

UCCE News & Views

September-October 2024

NATIONAL DAY FOR TRUTH AND RECONCILIATION

Phyllis Webstad initiated Orange Shirt Day. On September 30th, she arrived at her residential school, where all her clothing, including a brand-new orange shirt from her mother, was taken away. This experience led to the creation of Orange Shirt Day, which serves as a reminder that every child matters. The movement aims to educate people about residential schools and combat racism and bullying.

Between 1860 and 1990, Metis, Inuit, and First Nations children were sent to church-run schools, where they were separated from their families and cultural practices. They were forced to speak English or French instead of their native languages and to adopt Christianity to assimilate into Canadian society. The government has since then acknowledged that these actions were wrong.

UCCE encourages members to recognize and remember all those affected by participating in Orange Shirt Day on Monday, September 30, to observe the National Day for Truth and Reconciliation. We aspire to a healthy and progressive future that benefits all families and communities. This can be achieved when individuals & organizations stand against racism, bullying, & discrimination.



NATIONAL DAY FOR TRUTH AND RECONCILIATION



The disciplinary culture at Calgary COOP has shifted towards being excessively punitive rather than supportive, corrective, or educative. The primary purpose of discipline should be to correct poor behavior and foster a more productive employee. However, in many cases, counselling and retraining could achieve the same results. Therefore, we need to ask COOP: exactly what is the ultimate goal here? Are they as *passionate* about Team Members as they are about discipline?

The notion that Calgary COOP employees cannot learn from their mistakes and self-correct without facing severe consequences is both offensive and short-sighted. The trust between employees and the employer is compromised when even minor mistakes result in disciplinary actions, such as suspensions, without prior coaching or warnings. This practice increases stress and anxiety in the workplace and erodes the employer-employee relationship and does not make for *inspired team members*.

Conversations that raise awareness would be more supportive, *Caring*, & more importantly, sufficient to achieve the stated desired outcome. Not all mistakes require a heavy-handed approach. A gentler, less demoralizing method can be more effective.

There are certainly times when discipline is warranted. However, there are also instances where discipline is imposed long after the lesson or oversight has already been addressed and corrected.

this issue

HOW CAN I DISCIPLINE YOU
NATIONAL DAY OF TRUTH AND
RECONCILIATION
STOP THIEF.... DON'T!
DID YOU KNOW?

This is unfair and leads to employees feeling that their best intentions and increasing workloads are unappreciated. They then become suspicious that the employer's motive is to "just get rid of me to bring in someone at a lower rate", usually minimum wage.

At Calgary COOP, there is a practice where any "financial loss" (actual or potential) to the company results in a suspension, as if this is the only way for Calgary Coop to feel adequately compensated. These financial losses remain undefined in terms of minimum thresholds, despite our inquiries about the minimum required dollar value to avoid suspension.

Gas Bar employees represent approximately 17.5% of the membership but account for almost 50% of the disciplinary meetings. They are much more likely to first receive 1-shift suspensions compared to other commodities, resulting in shorter progressive discipline steps before termination. This is one of the lowest-paid Classification with the highest punitive risk and expectations. This issue is more prevalent in Gas Bars because almost any error can invoke the "financial loss policy" due to the expensive vehicles and early start times (some at 4:45 am). If someone arrives late and the Gas Bar opens a bit late, it is often stated that there was a **potential** for financial loss, leading to the employee's suspension, even if it is their first time being late. The Union has requested a meeting with Petroleum Operations to discuss what we view as a disproportionate and punitive practice. To date, we have not had a meeting.

If any employee is 2 minutes late, they will be deducted, investigated, and possibly

Did you know...?

☺ Article 9 of the CBA addresses the scheduling procedure. Contact the Union immediately upon identifying a problem. Do not ignore scheduling violations, as they can result in financial losses for members.

☺ Former residential school students can call 1-866-925-4419 for emotional crisis referral services and information on other health supports from the Government of Canada.

Indigenous peoples across Canada can also go to The Hope for Wellness Help Line 24 hours a day, 7 days a week for counselling and crisis intervention. Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat (Please use Google Chrome).

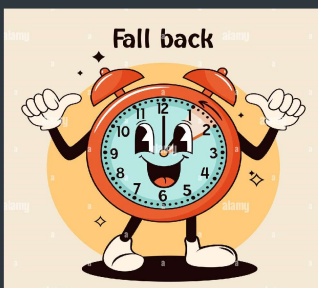


PRIDE

UCCE proudly stands with our LGBTQ+ members in celebration of the diversity that enriches the membership.

Your Union is committed to ensuring that all members experience an inclusive and equality-focused work environment. In this spirit, the Union remains dedicated to preventing discrimination and harassment in the workplace.

Daylight Saving Time Ends on Sunday, November 3, 2024 at 1am MT



Continuation...

punished. However, if you are delayed in your duties and punch out 2 minutes or more late, you are unlikely to be compensated or questioned as to why. If this feels unfair and one-sided, it is! You need to see your manager and request to be paid if this occurs. **Don't assume there is any give and take on this issue—there is not.** Every minute counts when you are late. It should also count when you are late getting off shift as well. We have discipline reports when an employee punches in on time at the start of their shift, but then someone watches to see how long it takes to walk to the department and then considers them late.

All of this has resulted in a culture of fear and intimidation. Employees are constantly waiting for a shoe to drop. **As humans, we all make errors at some point.** This is true for every Calgary COOP employee at every level, from the Executive Leadership down to the front-line staff. In fact, some decisions that have been made at the Executive level have also resulted in substantial financial losses to the company.

When a Manager makes an error on the schedule that violates the CBA and results in a financial loss to a member, shouldn't they also be suspended?

All the above has resulted in an increased number of grievances for unjust discipline filed with the company.



Stop Thief..... Don't!

There has been an increase in theft across most lines of business at Calgary Coop. There are many reasons for this surge, the most obvious is the current economic state and the rising cost of grocery and or liquor prices. Grocery prices had risen to their highest level in decades at a rate of more than double the overall inflation rate.

When it comes to customer theft in the workplace, the highest priority should always be the safety of the employee. We have seen thefts being committed in Centres where the management as well are not addressing these “customers” citing safety concerns. These could be complicated security issues and these are dangerous times. **Leave any interactions to trained security personnel and if they are not on site just back off.** You can always follow up any concerns with your Management team if you chose, and then return to your duties.

We recommend to all our members also to not get involved in following, watching, addressing, or assisting in apprehending any suspected customer that may or may not be committing theft. You do not want to be accused of “profiling” or having a “bias” and then having to defend your actions or perceptions in an investigation should that customer complain about you. Your well-meaning intentions to protect the assets of the employer could result in the employer issuing you discipline up to and including termination for breaching a (no chase) policy with no mention of other conflicting policies. Be aware that the former culture where employees were expected to be much more involved in shop lifting prevention, **no longer exists!** Calgary Coop will not support or regard you as a hero but rather as someone who could potentially have put themselves and others at risk as well as to have risked the reputation of Calgary Coop. Do not follow customers to get clarification on an incomplete transaction, left behind items or to get license plate numbers etc. You never know if a customer has any mental health or addiction issues that could trigger an attack on yourself either verbally and/or physically. **It is not worth risking your job, safety and wellbeing.**