

The Following Message was sent out by Calgary Local 4095 and is being forwarded (with amendments to contact information) with their permission.

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Recently, an arbitration took place where the dispute over improper book off procedures was heard after many grievances were filed, both at the Local and policy level. As result of the award, the Company was again directed not to call our members while they were booked off with inquiries as to when they intended to book back on. This practice was singled out as being particularly intimidating and the employer was directed to refrain from it. We believed this issue was finally settled, but it appears that is not the case.

We have now just learned that a new procedure has been put into place, supposedly for the Holiday season. This procedure will have those who have an alleged “pattern of book-offs” have their call transferred to a base manager, once Shepell has taken their information. We understand that one of the questions members are being asked is when they will be booking back on!

The Union disagrees with this procedure as we believe it circumvents the spirit and intent of the arbitrators’ award.

In our view, management can arrange a meeting if they would like to discuss any alleged pattern of book-offs with you at any time once you have reported well and are back at work. During this meeting, you would have the right to have Union representation and would be paid to attend.

**WHAT TO DO:**

If during your book off, your call is transferred to a base manager, we suggest that you request to meet in person with the manager and refrain from having the discussion over the phone.

Please inform us by email or phone once you are feeling better and back at work; as we would like to know how many of our members were affected by this unfortunate management decision. Once a meeting has been arranged, please inform us of the time and date of the meeting so we can attend with you.

You can reach us by:

Email: [officers@local4094.ca](mailto:officers@local4094.ca)

Phone: 604 295 4259

Keep in mind that when booking off with Shepell you are only required to provide the following information:

- 1) Your Name
- 2) Your Employee Number
- 3) Whether you are sick or you were injured at work: You are not required, and should never provide, the nature of your illness.

The Bottom is line is that, if you are ill and cannot come to work, you should book off. Your colleagues will thank you, as will your passengers. But most importantly, your health and wellbeing is imperative and above all else.

In solidarity,

Ricardo Miranda, President CUPE Local4095