical and support staff are covered by the collective agreement negotiated between the Guild and the CBC. Whether your status is permanent, contract, temporary or freelance, the Guild is there to protect your rights. The Guild and CBC management meet regularly to make sure that temporary employees have been hired correctly and that jobs are posted and filled wherever there is ongoing work.

It is important that you understand how you were hired and what your rights are. If you have any doubts or concerns, get in touch with a Guild representative right away.

31. Is there any hope of a staff job at CBC?

Yes! The Guild has fought for years for the principle of permanent jobs for employees doing ongoing work. We have argued that a stable workforce is the best way to run a public broadcaster. As a result, the majority of jobs at CBC continue to be permanent jobs and vacancies are posted. Don't be shy about applying for permanent jobs.

If you are on an individual contract, you have the right to convert to a permanent job after four years. Be sure to get in touch with the Guild when you are getting close to the four-year mark. If you are a temporary employee and have been working in the same job for 18 months without interruption, you may have the right to convert to permanent status. If you're getting close, get in touch with the Guild.

32. What is "bumping"?

When the Corporation decides to lay people off, it issues redundancy notices. The notices go to people occupying the jobs the Corporation says it will eliminate. It's important to remember that getting a redundancy notice doesn't necessarily mean you are out the door. Under the collective agreement

between the Guild and the Corporation, if your position is declared redundant you have the right to displace, or “bump,” into another job, if you have the skills to do that job and you have more seniority than the person occupying that job.

33. Who would tell me if I was going to be bumped?

You would receive a letter notifying you that someone has exercised his or her right to bump into your job. Normally, a CBC manager would inform you first.

34. Can my boss protect me from being “bumped”?

No. Bumping depends on seniority. Your boss might be able to offer you temporary work, if it’s available.

35. If I am bumped can the union help me?

Yes. First, the union will help you exercise your own bumping rights if there is a job you can do that is held by someone with less seniority. If there is no job for you to bump into and you are laid off, the union will make sure you get the severance pay that the company owes you. The union will also make sure that your recall rights are respected so that when a suitable job comes open, it goes to a laid-off person instead of someone from the outside.

36. Why should I support the union if the union is the reason I lose my job to someone who’s been around longer than me?

The CBC and the Guild have agreed on a protocol for laying off – and recalling – workers. Those are the rules that we all work under at the CBC. They’re based on seniority and qualifications.

The union is there to protect everyone’s rights – equally. It’s the Guild’s job to protect you from being let go unfairly. And if you are let go, you can be assured that you will receive no less than the severance package negotiated by the Guild.

Without these rules, it would be too easy for managers to play favourites or to make arbitrary decisions about who is no longer the flavour of the month. If that were the situation, no one would have any job security at the CBC.



Getting ahead

37. How do I go from temporary to contract or staff?

Normally, when you are hired on a temporary basis, you are told when you will begin work at the CBC and the date your services will no longer be needed. If you were hired on a temporary basis but have filled the same job for 18 months you will be converted to permanent status.

If you're hired as a per-occasion temporary, you won't necessarily be told when you will no longer be needed. It's up to your supervisor whether to offer you a contract when a job becomes available.

If you're a contract employee and you've filled the same job for four or more consecutive years, you have a one-time only opportunity to convert to permanent status. You have 90 days to decide what you would like to do after you hit the four-year mark.

38. Can I get more money if I change from temporary or contract status to permanent?

Normally, you will continue to be paid what you were receiving before converting to permanent, unless the job you've been hired for is in a higher classification.

If you become staff, you may actually be taking home less money after deductions because you'll be contributing to benefits such as the CBC Pension plan and Long Term Disability Insurance.

However, there are long-term financial and job security benefits to being on permanent staff. First of all, you have access to a defined-benefit pension plan for when you retire and to long-term disability insurance if you get sick or injured and you are unable to work. You also have the right to bump or be recalled into another job if yours is eliminated.

39. When do I qualify for a raise?

When you begin a new job at the CBC, you normally receive the starting salary for that position, unless your supervisor has agreed that your past experience means you should start at a higher level within that pay band.

On the anniversary of your hire, you will automatically be bumped up to the next level within that pay band until you hit the maximum.

Your pay will also increase every year by the amount stipulated in the collective agreement. So, if you're just coming in, you could be in for two pay raises a year until you hit the maximum in your pay band.

40. How do I get any other raise?

It doesn't happen that often, but you may be able to negotiate a salary above the amounts negotiated by the Guild for your pay band. It's totally at the discretion of your supervisor.

Your supervisor may agree to an Additional Remuneration (Ad Rem) contract, if – for example – you're taking on extra work for a specified period of time.

Your manager can also – in rare cases – try to have a Discretionary Salary Adjustment approved for you. These types of deals increase your base salary beyond the Guild-negotiated amounts and, therefore, improve benefits like pension and life insurance.

41. How can I get feedback and assistance to improve?

The CBC and the Guild have agreed on a process called Performance Management and Staff Development. You get together once a year with your supervisor and together work on what you want to accomplish within the goals and mandate of your department and the CBC as a whole.

It's a good opportunity for you to ask for the training you think you might need to do your job better. For details of the program, check Article 39 of the collective agreement and the CBC's intranet site at http://intranet/policies_en/hr/perf_mgmt.htm.

Everyone at the CBC is expected to take part in the program.

42. What is a temporary upgrade?

You get a temporary upgrade – which means a few more dollars – when you fill in for someone who does a more senior job. For instance, if you are normally a local reporter, you will get a temporary upgrade (TUG) for however many days you fill in as the assignment editor. You have to claim the upgrade on your timecard.

If the upgrade lasts for more than four weeks, you will be paid at the higher rate of pay for the entire time you fill in. You won't have to claim the upgrade on your time card – it is supposed to come automatically. But check your Notification of Deposit to confirm that you've been paid what you are entitled to.

43. What is backfill?

Backfill is the person the Corporation hires to fill in for you when you're sent off to do a certain job for a certain period of time.

44. What is a secondment?

A secondment is when you are released from your regular duties to do another job for a specified period of time.

45. Where are the job postings?

On the intranet, at <http://intranet/jobs/>. Most jobs are also posted on the internet at <http://www.cbc.ca/jobs/go/> where the general public can see them as well as job boards such as <http://jeffgaulin.com/>.



Training

46. How can I get access to training and what kind of training does the CBC do?

The best trained and best qualified employees are the CBC's most valued assets. You should let it be known what kind of training you need and want. The CBC must give your request proper consideration and you can ask why if you are not accepted for a course. The Guild considers training a job security issue because the more skills you have, the more likely you are to stay employed in the event of a layoff.

New employees are entitled to two weeks of supervised, on-the-job training and/or orientation.

There's a wide variety from critical thinking to producing interviews to AutoCAD and fast cut editing. Some courses are offered regularly, while others only when there is sufficient demand.

47. Do I have to pay for training myself?

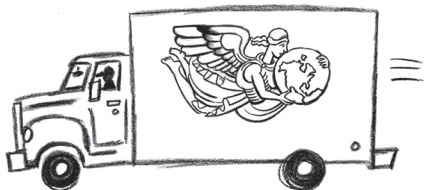
You won't have to pay for any course that the CBC offers whether it's onsite or at some other facility. If you decide you want to take a course outside the CBC that you feel will help you do your job better, the Corporation is under no obligation to reimburse you. However, the Corporation's policy says it can give you some time off or extra compensation if the CBC will benefit from your training. The decision is up to management.

48. What if I am a temporary and they tell me to take company training on my day off?

Taking a course offered by the CBC is treated the same as putting in a day of work – you must be paid. If your supervisor tells you not to claim the hours on your timecard, contact your Guild rep.

49. Does the union do any training?

Yes. The Guild offers courses such as Dispute Resolution, Facilitation and Mediation and The Art of Negotiation to all Guild members. Details are on our website at <http://www.cmg.ca/education.shtml>



Changing jobs

50. If I accept a transfer from one cbc location to another what can I get the company to pay for?

If the CBC transfers you to another location, you can expect the Corporation to pay the following, at a minimum:

- The cost of moving your furniture, including one car.
- The cost of transporting you and your family to the new location.
- The cost of temporarily housing you and your family while you find new digs.
- The above also includes any legal fees you may incur selling your house as well as mortgage discharge fees and sales commissions.

Full details are on the CBC's intranet site at http://intranet/policies_en/hr/relocation.htm

51. Can I negotiate extra moving benefits on my own?

Every case is different. If you have needs that are not spelled out in the relocation policy, ask. If you're being sent to a location where housing costs are higher than what you're used to, the CBC can offer employee relocation loans if you've sold a house in the old location and want to buy in the new location.

Problems at work

52. What can the union do for me if I have a conflict at work?

The Guild will work with you to help resolve the conflict. If the problem involves management and talking it through hasn't worked, there are processes such as filing a grievance or taking the problem to an arbitrator that the Guild will help you with.

53. What do I do if another worker is harrassing or bullying me?

The CBC and the Guild won't tolerate sexual or discriminatory harassment in the workplace. If you feel that you have been harassed, contact the Guild and file a written complaint to the CBC's Human Resources Department.

The Guild will guide you through the process. If you have been accused of harassment, the Guild will also represent you.

When one Guild member complains of being harassed (sexually or in other ways) by another member, the Guild has obligations to protect the legitimate interests of both parties while the complaint is being investigated and beyond.

In a conflict between two members, the Guild will assign a staff member to represent each side in the complaint, as soon as it is filed with the office. All complaints are referred to the Guild's Director, Human Rights and Equity, who will ensure staff representatives are providing the appropriate assistance to the members involved.

If you're having a conflict with your boss – who may be a Guild member – then who else can you go to?

Full details of the Guild's policies in dealing with member-to-member conflicts – including sexual and personal harassment – are available on the Guild's website at <http://www.cmg.ca/cmgpoliciesconflict.shtml>.

54. If I am having a problem, when should I call the union?

The sooner you call, the sooner the matter can be dealt with.

55. Will the union make a big deal out of it?

The union will do what is necessary to make things right. Sometimes that means just sitting down and talking with the people involved. Sometimes cases can only be resolved after a grievance is filed. But in all cases, the union will work with you.

56. What do I do if I am stressed out?

Contact the Employee Assistance Program. The EAP is available to all CBC staff, contract employees and their families. When you contact your local EAP resource centre, you will be put in touch with an EAP counselor who will assess your problem and recommend what you should do next. The EAP's governing National Board represents CBC management, employee associations and unions, working together toward a single goal: helping you to help yourself.

Workplace politics

57. If I stand up for myself about overtime or any other issue will I be seen as a troublemaker?

Maybe. But you have to decide what's worth fighting for. The union will help you protect your rights.

58. If I mention the union or the collective agreement to my boss will he or she get angry?

The collective agreement outlines your rights as an employee. Reasonable people don't get angry when it comes to your basic rights. On the other hand, the Guild is there to deal with people who do get angry and try to erode your rights.

59. What can I tell people outside about my job?

That you're committed to public broadcasting and love the work that you do. But there are some restrictions – especially if you're privy to sensitive information. Check the CBC's Code of Conduct for details.

Looking ahead



60. What has the union done for me lately?

With apologies to John F. Kennedy, ask not what your Guild can do for you, but what you can do for your Guild. A union, like all successful organizations, is mostly the sum of its parts. A union isn't a third party, it is the employees joined in common voice and cause. Our union, the Guild, allows workers to address workplace issues – such as pay, hours of work, health and safety, pensions and benefits – together. Standing firm together, Guild members have succeeded in maintaining a permanent workforce at the CBC with decent compensation and good benefits. Our union work is never done and it takes a broad group of people, each doing their small or big part, to make sure we have the working conditions we all deserve.

What a union does for you is what you do for yourself and your co-workers. For more than half a century, people like you have given their time, energy and intelligence in order to ensure secure jobs and rewarding careers. The Guild is your union and we encourage you to get and remain involved.

Appendix A:

So, who do I call?

Your first point of contact is normally your location president and members of the location executive. That group deals with the day-to-day affairs of the Guild in your workplace, including resolving disputes with local management, grievances, and dealing with layoffs. The location executive also organizes events for members and makes sure that information reaches members.

The executive council of the Guild's CBC branch deals with national issues, such as bargaining, national grievance committee and national Guild policy related to the CBC.

The National Executive Committee of the Guild deals with overall Guild policy involving all of our nine branches. The NEC also oversees our national union education program.

The Guild's staff representatives across the country help the location units and the branch solve problems with management, negotiate agreements and make policy.

Normally, your first call – if you're having a problem that you want the Guild to look into – is to someone on your location executive. For the most up-to-date list of Guild reps in your location, go to <http://www.cmg.ca/cbcbranchcontacts.asp>.

If you have brought up your issue locally and feel that you haven't received the help that you need, contact the national office. Tell us you've brought it up with your location executive – and let us know who you've already spoken with.

Sometimes Guild members have issues that cannot be solved or questions that cannot be answered by location executives. If that's the case – again – feel free to drop the national Guild office an e-mail at info@cmg.ca or call 1-800-465-4149 or 416-591-5333 within the Greater Toronto Area.

Appendix B:

The Guild at the CBC

So you're not quite sure how the Guild operates at the CBC. You've got a point – at first glance it can be a little confusing. Here's a little explanation.

CBC Location Units

The Guild is represented in each CBC city by a location executive committee made up of elected volunteers. These folks are usually your first point of contact with the Guild. Issues will vary from location to location across the country and nobody knows them better than your local Guild reps – especially if you bring questions and concerns to their attention.

Whether it has to do with how you were hired, workplace safety or a manager who consistently expects you not to claim the overtime you're entitled to, your local reps are responsible for making sure the collective agreement is respected and adhered to in your location.

Your Location Unit is there to strengthen the Guild within the workplace by welcoming new members, developing a network of workplace representatives and making sure the lines of communication within all levels of the union are open.

Who are you going to call? For the latest list of elected Guild representatives in your location, go to <http://www.cmg.ca/cbcbranchcontacts.asp>.

Every location unit has a slightly different structure for its executive. If you work in a location with fewer than 10 members, your Location Unit will be the closest CBC location with more than 10 members. For more information about the exact title and portfolio for executive members in your location, check your local Guild bulletin boards or speak to the location unit president.

CBC Branch Executive Council

The Canadian Media Guild represents most non-management employees at several media outlets, not just the CBC. Guild members at each of those media outlets belong to a separate branch within the CMG. Each branch elects an executive council every three years.

It is the CBC Branch Executive Council's job to enforce the collective agreement, ensure that the concerns and issues of the members are addressed, and to provide leadership in advancing the interests of Guild members at the CBC.

The branch executive is also responsible for handling contract negotiations at the CBC, setting up a national grievance committee and communicating with the membership. For the latest information on how to reach members of the council, go to <http://www.cmg.ca/cbcbranchcouncil.asp> or call 416-591-5333 or 1-800-465-4149.

CMG National Executive Committee

This is the senior executive body of the Canadian Media Guild. It consists of representatives of each branch of the Guild (CBC, CP/BN, aptn, Reuters/AFP, TVO, VisionTV, Sun TV, Alliance Atlantis Communications, as well as freelancers). It also has several positions elected by all Guild members (including Director Education, Director Small Branches, Director Human Rights and Equity and others).

Among other things, it is up to the NEC to:

- Develop national administrative policies and make sure they are followed
- Maintain a national communications network to inform all union members of union activities
- Approve a strike request from a branch before it is passed on for further approval and to approve all arbitrations and legal actions
- Develop relationships with other unions and national and international labour organizations

The NEC is headed by a president, who is the chief executive officer of the Guild. The president is paid by the Guild on a full-time basis while holding office. For the latest contact information for the NEC, go to <http://www.cmg.ca/nec.shtml> or call 416-591-5333 or 1-800-465-4149.

CMG Staff

The Guild maintains offices in Halifax, Ottawa and Vancouver as well as its Toronto headquarters. Staff representatives across the country support the work of elected Guild officials and volunteers. They provide support on joint committees and assist with bargaining and contract compliance, as well as issues such as pension and benefits, and health and safety.

Staff in the national office include a membership co-ordinator, a travel co-ordinator who also arranges releases from work for union activities, a webmaster and a communications co-ordinator.

To get in touch with CMG staff, call the national office at 416-591-5333 or 1-800-465-4149 or go to <http://www.cmg.ca/staff.shtml>.

Appendix C:

How can I get involved?

Well, you don't have to run for office to get involved in the Guild. There are dozens of committees at the local and national levels that can often use your help. They include:

Grievance committees: When problems do arise, Guild members meet with management to try to find reasonable solutions and prevent similar problems from recurring.

Joint committees: Representatives from the Guild and management meet regularly to discuss ongoing issues in the workplace and prevent problems before they occur.

Benefits committees: Guild members have a say in determining what benefits are offered to employees and help administer the benefit plans.

If you'd like to take part, contact someone on your local executive or at the national office. Or, you could run for office or stand for election as a convention delegate.