

UCCE News & Views

Summer 2025

STEP BACK, STAY SAFE

Incidents of shoplifting and robbery have risen significantly, and the growing concern is the violence that can accompany these situations. When it comes to theft in the workplace, safety is the top priority.

These are serious and potentially dangerous situations that should be handled only by trained security personnel. If no security staff (LPO) are present, do not leave the building or attempt to intervene. No stolen item—regardless of its value, even if it's all the money in your till, is worth risking your personal safety.

If you witness an incident, you may choose to follow up with your management team, then calmly return to your duties.

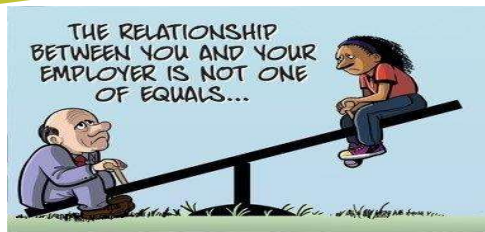
We strongly advise all members not to get involved in following or confronting suspected shoplifters, monitoring or questioning customers, attempting to recover items or record license plate numbers, and approaching customers over incomplete transactions or left behind items.

You never know whether a customer may be experiencing mental health challenges, emotional distress, or substance abuse issues that could lead to an unpredictable and dangerous response.

It is not worth risking your job, your safety, or your well-being. Stay safe and let the professionals handle it.

WORKING EARLY SHIFT & CALLING IN SICK?

Employees working in many classifications have shifts starting very early in the morning before any supervisor or manager is on site. Some



INTRODUCING TELADOC HEALTH EFAP

Take the first step toward a healthier, happier life—for you and your family.

We would like to announce the launch of Teladoc Health's Employee and Family Assistance Program (EFAP)—a powerful resource to support your overall wellbeing. Whether you're navigating a challenging time in life or simply looking for tools to stay balanced, Teladoc offers confidential, comprehensive services designed to help you thrive both personally and professionally.

What Services Are Available?

Teladoc Health Canada's EFAP is more than just counselling—it's a full suite of support services tailored to your unique needs:

Mental Health Care & Counselling

Access confidential counselling by phone or video, seven days a week. Trained professionals can help with:

- Stress and burnout
- Anxiety and depression
- Relationship and family challenges
- Work-related concerns

24/7 Crisis Support

Immediate access to crisis-trained counsellors, anytime day or night. You're never alone—help is always available.

myStrength: Digital Wellbeing

Explore self-guided programs, interactive tools, and in-app coaching to help with:

- Depression, anxiety, and stress
- Insomnia and chronic pain
- Substance use and trauma
- Parenting and relationship issues
- 2SLGBTQIA+ specific support

this issue

STEP BACK, STAY SAFE

WORKING EARLY SHIFT & CALLING IN SICK?

TELADOC HEALTH EFAP

WHEN MANAGERS LOOK THE OTHER WAY—COST OF WORKING OFF THE CLOCK

CHECK YOUR SCHEDULE—KNOW YOUR RIGHTS

DID YOU KNOW?

Legal & Financial Support

- Financial Guidance: Budgeting, debt management, taxes, retirement, and financial planning.
- Legal Advice: Family law, estate planning, housing, immigration, and more

Life Management Services

Need help navigating everyday life? Get referrals and support for:

- Nutrition and fitness
- Child and elder care
- Special needs resources
- Home maintenance service

Whether you're seeking help or just want to build resilience, Teladoc Health's EFAP is there for you—**confidential, accessible, and free to use for all employees and their immediate families.**

Take the first step

Invest in your wellbeing today. Because you—and your family—deserve it.

Setting up your Teladoc Health account

You can set up your account and access Teladoc Health services in two easy ways: Download and use the Teladoc Health app or visit TeladocHealth.ca.



Call 1-877-419-2378

Visit TeladocHealth.ca/calgary-coop

Download the App:

Search "Teladoc Health" in the Apple App Store and Google Play Store to get started anywhere, anytime.



Continuation of Working early shift & Calling in Sick...

members have reported being told that they are not allowed to call in sick for opening shifts and that they still need to come in if ill, even if only to stay until the next employee arrives for their shift. If your being told this, your rights are being violated. Both the public health is at risk if you work sick in a fresh dept working with food preparation, not to mention exposing your co-workers. If you are sick, you should not be coming to work.

All Employees should have proper procedures reviewed with them to follow when a call in needs to occur. If you are told you cannot call in sick when working an early morning shift, please call the Union office and let us know.

Did you know...

☺ Collective Agreement Article 10.20 Supervisors applying on a related subordinate Classification to the Substantive Position they currently hold shall be considered as Transfer applicants (i.e. department supervisor to department utility).

General Utility Clerks shall be considered Transfers when applying on any Classification within the food store.

If a Department Supervisor chooses to step down and apply for a Utility Clerk position within related subordinate Classification, it is considered as Transfer and will be awarded based on seniority.

Same rule applies to General Utility Clerks except, they can apply to any Classification in the food store.

☺ If you submit a request in the RTO book and receive any other response than "Approved," "Denied," or "See a manager"—please contact the Union Office immediately.

Additionally, if your request is denied without a stated reason, we encourage you to reach out to the Union Office as well.



WHEN MANAGERS LOOK THE OTHER WAY-COST OF WORKING OFF THE CLOCK

Collective Agreement Articles 8.08-8.11

8.08 All staff meetings or training periods, where attendance is mandatory, shall be considered as time worked. Pay shall be given for time actually in attendance subject to a minimum of two (2) hours if not part of a regular shift. A thirty (30) minute travel time allowance shall be given to Employees who had to travel to and from such meeting when they are not scheduled to work.

8.09 All efforts shall be made to interview Employees during their scheduled hours. Employees, who are required to be interviewed during their unscheduled time, shall be paid for the actual time of the interview, at regular rates plus one half (½) hour travel time.

8.10 Employees shall not be required to review material pertinent to their job duties on unpaid time. Employees will not be required to review or sign off on this material while performing their duties.

8.11 Working off the clock is an unacceptable activity. Employees or managers involved in this type of activity shall be reported to the Union Executive and Labour Relations and/or Managing Director. After discussion with the Union Executive, the Employer shall determine corrective action, up to and including progressive discipline against the offending Employees and reported to the Union Executive.

It has been brought to our attention that some managers have directed members to complete online training, courses, policy reviews through YETI, or giving out copies of policies to be reviewed at home or during their personal time. This constitutes working off the clock and is a serious violation of the Collective Agreement. **Any managers involved in this practice should be reported to UCCE as soon as possible.**

Another growing concern is

checking and responding to work email when not working. Many unionized employees have work email set up on their phones. It's important to understand that reading or replying to emails outside of work hours still counts as performing work, and it goes uncompensated.

Other examples of working off the clock include, skipping or not taking full breaks, starting duties before your scheduled shift, and continuing to work after your shift has ended.

We strongly advise all members to avoid engaging in these activities. Calgary COOP does not compensate for work done outside of scheduled hours, and volunteering time is not only unfair but also harmful.

Your time is essential, not just for your rights as a worker, but for your mental well-being and personal life. We must draw a clear boundary between work and personal time. Remember, there is no benefit for working off the clock. More importantly, respecting the value of our time benefits everyone.

CHECK YOUR SCHEDULE—KNOW YOUR RIGHTS

Scheduling violations often lead to significant financial losses for members. As a result, we have filed grievances to uphold and enforce the rights of the members outlined in the Collective Agreement. Union audits of posted schedules are conducted randomly, and we continue to identify numerous violations, particularly during the weeks that include general holidays.

For the 32-hour work week, A Employees shall be scheduled for 32 regular hours plus 8 hours statutory pay. If A Employees work on general holiday they should be scheduled for 40 hours during that week, and the 8 hours worked must be overtime. **B Employees with guaranteed hours of 24, 28, and 32** must

not have their guaranteed hours reduced during the week with general holiday, regardless of whether they are scheduled to work or not. **The 24-hour work week** which only occurs once a year (Christmas and Boxing Day), **B employees with the guaranteed hours of 24** are the only template that is not affected by this reduced work week. A & B employees with 32 and 28 guaranteed hours shall be scheduled for 24 hours during this week, or up to a maximum of 32 hours if scheduled to work on Boxing Day.

The most senior employees scheduled to work the weekend, which includes a general holiday, shall be scheduled to work the general holiday, if required. Employees who have a restriction on the day that a general holiday falls will not be scheduled to work unless required or they have indicated a willingness to work on their scheduling agreement. However, we've seen many of the A & B employees with seniority and on top of the wage scale are not being scheduled during the statutory holidays. Employees may request time off (RTO) on general holiday subject to approval. Inform us right away if you notice that this is happening in your department's posted schedules or for any violations by calling the Union Office at (403) 299-6700 so we can correct the issue with management as soon as possible.

Did you know...

☺ Always review your pay stub to ensure accuracy, especially when working in a higher paid Classification—such as working as a Back-Up Supervisor. Make sure all applicable wage differentials are reflected. If you notice any discrepancies, bring them to your manager's attention right away. You can also contact us directly at the Union Office, and we'll assist you in ensuring you receive the proper compensation.

