



BULLETIN

## Advocating for members each and every day

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#### **When to call your LRO**

1. Before calling your Labour Relations Officer, contact your steward first regarding workplace concerns. At most facilities, a list of your stewards is posted on your union bulletin board.
2. For regional labour relations issues, or if your steward can't help, contact your LRO.
3. For all provincial, national, or union policy issues, contact your elected [Regional Director](#).

Stewards are the backbone and the pride of our union. When HSA members encounter a problem at work, they are usually able to resolve the situation with the aid of a steward.

But sometimes, even the most experienced stewards feel they need help dealing with a particularly sticky situation. Whom do they call?

Labour Relations Officers provide expert backup to stewards with an ever-expanding range of workplace issues.

The calls an LRO receives during the course of a day may cover issues as diverse as:

- grievance handling
- discipline and dismissals
- job selections
- workload
- transfers
- conflict / harassment in the workplace
- maternity leaves
- bargaining
- arbitration preparation
- unresolved rate disputes
- occupational health and safety
- return to work
- Employment Insurance (formerly UI)

- education
- overtime rates
- job shares
- workplace amalgamations / reorganizations
- restructuring
- displacement / Healthcare Labour Adjustment Agency
- Superannuation and other pension issues
- Extended Work Hours applications
- scheduling disputes

And for most LROs, aiding members with these issues means many busydays out of the office, and on the road.

Many LROs at HSA were once active HSA stewards at facilities around BC. Most then receive further experience as relief LROs.

This means they are very familiar with specific issues that might arise in health care or social services work situations. Their labour relations expertise, combined with their practical experience in similar work places make LROs effective advocates for our members rights.

LROs enjoy working with stewards to increase labour relations expertise. This knowledge can then be spread throughout the general membership; an informed membership is a powerful one.

Individual LROs have assignments that roughly coincide with the boundaries of the Regional Health Boards or Community Health Services Societies.

In addition, HSA has LROs who specialize in handling general or emergency inquiries, issues faced by [RPNs](#), or members in Community Health Support and Community Social Services sectors. *(LROs with other specialty areas, such as Classification, Organizing, Education, and WCB, will be introduced in subsequent issues of The Report.)*

But one thing all Labour Relations Officers have in common is a sincere *thank you* for all the hard work done by HSA stewards.

As one said, "The dedication and expertise of each steward is critical in ensuring all members have a safer and fairer workplace."

*This is the first of a series of six articles introducing various HSA staff members and their roles in the union.*

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