



The February 2020 STEEL GUARDIAN

A quarterly newsletter to all members of USW Local 9597 throughout Eastern,
Central and Southwestern Ontario

1st QUARTER

Letter from the President – Sherry Charette

We hope everyone had a wonderful holiday and we wish you and your families all the best in 2020.

In previous newsletters I have advised everyone that the amount of emails I receive on a daily basis are so numerous that when I am taking calls and dealing with discipline meetings, I cannot keep up with them. Even though I am very adept at multi-tasking some days when I am on the phone with members and involved in meetings with the Employer I fall behind on emails and for this reason, **I will no longer be taking calls on Friday.** While I will still be in the office, I will not be answering the phones unless I am caught up on my emails. This will give me an opportunity to catch up on anything that is outstanding or that might need my attention.

My average workday is 12 hours or more (although I have been cutting back lately) depending on what is happening at the time. As you know our Collective Agreements have deadlines for grievances and they must be followed so while I would love to be able to go home after 8 hours, some days it is impossible and no, I do not get paid overtime. I am not telling you this to get a pat on the back, I am simply explaining the reality of how many hours per day I work. If I find that one day is not enough, I will be changing this to two days per week, but I will let everyone know how things go. On this or any day I am not in the office, please call the Ottawa office.

As you know we are gearing up for bargaining and I will be out of the office quite a bit, but we will try to have added coverage in the Ottawa office while I am away (when we can get someone booked off). We encourage anyone who hasn't filled out a bargaining survey to go to the website and find the archived October newsletter, fill it out and send it to us ASAP. **If you haven't registered for website access, please do so, especially with bargaining coming up as updates will be posted there only.**

PLEASE BE ADVISED – I WILL BE OUT OF THE OFFICE ON VACATION - March 23 to April 3

If you have a benefit question, concern or need a benefit book, call the benefit plan administrators or claim secure – their phone numbers can be found on the back of this newsletter, on our website or on the business card provided to you in this mailing. Please keep it with you for future reference.

PLEASE NOTE - NEW EMAIL ADDRESS FOR WINDSOR OFFICE – windsor@usw9597.ca

The "windsor.local9597@sympatico.ca" email address will no longer be active around mid to late February.

PLEASE UPDATE YOUR ADDRESS BOOKS

INCOME TAX 2020 - MAKE SURE YOU GET THE T4A from the Benefit Plan

If you were in benefits last year you will get something called a T4A from the benefit plan office for your life insurance benefit. You **MUST** claim this on your income tax; if you do not receive one at the end of February or by the beginning of March at the latest call the benefit office immediately.

If you have moved or are not sure if the benefit office has your correct mailing address **call them** and ask to speak with someone about changing your address so you can be sure to get this document, or sign up on line and you can verify whether or not they have your correct address. If you are not sure if your getting one, call the benefit plan office at 1-888-290-9777 and ask them.

Please keep in mind this T4A is issued **EVERY YEAR** from the benefit plan, if you are an employee and in benefits you must claim this on your taxes as an income. ***If you do not claim this on your income tax you could receive a penalty from Revenue Canada.***

Please remember we are all human so if you find a spelling error or a mistake, just ignore it ☺ Thank You.

SECURITY IS A DANGEROUS JOB

Killed in the line of duty

I am probably not telling most of you anything you don't already know, however for some of you, you fell into this Industry when just looking for a job, are retired and looking for something to get you out of the house or were injured and retrained and so you don't really think about the dangers or inherent risks associated with some of your duties or working in the security Industry.

Just doing a patrol on a site to make sure the exterior doors are secure, or asking people to leave the property could put you into a situation whereby you may be at risk for assault, injury but we hope nothing more than someone yelling or screaming at you while they walk away.

Recently we had a security guard in Guelph killed in the line of duty (our thoughts & prayers go out to his family and friends), with the 21-year-old who did being arrested. At the time of putting this newsletter together we still do not have any details of what happened, other than our member being taken to hospital and later dying. Since we don't have these details, it's very hard to put out a warning to you all regarding how to protect yourselves, so we are encouraging you to be more diligent when you are on a patrol outside or if part of your duties is to ask people to leave the property, be aware of how you are approaching them and make a call to your office or after hours dispatch person or mobile officer if you have concerns so you can get immediate help if the person becomes aggressive or physical with you.

Our job as a security guard is to "detect, deter and report" we are not there to put our hands on someone, arrest them or physically escort them off the property, so stay at a safe distance when you are approaching someone, or if you see someone on the property who shouldn't be there. If you ask them to leave and they don't, follow your post orders and either call (if you don't already have them on the phone) your mobile Supervisor or the police. They are better equipped to deal with situations when people become aggressive or have a mental illness and you just never know by looking at someone. If you are not certain of your safety in a situation when asking someone to leave the property, before approaching them call for back up.

Your main duty is to go home at the end of your shift, so please do not put yourself in danger. It is your right under the Occupational Health & Safety laws and our Collective Agreement to refuse unsafe work. If you have concerns about a site, or your safety please do not hesitate to contact us and talk with us or your Health & Safety reps.

CALL OUT Joint Health & Safety Committee Members

We are still looking for Joint Health & Safety representatives for All Employers – mostly in Southwest Ontario

Securitas - Honeywell

Paladin Ottawa Airport and hospitals & in the Niagara/Brantford area

Garda for Windsor, Hamilton and Barrie

If you are still interested in making sure that your workplaces and co-workers are safe, please call or email us and let us know. Even if you have already reached out to us once, please check back to see if your area committee has a vacancy if the committee was full.

All training is provided to you free of cost, you will be paid for any time spent in training and you are also paid for your attendance to these JSHC meetings (which occur bi-monthly & some monthly). If overtime is incurred you get paid overtime, or you get the day off with pay (depending on when the meeting is scheduled & what shift you work), but you can negotiate the days/times when you are appointed to the committee.

DID YOU KNOW You are entitled to Union Representation whenever you are called into a meeting with your Employer or asked to attend their office? Even if you are not being called into a meeting for disciplinary reasons, or maybe you have no idea why your being called into a meeting; in these cases before agreeing to meet with your Supervisor you should ask for someone from the Union to join you, even just to have a witness.

YOUR REQUEST CANNOT BE DENIED, IF YOU ASK ... if it is, that should cause you to be concerned that the meeting is going to be more than just a friendly “chit chat.” Further you shouldn’t sign anything you are being asked to sign and you have the right to deny doing so until you have a chance to fully review it, or to have someone from the local review it for you. You can just write on the document, “received, but not in agreement with.”

You also cannot be disciplined for not wanting to attend a meeting without union representation and you have the right to advise your employer you will not be attending the meeting until you can reach someone. If they proceed in trying to discipline you without someone from the union being there to represent you then you have the right to walk out of the meeting and have that meeting rescheduled, or have a grievance filed on your behalf. We cannot and do not have union stewards at all sites, so exercise your right to representation and ask for one, you cannot be denied.

NEED A COPY OF YOUR COLLECTIVE AGREEMENT

As you may or may not know we are back in bargaining soon with ASAP Secured, GardaWorld, Paladin, Securitas and many others, as the contracts expire June 2020.

If you want a copy of your current Agreement you can email us and let us know who you work for (if you work for multiple employers let us know that too) and we will email you a copy for each Employer as there are some slight differences, or go to the website as they are all posted there.

For those of you who prefer a hard copy or do not have a computer, please call us and provide us with your full mailing address and we will send you a copy by mail.



MORGUE DUTIES

If you work at a hospital or any other site where you are being told it is your job to move a body from a bed to a gurney, or otherwise or to bring that body to the morgue please contact us IMMEDIATELY.

Our motto as always is “Do Now, Grieve Later” unless you are in immediate danger, then you have the right to refuse the unsafe work, under our CBA & Provincial legislation. We would ask you to comply until we can deal with the issue with your employer and get it stopped! Your job as a security guard or mobile security guard, does not entail doing porter duties at a hospital or otherwise. Recently some clients have been downloading responsibilities onto guards to offset their own costs for porters or other personal and this is not only fair to those employees because you are taking their work away, but it’s not fair to you all to be asked to do their job with no increase in pay.

The Impact of Work Schedules and Fatigue on Workers' Health & Safety

The information provided below appears in peer reviewed medical or scientific journals, if you want more information on the specific study where this information was taken from, please contact us.

Body systems that are Regulated through Sleep

- Blood sugar metabolism & insulin production
- Digestive system
- Cardiovascular system
- Transfer of information from Short Term to Long Term memory

Whether we are awake or asleep, body functions continue to follow their Circadian rhythm.

Irregular Sleep Schedules – It takes at least 3 full days to adjust, longer to day sleep than back to night sleep. Less than 24-hour wake/sleep cycles are extremely disruptive to your ability to sleep.

Accumulating a Sleep Debt – Sleep loss is cumulative and builds a debt. People whose sleep was restricted to 4 to 5 hours per night for one week needed two full nights sleep to recover vigilance, performance and normal mood. **How do you get out of sleep debt? SLEEP!**

Facts About Sleep Debt – When you are sleepy you tend to over-estimate your own alertness and your judgement isn't as good. When you are very sleepy, motivation can't stop you from falling asleep. You can sleep to make up a sleep debt, but you can't bank extra sleep. It's also harder to cope with fatigue as you get older.

Night work is dangerous – 79% of Momentary lapses in attention due to drowsiness or fatigue occur between 0000 and 0600.

Incidents Related to Circadian Disruption

| | |
|-------------------|------|
| Chernobyl | 0123 |
| Bhopal | 0040 |
| Three-mile Island | 0400 |
| Exxon Valdez | 0004 |

Affected at work and on the Drive Home – Driver sleepiness is a factor in 20% of road traffic accidents. A majority of those accidents are workers driving for work or home from work with 95% of night shift nurses reporting an automobile accident or near miss driving home from work.

Feet travelled while Driving

| Speed (MPS) | 1 second | 3 seconds | 5 seconds | 10 seconds |
|--------------------|-----------------|------------------|------------------|-------------------|
| 25 | 37 | 110 | 183 | 367 |
| 35 | 51 | 154 | 257 | 513 |
| 55 | 81 | 242 | 403 | 807 |
| 70 | 103 | 308 | 513 | 1,027 |

Automatic Behavior Syndrome

- Sleeping with your eyes open
- Blank stare, no eye blinking
- Deep sleep brain waves
- Loss of perception and memory
- Fatigue/monotony induced
- Instability to respond to changes
- Major cause of driving accidents

Shift-work sleep Disorder (SWSD) – A sleep disorder that affects people who frequently rotate shifts or work at night. Schedules of these people go against the body’s natural Circadian rhythm, and individuals have difficulty adjusting to the different sleep and wake schedule. SWSD consists of a constant or recurrent pattern of sleep interruption that results in insomnia or excessive sleepiness. This disorder is common in people who work non-traditional hours – usually between the hours of 2200 and 0600.

Fatigue Affects Performance Like Being Drunk

17 hours without sleep is similar to having a blood alcohol level of .05 %
24 hours without sleep is similar to having a blood alcohol level of .10 %

Working more than 40 hours per week increases your Risk of workplace injury – weekly work hours were greater in the injury week than the non-injury week. Working more than 64 hours in the previous week resulted in an 88% higher risk of workplace injury.

Working jobs with overtime schedules was associated with a 61% higher injury hazard rate compared to jobs without overtime. Working at least 12 hours per day was associated with a 37% increased hazard rate and working 60 hours per week was associated with a 23% increased hazard rate.

Risk of Accident or Injury Greatly Increased after the 9th Hour at Work, on All shifts – An exponentially increasing accident risk was observed beyond the 9th hour at work. The relative accident risks differed considerably according to the respective exposure model with regard to time of day. A highly significant interaction effect was found for hour at work by time of day, the percentage of accidents at different hours at work varying according to the particular time of day work is started.

The odds ratio showed that the risk for severe sleepiness was 6-14 times higher in the night shift compared with the day shift ... shift length increased the risk by 15% for each hour of the shift.

Workers who sleep less than 7.5 hours before their work shift have a 61% higher risk of injury at work or in the commute to or from work.

***DID YOU KNOW...* You are unionized day one of being hired?**

We have been told that some of you may not be aware that you are unionized day one of being hired. You do not have to wait until after your probation period to become a union member since you must be a unionized employee to do bargaining unit work. During your orientation your Employer should be giving you a Collective Agreement (the little book that tells you what you are entitled to and what your rights are) along with a benefit enrolment card and benefit book. If you did not get this during your orientation, please notify us immediately and we will get a package out to you.

Once you are an employee of a Company and need your CRP or First Aid certificate renewed, or any other training that is required on your site, your Employer must provide this training to you free of cost as well as pay you for the time spent in the training course. This of course is only if it is needed for the site you are working on? If you have not been paid for the hours spent in training (after you were hired) or have any questions or concerns about this training or payment for it, please contact us.

AMERICAN INCOME LIFE INSURANCE - Any issues or concerns with the calls or home visits from AIL (the private insurance company) that we provided cards to you for late last year or if you are looking for more information please call them at **Toll Free 1-800-495-1213**.

They are a private life insurance Company that we affiliate with to provide life insurance benefits to you, so you have life insurance if you ever stop working for the Company you are with. If you have any problems with any of the representatives, please let us know or call **Chase Robinson, AIL Public Relations, at 613-808-6260**.



Posting videos or pictures

A lot of guards are finding themselves terminated or disciplined for posting pictures or videos when they were at work, in uniform or even after work engaging in a rude or threatening response that later is posted by a 3rd party person through a complaint filed to your Employer, or by sending it to coworkers through Facebook, WhatsApp, Snapchat, Snapfish or any other social media file sharing App or site.

We are advising you now that there are confidentiality agreements between the Government, hospitals, Security providers and by extension security guards for the patients who are admitted or staying there. If you breach that confidentiality and have even a “hint” of a patients face or other identifiable characteristics in that picture (tattoos etc), this breach must be reported not only to the hospital but also the Government and you could be disciplined or terminated for that breach.

If the patients face is fully visible or the person is identifiable, you can guarantee that you will be terminated if it was proven that you took the picture, posted it, shared the video etc. Due to the fact that you signed a confidentiality agreement prior to working at any hospital or confidential site, there may not be anything we can do to help you. We will do everything we can, but it’s hard to defend someone who has signed a confidentiality agreement and is caught red handed (so to speak) posting a patient’s picture.

There could also be issues if you post information about the site you work at, the security office or the CCTV camera system because some sites have confidential areas and/or cameras are not allowed on site. If you post a picture or share a file that could only be accessed through the security cameras or by a direct picture, this could also cause you to be charged with a breach of confidentiality.

In this day and age where everyone has a phone that has a camera, do yourself a favour and keep it in your pocket, and if you must use it to make an emergency call go into a washroom or away from the view of cameras or members of the public. It’s all about perception and keep in mind most employees on the site you’re working at, or members of the public have no idea you’re on a break if they see you on your phone. Some members of the public have nothing better to do than complain, (as some of us know) so stay out of the line of view if you have to use your phone, and we don’t mean to play candy crush.

BENEFIT CONTACT INFORMATION – see business card included

Please find the business card in this mail out which contains both local union office phone numbers as well as both benefit plan offices contact information, plan # and what each office deals with.

If you did not get a card or threw out the envelope without realizing there was a card in there, please contact us and we will get another one out to you. We are providing this information to you because about 40% (or more) of our calls is to ask for the benefit plan phone numbers and by providing this information to you in a format that you can carry with you, it will save you and us a lot of time.

You can now access your benefit information online – Have you Registered Yet?

To register for your eProfile™ account simply logon to www.claimsecure.com, then either click on the eProfile™ Services tab or the top menu bar, select LOGIN and then click on Register Now tab OR scroll down the home page to eProfile™ Login and click on the Register Now tab and follow the instructions. You will need your Group number (3169) and your 10-digit certificate number (as shown on your ClaimSecure drug card – the white card) to get started.

Local 9597 Website - Make sure to register today to get important updates immediately or breaking news, rather than waiting for the newsletter. You will only have access to the private member’s section when you register due to the confidential information we post on the site. www.9597usw.ca

Training New guards or Back Up Guards: Do I have to do this?

We get a lot of calls from members asking us if they have to train new guards coming on their site, or for back up and then asking if they get paid extra for doing this. The simple answer is yes; under Managements rights, Article 6 of the Collective Agreement your Employer has the right to assign you other duties as may be necessary. If you think back to how you were trained for your site, you will realize it was most likely from an already trained officer on the site.

This employee did not get paid extra to train you, and perhaps wasn't even told you were going there for training, yet we hope you got all the training you needed to do the job. This not only helps new employees get work for as a backup for the site, but also helps the regular guards assigned to the site get coverage for vacations or other days off that they may need to book off. Without training back up guards for your site you may not get time off, and it is a part of your duties so you should ensure that these employees are provided with all the knowledge they need to do this job.

If you are being trained for a site and do not feel the training you received was proper or good enough, ask for more training; you *do* have the right to request more training or from someone else. Keep in mind when the Employer asks you to sign off on what you were trained for and you sign off that you know that portion of the training, be advised that if you are just signing and don't really know, this may be used against you down the line if you mess up a procedure. You can't then say you didn't know or were not trained properly because you signed off saying you were trained properly. Please don't sign off on something you are unsure of.

FIRE EXTINGUISHER CHECKS – a lot of guards have to do fire extinguisher checks, I did myself when I was still working at my site. We would be provided with a lengthy list every weekend and would have to go find them and verify they were still in proper use. Sometimes I had difficulty finding a particular fire extinguisher, and after spending a half hour looking for it, couldn't. In these cases, I never marked that it was ok or that I found it, I ALWAYS left that box blank and made a notation that it wasn't checked. By leaving it unmarked, not only could someone then show me where it was, but I wasn't falsifying the document by saying I found it and it was ok.

No supervisor or employer will ever discipline you for not being able to find an extinguisher or leaving the box blank (unless you leave the whole page blank of course) but if you try to find it and cannot, you cannot be disciplined, you can however be disciplined if you mark that you find it and it was ok, and later it's found out that it wasn't or that you falsified your document. This could lead to termination but if you try and can't find it the Union will have you back if your employer tries to discipline you.

OVERTIME IN A STAT WEEK

Did you know that if you work over 44 hours in the week that a stat holiday falls, the hours you work on that stat holiday **MUST** be included in the total number of hours you work that week? We are telling you this because recently it has come to our attention that once again some Employers are excluding the hours you work on a holiday and are not paying you properly for overtime that you may be entitled to.

If you work 40 hours a week and the holiday falls on a Monday, you are entitled to time and one half for all hours worked on that day, further if you pick up an 8 or 12 hour shift on Saturday, you are also entitled to time and one half for all hours worked after you hit the 44th hour for that shift. If your total hours worked that week (including the hours worked on the holiday) for example are 48 hours, you are entitled to 4 hours of overtime.

This is **NOT** pyramiding! It only becomes pyramiding when the holiday and overtime fall on the same day and/or shift. If you have worked overtime in a stat holiday week and are not sure if you were paid properly, please reach out to us to make sure you were paid properly.

LUNCH BREAKS – unpaid time vs paid time – every 5 hours you are entitled to a half hour break.

This does not mean if your scheduled to work a 12 hour shift that you can take an hour after six hours of work to combine these half hour breaks, unless you have permission from your Supervisor to do so, but keep in mind you ARE being paid for your break, so they are not uninterrupted.

If you get a call to assist a code white, or to go unlock a door etc., then unfortunately you have to go so whatever you are being asked to do and resume your break when you are done. You should keep track and always document this in your duty book or DOR.

While the ESA does outline breaks for you, the reason why they are not uninterrupted is because they are paying you for your time. If you were not being paid for your breaks, they would be uninterrupted and you wouldn't have to answer any calls during your break, however your 8 hour shift would also become an 8 ½ hour shift and your 12 hour shift would become a 13 hour shift with your breaks being unpaid.

For the vast majority of us, we have a lot of down time between patrols where we can take a break or eat our lunch etc., but there are a few sites out there where the vehicle traffic is so heavy that it is near impossible to get any time away from your station to even take a breath let alone have something to eat and in these cases the employees are provided with relief to have their lunch etc. If you believe you are working on a site like this and are not being provided with proper breaks, please contact us.

NO DOUBLE DIPPING for Bereavement, work boots, security licenses etc. ...

If you are a guard working for multiple security companies under local 9597, you cannot, as the expression goes, double dip for reimbursements. For example, if you work for both Securitas and Garda and need work boots or someone in your family passes away and you are entitled to bereavement you cannot get compensation from both Employers.

If you submit a claim to both employers for compensation this could be considered fraud so you should only seek compensation from the Employer, you work the majority of the hours for. The same for work boots, submit the receipt to the Employer who you need the boots for but do not submit it to both Employers for reimbursement.

Keep in mind the bereavement language in most Collective Agreements states you are paid regardless whether you are working or not. There are some differences between Collective Agreements, so please verify this for yourself. All Collective Agreements can be found on our website.

It is with a heavy heart that we have to announce that Robert MacLeod, one of our founding members (an inside Committee member in Pinkertons and National Protective Services organizing drives in 1992 and 1993) passed away in hospital mid-January. Robert was on one of the USW's first bargaining committees with National Protective Services in November 93 and early 1994 with Stuart Deans, Omero Landi, Dave Meininger, Ken McLean and Jean Mack.

He was one of the 150 brave souls who walked the line for 50 weeks with Bradson from October 1996 to October 1997. Robert served on the first Executive of Local 5297 (the predecessor to the amalgamation of 5295 and 5297) which created the new 9597 Local you know today. He recently served on the executive for 3 terms as a Trustee and guide and was on the Bargaining committee for several rounds with the Commissionaires-Ottawa Unit.

He fell at home at the end of September 2019 and broke his neck with paralysis below the waist and recently developed pneumonia passed away from the effects of the infection. He is survived by his wife Renata who is also a member of the local, and his daughter Taviana. There will be a celebration of life scheduled in approximately a months' time and notice of this will be posted on the local website and facebook page for anyone wishing to attend. Are thoughts being with his family & friends at this time. In Solidarity

General Meeting Information

February 2020

Members are encouraged to bring new items to these meetings. It is requested that New Business in the form of Motions be brought to the attention of Lisa Hilt our Recording Secretary prior to February 7, 2020.

If you want a meeting in your area, please call us.

BELLEVILLE 930am & 530pm
Tuesday February 17
Best Western 387 North Front Street
MacDonald Room

CAMBRIDGE 930am & 830pm
Friday February 21
Cambridge Hotel & conference center
700 Hespeler Rd

CHATHAM 5pm
Tuesday February 18
Travel Lodge 555 Bloomfield Rd
Cambridge Room

HAMILTON 10am & 500pm
Friday February 21
Sheraton Hotel 116 King Street West
Duke Room

LONDON 10am & 400pm
Friday February 21
TownePlace Suites 800 Exeter Rd

OTTAWA 9am & 7pm
Wednesday February 19
USW Office - 2285 St. Laurent Blvd Unit D-12

PETERBOROUGH 2pm
Wednesday February 19
Best Western Otonabee Inn - 84 Lansdown St. E.

ST. CATHARINES 9am & 5pm
Friday February 21
CAW hall Local 199 124 Bunting Rd

WINDSOR 10am & 4:30pm
Wednesday February 19
CAW Union Hall 3400 Somme Ave

LIFELINE FOUNDATION

If there is something in your life which is causing you difficulty, at home or work call this CONFIDENTIAL number and seek assistance. This program can be used by yourself, your spouse or your children **Call 1-877-801-7762** For Garda World & Paladin Members
For Securitas members Call **1-800-387-4765**
Workhealthlife.com

BENEFIT CONTACT INFORMATION

For information about life insurance, AD&D, short term disability or critical illness claims call Benefit Administrators at **1-888-290-9777**

For information about claim reimbursement for Prescriptions Drugs, Fee-for-Service Dental, Vision or extended Health Care call Claim Secure at **1-888-513-4464**

Contacts

Sherry Charette President

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Sean O'Connell 1st Vice President

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Ottawa Ontario, K1G-4Z7

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PLEASE EMAIL OR CALL US DIRECTLY WITH QUESTIONS OR CONCERNS

WEBSITE www.usw9597.ca

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