



LYNNE COOK LEAVES A MESSAGE • PAGE 12

# Guardian

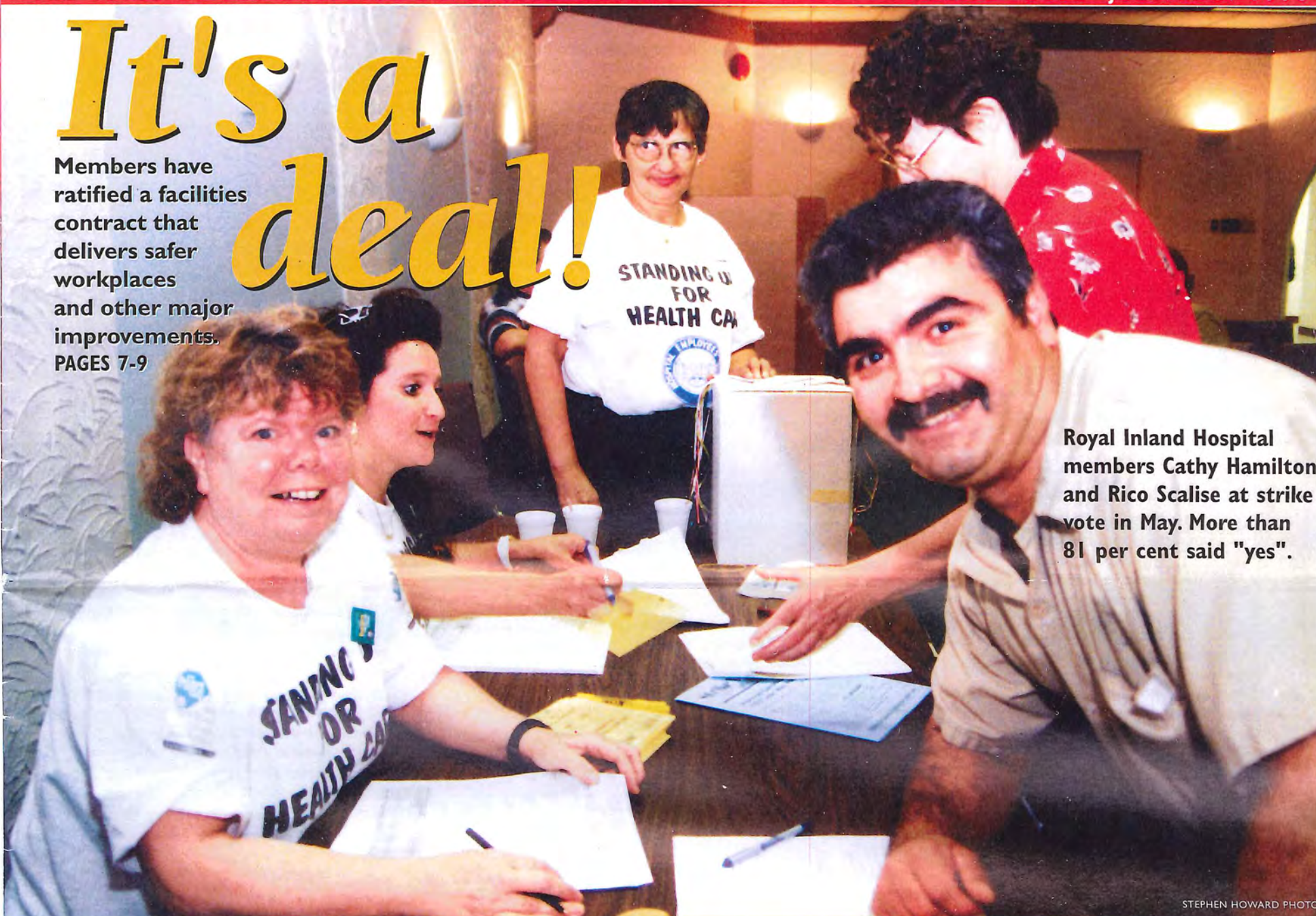


THE VOICE OF THE HOSPITAL EMPLOYEES' UNION

VOL. 16 NO. 2 JULY/AUG. 1998

## It's a deal!

Members have ratified a facilities contract that delivers safer workplaces and other major improvements.  
PAGES 7-9



Royal Inland Hospital members Cathy Hamilton and Rico Scalise at strike vote in May. More than 81 per cent said "yes".

STEPHEN HOWARD PHOTO



### Another Guardian Oscar!

The Guardian picked up another trophy at the annual Canadian Association of Labour Media conference.  
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## BATTLING PRIVATEERS

Grosvenor House, Arbutus Manor. Operator bilks seniors, members take on real estate magnate.

PAGES 10-11



Dawn Waddilove speaks at a rally outside Arbutus Manor.

MIKE OLD PHOTO



## COMMENT

# Translating gains into concrete results

by Chris Allnutt

**T**HE NEW CONTRACT that HEU facilities sector members have approved has set a number of milestones for union members and employers alike. As the first negotiated settlement for facility workers in close to 30 years, it's also generated opposition on the issue of a two-year wage freeze.

Yes, a freeze is unfair. In the current economic and political climate, it was a tough decision for the Provincial Bargaining Committee with the support of the Provincial Executive to make. However, in return for accepting the wage freeze, HEU was able to leverage significant gains in other priority areas for our members.

One of these areas is health and safety and reducing the carnage in B.C.'s most dangerous workplaces for on-the-job injuries. Thanks to the tireless efforts of HEU members and dozens of local health and safety campaigns over the past few years, we've achieved significant gains. These improvements include stronger language and a new joint union and employer health and safety agency to promote safety programs and deal with workload issues that are the root of the injury crisis.

Both sides are moving quickly to translate these gains into concrete results. The new agency is almost up and running. And during the summer, HEU will be pressing to ensure that injury prevention strategies and an expansion of already successful pilot projects are extended to facilities across the province as soon



as possible. Meanwhile, HEU servicing reps and our education specialists will be working to equip local activists with the tools to give force to our new contract language in a range of areas including aggressive patients and residents.

For far too long in health care, caregivers – mostly women – have faced a daily threat of being injured on the job as they struggle to provide quality Medicare services for British Columbians. It's unacceptable. That's why HEU is making it a priority goal to reduce the injury rate in health care by 50 per cent before the

new contract expires in 2001.

It may seem like a lofty goal, especially when WCB statistics show injury rates have increased further in 1998. But it's one that we are challenging employers, government and the WCB to work with us to achieve.

While negotiations for most HEU members are now complete, our bargaining efforts are far from over. Union negotiators are still hard at it in the community and social services sectors to win settlements for more than 2,000 HEU members who are paid significantly less than their hospital and long-term care counterparts and enjoy none of the benefits and protections that most union members take for granted. Our bargaining goal in these talks is to win justice for these

lower-paid caregivers whose skills and expertise are vital to Medicare.

As this issue goes to press, community sector talks are at a critical stage and the unions involved are poised to serve

## 'HEU is making it a priority goal to reduce the injury rate by 50 per cent'

strike notice. Employers and government take heed: HEU remains committed to achieving a fair settlement that bridges the wage and benefit gap for these health care workers. It's a matter of fairness and justice, and the time is now!

## voice/mail

THE GUARDIAN WELCOMES YOUR FEEDBACK. SEND LETTERS TO 2006 WEST 10TH AVE., VANCOUVER V6J 4P5 OR PHONE 1-800-909-4994. PLEASE BE BRIEF.

### A husband is concerned

My wife of 40-plus years is a resident at Jackman Manor in Aldergrove, B.C. in the "special care unit" known as Country Lane.

Although it is called a "special care unit," this is a misnomer. Due to the lack of sufficient staff it appears they receive a minimum of care and practically no supervision during the night.

There have been many severe injuries resulting from falls and especially criminal assaults by some residents on others. I once had to intervene and stop one resident from beating another.

As a result of people wandering into rooms at night, especially men, my wife, due to her condition and an obvious need for better supervision, spends most nights lying awake in terror of these people. On one occasion a visitor

saw a female resident attacking my wife in her bed.

I am sure if the health-care executive had a close relative in special care, these short staff conditions would not be allowed to continue.

EVAN MCINTOSH

### System failed LTD claimant

I have been employed as a laundry worker since 1988. In 1993 I developed osteoarthritis in both of my knees, which eventually forced me onto LTD (as of April 7, 1995).

While I was on LTD I was displaced. In January of 1997 I received a letter from LTD stating that my claim would be ending April 7, 1997. Employee Health contacted me in April 1997 to set up an assessment to see where I could work, because I could not return to my laundry position. They stated that first I had to put it in writing that I would not appeal the LTD decision. I felt I would

have no trouble getting a clerical position with some upgrading of my skills to the level necessary.

I received my bump list in May and exercised my bump choice as health records clerk II, but was denied on the grounds of lack of skills and physical ability. I was told that if I did not pass the required typing and terminology tests I would be terminated and also asked how long I thought I could float around the system with no job. I contacted my shop steward and discussed my case with her. She contacted Bryan Anscombe and he stated that he would set up a physical means test. This was never done because Bryan said the LTD, HLAA and CHR would not pay for it.

In September 1997, I filed three grievances: bumping choice denied, duty to accommodate, and failure of CHR to follow guidelines of HLAA.

Because of this failure to register me on the displaced and no comparable job list until well into the fall of 1997, I have missed at least six months of possible job matches and was denied funding for schooling from HLAA.

I realize that my union is doing all that they can do to restore me back to full-time employment, but I want you to know that the system is failing me. I am hoping that the union can find a way to give employees better protection and real job security.

As of April 7, 1998, my one year "job security" with HLAA is up. I have no idea where I am going to be after April 7. Will I be terminated, casual, or looking at the welfare office?

SHELLEY KITTER,  
Victoria General Hospital

### Strike vote info appreciated

As an HEU member, I was most surprised and pleased to receive in the mail the recent letter discussing the strike vote. The information was well presented and clearly summarized for the member, the information to make an informed vote. While it was clear that a "YES" vote was requested by the bargaining committee, the information provided gave the member the ability to make an INFORMED vote.

The union is to be commended for such communication and I look forward to similar ways to receive information in the future.

BARRY E. PHILLIPS,  
LPN, Kelowna General Hospital

### Disabled member happy with stance

I was delighted to receive your letter of April 17th, and delighted also to hear HEU is making indexing of LTD payments a priority in this years' negotiations.

You urged me in your letter to keep in touch with my local, to stay informed about bargaining, etc. Unfortunately, my local was Holy Family Hospital where I was active on the union executive for 15 years. Now, since my husband has retired, we have moved to Nanaimo. The local here is a little leery of a member on LTD from another local attending their meetings. I felt that I received a rather cool reception and so have not continued with my attendance.

My husband and I both strongly

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## Guardian

"In humble dedication to all those who toil to live."

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MANAGING EDITOR  
Dale Fuller  
ASSOCIATE EDITOR  
Mike Old  
DESKTOP PRODUCTION  
Carol Bjarnason  
DESIGN CONSULTATION  
Kris Klaasen,  
Working Design  
PRODUCTION & PRINTING  
Broadway Printers

The Guardian is published on behalf of the Provincial Executive of the Hospital Employees' Union, under the direction of the following editorial committee:  
Fred Muzin, Chris Allnutt, Mary LaPlante, David Ridley, Colleen Fitzpatrick, Sheila Rowsell, Della McLeod

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Regional Vice-President  
Okanagan  
Gordie Logan  
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Vancouver Island  
Barb Burke  
First Alternate  
Provincial Executive

### UNION OFFICES

Provincial Office:  
Vancouver Site  
2006 West 10th Ave.  
Vancouver V6J 4P5  
734-3431  
e-mail: dfuller@heu.org  
Internet: www.heu.org

Abbotsford Site  
2702 Ware St.  
Abbotsford V2S 5E6  
852-6571

Okanagan Office  
100, 160 Dougall Rd. S.  
Kelowna V1X 3J4  
765-8838

Kootenay Office  
745 Baker St.  
Nelson V1L 4J5  
354-4466

Vancouver Island Office  
310-2750 Quadra St.  
Victoria V8T 4E8  
480-0533

Northern Office  
1197 Third Ave.  
Prince George V2L 3E4  
564-2102





# What we're up to

## Bevan Lodge ratifies collective agreement

On March 11 the members of Bevan Lodge ratified the renewal of their collective agreement. Ninety-five per cent of the 41 members casting ballots voted in favour of accepting the terms of settlement.

"Improvements were achieved in every area," said Juli Rees, bargaining committee spokesperson. "Most significant are the implementation of a 35 hour work week, a 12½ per

cent wage increase over the three year term of the agreement and better language in several sections."

Bevan Lodge is a private, for-profit intermediate care facility in Abbotsford.

## Relay to rally

HEU members at Jackman Manor in Aldergrove staged a rally on March 8 to underscore their campaign for safe workloads. The rally itself came at the end of a "relay race," with Jackman Manor members pushing a bed along the Fraser Highway to the parking lot of the Langley Memorial Hospital.

HEU financial secretary Mary LaPlante was there to greet the relay runners and other members. Jackman Manor chair Nancy Hamilton addressed her co-workers, saying that physical safety in the workplace is an important part of health planning.



The Clearwater Local donated \$200 recently to the Thompson Valley food bank to help fund a community kitchen and workshops in how to cook and shop economically. (From left) Cheryl Thomas and Jeanette Stockton from the food bank accept the cheque from Else Breda, Diane Yaciw, Judy Schurack, Shirley McMillian, Carol Wurm and Julie Behan.

"We need to push the government to increase appropriate staffing levels and utilize the nursing team to the full scope of practice, to incorporate the ergonomic regulations and to stop violence on the job."

She urged the government to ensure that the health care system is a safe place for all,

pointing out that most health care workers are women.

Meanwhile, Michael Smyth of *The Province*, after receiving a tip from some Jackman Manor members, wrote an article on the administrator of the facility lending one of their vans to the Liberal party convention.

The irony of that situation is that the van was donated by a

local service club to the facility.

"The Liberals constantly accuse the NDP of sticking it to the charities, but they aren't afraid to play similar tricks themselves," wrote Smyth.

The administrator received a reprimand from the chair of the board of directors of the facility.

## Guardian rules the roost – again!

The *Guardian* has reason to crow again.

For the fifth straight year, the Canadian Association of Labour Media has recognized the *Guardian* as the best overall publication. CALM grants this particular award in a category that includes provincial labour organizations across the country, such as the BCNU, HSA, BCGEU, BCTF and the Ontario Public Sector Employees' Union.

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## Security guards left out in cold

by Margi Blamey

VGH's Paladin security officers engaged in an intense eight month struggle to unionize and their efforts were rewarded on Feb. 20, 1998 when the Labour Relations Board granted certification to HEU.

At the same time, the hospital decided to give the next security contract to low bidder Western Pacific Security Group (WestPac), rather than renew with Paladin, the outside service provider for the past four years.

In an effort to reverse this decision, Chris Allnutt, HEU's secretary-business manager, addressed the Feb. 25 meeting of the Vancouver Hospital and Health Sciences Centre's board of directors and made a case for an in-house security force at VGH that could be the first step in building a vital, high quality security service for health care facilities in the Vancouver/Richmond region.

Because of this fight, concerns around safety in health care facilities are in the spotlight and so are the skills and training necessary for those who protect staff, patients and the public. Safety and security requirements in a large, urban hospital like VGH differ enormously from those of an office tower or shopping mall.

Health workers face more on-the-job incidents of force and violence than those in any other occupation in B.C. According to the Workers' Compensation Board, VGH averages 4,500 such incidents a year with over 150 involving knives or guns.

HEU continues the fight to protect the rights of its security officer members. And hard-working union activists and organizers have succeeded in expanding the certification of Paladin security officers at Burnaby, Eagle Ridge, St. Vincent's and Ridge Meadows hospitals.

"We'll keep organizing," pledges Allnutt, "and at the same time we'll work to establish in-house security forces not only at VGH but at health care facilities throughout the province."



## COLLEAGUES FROM AFAR

The British Columbia Teachers' Federation sponsored the visit of a delegation from the South African Democratic Teachers' Union (SADTU) in April. The educators visited their colleagues in classrooms around the province, and on April 9 a group from their communications department paid a visit to HEU's Provincial Office. Jean September, Solly Mokgomme, Simoné Geyer and Eddy Dithebe met with Fred Muzin and communications staff to discuss mutual concerns.

## An unexpected spin on globalization

*It's a significant victory, but fight is not over yet*

by Dale Fuller

**T**HE Organization for Economic Cooperation and Development (OECD) thought that it could sign the Multilateral Agreement on Investment and nobody would notice, but community and social action groups from around the world got together on the internet and stopped it – at least temporarily.

Never before have people been able to pass information back and forth so quickly. It is becoming increasingly difficult for the powerful to say one thing to one group of people in one part of the world and something else in another. Those people can now talk to each other – almost instantaneously.

That is what happened recently in

Paris. The OECD met there in May, thinking that the MAI was a done deal, but they were wrong.

As a result of public opposition to the agreement, a six-month suspension of talks was effected and it was not signed at that meeting.

The opposition is made up of a multitude of groups around the globe. The six-month suspension was greeted with relief, but the fight is far from over. It may now be handed back to the World Trade Organization. When this body, made up of 180 countries, originally attempted to negotiate the deal, many of the member countries objected to the MAI. It was then given over to the OECD which is made up of the world's 29 richest countries.

Canadian anti-MAI activists Maude Barlow and Tony Clarke traveled to Paris to monitor the talks. They joined an international network against the agreement in issuing the Manifesto of April 28 which commits to a long-term strategy against this perva-

sive trade agreement and also provides an alternative investment treaty.

One of the negative consequences of the MAI would be the destruction of Medicare in Canada. HEU is committed to continue to educate the public and apply pressure on elected officials to ensure the MAI is defeated. The B.C. legislature has struck a committee to examine the implications of the agreement and make recommendations.

It is expected the committee will hold hearings in Victoria starting late September and tour the province in early 1999. The Provincial Executive urges locals to schedule a hearing time to make a presentation when the panel tours the province.

The Vancouver/Richmond Health Board in the meantime has not waited for the committee's recommendations. In April it passed a resolution publicly opposing "Canada signing any agreement that does not protect the integrity of Canada's health system."

**'They joined an international network'**



## WHAT WE'RE UP TO

continued from page 3

"The communications department of the HEU produces this publication," said secretary-business manager Chris Allnutt. "But the members of this union are the *Guardian*. The staff and the members should be very proud of this achievement."

### HEU member runs for office

Kevin Andrews, chair of the Penticton Retirement local, recently ran for council in Penticton's municipal byelection.

This was his second try and it was not successful, but he says he will try again.

He ran on a platform of more promotion of tourism in this lakeside city.

He promoted himself as an average person, saying "We have enough business people on council, the rest of the pub-

lic has a right to be represented. I'm the guy who lives on your block, your kids might know my kids."

Andrews works in maintenance at the Penticton Retirement Complex and is the father of three young sons. He says he was motivated to get involved in municipal politics because he wants to ensure a positive future for his sons in the community.

### BCNU and HEU reach agreement

The Provincial Executives of the British Columbia Nurses' Union and HEU recently agreed to work together on LPN/RN staffing issues. The two health care unions consider this agreement to be an important achievement, as it has been a bone of contention for some time.

Any efforts in the future to increase staffing and solve workload problems will be



First Nations members Ruth Gladstone-Davies, Bunt Crammer, Rena Bensen (hidden), Millie Azak, Florence Nisyok, Beatrice Morris, Dorothy Russ, Marie Sawyer, Frances Brown, Joanne Foote, Stanley Morris, Karon McKay, James McAfee and Dale Johnson at the Northern First Nations Bargaining Committee conference held on March 30 and 31 in Terrace learned about the bargaining process and key bargaining issues. They also celebrated the success of the Skidegate local in winning their first collective agreement.

based on existing ratios of RNs to LPNs, care aides and nurses' aides in hospitals and long-term care facilities.

BCNU and HEU will also work together on campaigns and special projects to win

action from employers and government on the related issues of workload and staffing levels.

The pact sets guidelines for problem-solving and conflict resolution which may arise:

- at a local level, members will meet on a regular basis to discuss problems, share information and map out local campaigns;
- discussions with management about staffing levels, staff mix ratios or workload issues will only take place when representatives of both unions are present;
- if problems aren't overcome at a local level, a special joint provincial committee made up of representatives of the two unions will work to develop a resolution.

### HEU joins CEP rally in Campbell River

On April 4 HEU members from the Yucalta local joined their sisters and brothers from other unions in a show of solidarity for the striking workers at Fletcher Challenge.

The members of the Comm-

# She works to protect the unprotected

*Cenen Bagon defends the rights of those who come from abroad to work in Canadian homes*

by Dale Fuller

**T**HEY SAY that a society can be judged by the way it treats its weakest members. Canada is known around the world as a fair society, as a desirable place to live. Many people come to Canada looking for a better life. Among them are women who come to work for families: tending children, working in private homes as domestics and caregivers.

But the same conditions that drive people in other countries to look abroad for a decent life also force others out — for political reasons. Thus it was that Cenen Bagon came to Canada from the Philippines with her husband and two small children in 1978. Ferdinand Marcos was at the apex of his power, propped up by sheer force of terror.

Once in Canada, Bagon became immersed in working against the Marcos regime. She continued that work from 1982 to 1986 in the United States, returning to Canada after the fall of the Filipino dictator.

Many of the Filipino people that Bagon met in Canada were domestic workers or caregivers. They were part of a group of people from other countries working in very unprotected conditions. By the very nature of their jobs, they were isolated from each other. So Bagon and others took up the campaign to organize them — to give them a voice.

In Vancouver it began with the defence of one worker who was being abused by her employer. It grew into lobbying government for legislative changes. As a result, these workers can now apply for landed immigrant status after two years in Canada as a domestic worker. There are stiff requirements to meet, but formerly they had to apply back in their own country. They still must live with the family for which they are working.

Bagon works with the Vancouver Committee for

Domestic Workers and Caregivers Rights, only one of many organizations in B.C. and across Canada which continue to lobby for the rights of domestic caregivers.

One of the issues currently being discussed with government, and among themselves, is the right of domestic workers to enter the country as landed immigrants. Some fear that if they are allowed to come into Canada as landed immigrants, they will not stay very long in those jobs. But Bagon contends that this is not so. "Good working conditions and salaries would attract domestic workers. It is not a bad job, but the conditions, money and benefits often are."

VCDWCR wants government to enforce its own regulations concerning domestic workers who come to Canada to work in people's private homes. The provincial government has a central registry, but employers largely ignore it. As of a couple of months ago, says Bagon, only 75 employers had registered.

"We don't know how many there are out there, but it must be a few thousand," she says.

"These workers are still very isolated from one another. They are afraid to speak up, to defend their rights," says Bagon. "For instance, they now have the right to overtime pay, and many of them work 10 to 12 hours a day, but often they don't claim it."

Many foreign domestic workers and caregivers go into the health, hospitality and child care fields after becoming landed immigrants. As a matter of fact, some of

them are members of the HEU. It is undeniable that during those years they spend in a virtual limbo, before they can become landed, they are very vulnerable. Thanks to Bagon and many others, these mostly women workers now have a chance to effect real changes in their working conditions.

Bagon does not limit her work to the VCDWCR. She is also on the executive as a member-at-large of the National Action Committee on the Status of Women (NAC). She co-chairs the international solidarity committee which right now is producing a popular education kit on economic globalization. "Globalization and neo-liberalism have a devastating affect on women and children around the world. There needs to be a wide recognition of that fact," said Bagon. The committee

## BALANCING



## IT ALL

## 'It began with the defence of one worker'



**SHE SPENDS** most of her free hours after work at B.C. Hydro attending meetings, but here Bagon enjoys a rare moment of tranquility in her East Vancouver home.

was also involved in organizing the Women's Conference on APEC last November in Vancouver.

Bagon's eyes light up with enthusiasm when talking about her recent attendance at a women's conference in Havana, Cuba. "There were 5,000 women there from all over the world. It was so incredibly empowering," she said.

She learned there of the struggle of the Cubans against the U.S. blockade, but also of their fight against the effects of chemical warfare. "We never hear of that here in Canada," said Bagon. "But the Cubans are spending a lot of their very scarce dollars fighting, for instance, contamination of their crops which are sprayed with poison from airplanes."

Bagon lives in East Vancouver with her family. Her plate is very full. She is committed to her community, but she is one of those people who thinks her community includes the whole world.

- **BALANCING IT ALL** is a regular *Guardian* column about the challenges facing women activists.



## WHAT WE'RE UP TO



Campbell River HEU members lent enthusiastic support to striking CEP and PPWC union sisters and brothers at an April 4 rally.

unications, Energy and Paperworkers' Union and the Pulp, Paper and Woodworkers' Union of Canada, frustrated but defiant after 38 weeks of being on strike, staged a rally in a downtown plaza.

The HEU led all the unions in a march for health care through downtown Campbell River to join the rally.

HEU members were in the third month of bargaining, and on the verge of taking a strike vote themselves. But they were front and centre with the CEP members in their fight against Fletcher Challenge.

HEU local chair Carolyn Stowe expressed her solidarity for the strikers, but noted, "This strike will someday be

settled, but health care is here to stay."

The unions ratified a new contract with Fletcher Challenge in late April.

### Peer counselling available in five regions

The Healthcare Labour Adjustment Agency (HLAA) has developed, along with health care employers and workers, a program in peer counselling. Health care workers can discuss their work situation, training and employment goals in private, one-on-one interview sessions.

This service is now available in five of the health regions: Vancouver/Richmond, Capital, Fraser Valley, Lower Fraser Valley and the Thompson.

The HLAA invites applications for peer counsellors from those regions. They will receive training and fulfill the objectives of the program which are to provide counselling to displaced

workers, help workers make realistic action plans, and to refer them if necessary to other career development programs and services.

There is no cost to the worker, nor is there a loss of wages or benefits. The HLAA will review the program over the next few months, before launching it into the remaining health regions in the province.

### Bursary deadline — August 14

HEU's bursary program awards 21 bursaries to HEU members, their dependants and spouses — including common-law spouses and same-sex partners. Students who are in need of financial assistance and demonstrate satisfactory academic standing are given preference.

HEU bursaries can be applied to any post-secondary institution. They are paid directly to the institution after enrollment, so the student must have gone

through the application and acceptance process.

The deadline for the next batch of bursaries is fast approaching. Applications have to be in to the Provincial Office by August 14. They can be obtained from your local office or from reception at Provincial Office.

### Good on you, HEU members

The May 26 job action by HEU members was a resounding success. It was just what the bargaining committee needed in its sometimes frustrating negotiations with HEABC. The marathon talks which followed on its heels eventually brought an agreement between HEU and HEABC.

The creativity in the different locals brought media attention and forced the managers to listen. All this made its way back to HEABC honchos who were negotiating with the committee.

## Report says privacy needs defending

A REPORT produced jointly by CUPE National and HEU challenges governments and health employers to develop health information systems which focus on improving patient care and advancing research and policy development within the public sector. The report — which puts the union at the forefront of efforts to create a strong public role in the technology boom — also exposes the efforts of high tech firms and drug companies to control and manipulate all manner of health data.

In British Columbia, as in the rest of the country, computerized electronic

networks are being set up by hospitals, physicians, laboratories and other agencies in the health sector. There is much potential for new technology to improve how health care is provided especially for monitoring and supporting people with chronic ailments.

But employers have so far focussed on cutting labour costs and rationing care. Vast amounts of public money are being siphoned off to high tech firms which are racing to patent new health information software and equipment to sell worldwide.

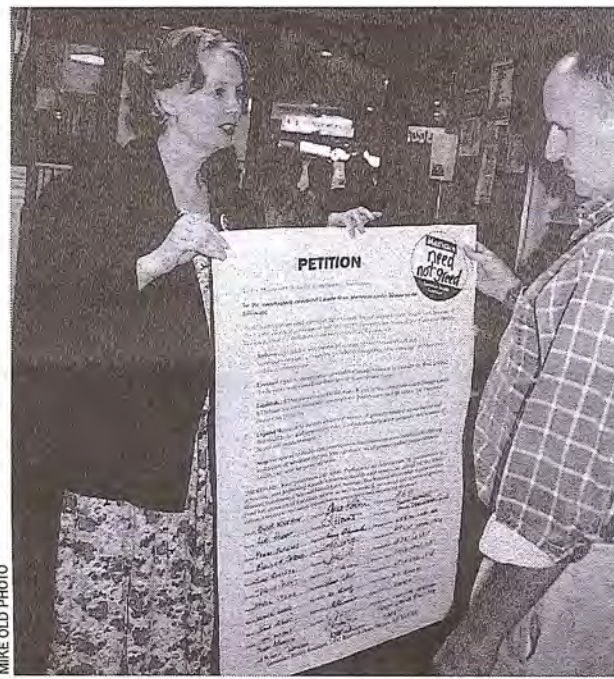
Pharmaceutical manufacturers and for-profit care providers are also free-loading on the health information highway. Data on spending habits — by doctors, hospitals or individuals — is the key to marketing and therefore a precious resource, worth billions of dollars in sales. At stake for citizens is the privacy of our health records and the freedom of doctors to prescribe the best treatment.

Despite the vital and highly sensitive nature of health information, there is very little protection under law for either personal privacy or research and planning in the public interest. The federal government and several provincial governments (though not B.C.) are considering privacy legislation, but none would seriously challenge the commercial handling of health information. Our report is being used by the Canadian Health Coalition to lobby for comprehensive legislation and federal support for health information initiatives consistent with the principles of Medicare.

Copies of the complete report, *Main Street, Not Bay Street: Why We Need to Stop Corporations from Hijacking the Public Agenda on Health Information*, can be ordered from the HEU communications and research department at Provincial Office.

### MESSAGE DELIVERED

Jean Swanson of End Legislated Poverty hands over petition to Vancouver Centre M.P. Hedy Fry's assistant following a press conference in Vancouver June 17. A dozen B.C. community groups and unions including HEU announced their support for a Canadian Health Coalition campaign to save Medicare.



### Study to look at jobs of the future

The rush to introduce new computerized information systems in health care is creating a shortage of people with the up-to-date information technology skills.

This creates new opportunities for career mobility for HEU members currently working in clerical and information technology positions.

The Health Labour Adjustment Agency has just agreed to fund a joint study between the Vancouver/Richmond Health Board (VRHB) and HEU to look at some of these new opportunities. The health board agreed to work with HEU to identify how union members could be more fully utilized in the growing number of technical support positions that will be created over the next several years.

This research will provide a model which can then be applied to other regions of the province.

## Rural docs' settlement short on real solutions

Rural doctors ended their four-month job action in June, accepting an offer from the Ministry of Health that puts more money in their pockets for on-call duty. But health care unions are warning that the settlement is short on lasting solutions to rural health care needs.

The physicians returned to work in

### 'Dobbin recommended exploring other options to compensate doctors'

northern health care facilities after the government accepted the recommendations of consultant Lucy Dobbin which included on-call payments for rural doctors ranging between \$20 and \$40 an hour depending on the number of doctors in a community and whether individual physicians opt for fee-for-service billings when on-call.

In small communities with no hospital, physicians will receive an on-call stipend of \$20,000 annually. The on-

call deal comes with an estimated annual price tag of \$6.5 million. Dobbin also recommended developing a nurse first-responder program and exploring other options to compensate doctors.

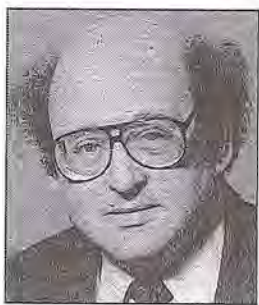
"Expanding the role of the nursing team in northern and isolated communities is a positive move towards addressing physician workloads," says HEU secretary-business manager Chris Allnutt. "But we need timelines for implementation."

And BCNU president Ivory Warner questions the wisdom of throwing more money at physicians in addition to fee-for-service payments. "This idea that physicians can be entrepreneurs by day and employees by night is not the way to deliver health care in a sensible, effective manner."

Margaret Fehr of HEU's Burns Lake local, also questioned the on-call settlement with doctors. "What (some doctors) make just from the northern living allowance is more than I make in a year — we all buy the same groceries."



## PRESIDENT'S DESK



# Activists' role will expand

by Fred Muzin

**T**he opportunity to effect a significant change in the culture of how health care operates in B.C. makes our new three year facilities contract truly exciting.

For the first time in our working lives, we have achieved a negotiated provincial settlement. There was extensive direct dialogue and exploration of issues that concern both our members and the employer. We even achieved creative solutions. Most people believe that's what negotiating is all about.

Our history is far different. Up until now, the parties have engaged in mental acrobatics and posturing that would be the envy of an Olympic gymnast. Both union and employer have spent endless hours deciding on who we were actually bargaining with – mediators, arbitrators, industrial inquiry commissioners, special conciliators. After all, don't they all know health care better than front line caregivers and managers?

## Our activists remain HEU's greatest resource

Our agreement with HEABC, that is reflected in a more complex Comprehensive Report, acknowledges joint responsibility and ownership of the settlement. Neither of us will be able to hide behind and blame third party decisions or government imposition. Like any change, that can be very scary, but presents a tremendous challenge to make it work.

We owe a great debt of gratitude to our two disabled members who had the courage to lead off bargaining by telling their stories directly to the employer. By overcoming the fear of potential employer retribution, they made our discussions real. At last, there was some understanding by HEABC of the inhumane consequences that result when employers and insurance carriers implement actions that are ill-conceived and solely budget driven.

The advances we had to struggle for should be the trademark of any successful employer: prevention of injuries; employment security and skill upgrading at all times, but especially during massive restructuring; economic justice for all workers, women and men; pro-active rehabilitation programs and meaningful consultation. Good employers respect and value their workers. It's unfortunate that these issues even had to be at the table.

Our activists remain HEU's greatest resource. Their dedication is directly responsible for our success as a union. But, with the new agreement, their role must continue to evolve. They must be provided with education, adequate time off the job to remain effective, and supported in being innovative, without fear of failure.

This contract represents yet another chance for an industry that has squandered numerous opportunities for progressive change. We will be unable to sustain and enhance Medicare if HEU and HEABC continue to operate as they have in the past.

Bad employers have come to realize that committed trade unionists can be their worst nightmare.

Good employers appreciate that committed trade unionists are an essential part of successful solutions.



**AFTER 26 YEARS** as an LPN at St. Paul's, Frank Young knows his job inside-out and enjoys showing the ropes to high school students when they visit his ward during career days.

## He expects the unexpected

by Dale Fuller

People sometimes come into the fast track area of St. Paul's Hospital's emergency ward for the human contact. Health care workers like LPN Frank Young may be the only social contact they have on that day.

While Young feels that the public has to be better educated about what an emergency ward is, he also knows that people don't always have a family doctor. And they do know him and the rest of the staff in the emergency ward; that's who they feel comfortable with.

Young was a psychiatric nurse in his native Scotland. He decided against following that career when he came to Vancouver 33 years ago. He worked at Vancouver General Hospital for seven years before moving to St. Paul's.

He enjoys working to the full scope of his practice as an LPN in the emergency ward.

"We know where everything is in this department and how to get it," Young says proudly. "They depend on us an awful lot."

He has seen many changes in health care over the years. The way people are

treated and the protections that health care workers must take to protect themselves and their patients stand out in his mind.

Young is very grateful for the (unionized) security guards, as violence can sometimes play itself out in the ward.

Many people who are victims of drug and alcohol related crimes end up in emergency. But Young and the rest of the staff treat them with respect.

"You can't treat them like animals," he says. "Because they'll treat you like an animal right back."

Young says staff in an emergency ward must always expect the unexpected.

An example he gives is a recent doctors' RAD day. "I was in that Monday," he said. "We had 85 people in two hours! But we handled it – we had to."

Young was in show business as a youngster and continues taking tap dancing lessons once a week.

He loves Vancouver and as a certified tour guide, shows it to international students from UBC. When he retires in "two years and nine months" he plans to start a small tour guide company and do something else he loves to do.

## ON THE



## JOB

## NOTEBOOK

# Local activists put best foot forward

by Mike Old

Over the last six months, HEU doggedly adhered to a public relations plan designed to win public support for our bargaining objectives.

The first part of the plan was easy. Province-wide radio ads highlighted our proposals on LTD, injury prevention and workload – important issues on which we knew we could build public support.

But the other part of the PR equation meant keeping these issues front and centre in the news – a more difficult task given some Vancouver-based media's tendency to dismiss labour's positions as self-serving.

Case in point: Coverage of HEU's May 26 job action by *The Province* newspaper and BCTV was predictably slanted. Both outlets uncritically swallowed the bait cast to them by Vancouver General's PR department – tours of empty operating rooms backed up by interviews with patients whose surgeries had been cancelled.

But the real story – Vancouver General's cancelling of all "non-emergency" surgeries when hospitals like Surrey Memorial carried



## 'Media training given to local activists paid off in spades'

out their usual OR slate – was relegated to a minor footnote by these media outlets.

Happily, hatchet jobs like that were the exception. Bargaining coverage around the province was, in fact, very encouraging. And there's a couple of reasons why that was so.

First, in the period leading up to the start of bargaining, dozens of media outlets from around the province received briefings on HEU's main issues. It meant community papers and regional radio stations understood the context of bargaining when reporting on the ebb and flow of negotiations throughout the spring.

But more importantly, media training given to local activists last fall paid off in spades. And there's hundreds of newspaper clippings in the Provincial Office to prove it.

From Campbell River to Creston and Trail to Terrace, local activists spoke in clear and convincing terms to local news reporters about HEU's bargaining proposals.

For news editors, it meant a great story. After all, who is a more reliable source than the front-line caregiver whose co-workers had been injured on-the-job, or disabled and living in poverty.

For HEU, it meant increased credibility at the bargaining table. That's because when health employers and government officials read their clippings each morning there could be no mistake – the union's bargaining proposals had the backing of its members across B.C.

Kudos to HEU's PR army for a job well done.



## Community caregivers waiting for Victoria to make good on commitment

As the Guardian goes to press, 15,000 community sector caregivers, including 1500 HEU members, are waiting for Victoria and HEABC to move on the critical issue of wage and benefits parity. And on June 3, they backed up their commitment to fairness with an 80 per cent strike mandate.

"Victoria is on the hook to make good its commitment to community caregivers," says HEU community bargaining spokesperson Sue Fisher. "But the initial compensation offer is

very disappointing. It doesn't meet the needs of community caregivers."

The unions say there's room to bring up wages for the lowest paid workers in health care because recently signed agreements with other health workers, teachers and civil servants meet government wage guidelines.

Significant progress has been made on home support and casual language as well as important OH&S improvements that mirror recent facilities sector gains. And in July, a third party will assist the two sides in establishing a job evaluation plan that when implemented will place community caregivers into appropriate job classifications.



MIKE OLD PHOTO



# It's a deal!

In our first negotiated settlement in almost 30 years

HEU members ratify a new facilities contract that delivers safer workplaces along with other major improvements

**TOP PHOTO**  
Debbie Berridge hands ballots to three members from Central City Lodge in Vancouver's Downtown Eastside during the strike vote in May.

**BOTTOM PHOTO**  
The new agreement is good news for Dam Ashburn, who is on long term disability, and his wife Priscilla.

**H**EU members have approved a new facilities agreement containing significant milestones for health care labour relations including a new occupational health and safety agency and long overdue reforms to an inadequate long-term disability plan.

The agreement, ratified July 2 by a vote of 75 per cent, was reached without the intervention of a third party. HEU's secretary-business manager Chris Allnutt says that was an important factor leading to breakthroughs on OH&S and LTD.

"By staying at the bargaining table we were able to hold onto our bargaining agenda," says Allnutt. "And there's no question that our May 26 job action gave us the momentum we needed to conclude an agreement that deals with our members' priority issues."

One priority issue – reducing health care injury rates – is addressed through a new

health care occupational health and safety agency and significant improvements to OH&S language in the contract.

The new agency will be jointly administered in much the same way as the Healthcare Labour Adjustment Agency and will develop programs which promote better health and safety practices. Victoria has committed \$11 million over three years to fund its operations.

Employers must take more responsibility for providing safe workplaces because of negotiated language changes. "Cost is no longer an excuse for failing to protect our members from violence in the workplace," says Allnutt. "And members will have more say on health and safety education and enforcement through strengthened OH&S committees."

The 1998–2001 master agreement also marks major improvements to the LTD plan that will have an immediate and significant impact on the quality of life of disabled members.

*continued on next page*



## how we got here

**jan 15**, Facilities bargaining begins. HEU and bargaining partners table their eight point plan for a settlement.

**feb 6**, Public sector unions pledge to co-ordinate bargaining goals.

**feb 12**, LTD members tell HEABC their stories of poverty and injustice. HEU



DALE FULLER PHOTO

members across the province rally in support.

**feb 16**, HEABC tables series of carefully targeted concession demands.

**march 31**, Facilities agreement expires. Unions table revised bargaining proposals.

**april 1-19**, Unions extend talks twice in an attempt to reach a negotiated settlement.

**april 21**, Multi-union bargaining association walks out of talks after HEABC tables concessions document and makes no moves on key union positions.

Members effectively mobilized around the LTD issue in their workplaces and in their communities culminating in province-wide actions Feb. 12 with LTD members telling their stories to employers at the bargaining table.

The result: \$60 million worth of LTD improvements that shorten waiting periods, provide higher levels and regular indexing of payments, 50-50 cost sharing of benefits premiums and an early retirement program that could make pensions and higher incomes available to more than 1,000 members on LTD.

There's a new emphasis on rehabilitation and training in the LTD plan. "HEU now has a critical role to play as an advocate for LTD members who are using rehab programs to re-enter the workforce," says Allnutt.



DALE FULLER PHOTO

The agreement contains \$6 million worth of benefit improvements effective next April that include the elimination of the \$7,500 lifetime limit on extended benefits along with upgraded dental, hearing aid and vision coverage.

LTD and benefit improvements will be applied to members formerly covered by CCERA/Pricare agreements levelling the playing field with the rest of the facilities sector.

"While this agreement contains many breakthroughs of direct benefit to our members," says Allnutt, "there was no breaking through Victoria's wage guidelines.

"But it's important to note that HEU average wages have increased at nearly twice the rate of inflation throughout the 90s as a result of pay equity, general wage and classification adjustments." Pay equity adjustments continue at a value of \$78 million and a general wage increase valued at about \$55 a month in 2001.

"Through concerted workplace education, community outreach and a disciplined four-hour walk-out, our members have won an agreement that improves Medicare and our caring conditions," says Allnutt.



**Creative bargaining meant reaching out to union sisters and brothers whose first language is not English.**



STEPHEN HOWARD PHOTO

Assistant secretary-business manager Zorica Bosancic takes time from the bargaining table to address VGH crowd on April 28, the Day of Mourning for Workers Killed or Injured on the Job.



DALE FULLER PHOTO

In January HEU members participated in a workshop to tell the stories which formed the basis for the play, *A Change of Heart*. Back: Hilda Peralta, Imelda Bateria, Mustapha Douhaibi, Vivian Love, Marty Norgren, Bonnie Down, Diane Bastien. Middle: Peter Stancer, Elena Dudancruz, Raj Sandhanwalia, Ellen Chan. Front: Doreen Plouffe, Bob Peacock, Teresa Prentice, Carolyn Unsworth. The players left to right are Patti Fraser, Steven Hill, Tippy Agogo, Carla Plante and Jimmy Tait.

Member from Yucalta Lodge shows support for HEU members on LTD at a joint HEU/CEP/PPWC rally in Campbell River on April 4.



JULIE IVERSON, CAMPBELL RIVER COURIER PHOTO



**April 22**, Provincial Executive authorizes strike vote.

**April 28**, HEU members link Day of Mourning actions to bargaining table proposals for safer workplaces.

**May 15**, 81 per cent strike mandate delivered by facilities sector caregivers.



STEPHEN HOWARD PHOTO

**May 22**, Unions serve strike notice after three days of talks produce little progress.

**May 26**, Over 20,000 HEU members walk off the job from 8:00 a.m. to noon. Health care facilities in the north are exempted from the job action.



STEPHEN HOWARD PHOTO

**June 6**, After 10 straight days of talks, the multi-union bargaining association and HEABC sign tentative contract.

**July 2**, 75 per cent of facilities sector caregivers give nod to agreement.

## Hanging tough in the other sectors

Not everyone in HEU is bargaining with HEABC. Fifteen HEU locals have been negotiating the first HEU social services master since May 13 with the Community Social Services Employers' Association, bargaining for individual social service agencies.

HEU is using June bargaining dates to explore compensation issues with the employer. Bargaining will continue in July and August.

Not all HEU social service locals are included in master bargaining. Three of those locals bargained first contracts in June: Dysa Services in Campbell

River, Go Green Workshop in Victoria and Pamela's Home Society in Nanaimo.

And HEU is at the paramedical professional bargaining table negotiating on behalf of almost 30 members. There have been 22 days of talks since March 26 and little movement from HEABC on priority issues for the Health Sciences Association, HEU and the other unions in the multi-union bargaining association.

The biggest stumbling block is the unwillingness of HEABC to conclude the levelling process – a piece of unfinished business from the last round of bargaining. HSA says addressing inferior wages and benefits received by paramedical professionals in community based work sites is a prerequisite to proceeding with other priority issues at the bargaining table.



**WorkingTV produced three videos to back up bargaining demands. At strategic times, the videos on long term disability, safe workloads and tearing down the wall between health care workers in the facility and community sectors were released.**

**May 26 job action took members at B.C. Women's and Children's outside for a rally, while B.C. Cancer members joined VGH at their rally.**



MARG BLANEY PHOTOS

## PATIENTS PAWNS IN HOSPITAL'S GAME

**Cancellations a devious PR scheme**

When HEU members took job action on May 26, many health employers worked to minimize the impact on patients. But not Vancouver General Hospital.

In what amounts to a sleazy effort by top bosses to use patients as pawns, VGH began unnecessarily cancelling surgeries and tests within an hour of the facilities sector unions serving strike notice, including many that were set for the Sunday and Monday prior to the action.

Worse, the hospital mounted a slick public relations effort that included media leaks of the most hard luck cancellations and lengthy guided tours for television news cameras of empty operating rooms – something that VGH has never done to highlight the impact from the 200-plus hours of shutdowns by the BCMA.

One cancellation – which hard work by union staff kept off the front page of the *Vancouver Sun* May 26 – is concrete proof that VGH used patients as pawns. It involved a woman's emergent brain aneurism surgery.

Alerted by media calls May 25 about the cancellation, HEU contacted the hospital to demand to know why. A VGH official claimed it really wasn't urgent, and would be first on the OR slate the day after job action. But this wasn't the case, as a call to HEU by the woman's anguished husband confirmed. The promised May 27 surgery didn't happen until nine days after the job action.



**Nanaimo members remember co-workers who are off the job due to sickness or injury by chalking their initials on the sidewalk outside of the facility on Feb. 12.**

**HEU members from the Nanaimo local join others across the province in commemorating April 28, Day of Mourning for Workers Killed or Injured on the Job.**



CHRIS BUSH PHOTO/THE NEWS BULLETIN



STEPHEN HOWARD PHOTO

**George Heyman of the British Columbia Government and Services Employees' Union speaks at the May 26 job action at B.C. Women's and Children's Hospital.**



DALE FULLER PHOTO



JOYCE GIBSON PHOTO

**Enthusiastic support for the May 26 job action by members at Burnaby's Canada Way local.**

**At the first performance of *A Change of Heart*, audience and cast alike enjoyed a piece of this beautiful cake, donated by Cakes Unlimited baker Barb Walker.**



## IT HAPPENED THIS WAY

- SEPTEMBER 29, 1994, certification
- JULY 24, 1996, first collective agreement for Grosvenor House members, imposed by LRB
- APRIL 15, 1998, Labour Relations Board rules that Leo Chamberland's company, United Health Care of B.C. Inc., must comply with collective agreement
- MAY 1, story breaks in media initiated by a resident's family and Chamberland threatens to close the facility
- MAY 7, members receive notification of layoff effective midnight the same day
- MAY 11, members pick up records of employment at the facility and discover the forms are erroneously completed
- MAY 12, the last of the seniors move out, the majority to Dufferin Place and Royal City Manor
- MAY 13, HEU calls upon health minister to review the circumstances surrounding the Grosvenor House closure
- MAY 19, HEU convenes meeting for residents' families where families explore the possibility of a class action lawsuit to recover monies owed for pre-payments and life leases and agree to liaison with the union for input into the government's continuing care review currently in progress
- JUNE 2, HEU sponsors second meeting for families in order for them to continue planning the recovery of their losses

# Caregivers and residents grieve closure of facility

*Owner of Grosvenor House closed the facility when LRB ordered him to implement collective agreement*

by Margi Blamey

**G**ROSVENOR HOUSE in Port Coquitlam is one of several private, for-profit long-term care facilities in the news recently, its greedy owners exposed for preying on seniors and their families.

Without conscience, the residents' needs were wantonly disregarded and the rights of workers flagrantly abused.

Eight hundred and fifty HEU members work in private, for-profit facilities and are not covered by the main master collective agreement in health care, so their contracts must be negotiated separately.

HEU Grosvenor House members attained a first collective agreement in 1996.

When the Labour Relations Board ruled that United Health Care of B.C. Inc., Leo Chamberland's company, must implement the contract, Chamberland used that as a convenient excuse to close the facility.

Workers received their layoff notices on May 7, effective at midnight and residents had to move immediately. All the seniors would be relocated by May 12.

Incensed, the care aides, cooks, dietary aides, housekeepers and other workers, focussed their concern on residents and their families before giving any thought to their own mistreatment and the consequences of their sudden joblessness.

The residents were confused and alarmed, families furious. Many seniors wept as they realized the move would

separate them from caregivers they considered family. Their relatives felt the same way.

One resident wanted to put out a collection box for wages when he realized the workers had not been paid for three weeks.

Several relatives feared that their elders would die, unable to survive the emotional upset and physical disruption of so sudden a move.

While the residents and their families struggled with the situation, so did the workers who were owed wages, vacation and severance pay and would discover that income tax, EI, CPP and the Medical Services Plan deductions had not been submitted for several months. To top it off, their record of employment papers were erroneously completed.

The workers were grieving the loss of their friendships with the seniors and their families, too. Many visited their

former charges in their new homes — the attachments are that strong.

And they needed to address their unemployment and the resulting financial problems.

Parents of four children both worked at Grosvenor House. Others are single parents and the only wage earners in their homes. Many work two or even three jobs to make ends meet.

At a May 19, HEU-sponsored meeting for the GH families, daughters, sons, grandchildren and others shared experiences. One son broke down while telling the packed meeting room that when settling his frail father into his new home, his dad asked if he was trying to kill him.

The price paid in physical and emotional pain and suffering by residents, their families and the workers is too high a cost and will never justify allowing private, for-profit owners to continue preying on our seniors.

## Preying on seniors for profit

## 'Aging in place' eyed by unscrupulous opportunists

HEU is mounting a campaign to counter the increase of public-private partnerships (P3s) and any further privatization of seniors' housing and care. Because of an aging population whose preference is to "age in place," this sector is particularly vulnerable to opportunistic, profit-hungry privateers and cash-strapped governments eager to jettison responsibility.

On Jan. 23, 1998, then-Minister of Health Joy MacPhail announced a process to develop a comprehensive and long-term strategy to better meet the health care needs of B.C. seniors.

A crucial element of the announcement, a boost for the role of private, for-profit operators in providing elder care, was strongly criticized by the union.

"Any expanded opportunities for privateers in providing housing and care for seniors is ill-advised," said Chris Allnutt, HEU's secretary-business man-

ager. "Considering that serious quality of care problems have emerged at private, for-profit facilities, it is quite apparent that quality care and the profit motive are incompatible concepts."

On June 4, in order to support the health and other ministries' policies in favour of P3s, Minister of Municipal Affairs and Housing Jenny Kwan tabled Bill 31, part of the multi-year Municipal Act reform process.

The Municipal Act amendments provide local government with greater flexibility to enter into public-private partnerships and abolish the requirement of provincial approval prior to signing a deal.

These changes open the door wider to privateers looking for avenues into the growing seniors' housing and care market while escaping the scrutiny of the province.

The bill's passage is expected before the legislature recesses for the summer.

## How the media played it



Initially, the media covered the closure of Grosvenor House as a labour/management dispute with the union faulted

for forcing a collective agreement upon an unsuspecting new owner.

However, as the story developed, some outlets expanded their research and changed the focus.

One reporter in particular, Global TV's Peter Louwe, dug deep and found many stories from residents' families and company investors who alleged that the facility's closure was due to fiscal mismanagement by the owner, self-proclaimed financial negotiator, Leo Chamberland.

As part of a two-part, comprehensive investigative report, Louwe interviewed the daughter of a recently deceased resident who in late 1997

pre-paid \$25,000 for 12 months at Grosvenor. According to the contract signed with the facility, the family is owed a refund in excess of \$22,000.

Estimates of money owed to former residents and their families exceed \$300,000.

As Chamberland's history of business dealings, including at least two previous bankruptcies and two recent receiverships of seniors' facilities in Vernon and Chilliwack, was revealed, the anger of shocked family members increased.

Many believe that he should never have taken money for services he knew he could not provide.

Chamberland said it's up to the courts to decide if that was the case.

The families are uniting and hope to file a class action suit to recover their losses.



# Seniors get no notice

by Dale Fuller

Trouble had been brewing for months at Wedgewood Manor in Qualicum Beach when it was finally closed on June 8.

The chief medical officer of the region, Dr. Fred Rockwell, cancelled the license "for not providing essential services to the residents and being inconsistent in the payment of bills."

The owner, Pat Liberatore, received the closure notice on Friday, June 5, but he notified the residents and their families only hours before they had to move.

Workers showed up for their shift on Monday morning to find they were out of a job.

But they were not surprised.

It followed months of labour problems — with the owner in almost constant violation of the collective agreement.

The first contract between HEU and Wedgewood was signed in 1997.

Liberatore deducted monies for union dues and health benefits which

never went where they were supposed to go. He never implemented the September 1997 wage increase.

Last November he fired five union activists, and when ordered to reinstate them, withheld their pay.

"The employer's actions demonstrate a dishonourable disregard for the integrity of simple contractual obligations honestly entered into with the employer by the union and employees," wrote

the arbitrator at the time.

Shelley Wilson, one of the five fired (and then reinstated) employees, said, "It was very stressful to work

there. The owner didn't care about the place, he was only in it for the profit. We tried to do our work, but we were always functioning at essential services levels."

The straw that broke the camel's back was his failure to provide for the residents.

He didn't pay the garbage bills, so the garbage piled up. He didn't pay the hydro bill, so the B.C. Hydro threat-

ened to cut him off. The kitchen was not stocked with food on a consistent basis. Workers often had to pay for groceries out of their own pockets or bring them from home.

All that was just too much for the licensing board, and they shut the facility down.

Six of the residents went to Halliday House in Parksville, which also hired some of the workers as casuals. That's good news for the residents, who will have a few familiar faces around after this very traumatic experience.

As the *Guardian* goes to press, the employees had still not received their last pay cheque or their vacation pay, and Liberatore was nowhere to be found.

This is just another unethical employer in charge of a private for-profit long-term care facility. Liberatore had little regard or responsibility for the residents of Wedgewood or its employees.

His behaviour and contempt speak volumes about what unscrupulous operators can get away with as the law now stands.

## WHO'S IN CONTROL?

As the number of seniors increases, the need for quality housing and care increases, too. But there is growing concern about the quality of facilities, especially with more private, for-profit operations entering the field.

Regional health boards license long-term care facilities, but because health boards are under the jurisdiction of the Ministry of Health, ultimately control rests there.

When considering an application for a licence, health boards do not investigate the background of facility owners. It's the building and the administrators that are scrutinized.

There is no common database through which health boards may access and cross-reference information which suggests that unless an individual or group intervenes and offers substantiated evidence for denying a licence, anyone can obtain one. In the case of Grosvenor House HEU wrote to the health minister asking for a review of the closure. We are still awaiting a reply but ministry officials suggested that in the absence of extensive media coverage and public outcry, a review is unlikely.



MIKE OLD PHOTO

## David fights Goliath at Arbutus Manor

SIXTY HEU members work at Arbutus Manor, a seniors' residence on Vancouver's west-side.

Since Arbutus Manor is a private, for-profit facility owned by coast-to-coast privateer, Ishtar Investments Inc., the health workers there are not covered by the main master collective agreement in health care, so a separate collective

agreement must be negotiated. HEU sat down at the bargaining table to hammer out a new, fair collective agreement with Ishtar 11 months ago.

Despite Arbutus Manor's healthy fiscal position including a 24.58 per cent return on equity and an operating profit of \$654,497, Ishtar's representative claimed poverty at the bargaining table and abruptly walked out of a March 23 session with only one item, a modest

wage increase for the current year, left to settle.

After several actions by the local and by HEU members across the province, Ishtar returned to the table on May 11 — but only to present a final offer that proposed no wage increases throughout a four-year contract and a clause that would give the employer the ability to terminate any casual worker who declined three shifts in a row regardless of the reason.

The union rejected the offer and Ishtar immediately applied to the labour board to force a ratification vote. The members voted May 15 and rejected the offer.

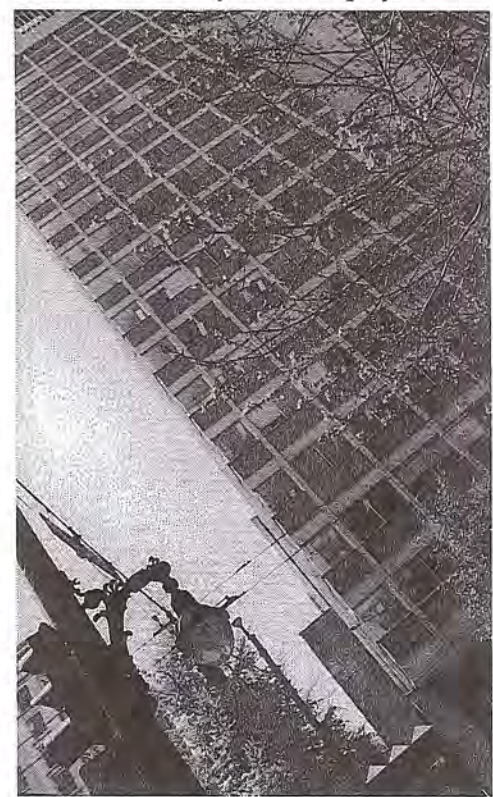
The local emphasized the rejection with a worksite campaign, wearing stickers that exposed the employer's lie that it had offered workers a contract package that included nine per cent in wage and benefits improvements.

And HEU members from across the Vancouver Lower Mainland supported their Arbutus Manor sisters and brothers at a Fight for Fairness rally May 31 held directly across the street from the facility that featured speeches by HEU secretary-business manager Chris Allnutt and Vancouver East MP Libby Davies, a show of solidarity from the Vancouver and District Labour Council, and performances by the Ginger Group and the Raging Grannies.

On July 6 HEU reached a tenta-

tive agreement with Arbutus Manor. If ratified, there will be a modest wage increase and improvements in dental, vacation and special leave provisions. The contract will expire on October 31, 2000.

**ARBUTUS MEMBERS** and their supporters rally on May 31 (left), while security guards patrol the front entrance of the facility (page bottom). Ishtar's corporate presence in the downtown Vancouver building below belies their bargaining stance of no money for its employees.



DALE FULLER PHOTO



MIKE OLD PHOTO



## Members say No! to videotaping

A letter from a member that was printed in the voice/mail section of the last issue of the *Guardian* unleashed an avalanche of rebuttals.

The letter itself was in response to an article that had appeared in the previous issue of the *Guardian* warning members on long-term disability and workers' compensation that insurance companies were resorting to spying on and videotaping them.

The HEU member stated "... with abuse of sick time, WCB, LTD, etc., I will continue to be in support of any insurance company videotaping a person on LTD or WCB injury."

He goes on to cite the case of a co-worker who was videotaped roofing his house while on LTD for a back injury.

Justice for members on LTD was an important bargaining demand in 1998.

There is an acute awareness of the injustices suffered by those HEU members who cannot work because of an injury or illness.

Letters began streaming in soon after the original letter was published.

Kathy Garner, who is on LTD, finds it appalling that she could be filmed without her knowledge. This daughter of a WWII veteran likens these tactics to those used in a police state.

The membership of the People with DisAbilities Committee wrote that they "laboured long hours over many issues such as protecting our members from invasion of privacy." They pointed out that a precedent such as this puts everyone's right to privacy at risk.

Joyce Dawson, a health records technician at the Prince George local asks some practical questions, such as whether or not the person working on the roof was alone or not, how long he was working on the roof, how strenuous was the activity (she says she knows from personal experience that roofing is not particularly hard on the back).

She also brought up the issue of income while one is on LTD. The person may very well not have been able to hire someone to do the work.

LPN Trish Cook of Surrey has been on LTD for 10 years and was inspired to write a poem on the subject (excerpt below).

She points out that although she may appear to be okay on the outside, her illness is raging inside her body.

*Many a time, many a day,  
an old acquaintance comes my way.  
The common phrase you're bound to hear is,  
"Well, you look better than me, my dear!  
What have you been doing, you look so good?"  
My heart flutters and I'm in fear,  
for I've been on disability for the last 10 years.  
I feel shame,  
but I'm not a bum,  
who doesn't want to work,  
old chum.  
No one knows the pain inside,  
that's always something we try to hide.*



# Lynne Cook battles for LTD justice to the end

*One of her last wishes was to get a message out to her union sisters and brothers*

by Dale Fuller

**L**YNNE COOK loved her work at Malaspina Lodge in Nanaimo, where she was a licensed practical nurse. She loved it so much she continued to work through a serious illness which eventually killed her. She spent the last few years of her life battling cancer, a fight she lost on June 12. She not only had to fight the illness, but the insurance company which, instead of recognizing her right to long term benefits, cold-bloodedly denied her peace of mind just when she needed it most.

Cook was diagnosed with breast cancer in 1994, and took eight weeks off work to undergo a mastectomy. A year later her doctor found another tumour, and she began two months of radiation treatment.

She thought she had pneumonia in January 1996 when she was finding it difficult to breathe. But she was wrong; it was a reoccurrence of the cancer. She began chemotherapy and only then went on long-term disability after the six month waiting period.

Cook continued to receive LTD payments while in a return-to-work program from January to September 1997. Her husband Dan had lost his job in 1996, and the couple was struggling to keep up with their expenses. She decided to go back to work full-time to earn her full salary and benefits.

"I felt good and I really liked my work, and it was better than sitting around. There is not much to do out there if you don't have the money to do it," said Cook.

Two weeks after she had voluntarily returned to work, she found out that her cancer was again active. Her doctor told her she could continue to work as long as she wanted. She notified the insurance company, which did not tell her that after six months of working she would have to reapply for LTD — and go through the six month waiting period again.

This spunky LPN felt fine for a time, but in January 1998, things started to go downhill. Still, she stayed at work until she could no longer endure the pain. She reluctantly told her employer that she could not go on, and they started the process — they thought — of reinstating her claim.

That was when Cook found out that she had exceeded the six month limit. Her doctor wrote to the insurance company saying it was very likely that



**SHE DIDN'T WANT** anyone else to have to spend their last days worrying about how to pay the bills, so she decided to fight London Life.

Cook would not last the six month waiting period, telling them she had saved them a lot of money by voluntarily returning to work. HEU also went to bat for her, telling London Life, the insurance carrier, that the time back at work should be deemed to be rehabilitation. London Life said, "No, no, no."

Cook was anxious to get a message out to her union sisters and brothers. "When you have a disease like cancer, which comes and goes, remember that while it is everyone's choice to work or not, if you go back to work you might jeopardize your long-term disability claim. Just be aware of that."

Debbie Platt, chair of the Malaspina local, said of her friend, "Anything Lynne did was never for herself, but for someone else, to make their life happier. The caring profession was definitely her line of work, and she was excellent at it."

It is ironic that insurance companies are videotaping our members on LTD to make sure they are not "cheating." In what can only be described as a calculated waiting game, the insurance company cheated her of her money and peace of mind in the last weeks of her life.

**'This spunky LPN felt fine for a time'**

## Island members rap 'sick police'

Last year, the Campbell River/Nootka health region received almost \$50,000 from the Ministry of Health to "implement staff wellness programs" at the Campbell River Hospital.

Thirty thousand of that went to hiring a person whose job is to decrease the number of sick days that employees take at that facility. The remainder is to fund a program to reduce muscular-skeletal injuries at the workplace. The latter stipulation seems to acknowledge the ultimate goal should be to reduce on-the-job injuries and long-term disability, but the program is focusing, in the short-term at least, on the amount of sick time people take.

The new staff wellness consultant is producing a newsletter which gives advice on how to stay healthy. One of her conclusions is that staff often book off sick when they are actually having problems at home. People should discuss their problems with the wellness consultant, says management.

An article in the local newspaper about the program brought an incensed response from some members of the Yucalta local.

Workers at that local are "suffering from workload problems as many of our residents are now extended care, and we require more staff to care for them," wrote local chair Carolyn Stowe. "It seems ironic to me

that Campbell River Hospital is laying off nurses who provide hands on care to patients, yet have the audacity to create another management type position."

She denounced the creation of a newsletter better suited to a kindergarten class and pointed out that a counseling service is available to employees who have problems; they do not want management prying into their private lives.

Healthy workplaces for health care workers was a cornerstone of 1998 bargaining for HEU. A major breakthrough in the negotiations was an agreement to set up an agency to study health and safety issues in the workplace.



# Labour

NOTEWORTHY NEWS ABOUT ISSUES AFFECTING WORKING PEOPLE HERE AND ABROAD

## Californians say No! *Labour threw everything it had into defeating Proposition 226*

by Mike Old

**C**ALIFORNIA labour and community activists have defeated an electoral initiative that would have hamstrung the ability of unions to fund political campaigns. Proposition 226 was defeated June 2 by a margin of 54 to 46 per cent during California primary elections. The AFL-CIO, the U.S. national labour federation, estimates 71 per cent of union members and their families voted against the measure.

It was a dramatic turnaround. Three months earlier, polls indicated 72 per cent of voters supported the proposition. If it had passed, unions would be required to get annual written permission from union members before spending dues to support political causes or candidates.

SEIU Local 250, California's largest health care union, campaigned for its right to advocate for patients and health care. Spokesperson Dan Martin says Proposition 226 would have undermined Local 250's Patient and Health Care Defense Fund which is supported by member dues.

"The health care industry has made it clear they'll spend whatever they need to fight quality patient care," he says.

And it wasn't just union members who rejected Proposition 226. "Californians had a fundamental distrust of the forces behind Proposition 226," says Martin. "They realized it wasn't

about protecting workers at all."

In the past decade labour has successfully supported initiatives that guaranteed funding levels to public schools, reinstated funding for the state occupational health and safety agency and stopped the state from raiding public sector pension funds.

The measure's supporters included California Governor Pete Wilson, House Speaker Newt Gingrich and a range of other Republican politicians whose

**'It wasn't  
about protecting  
workers at all'**

party would have benefited greatly if labour sat on the sidelines in critical fall elections. The so-called "pay cheque protection" proposition was also backed by millionaire insurance executive J. Patrick Rooney and American Tax Reform head Grover Norquist.

Rooney and Norquist are key supporters of public funding of private schools, medical savings accounts and other initiatives labour has opposed.

Unions spent over U.S.\$10 million to defeat the initiative and thousands of union members volunteered their time to canvass voters. But in an electoral system where corporations outspend labour 11 to one, U.S. unions are looking for more effective solutions to leveling the playing field in campaign finance.

"The answer is genuine political reform — reform that places new limits on campaign contributions and spending and removes limits on voter participation," said AFL-CIO president John Sweeney.



SPANISH CIVIL WAR vet Rosaleen Ross met her future husband Allan while she was a member of the British contingent of the International Brigades. He fought with the Canadians as a member of the Mac-Paps.

## Bikers back effort to remember Mac-Paps

On May 31, about 50 motorcyclists rode from Burnaby to Squamish in support of a campaign to recognize Canadian veterans of the Spanish Civil War.

Sixteen hundred Canadians volunteered to fight fascism in Spain in 1936 and formed the MacKenzie-Papineau Battalion of the International Brigades. They believed that Spain would be the "tomb of fascism." More than half of the Mac-Paps lost their lives, the Republicans lost the war, and World War II soon followed.

The valiant efforts of the Mac-Paps have never been officially recognized by their own government, although in 1996 the Spanish government made all surviving members of the International

Brigades honorary citizens of Spain. The B.C. Monument Committee wishes to honour the vets with a monument.

"We have reached the halfway point of our fundraising target to establish a monument," said Tom Kozar of the B.C. Monument Committee. "This event will assist us in making the monument a reality."

The committee's efforts are supported by a broad section of British Columbians. Contributions can be sent to the BC Monument Project, c/o Tom Kozar, 3906 Creekside Place, Burnaby, BC, V5G 4P9. To receive a receipt for a tax deduction, make cheques out to the Association of Veterans and Friends of the Mac-Paps.

## Miners compare conditions

Unionized workers at Chile's Quebrada Blanca copper mine began 1997 contract talks with Canadian mining giant Cominco well prepared. That's because they had forged a unique relationship with Steelworkers Local 7619 at Cominco's Highland Valley copper mine near Kamloops, B.C.

For years, Local 7619 bargainers were told by Cominco that contract negotiations must take into account globally competitive mine operations in Latin America.

But on closer examination, the Steelworkers found that Cominco itself had

a big stake in the "competition" — high profits in Latin America aided by crippling labour codes, unenforced environmental legislation, low taxes and disrespect for indigenous peoples.

Chilean and B.C. miners were convinced close contacts and mutual assistance would make it more difficult for Cominco to play them off against each other.

In 1995, Local 7619 hosted Quebrada Blanca union president Nelson Fuentes for two weeks. He shadowed union representatives and visited every corner of the mine site.

While mine operations were similar, Fuentes was surprised by the constructive labour/management relationship at Highland Valley. That's because his union had little presence in the Quebrada Blanca mine. There were no shop stewards, health and safety com-

mittees or grievance procedures.

Fuentes returned to Chile determined to strengthen his union and improve labour/management relations, but the path was not smooth.

Crises rocked the Quebrada Blanca union — one executive member was fired and another demoted. A young worker was crushed to death under a truck despite union warnings about lax health and safety procedures. In 1996, Local 7619 activists Richard Boyce and Ron Coxon made a return visit to Chile.

Over 10 days, the union allies developed a common agenda including bargaining training. When that training took place in Chile in March 1997, the atmosphere was charged. The Chileans would begin bargaining with Cominco in two short weeks. The Canadians provided

the Chileans with information about their own bargaining experiences with the employer.

Local 7619 kept in close touch with their Chilean counterparts during a round of bargaining which included a seven-day strike and an intervention from the Chilean president.

"Thanks to the workshop, the Quebrada Blanca local has managed to negotiate the best contract in recent Confederation history," said Moises Labrana of the national miners' union in Chile.

Chilean and Canadian workers are under no illusions about the immense power of these transnational mining companies.

But the unions feel stronger and more confident in facing these companies across the bargaining table by building their own connections.

• with Judith Marshall/CALM





## JULY 21

Deadline for locals to submit credentials, accommodation forms, constitutional amendments and resolutions for Convention.

## AUGUST 3

Vancouver Gay Pride Parade.

## AUGUST 4-6

Provincial Executive meets.

## AUGUST 8/9

Seventh Annual Victoria Labour Council Tournament of Hope.

## AUGUST 22

Fort St. John Labour Council Golf Tournament.

## SEPTEMBER 4

All proposed constitutional amendments and resolutions circulated to locals and delegates.

## SEPTEMBER 5

Prince George Gay Pride Parade, Nelson Gay Pride Parade.

## SEPTEMBER 7

Labour Day, office closed. Labour Day picnic in Vancouver, Victoria and Nanaimo.

## October 19-23

HEU Biennial Convention.

## letters

continued from page 2

believe in the trade union movement. We would be happy to walk an HEU picket line or any other picket line for that matter.

I continue to receive the *Guardian* as an interested member.

L. JEAN NICOLL

### Don't like the ads, folks

Couldn't believe the ads on the radio concerning the doctors' walkout.

I, as an HEU member, was astonished to hear that HEU wasn't backing them up. Please don't make profound blanket statements that do not represent what I or many members of HEU feel until you speak directly with us. Take HEU out of it. I don't want any part of it. I felt ashamed to go to work and face the doctors I work with every day. We don't need to have anymore splits in health care.

WENDY FILIATRAULT,  
LPN, Delta Hospital

### We protest!

In July of 1997 a lump sum payment was awarded to the unit clerks who did staffing at Victoria General Hospital and Royal Jubilee Hospital. At some point the talks between HEU and the hospitals broke down; the result being that HEU ended up with the responsibility of deciding who was to get the money.

"Under pressure and without all the information they needed to complete the job equally and fairly" it was decided who

was to get the money. Who did get the money? On some units all of the unit clerks got paid. On some units none of the unit clerks got paid.

We organized as a group and met with representatives of the Provincial Office in December 1997. We were told: the process is flawed, the money is gone, isn't it better that some unit clerks got paid?, we will investigate.

All we want is the money we are entitled to, nothing more and nothing less than our co-workers who have the same job classification, do the same job as us and to qualify under the same process given to the unit clerks who did receive the lump sum payment.

Please wear a ribbon to show your support for us. We also want to thank the unit clerks who did receive the lump sum payment and are showing their support for us.

HEATHER GALLARD,  
Unit Clerk, Victoria General

### Thanks to HEU's WCB department

I would like to thank HEU for all of their help and support! And a special thanks to Paul (Gill) for all of his hard work.

MARYA SAKIC AND FAMILY

### Thank you LTD members

On behalf of myself and the rest of the Lions Gate local executive, I would like to extend a heartfelt "thank you" to our

members on long term disability who responded to our call for assistance during the recent strike vote. Their issues were front and centre on the negotiating table, and it was good for our other members to see them out at the vote.

KATHIE ANDERSON,  
LPN, President, Lions Gate Local

### Injured in Nanaimo?

We are a group of injured workers from Nanaimo, who have started a support group. Our agenda is to help support other HEU injured workers in the Nanaimo and surrounding area.

We know this support group will be beneficial to others like ourselves, as we have gained enormous benefits from each other in our everyday struggles to cope with injuries which have forever changed our lives and that of our families.

We can relate to the confusion and despair resulting from these injuries, and we understand how important it is to reach out to others who are also struggling, but who are isolated and alienated.

Anyone interested in joining can contact Delores McComber or Veronica Buckinshaw at P.O. Box #52, 650 (S) Terminal, Nanaimo, B.C. V9R 5E2.

We also have an e-mail address:  
wmccomber@bc.sympatico.ca.

DELORES MCCOMBER,  
VERONICA BUCKINSHAW,  
Malaspina Lodge Local

## HEALTH CARE ON WORKING TV

### Summer Schedule

Keep an eye on our web site for the summer schedule:  
[www.workingtv.com](http://www.workingtv.com).

Working TV's first showings are on Friday at 7:30 p.m., repeated on Monday at 1:30 p.m., and Thursday at 4:00 p.m. on Rogers Community 4 Network for Lower Mainland viewers.

Campbell River - Wednesday, 6:30 p.m. and Monday, 8 p.m. on CRTV 10.  
Revelstoke - Wednesday, 9 a.m. and Thursday, 11 a.m.



## Coffee break



All stories guaranteed factual.  
Sources this issue: CALM, UAW Solidarity, Globe & Mail, Newswatch.

### Sorry, Nike, but we've got principles

Nike reportedly offered British band Chumbawamba over one million pounds for the right to their hit *Tubthumping* as the promotional theme for its World Cup soccer ads. The band nixed a deal because of Nike's use of sweatshop labour.

A portion of the proceeds from the sales of Chumbawamba's CD go to British dockworkers who were fired for job actions in 1995.

Tubthumping is British slang for soapboxing, standing up and speaking to a crowd about things like organizing politics.

It looks like Chumbawamba practices what it tubthumps!

### Classified ads

• Auto repairs: Free pick-up and delivery. Try us once, you'll never go anywhere again.

- Used cars: Why go elsewhere to be cheated? See us first!
- Wanted: Man to take care of cow that doesn't smoke or drink.

### Let them eat cake

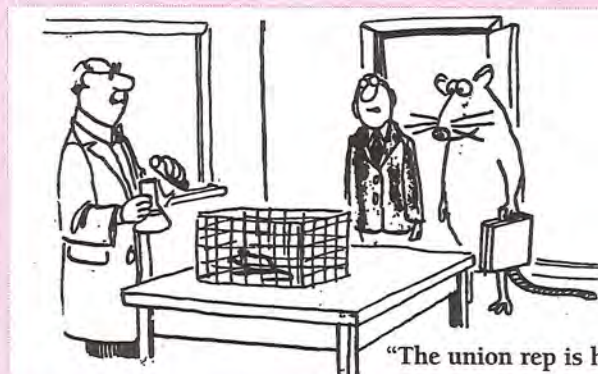
You never know what will set management off. At the Anheuser-Busch brewery in Lysander, New York, it was a cake. Double-layered chocolate. The frosting spelled out a message for management: Out the gate in '98. Management is on edge because Teamsters at the brewery's 12 sites have overwhelmingly voted down the company's contract offer and are threatening to strike. When Teamster Fred Vogel brought out the cake at lunch time in the cafeteria, management confiscated it; the plant manager said the cake might intimidate the minority who had voted to accept the company's contract offer.

### What's that you say?

Just before they reach full froghood, tadpoles go deaf for two to four days, say researchers at Brown University in Rhode Island. Except for this brief stretch of adolescence, tadpoles hear far better than expected. Seth Boatwright-Horowitz and colleague Andrea Simmons theorize that growing a bit of cartilage that is important for adult hearing disables the tadpoles' hearing before it matures.

### Unions are the best medicine

More than 200 doctors at Seattle's Medallia Healthcare, a primary care network, prescribed membership in the Service Employees International Union's United Salaried Physicians and Dentists as the cure for their workplace ailments. The diagnosis was an acute lack of voice to workers, along with episodes of involuntary salary "adjustments."





# HEU people

## 'It's an end of an era ...'

Brother Bert Brown's retirement after 25 years with the Cumberland Health Care Centre's maintenance department signalled the end of an era according to his union sisters and brothers.

Colleagues wish him the very best in his much-deserved retirement.

## Two retire at Dogwood Lodge

Care aide Helen Ioannidis recently retired from Dogwood Lodge in Burnaby leaving colleagues and residents alike with memories of just how much she did care.

And, payroll clerk Lil Cameron also evokes fond farewells as she retires, no doubt to concentrate on her love for walking, cycling and sunshine.

## A farewell wish

Mary Christensen, an LPN at George Derby Centre in New Westminster, is taking a six-month road holiday around North America to begin her recent retirement. As she leaves she shares her wishes for G.D.C.

## Union service complemented service-to-seniors

Mafalda Gawyluk retired after 21 years in housekeeping at the Tom Uphill Memorial Home in Fernie and 12 years as the local's secretary-treasurer. Her future plans include more time for her pets, walking and gardening.

## Retirement means recreation and travel

Last January, colleagues and residents at Extendicare Pine Grove Lodge in Kamloops wished happy retirements to Lola Stone and Lulu Fay Cartier. Stone, a nurse's aide and Good and Welfare trustee

## HEU'S CONFIDENTIAL HUMAN RIGHTS HARASSMENT PROCESS

COMPLAINTS INVESTIGATORS can help if you are being harassed at work because of:

- sex (including sexual harassment)
- race
- sexual orientation
- disability
- religion

(see Art. 4.03 of the Facilities Sector Agreement)

**1-800-310-6886**

call for a recorded message about the process



STEPHEN HOWARD PHOTO

**RETIRING ROOT** After 20 years of activism in HEU's Surrey local, Marg Jackson is retiring this summer. Jackson poses with a print by HEU St. Paul's member and artist Trish McLean, which was presented by her local at a June 26 retirement party. Jackson, who started work at the hospital to put her son through college, plans to spend even more time with her grandchild and continue to race her pigeons.

for the local, had worked there for 17 1/2 years, and intends to pursue numerous recreational activities. And, Carter, a cook for 13 1/2 years, would like to travel.

## Victoria nurse's aide retires

Olivia Gooderham brought lots of energy and many skills to her job of 10 years as a nurse's aide at Beacon Hill Villa in Victoria. Now she will focus all the enthusiasm she brought to her job on other endeavours.

## In memoriam Gilda Symes Neumann

HEU member Gilda Symes Neumann, a care aide at Kiwanis Village Care Home in Gibsons from 1980 until she stopped working two years ago, recently died of cancer. A long-time resident of the Sunshine Coast, she was well-known as a true "green thumb" and many asked her for gardening tips and advice. Sister Neumann embraced a large extended family and, commented one friend, was greatly loved by Kiwanis' residents and staff.

## In memoriam S.A. (Bill) Muir

Brother Samuel Archibald (Bill) Muir, former HEU director and servicing representative in the Victoria regional office, died peacefully April 17 at Victoria's Gorge Road Hospital Extended Care.

He was president of the Victoria and District Labour Council in the mid-1950s and moved off-island to Kelowna in 1955. There he was a business agent and director of Okanagan Health and Welfare Programs for the IWA and served as president of the Okanagan Labour Council from 1970-1973.

Brother Muir returned to Victoria when he joined the HEU staff in 1973 as the only servicing representative for Vancouver Island. He became the director, a position he held until his retirement in 1984. Sources confirm that he was a very popular rep, director and union brother.

## Respected activist dies

Last November White Rock local chair Kathy Bereska encouraged her vice-chair Megan Koral to run for chair — she wouldn't be running again because she wasn't feeling so well. By January she had been diagnosed with lung cancer. She died on April 27.

"Kathy was highly respected by everybody," Koral says. "Her memorial service at the hospital was packed — by union members and managers alike."

Koral says Bereska was the true spirit of what a shop steward should be, adding, "She inspired many people over her 15 years of union activism to become involved. 'I really miss her. We all do.'"

## EQUITY PHONE LINE

1.800.663.5813, ext. 514  
Lower Mainland 739.1514

### press 1

#### Ethnic Diversity

One union, many colours! Working across our differences! To participate, please call and leave us your name!



### press 2

#### First Nations

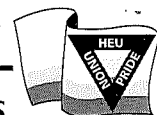
First Nations members would like to hear from you! Please call if you would like to help educate our union brothers and sisters on issues that affect First Nations people.



### press 3

#### Lesbians and Gays

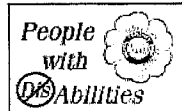
For support: afraid of being identified, feeling isolated, want to know your rights? Call for information on same sex benefits, fighting homophobia and discrimination.



### press 4

#### People with disAbilities

We'd like to hear from you, if you are on WCB or LTD. Or if you are invisibly or visibly disabled in the workplace, let us know how the union can better meet your needs.



**ALL CALLS ARE CONFIDENTIAL**

## TALK TO US ... TOLL FREE!



You can call any HEU office toll free to deal with a problem or to get information. It's fast, it's easy, and it's free.

#### PROVINCIAL OFFICE

Vancouver site  
1-800-663-5813

#### PROVINCIAL OFFICE

Abbotsford site  
1-800-404-2020

#### VANCOUVER ISLAND OFFICE

Victoria  
1-800-742-8001

#### NORTHERN OFFICE

Prince George  
1-800-663-6539

#### OKANAGAN OFFICE

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1-800-219-9699

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Nelson  
1-800-437-9877

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## IMPORTANT NOTICE

## HEALTH CARE SCHOLARSHIPS

from the Ministry of Education Skills, & Training

These \$3,500 scholarships are for health care workers who are upgrading/retraining within the health care field. As of Nov. 25 HEU members have received these bursaries. Application deadlines are:

- May to August school term: March 15
- September to December school term: July 15
- January to April school term: Nov. 15

Applications can be obtained from your local or at the student financial office of the educational institution where you are enrolled. For more information, call:

**660-2610** (in the Lower Mainland)  
**387-6100** (in Victoria) or **1-800-561-1818**



*Let us never return to the days  
when the wealthy enjoyed the best of care  
and the poor entered through the back door.*

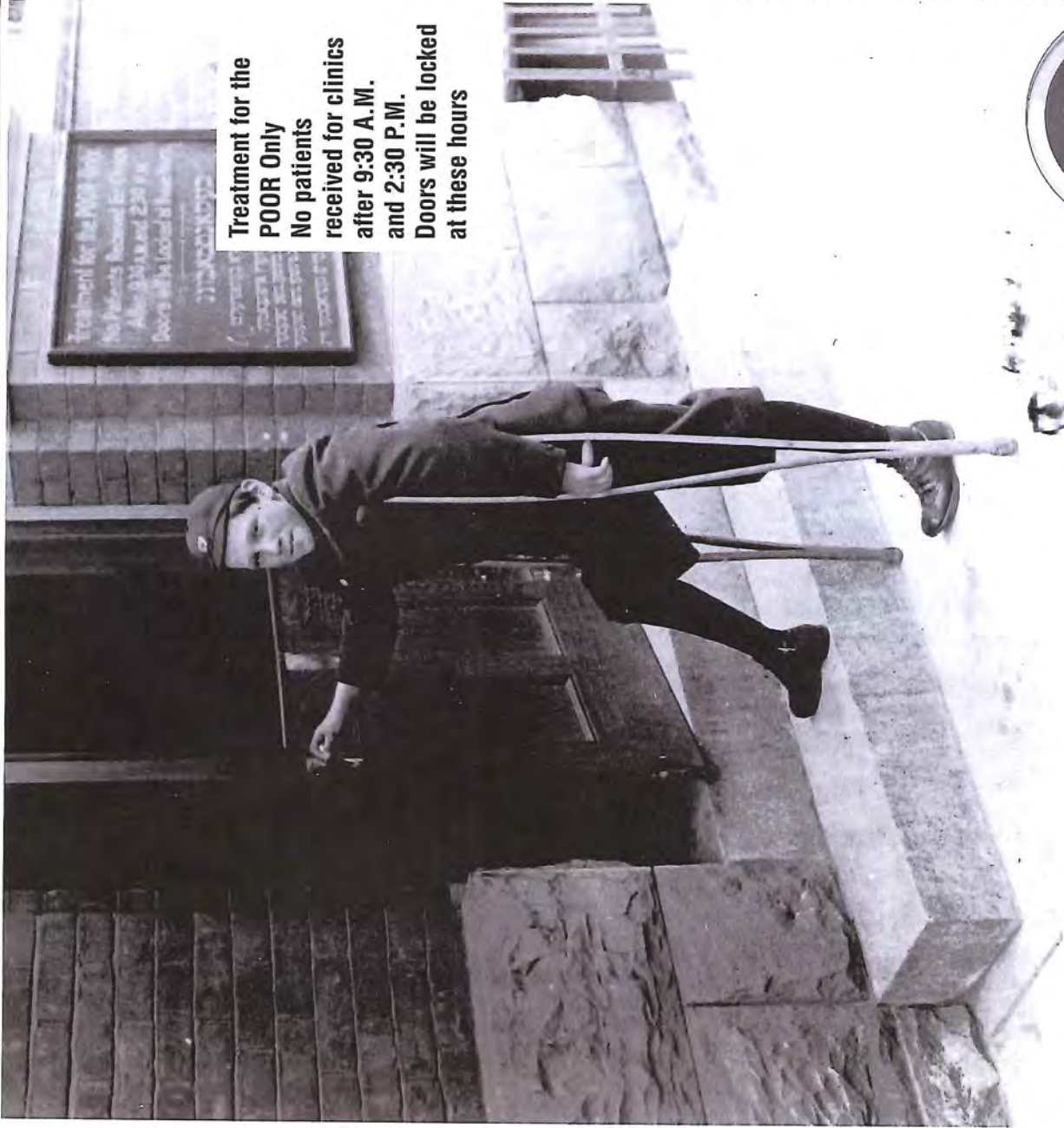


Photo: Poor Kids Entrance, Toronto (circa 1910) Hospital for Sick Children, Archives.

**Yes to Canada's Health Care system,  
with quality services for all.**



Canadian Union of Public Employees



VOL. 16 NO. 2

THE VOICE OF THE HOSPITAL EMPLOYEES' UNION

JUNE/JULY 1998

## Fighting fire with fire

Activists around the world are on a steep learning curve -- learning to use the concept of globalization to their own advantage.



PAGE 3



## A negotiated agreement

For the first time in almost 30 years HEU has negotiated a collective agreement without a mediator.

PAGE 7

## Predators at seniors' doors

Three examples of private for-profit long-term care facilities getting rich off our seniors and the public health care system.



PAGE 10



## They deserve recognition

Motorcyclists ride to honour Canadian veterans of the 1936 Spanish Civil War.

PAGE 13



Return address:  
The Guardian  
2006 West 10th Ave.  
Vancouver, B.C.  
V6J 4P5