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des syndicats
nationaux

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EXECUTIVE COMMITTEE'S MESSAGE

Canadian correctional officers perform a job of which they can be exceedingly proud. It is one of the most demanding jobs in the law enforcement sector and compares to very few other professions.

The fact that you have chosen to serve the public demonstrates your strength of character, courage, and resilience—key traits of all good correctional officers.

You can also be proud to be members of the Union of Canadian Correctional Officers (UCCO-SACC-CSN), which brings together the approximately 7,500 correctional officers who work in all of the federal penitentiaries in the country. UCCO-SACC-CSN is an autonomous union that is always prepared for battle.

For 20 years, UCCO-SACC-CSN has been working hard to improve working conditions for its members; great strides have been made since correctional officers left PSAC-AFPC in 2001!

Today, we are providing you with a short history that sheds light on the magnitude of the struggles over the years and the gains made as a result of our mobilization efforts.

Pride, solidarity, and dignity: these words have described us for 20 years and they will continue to do so for many more. Long live UCCO-SACC-CSN!

Your Executive Committee

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THE PSAC-AFPC ERA

IN 1999,

correctional officers were represented by the Public Service Alliance of Canada (PSAC-AFPC). Due to inaction on the part of the organization, particularly in relation to their demands, correctional officers sought an alternative.

PSAC-AFPC:

- did not give priority to the struggles that involved correctional officers; and
- did only very little mobilization.

CXs:

- did not feel like they belonged to PSAC-AFPC, especially because they were thrown in with a number of other professions;
- had no say in their bargaining; and
- did not have control over their mobilization efforts.



Making the Switch to the CSN

Amid growing dissatisfaction, correctional officers knocked on the doors of several organizations—**THE CSN ANSWERED.**

Although correctional officers did not believe that it would be possible, the CSN could give them the autonomy that they were looking for and the power to negotiate their contracts themselves. With the CSN, CXs would also be able to mobilize how, when, and about what they wanted: they would be steering the ship.

A long union raiding process began—one that was fraught with roadblocks.



THE UNION RAIDING ROLLER COASTER

**IN THE LATE
1990s,**

when they realized that the same issues were occurring in all 52 institutions, correctional officers, with the assistance of the CSN, began their first campaign to change their union allegiance and create their own union.

Even though PSAC-AFPC played hard, UCCO-SACC-CSN was ready to file its application for certification in March 1999.

At that time, the federal government, in league with PSAC-AFPC, made a move that is rarely seen: it enacted the working conditions of correctional officers and extended their contract for one year. This automatically put an end to the UCCO-SACC-CSN certification process.

However, CXs did not give up. On May 25, 2000, UCCO-SACC-CSN filed a new application for certification. Once again, it was blocked, this time by the Labour Relations Board, which forced a postal vote on correctional officers.

**THE VOTE CONFIRMED THAT CXs WANTED TO JOIN UCCO-SACC-CSN:
70% VOTED IN FAVOUR OF JOINING THE CSN.**

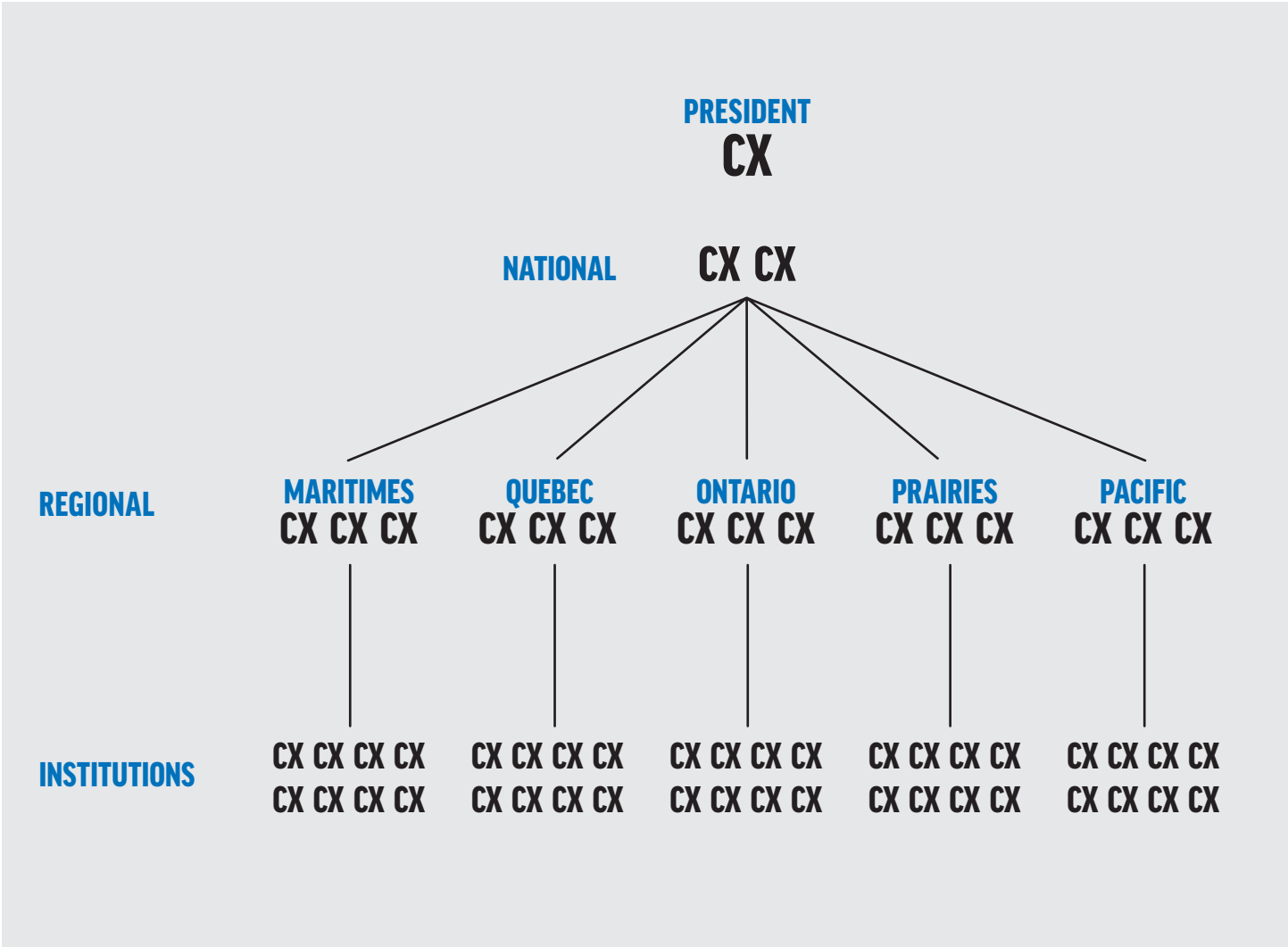
**UCCO-SACC-CSN WAS OFFICIALLY
ESTABLISHED IN MARCH 2001.**



THE STRUCTURE OF UCCO-SACC-CSN

UCCO-SACC-CSN SOLELY REPRESENTS CORRECTIONAL OFFICERS AT ALL LEVELS.

To ensure a balance of power, in addition to a national executive committee, the union also has local and regional executive committees. In particular, this allows institutions to benefit from the autonomy needed to handle local issues that concern them.



BARGAINING

Since UCCO-SACC-CSN's creation, each round of bargaining has allowed CXs to make great strides. These gains have been made through the determination and tireless mobilization efforts of CXs during every contract renewal.

BELOW ARE THE MAJOR GAINS MADE OVER THE YEARS.



2001 TO 2006 *FORGING AHEAD TOGETHER*

A First Agreement That Provided a Solid Foundation

The agreement signed in June 2006 in some ways represented the founding of our union. At the time, everything needed to be done. It allowed UCCO-SACC-CSN to provide a foundation for its operations and to command respect. Today, UCCO-SACC-CSN is strong, respected by the employer, and the envy of other unions in the public service, and it is largely because of this agreement. UCCO-SACC-CSN's work is a prime example of unionism carried out by pioneers

WAGE INCREASES AND PREMIUMS

Upon its affiliation in 2001, UCCO-SACC-CSN signed an agreement to increase its members' wages by about 20%.

In addition to wage increases, correctional officers became entitled to improved premiums and allowances, particularly for

- **EMERGENCY RESPONSE TEAM MEMBERS;**
- **INSTRUCTORS;**
- **VARIOUS MEALS;**
- **WORK CLOTHING;**
- **DOG HANDLERS;**
- **ETC.**

LABOUR RELATIONS FORUMS

During this round of bargaining, everything had to be built in terms of labour relations with the employer. For this reason, UCCO-SACC-CSN argued from the start that labour relations forums be established. UCCO-SACC-CSN was thus able to successfully include a number of these forums in the global agreement.

For example, during this period, the conditions that govern committees in the following areas were set:

- **RETURN TO WORK;**
- **SCHEDULES OF WORK;**
- **LABOUR RELATIONS;**
- **OCCUPATIONAL HEALTH AND SAFETY; AND**
- **GRIEVANCES.**

With time, union participation became the norm on practically all matters affecting our working conditions.

UNION RESPECT

Union respect was one of the issues at the heart of the agreement signed in 2006. UCCO-SACC-CSN was thus able to negotiate provisions

- **THAT GOVERNED** access to workplaces for union representatives;
- **FOR APPROPRIATE** union offices everywhere;
- **THAT GOVERNED** a leave process to allow elected officials to better plan union work; and
- **THAT SPECIFIED** the role of the union, particularly with regard to occupational health and safety and disciplinary proceedings.



LIMITING EMPLOYER ARBITRARINESS

The text of the collective agreement was also revised at the time to significantly limit employer arbitrariness. For example, the expression “based on the operational requirements of the institution” was removed in several areas.

SENIORITY PRINCIPLE

The seniority principle, which up until that point had been rejected by the Treasury Board for the public service, was enshrined in the global agreement for certain situations: deployment to other institutions, assignment to slow rotation positions, and selection of vacation leave and schedules.

For schedules, the union then became represented on the committees that propose and implement schedules. Members could thus choose between many options for schedules, and CSC could no longer unilaterally take away these choices, as it did during the holiday period in 2004.

In the same vein, UCCO-SACC-CSN was successful at ensuring that the employer could no longer use its discretion when awarding advance sick leave; from that point on, it was only able to advance these credits as needed up to a maximum of 200 hours of leave.



CHANGES TO SALARY STEPS

The 2006 collective agreement also provided for significant changes to salary steps. Members of the Correctional

Officer 1 (CX-1) group could then reach the final step at their fifth year of service, while it took them nine years of service to do so before this change had taken place. For CX-2s, the number of steps changed from eight to five. These changes had the effect of significantly increasing the income of a number of CXs. The changes were consistent with gaining fairer recognition of the work of “new” CXs.

Also with fairness in mind, this time in relation to working conditions often seen elsewhere, we obtained a paid meal break for all correctional officers. If the employer is unable to grant a meal break, it must provide the employee with a penalty payment.



PENSION PLAN AMENDMENTS

Under PSAC-AFPC, correctional officers were paying an additional premium of 1.25% for the “operational” plan that allowed for retirement after 25 years without actuarial penalty.

To get this additional contribution removed, UCCO-SACC-CSN argued that officers were not taking advantage of this benefit due to insufficient income. We also succeeded in eliminating the age condition (50 years) needed to benefit from the “operational service” plan. These improvements to the pension plan were obtained even with provisions in the *Public Service Labour Relations Act* that prohibited such negotiations, and despite the Treasury Board stating multiple times that it had no right to negotiate retirement. For UCCO-SACC-CSN, this was a major victory.

VACATION LEAVE

With regard to vacation leave, slow and peak seasons were provided for. During peak seasons, the employer then had to allow at least 9% of members to take their vacation leave at the same time. During slow seasons, it then had to allow at least 4% of staff to take their vacation leave at the same time.

OTHER PROVISIONS IN THE 2006 GLOBAL AGREEMENT

The agreement also provided that inmates in medium- or maximum-security institutions were to be escorted by armed officers. Previously, escorts were almost never armed, except sometimes in Quebec.

A limit of four days was established for disciplinary action; the number of days had been unlimited in the past.

In the event of injury-on-duty leave, the employer now had to continue paying employees as long as they were off work or until they were deemed to be permanently unable to return as an officer.



2010 TO 2014 *SECURING OUR FUTURE*



A Round of Bargaining That Secured Our Future

THE 2014 ROUND OF BARGAINING led to a number of improvements to working conditions and to the total compensation of UCCO-SACC-CSN members.

THE AGREEMENT WITH THE TREASURY BOARD provided for wage increases of 9.25% for the four-year agreement. There was also an additional annual allowance of \$1750, which represented a wage increase of about 2.5%. This new allowance compensated for the loss of severance pay, which was a gain that other labour organizations were unable to obtain.

MOREOVER, UCCO-SACC-CSN NEGOTIATED ONLY ONE RATE OF OVERTIME PAY. In the past, CXs were paid at time and a half when their shifts were extended or on their first day of rest, or at double time on their second day of rest. From this agreement on, CXs have been paid at time and three-quarters, no matter the situation.

IN ADDITION, TO RESOLVE THE ISSUE SURROUNDING STATUTORY HOLIDAYS FOR SHIFT WORKERS FOR WHOM THE TERM "STATUTORY HOLIDAY" WAS LARGELY LOSING ITS MEANING, a bank of credit hours was established. Unused credits in this bank became payable at time and a half once a year.

In addition to managing this round of bargaining, and following the employer's decision to merge certain institutions, UCCO-SACC-CSN negotiated agreements to limit negative impacts on its members. Similarly, in 2012, when faced with institution closures, UCCO-SACC-CSN insisted that its members be able to remain in their respective regions.

THE FOLLOWING ARE SOME OTHER NOTABLE GAINS:

- **IMPROVEMENTS** related to overtime and vacation leave;
- **IMPLEMENTATION** of a system to provide fair compensation for statutory holidays in a work environment that is operational 24 hours a day, 7 days a week;
- **STRENGTHENING** of seniority rules;
- **DEVELOPMENT** of training programs;
- **IMPROVEMENTS** to the safety of correctional officers during escorts outside of their headquarters: two armed officers now had to be present for each escort; and
- **LEAVE** for family-related responsibilities became leave for personal needs.



2014 TO 2018

UNITY IS THE KEY

United

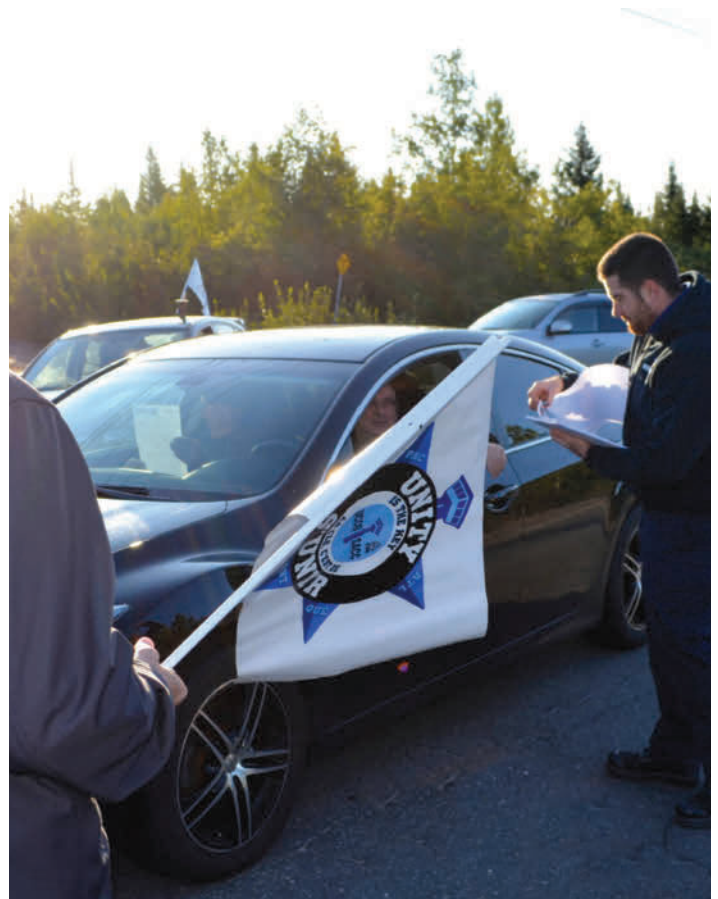
ONCE AGAIN, THERE WERE IMPROVEMENTS. The agreement reached in 2018 allowed correctional officers to obtain significant adjustments to their work contracts.

THESE AGREEMENTS, WHICH AT THE TIME WERE SUPPORTED BY 87% of members, provided for retroactive wage increases of 1.25% per year for 2014, 2015, 2016, and 2017, combined with an adjustment of 2.3% in June 2016.

ANOTHER GAIN WAS THE FACT THAT THE CORRECTIONAL OFFICER ALLOWANCE BECAME INCORPORATED IN THE WAGES of UCCO-SACC-CSN members, meaning that it was now included in calculations for the pension plan and other benefits.

OTHER IMPROVEMENTS

- **REDUCTION** of the maximum from four to three days in disciplinary matters;
- **INCREASE** in the notice period of shift change, which went from 48 to 96 hours;
- **PROVISIONS** related to various types of leave: marriage, vacation, bereavement, and family;
- **ALLOWANCES**; and
- **INCLUSION** of CX-3s in our bargaining unit.



STRUGGLES

In addition to extensive mobilization efforts over the years to support their bargaining, members of UCCO-SACC-CSN have fought in relation to several issues that affect their conditions of practice.



POST-TRAUMATIC STRESS DISORDER (PTSD)

Faced with workplace difficulties, UCCO-SACC-CSN decided to address the fact that, in Canada, a large number of correctional officers have PTSD and do not receive adequate support. According to statistics from the Canadian Institute for Public Safety Research and Treatment, nearly 30% of correctional officers develop PTSD at some point during their career.



IMPROVEMENT OF THE UNIFORM

Over the past 20 years, the uniform of UCCO-SACC-CSN members has undergone significant improvements. As a result of the pressure put on the employer by correctional officers, the uniform went from being an outfit that provided no protection to being a full uniform that includes the tools needed for our protection.



PHOENIX

With regard to the Phoenix pay system, UCCO-SACC-CSN is one of the few unions in the public sector that has signed an agreement to limit the consequences of the fiasco. The union is still chasing after the government to ensure that it acts.



PRISON NEEDLE EXCHANGE PROGRAM

Since day one, UCCO-SACC-CSN has been fighting to ensure that the health and safety of CXs is affected as little as possible by this utterly surreal program. Dozens of politicians—from private members to the Prime Minister of Canada—have been met with. A number of demonstrations were organized in several cities across the country. Dozens of interviews were given to the media across Canada. Billboards were put up to raise public awareness about the ramifications of the program. However, it is an issue that will eventually play out before the courts. UCCO-SACC-CSN's responsibility is to continue its efforts so that all CXs can return home safe and sound to their families after work.

CSN SERVICES

The CSN is without a doubt the central labour body that is best structured to provide local, varied, and high-quality services to its members.

The confederation provides UCCO-SACC-CSN with direct support by making advisers available who are specialized in

**BARGAINING,
LAW,
MOBILIZATION,
COMMUNICATIONS, AND
AS WELL AS MANY OTHER EMPLOYEES**

who collaborate to ensure the proper functioning of the union and support the union advisers assigned to each region.

AT THE EXCLUSIVE SERVICE OF UCCO-SACC-CSN, these individuals are familiar with the realities of the prison environment, as well as the employers. They can therefore quickly answer correctional officers' questions. Members of regional executive committees can thus reach, at all times, these union advisers who specialize in labour relations and certain legal aspects specific to CXs. If a situation involving one or more members of UCCO-SACC-CSN requires the services of criminal or more specialized lawyers, the CSN incurs all associated costs.

THE CSN ALSO HAS THE LARGEST UNION LEGAL DEPARTMENT IN CANADA. If a situation involving one or more members of UCCO-SACC-CSN requires the services of criminal or more specialized lawyers, the CSN incurs all associated costs.

IN ADDITION TO LEGAL SERVICES, the CSN makes many other services available to its affiliated unions:



CUSTOMIZED UNION TRAINING

for UCCO-SACC-CSN members on occupational health and safety, union executive committees, and inquiry and disciplinary processes.



HEALTH, SAFETY, AND ENVIRONMENT

Engineers specialized in occupational health and safety issues, as well as health specialists, assess problematic situations and provide solutions.



RESEARCH

Actuaries support work related to pension plans.

UNLIKE OTHER LABOUR ORGANIZATIONS, THE CSN INCLUDES ALL OF THESE SERVICES IN ITS DUES.





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