

NAPE

Newfoundland and Labrador Association of Public and Private Employees

MEMBER HANDBOOK



Member Handbook

WELCOME TO NAPE!

My NAPE Local No. _____

My NAPE Shop Steward: _____

TABLE OF CONTENTS

CONTACT INFORMATION	1
WELCOME LETTER FROM THE PRESIDENT & SECRETARY-TREASURER	3
THE UNION ADVANTAGE	6
NAPE'S GOT YOUR BACK	8
Your Fundamental Rights	9
Collective Agreements	9
Know Your Rights! Know Your Contract!	10
Shop Stewards	10
NAPE Staff	11
Your Local	11
Your Provincial Board of Directors	11
Issue in the Workplace? Follow the Steps!	12
MEMBER SERVICES	13
Your Membership Card	15
EFFECTIVE COMMUNICATIONS: GETTING THE WORD OUT!	16
Facebook	17
Instagram	17
Website	17
Email	17
NAPE App	17
Publications	17
MEMBER BENEFITS	18
Advantage Program	19
Supplementary Pharmacy Benefits Program	19

HEALTH AND SAFETY: KNOW YOUR RIGHTS!	21
The Right to Refuse Unsafe Work	22
What if I'm injured at work?	23
FREQUENTLY ASKED QUESTIONS (FAQs)	25
What do unions do?	26
What is a collective agreement or contract?	26
What does a Shop Steward do?	26
What is a grievance? If I file one, will I get in trouble?	27
What are my union dues?	27
Who negotiates my collective agreement?	27
How can I get involved in my union?	28
PART OF A FAMILY OF UNIONS	29

CONTACT INFORMATION

Head Office

330 Portugal Cove Place
P.O. Box 8100
St. John's, NL
A1B 3M9
Phone: 709-754-0700
Toll Free 1-800-563-4442

Central Office

15 Hardy Avenue
P.O. Box 160
Grand Falls-Windsor, NL
A2A 2J4
Phone: 709-489-6619
Toll Free: 1-800-563-1050

Western Office

6 Grenfell Avenue
P.O. Box 884
Corner Brook, NL
A2H 6H6
Phone: 709-639-8483
Toll Free: 1-800-563-9343



/NAPENL
/NAPEHomeCare
/napeyoungworkers



/napenl

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 & SECRETARY-TREASURER

Trevor King, Secretary Treasurer

Jerry Earle, President

WELCOME LETTER FROM THE PRESIDENT & SECRETARY-TREASURER



Welcome to NAPE – your union!

As a NAPE member, you are part of the province’s largest union, made up of 30,000 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 gained 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.

We have put together this handbook to help you understand how NAPE makes decisions, what services and benefits

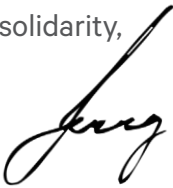
NAPE offers its members, and the structure, staffing, and resources that make your union a strong agent for progressive change.

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 we encourage you to get involved. Your efforts can go a long way to improving the lives of others and the world around you.

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,



Jerry Earle
President



Trevor King
Secretary-Treasurer



THE UNION ADVANTAGE

THE UNION ADVANTAGE

Unions are built on the fundamental principle that we are stronger when we work together – that there is strength in numbers.

Having a union on your side makes your job and your workplace safer and fairer. You get paid better and are more likely to have benefits that help you balance work with life at home. When you're a union member - you're never alone.

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 build fairer, more just, and more equitable communities.

There are many opportunities to get involved in your union, and we encourage you to get active and involved - our union is only as strong as its members. Your efforts can go a long way to improving the lives of your fellow NAPE members. provisions that apply to any particular type of situation or grievance.



**NAPE'S GOT
YOUR BACK**

Your Fundamental Rights

Because you are a NAPE member, you are entitled to the following fundamental rights:

- A safe work environment
- A collective say in your working conditions
- Union access
- Union representation
- And fair process

These rights are covered by your collective agreement.

Collective Agreements

A collective agreement is a contract that lays out the ground rules at work – for you and for your employer. It also sets out a fair and transparent process to resolve workplace issues, which unions usually call grievances.

Your NAPE bargaining team is made up of union members just like you who have been elected to represent you at the bargaining table. You also have an opportunity to suggest changes to the collective agreement in your workplace at a bargaining meeting or component convention.

Your team is supported by NAPE's trained and experienced staff.

At the end of the day, members vote on whether or not to accept the agreement.

Know your rights! Know your contract!

Copies of your collective agreement can be requested from your NAPE Local representatives, or found online at nape.ca.

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

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 Stewards

Your Shop Steward is someone who works in your workplace. They are your first contact when you need help with anything related to your working conditions or collective agreement.

Shop Stewards are your first line of defense 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.

It is also part of their job to ensure members know what the provincial union and the Local are doing.

NAPE Staff

In addition to your Shop Steward NAPE has a team of highly trained 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 a lawyer.

When issues can't be resolved by your Shop Steward, a NAPE staff member is just 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 nape.ca/about-nape/staff/.

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:

- 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 Provincial Board of Directors

NAPE's 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.

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 nape.ca/about-nape/executive-and-board/.

Issue in the Workplace? Follow the Steps!





MEMBER SERVICES

MEMBER SERVICES

NAPE is the largest union in Newfoundland and Labrador, proudly uniting over 30,000 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 other problems in the workplace
- Skilled negotiators to bargain contracts
- A lawyer on staff to protect you and your rights in the workplace
- A dedicated health and safety expert and advocate on staff
- Communications staff to make sure members know what's going on – and to develop and run campaigns that win public support for your issues
- Training and professional development for union volunteers
- A comprehensive education program to help members know their rights, defend themselves and each other, and develop skills to be leaders within our union
- The Advantage Discount Program
- Scholarships for dependents entering post-secondary education
- Bursaries for members who are pursuing further education to help them keep their job or advance professionally

- Three office locations to better service members across the province – St. John’s, Grand Falls-Windsor, and Corner Brook

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.

Your Membership Card

It is important to fill out and submit your NAPE membership card. It is your proof of membership. Your membership card entitles you to vote in NAPE elections, contract ratification votes, and strike votes. It also ensures NAPE has your most up-to-date contact and employment information.



To receive a NAPE membership card, or to update your contact information, please fill out our online form at nape.ca/member-services/nape-membership-card-application/. Or contact our Membership Department at:

709-754-0700 or 1-800-563-4442



**EFFECTIVE
COMMUNICATIONS:
GETTING THE
WORD OUT!**

EFFECTIVE COMMUNICATIONS: GETTING THE WORD OUT!

Facebook

To get the latest union news, follow NAPE on Facebook:
facebook.com/NAPENL

Instagram

You can also follow NAPE on Instagram, too:
instagram.com/napenl/

Website

NAPE's website also has lots of useful information, including how to contact staff and members of NAPE's provincial Board of Directors. You can view or download a copy of your contract. Apply for a membership card. Or update your contact information. Find forms and publications. Apply for bursaries or scholarships. Check out the member discount program. And a host of other things. You can find it here: nape.ca.

Email

And if NAPE has your current email address, NAPE will send information right to your inbox. See 'Your Membership Card' to find out how to make sure NAPE has your up-to-date contact information.

NAPE App

You can download the NAPE app from the Apple Store or Google Play and get alerts and important notifications sent right to your phone.

Publications

NAPE also produces publications to keep members up to date on their union. These publications are emailed or mailed to members.



**MEMBER
BENEFITS**

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: 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.

Supplementary Pharmacy Benefits Program

As a NAPE member, you are eligible to participate in the MHCSI Preferred Supplementary Pharmacy Benefits Program.

You and your eligible dependents are entitled to coverage of up to \$3 per prescription processed through MHCSI's preferred provider network. Depending on your specific program type, this coverage is administered at the point of sale (i.e., online at the pharmacy or credited back to your plan.

For information on how to enroll, locations of participating pharmacies, and information on accessing Sobeys Pharmacy by mail, visit <https://nape.ca/article/mhcsi-preferred-supplementary-pharmacy-benefits-program/>.

When you enroll, you will receive an application for a Lawtons Client Group Partner Discount Card. This card provides a discount on other purchases at Lawtons Drugs.

You may also be eligible for Scene points on your non-prescription purchases.



**HEALTH AND SAFETY:
KNOW YOUR RIGHTS!**

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.

WHO?

WHAT?

WHERE?

WHY?

**FREQUENTLY ASKED
QUESTIONS (FAQS)**

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 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 member, who has training and expertise in negotiating collective agreements, 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.



**PART OF A FAMILY
OF UNIONS**

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.



UNIONS FOR
nupge
PUBLIC GOOD



Canadian Labour Congress
Congrès du travail du Canada

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.

NAPE

Newfoundland and Labrador Association of Public and Private Employees

nape.ca