

MEMBER HANDBOOK

Riverbend Health Workers Union, Local 418

Your rights, your union, and where to get help

Fictional document created for the AskMyPress demonstration site.

Welcome to Local 418

Local 418 represents about 2,300 health care workers at Riverbend General Hospital, Northbank Community Clinic and Willow Court Care Home: care aides, practical nurses, porters, cooks, clerks, technicians and more. This handbook explains how the union works for you. Your full rights are in the Collective Agreement; when the two differ, the Agreement applies.

Your steward

Stewards are your co-workers, trained by the union to answer questions and stand up for members. Every unit has a steward listed on the union board. You can contact a steward at any time, on your break or by phone, and you never need your supervisor's permission to speak to one.

Your right to representation

If you are called to a meeting that could lead to discipline, you have the right to have a steward with you. Ask for one before the meeting starts. You can say: "I would like a steward present before we continue." The meeting should wait until a steward can attend. Take notes, and do not sign anything you do not understand.

How to file a grievance

A grievance is a formal complaint that the Collective Agreement has not been followed. Time limits are strict, so act quickly.

- **Step 1 – talk to your supervisor within 21 days** of finding out about the problem. Bring a steward. Most problems are settled here.
- **Step 2 – written grievance to the manager** within 14 days of the Step 1 answer. Your steward writes it with you.
- **Step 3 – Director of Human Resources** within 14 days of the Step 2 answer.
- **Arbitration** – the union decides whether to refer the grievance to an independent arbitrator, within 30 days of the Step 3 answer.

Keep copies of your schedules, pay stubs and any emails about the issue. Write down dates, times and names while you remember them.

Shift trades and schedules

Schedules are posted 28 days in advance. You may trade shifts with a co-worker in the same classification; send the trade form, signed by both of you, to your supervisor at least 48 hours ahead. Approval cannot be refused without a good reason.

If you are hurt at work

- Get first aid or medical care first.
- Report the injury to your supervisor before the end of your shift, even if it seems minor.
- Fill in an incident report and keep a copy.
- Tell your doctor the injury happened at work so the claim goes to workers' compensation.
- Call the union office if your claim is denied or delayed; we help members appeal.

Workplace violence

No one should be hurt at work. Report every incident of violence or threats, including verbal threats, using the incident system. The Joint Health and Safety Committee reviews every report. If you feel unsafe, you have the right to refuse unsafe work: tell your supervisor and call a steward or safety representative.

Dues

Dues are 1.35 percent of your gross regular earnings, deducted every pay. They pay for stewards' training, bargaining, legal and arbitration costs, and member education. Dues are tax deductible and are shown on your annual tax slip.

Getting involved

General membership meetings are held on the second Tuesday of every second month at 18:00 at the Union Hall, 214 Mill Street, Riverbend, with an online option. New stewards are trained twice a year. Members can also join the health and safety committee, the scholarship committee and the bargaining team.

Scholarships

Each year the union awards ten scholarships of \$1,000 to members and their children for full-time post-secondary study. Applications close on 31 May.

Contact the union office

- Union Hall: 214 Mill Street, Riverbend
- Phone: 555-0148 (Monday to Friday, 08:30 to 16:30)
- Email: info@riverbend418.example
- After-hours line for urgent discipline or safety issues: 555-0199