
New Member Handbook



WELCOME TO

NAPE

Newfoundland and Labrador Association of Public and Private Employees

New Member Handbook

WELCOME TO NAPE!

My NAPE Local No. _____

My NAPE Shop Steward: _____



TABLE OF CONTENTS

| | |
|--|----|
| Contact Information | 3 |
| Welcome Letter from the President | 5 |
| Welcome Letter from the Secretary-Treasurer | 6 |
| NAPE's Got Your Back:..... | 7 |
| • Shop Stewards | |
| • NAPE Staff Support | |
| • Issue in the Workplace? Follow the Steps! | |
| Frequently Asked Questions (FAQs) | 9 |
| Strength in Numbers: Member Services | 11 |
| Do You Have Your Membership Card? | 12 |
| Effective Communications – Getting the Word Out! | 13 |
| • Facebook | |
| • Website | |
| • Newsletters and Publications | |
| • NAPE App | |
| Member Benefits | 15 |
| • Advantage Program | |
| Health and Safety: Know Your Rights! | 16 |
| • The Right to Refuse Unsafe Work | |
| • What if I'm Injured at Work? | |
| Your Union, Your Voice: Democracy in Action..... | 18 |
| • Your Local | |
| • Regions | |
| • Components | |
| • Board of Directors/Executive | |
| • What Does Your NAPE Number Mean? | |
| Provincial and National Affiliations | 20 |

CONTACT INFORMATION

Head Office

330 Portugal Cove Place
PO Box 8100
St. John's, NL
A1B 3M9

Phone: (709) 754-0700
Toll Free 1-800-563-4442

Central Office

15 Hardy Avenue
PO Box 160
Grand Falls-Windsor, NL
A2A 2J4

Phone: (709) 489-6619
Toll Free: 1-800-563-1050

Western Office

6 Grenfell Avenue
PO Box 864
Corner Brook, NL
A2H 6H6

Phone: (709) 639-8483
Toll Free: 1-800-563-9343

Facebook: www.facebook.com/NAPENL

Website: www.nape.ca

CONTACT INFORMATION

My Collective Agreement _____

My Local President: _____

Contact Info:

My Shop Steward:

Contact Info:

My Shop Steward 2:

Contact Info:

My Employer:

Contact Info:

My NAPE Servicing Rep:

Contact Info:

WELCOME LETTER FROM THE PRESIDENT



Hi, and welcome to NAPE, the province's largest union.

As a NAPE member, you are uniting with over 25,000 public and private sector workers across our great province.

Unions are built on the fundamental principle that we are stronger when we work together – that there is strength in numbers. Alone, each worker would have to negotiate and deal with their employer as an individual. By working together, workers have a more powerful collective say

about their working conditions, health and safety, pay, and benefits.

Through its collective voice, the union movement has been able to accomplish much for workers. In fact, many of the working conditions workers in our society enjoy today are because of the efforts of the labour movement over the years. This includes health and safety standards, maternity and parental leave, pensions, minimum wage, the 40-hour work week, weekends, and the list goes on and on.

In NAPE you have joined a strong voice for you and your family. Our union has a proud and rich history of defending its members, negotiating good collective agreements, advocating for strong public services, and fighting to improve the lives of workers and their families.

To help you learn more about your union, we have put together this handbook. It will help you understand how NAPE makes decisions, what services and benefits NAPE offers its members, and learn more about the structure, staffing, and resources that make your union a strong agent for progressive change.

Our union is only as strong as its members, so please take some time to go through this handbook. Feel free to contact your Local shop steward or nearest NAPE office if you have any questions.

There are many opportunities to get involved in your union, and I encourage you to get active and involved. Your efforts can go a long way to improving the lives of others and the world around you.

In solidarity,

A handwritten signature in blue ink, appearing to read "Jerry Earle". The signature is fluid and cursive.

Jerry Earle
NAPE President

WELCOME LETTER FROM THE SECRETARY-TREASURER



Welcome to NAPE!

As a member of our great union, you are joining with thousands of public and private sector workers across Newfoundland and Labrador to improve the lives and working conditions of not only all NAPE members, but all working people in the province and beyond.

NAPE is the largest union in the province, uniting nearly 30,000 workers in the fight for better pay, benefits, and safer, more inclusive workplaces. Our strength is in our numbers, in our solidarity, and in our unity.

As Secretary-Treasurer, I am responsible for overseeing the finances of our union and ensuring we have the resources and supports required to provide strong representation for our members – for you.

As a former public and private sector worker myself, I know firsthand the important role unions play in the lives of working people. NAPE is fortunate to have a strong group of committed activists, shop stewards, and local officers working on your behalf every day.

A union is only as strong as its members. We encourage you to reach out to your local NAPE representative and get involved in your union – because, after all, this is YOUR union.

On behalf of NAPE's staff, Board of Directors, and all NAPE Locals, we welcome you to NAPE. We look forward to working with you as we continue to build our union and fight for positive change in our workplaces and in our communities.

In solidarity,

A handwritten signature in blue ink, appearing to read 'Trevor', written in a cursive style.

Trevor

Secretary-Treasurer

NAPE'S GOT YOUR BACK!

In addition to bargaining good contracts, unions also help workers solve problems in the workplace.

That's where your steward, or workplace leader, plays an important role.

Your contract spells out pay rates, benefit programs, hours of work, scheduling, overtime, job security, vacations, and a host of other important provisions that make up your working conditions.

The collective agreement also gives you the power to enforce your rights. If you ever feel your employer is not following your contract, NAPE is here to help – and that's where your shop steward comes in.

Shop Steward

Your shop steward is someone who works in your workplace. He or she is your first contact when you need help with anything related to your working conditions or collective agreement.

Elected or appointed within a NAPE Local, stewards enforce the collective agreement and protect the rights acquired by members through negotiations and other union actions. Thus, shop stewards are your first line of defence as they are responsible for enforcing contracts, handling grievances, ensuring worksite safety, mobilizing members for political campaigns, orienting new members to the worksite and NAPE, and more.

They also act as a line of communication from your union – they generally bring the latest news about upcoming education opportunities, bargaining news, and other information.

Along with their duties relating to the union and the workplace, stewards also act as a liaison between members of your NAPE Local's executive and the membership. It is their job to make sure the members they represent at the worksite know what the provincial union and the Local are doing.

Through their actions on so many levels, stewards have the power to ensure their Locals are strong, representative, and successful in protecting membership rights

NAPE Staff

In addition to your steward, NAPE has a team of highly trained and professional staff working on your behalf to solve your problems in the workplace.

This team includes Labour Relations Specialists, Member Servicing Representatives, a Worker's Compensation Benefits and Accommodations Officer, and two lawyers.

When issues can't be resolved by your shop steward, a NAPE staff member is always an email or call away to provide advice and assist you in any way necessary.

A full listing of NAPE's staff can be found on our website at www.nape.ca/about-nape/staff/.

Issue in the Workplace? Follow the Steps!



FREQUENTLY ASKED QUESTIONS (FAQs)

What do unions do?

A union is a group of workers who have gotten together to bargain with their bosses to improve their working conditions. Unions have a vast array of responsibilities: member representation, collective bargaining, organizing, community building and charity work, education, political action, international solidarity work, and more.

What is a collective agreement or contract?

A collective agreement or contract (also known as a collective bargaining agreement) is a legal agreement between the members of a union and an employer. It outlines things like wages, hours of work, holidays, health and dental benefits, sick days, harassment and bullying procedures, union rights, management rights, and more. Collective agreements are as diverse as the many sectors where people work. If you need help interpreting your collective agreement, contact your shop steward or local union office.

What does a shop steward do?

Your shop steward is someone who works in your workplace. He or she is your first contact if you need help with anything related to your working conditions or collective agreement. Stewards also file grievances and represent union members with management. They also act as a line of communication from your union – they generally bring the latest news about upcoming education opportunities, bargaining news, and information from your Local.

What is a grievance? If I file one, will I get in trouble?

Has your boss ever not paid you for hours you worked? Or not given you a raise when one was promised? If you don't have a union and your boss doesn't want to cooperate, you don't have a lot of power to fix the situation.

But if you're a union member, we file a grievance. A grievance is simply a form that says the collective agreement was violated, and you want to get it fixed. A grievance is not a complaint against a fellow employee, and it is not a complaint that you simply don't like something at work.

You cannot get in trouble with your boss for filing a grievance, although often it causes tension in the workplace. If you need to file a grievance or simply want more information, talk to your workplace shop steward, or contact your local union office.

What are my union dues?

In return for a wide range of services and protections, NAPE members pay dues to the union. We have a fair dues system that is based on a percentage of your earnings. It is currently set at 1.5% with a minimum of \$4 and a maximum of \$24 bi-weekly.

Who negotiates my collective agreement?

Prior to the expiry date of your contract, you will be invited to attend a union meeting. At the union meeting you will be asked to suggest changes you would like to see made to your contract. You will also be asked to elect your negotiating team (if your bargaining unit is small) or to elect delegates to your Component Convention or negotiating meeting (if your bargaining unit is big).

If your bargaining unit is large, your suggestions for your next contract will be presented at your Component Convention or negotiating meeting as resolutions, debated, and then either passed or rejected. Your bargaining unit's negotiating team will be elected from the delegates to your Component Convention or negotiating meeting.

A NAPE staff person, who has training and expertise in collective agreement bargaining, is assigned to work with the bargaining team to provide support.

The bargaining team negotiates with your employer on your behalf.

How can I get involved in my union?

There are lots of ways to get involved in your union. The first thing you can do is attend your Local union meetings, or talk to your local shop steward about how you can get involved.

STRENGTH IN NUMBERS: MEMBER SERVICES

NAPE is the largest union in Newfoundland and Labrador – proudly uniting over 25,000 public and private sector workers. Because of our collective strength, we are able to pool our resources and provide high quality services and benefits to members. It also means we are a powerful agent for positive change in the province – at the bargaining table and in our communities.

Few unions can match the range of membership services NAPE provides. These include:

- professional staff to deal with grievances and problems in the workplace;
- skilled negotiators to bargain contracts;
- two lawyers on staff to protect you and your rights in the workplace;
- a dedicated health and safety expert and advocate;
- communications and campaigns to make sure members know what's going on – and to win public support for your issues;
- three office locations to better service members across the province – St. John's, Grand Falls-Windsor, and Corner Brook;
- scholarships for members' dependent children;
- shop steward training and professional development;
- a comprehensive education program to help members know their rights, defend themselves and each other, and develop skills to be leaders within our union.

NAPE successfully negotiates new collective agreements in the vast majority of contract talks. But the union also has a sizeable defense fund to support members who need to take job action in order to successfully negotiate a fair contract.

DO YOU HAVE YOUR MEMBERSHIP CARD?

It is important that you fill out and submit your NAPE membership card. The card is your proof of membership, entitles you to vote in NAPE elections, and ensures your union has your most up-to-date contact and employment information.

To receive a NAPE membership card, or to update your contact information, please contact our Membership Department at:

709.754.0700

toll free at: 1.800.563.4442



or fill out our online form at

www.nape.ca/member-services/nape-membership-card-application/

EFFECTIVE COMMUNICATIONS: GETTING THE WORD OUT!

Communicating with our members is something NAPE prides itself on. For a union to be successful, members must (1) know what's going on with their union and (2) be able to get in touch with union representatives easily.

Facebook

One of the key ways NAPE connects with its members is via Facebook.



The NAPE Facebook page can be found at: www.facebook.com/NAPENL.

More and more of our members are depending on social media to receive and share information about their workplace. Having a Facebook page provides another way for NAPE to interact with our members. It allows us to provide important information and updates about NAPE to our membership. It also means members from across the province can more easily communicate with one another and provide feedback to the union.

NAPE also launched a Facebook page specifically for Home Care workers at: www.facebook.com/NAPEHomeCare. Many of our members who work in home care are new to NAPE and the union movement. We felt creating a page specifically for this group would be beneficial in terms of promoting better communication between the union and these members and between the members themselves. Home care workers do not have a fixed workplace in the traditional sense since they normally work on their own, predominantly in their clients' homes.



Website

Our website, www.nape.ca, has become an integral part of our communication strategy with our members. It receives over 100,000 hits annually.

The website is a quick and fast way to access you collective agreement, contact your servicing rep, apply for a membership card or update your information, sign up for email updates, send inquiries, and more. Check in regularly for updates and info.



Newsletters and Publications

Nape also produces several newsletters and publications to keep members up to date on their union. These publications are mailed directly to members' homes.



NAPE App

NAPE has an app designed to keep information at our members' fingertips.

The NAPE app, built exclusively for NAPE members, allows members to quickly and easily:

- get information about their union
- access their collective agreements
- contact NAPE representatives
- call NAPE office with the touch of a button
- get alerts and important updates

The app is available for iPhone and Android.

Download the app by going to www.nape.ca/member-services/nape-app/ or by searching for NAPE in the App Store or Google Play.



MEMBER BENEFITS

Advantage Program

While NAPE's main goal is to negotiate better agreements and protect the rights of our members, we also strive to find ways to improve members' lives outside of work. That's why we created the NAPE Advantage Discount Program.

You can find a list of participating businesses here: <https://www.nape.ca/member-services/advantage/>.

It's easy to get your discount – just show your NAPE membership card.

Our goal is to help our members keep more of their hard-earned dollars in their pockets.



HEALTH AND SAFETY: KNOW YOUR RIGHTS!

The Right to Refuse Unsafe Work

As a worker in Newfoundland and Labrador, Section 45 of the provincial *Occupational Health and Safety Act* gives you the right to refuse unsafe work where there are reasonable grounds to believe the work, tool, or equipment is dangerous to your or another worker's health and safety.

The following three-step procedure applies:

STEP 1: Report immediately to your supervisor giving the precise conditions for your refusal to work.

If the matter is resolved to your satisfaction by the employer, you must return to work. If the matter is not resolved to your satisfaction, proceed to Step 2.

STEP 2: Report to a member of the Occupational Health and Safety Committee or the Worker Health and Safety Representative for investigation.

If the matter is not resolved to your satisfaction by the Occupational Health and Safety Committee or the Worker Health and Safety Representative, proceed to Step 3.

STEP 3: Report to the Occupational Health and Safety Division of the Department of Digital Government & Services NL for information and follow-up. An Occupational Health and Safety Officer will investigate the matter and, pending resolution, advise you to return to work.

While the matter is under investigation, the employer may assign you other work that is reasonably equivalent to your normal work. The employer shall pay you the same wages or salary and grant the same benefits as you would have received in your normal work.

Where a worker has exercised the right to refuse to work, the employer shall not assign another worker to perform those duties unless the

substitute worker has been informed of the prior refusal and the reason or reasons for that refusal.

Workers shall not take advantage of their right to refuse to work as provided under Section 45 of the Act without reasonable grounds.

In order to refuse to work, a worker must be in the workplace and familiar with the alleged hazards. A worker cannot refuse unsafe work on behalf of others.

What if I'm injured at work?

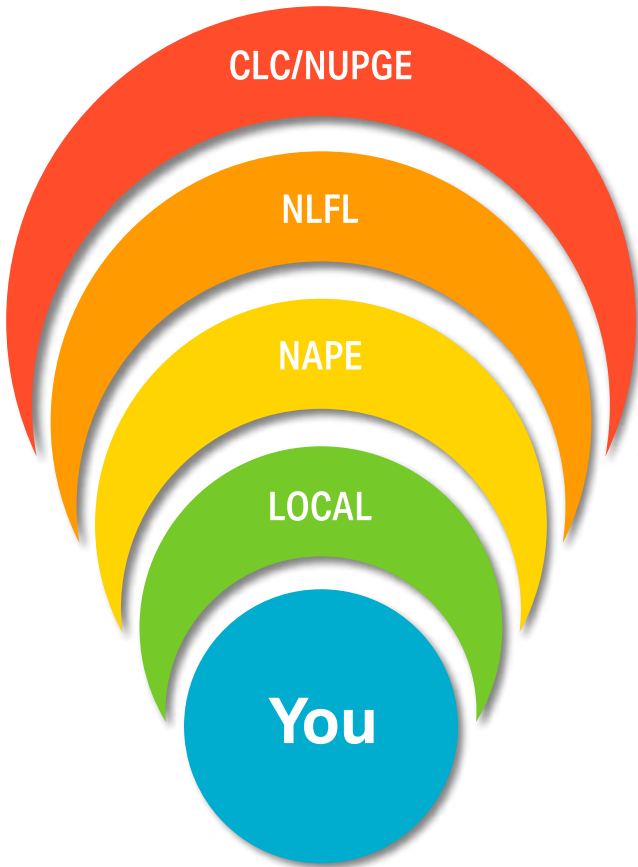
An injury on the job can have serious consequences. It is vital that you file a claim when an injury occurs. Getting injured on the job doesn't automatically mean you will receive workers' compensation benefits. Sometimes claims are denied. In one particular case, a worker was denied a reinstatement of benefits based on a pre-existing injury. NAPE appealed and won.

If you have a claim that is rejected by Workplace NL as an aggravation of a pre-existing condition, it is very important that you contact NAPE before the 30-day appeal period expires as there could be a reason to challenge these decisions.

NAPE has a dedicated staff person responsible for workers' compensation and workplace injury issues. The Worker's Compensation Benefits & Accommodations Officer can provide expert advice and help guide injured workers through the compensation and appeals process. They can be reached at our Headquarters in St. John's.

YOUR UNION, YOUR VOICE: DEMOCRACY IN ACTION

NAPE is YOUR union. Decisions are made democratically by the members through conventions and elections. NAPE has been built by members to ensure everyone has an opportunity to be heard and to contribute to any decisions the union makes.



Your Local

Your NAPE Local is composed of unionized members in one or more workplaces. Through a democratic process, members elect an executive to run the Local. Your Local

- holds regular membership meetings;
- deals with workplace problems, grievances, collective bargaining and other issues related to the union movement;
- elects delegates to attend various labour conventions;
- receives its funding from your membership dues.

Your Board of Directors: Strong Leadership for a Strong Union

The provincial Board of Directors are the elected leaders of the union.

The Executive includes your President, Secretary-Treasurer, General Vice President, and 3 Regional Vice Presidents.

The President and Secretary-Treasurer are elected directly by a membership-wide vote every three years. They are the paid, full-time directors of the union.

In addition to the Executive, there are 26 board members. The Regional and Area Board Members are elected to NAPE's Biennial Convention while the Component Board Members are elected at their respective Component Conventions.

You can find a full list of Board Members at

<https://www.nape.ca/about-nape/executive-and-board/>.

PART OF A FAMILY OF UNIONS

NAPE represents you in your workplace. We are active at the provincial level in standing up for your rights and working conditions and defending the products and services you supply.

To provide our members with a voice at every level of decision-making, NAPE is affiliated with the following labour organizations.



Newfoundland and Labrador Federation of Labour (NLFL)

The NLFL is made up of nearly 30 affiliated unions, 500 locals, and four District Labour Councils, representing some 70,000 working people from every sector of the economy and every community in the province.



National Union of Public and General Employees (NUPGE)

NUPGE is a family of 11 component unions, one of which is NAPE. NUPGE is one of Canada's largest unions. Most of its 390,000 members deliver public services.



Canadian Labour Congress (CLC)

The CLC is the largest labour organization in Canada, bringing together dozens of national and international unions, provincial and territorial federations of labour, and community-based labour councils to represent more than 3 million workers across the country. It provides research and policy leadership on labour issues and advocates for unions on the national level. The CLC is also the voice of Canadian workers at the United Nations.

Newfoundland and Labrador Association of Public and Private Employees

Phone (709) 754-0700 / 1-800-563-4442

www.nape.ca

