

# A|M|A|P|C|E|O

## MEMBER NEWS

The Association of Management, Administrative and Professional Crown Employees of Ontario

### Message from the President

Continued on page 2

#### **TWO SUGGESTIONS FOR THE NEW GOVERNMENT: BINDING ARBITRATION AND WHISTLEBLOWING PROTECTION**

*Gary Gannage*

**A**MAPCEO's members, along with the rest of the Province, are now in the process of getting to know the new Liberal Government. The Premier and a number of his ministers have given commitments that they want a new relationship with public servants, that they value public services and that they want to restore a "balance" in labour relations. At the same time, the Government is facing a significant deficit, with self-imposed limitations on revenue generation, the hiring freeze initiated by the previous Government has been continued, and the Minister of Finance's December 17 Economic Statement calls for "restraint" and a "redesign" of government. There is much in what the new Government has *said* that is encouraging; the proof, of course, will be in what they actually *do*.

The Association has attempted to take a pro-active approach to the new Government, in an effort to introduce ourselves and our issues. Before the election results were known, we canvassed all Chapter Chairs and AMERC Co-Chairs for advice on the priorities we should draw to the attention of the Government. Based on these responses, which supplemented the results of last Spring's membership survey on bargaining priorities, we began drafting a Briefing Book.

As President of AMAPCEO, I was invited to attend both the swearing in of the new Cabinet and the Throne Speech. I took advantage of both occasions to speak with a number of new Ministers and Deputy Ministers, as well as other stakeholders who were there.

On the weekend following the swearing in, I received a phone call at home from the new Chair of Management Board, Gerry Phillips, who wanted to meet with me one-on-one the next day. We had thought we would have a bit more time to finalize our

#### **Dave Colvin Re-elected Secretary; Phyllis Waugh New Treasurer; Ashby, Baird, Kipp Directors**

**A**t the AMAPCEO Annual Delegates' Conference held on December 14 and 15, **DAVE COLVIN** was re-elected Secretary of the Association and **PHYLLIS WAUGH** was elected Treasurer, both by acclamation. Three other positions on the Board of Directors were also filled: **KEITH BAIRD** and **MARGARET KIPP** were re-elected as Directors and **DENISE ASHBY**, an arbitrator with the Financial Services Commission of Ontario, was elected to her first term as a Director. The terms of approximately one-half of the nine-member Board expire annually. A complete list of the Board appears on page three, along with a summary of other ADC business on page four.

**B**est Wishes for a happy holiday and a prosperous New Year from the Board of Directors and staff at AMAPCEO.

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Briefing Book, but given the short notice of Mr. Phillips' call, we put together a summary of our priorities and I was able to discuss them when I met with him. Within a week of my meeting with Mr. Phillips, we wrote to all other Ministers individually, giving them background on AMAPCEO, our approach to labour relations and our priorities.

I have subsequently written to ask Mr. Phillips to act on two immediate priorities, both of which would be symbolic, low cost gestures that could satisfy both the public interest as well as the interests of AMAPCEO members: **binding arbitration** to resolve Collective Bargaining disputes and proclamation of the **whistleblowing protection** provisions of the *Public Service Act*.

Other professionals in the OPS currently enjoy binding arbitration, as do MPPs themselves. Our members do not believe that labour disruptions are the way to resolve disputes, particularly given the impact on public services during a strike or lock-out. We also believe that whistleblowing protection for public servants -- passed by the Legislature but never implemented -- is an essential component of the democratic renewal agenda that forms another of the Government's priorities.

Some of the other issues we have drawn to the new Government's attention are: recognition of the need for better work-life balance in the OPS; equity of pension treatment within the OPS community; a commitment to a non-partisan public service (see the separate article in this newsletter); better protection of health and safety of employees; elimination of the reliance on outside consultants; and the development of a new approach to federal-provincial-municipal relations (an area that has a big impact on the daily work of many of our members).

Although the Association is optimistic about this Government's approach so far, we are mindful of the need to remain vigilant, to continually make our case and to ensure that we are able to

communicate with our members, both in terms of keeping them informed and getting input from them. Our membership development and mobilization efforts will continue, our bargaining team has been appointed and has started preparing for the 2004 negotiations and we have made significant progress in finally kick-starting the long overdue job evaluation project for the AMAPCEO bargaining unit.

AMAPCEO has shown, in the past, that our approach to labour relations works: innovative, professional, problem-solving, interest-based, research-grounded, and relying on effective, ongoing communication with members. This has been our "brand", it has been successful in establishing AMAPCEO as a leader in the OPS community and now we need to apply it with a new Government. With your continued support, I have no doubt that we will be successful once again.

## Volunteers Needed

**Y**our Association always needs help from its members. If you are not sure that you want to run for elective office, there are many other ways you can contribute to the work of the organization, by serving on a committee or providing your particular expertise to a special project. AMAPCEO members have a wealth of experience, education and knowledge which provides a rich resource to supplement the work of our small professional staff at the AMAPCEO office. At this time, we have a particular need for:

- Volunteers to serve on local **health and safety committees**. AMAPCEO is making a big push this year to appoint representatives to as many OPS health and safety committees as possible.
- Members with experience in **job evaluation** are needed to act as resources or advisors to the steering committee being established in connection with the AMAPCEO job evaluation project.
- We are trying to build up our network of **building co-ordinators**, so that we have at least one designated contact person at each building where AMAPCEO employees work (in large buildings, one contact per floor). The purpose of these positions is to maintain communication links, post material on bulletin boards, receive and relay updates on issues (using group e-mail or voice-mail messages) and helping to welcome new members.

If you are interested or would simply like more information, please call **MICHAEL MOURITSEN**, Director of Operations and Planning, in the AMAPCEO Office (ext 2724 or by e-mail: <mouritsen@amapceo.on.ca>.)

**New AMAPCEO  
Board of Directors**

## Board By-Election Nominees

A call for nominations to fill a vacancy on the AMAPCEO Board of Directors was issued in November and three nominations were received by the deadline of December 12: **DAVID BOYD**, a member from Health and Long Term Care in Kingston who serves on the Board's Member Services Committee; **APRIL EASTMAN**, Chair of the Ministry of Labour Chapter in Toronto; and **LYNN PARDOE**, from Agriculture and Food in Guelph and a former Treasurer of the Association. A mail ballot election is being conducted among the Delegates and the deadline to return ballots is January 9.

### 3. AMAPCEO DECEMBER / 03

## Complaint Over Partisan Requests During Election

AMAPCEO received numerous complaints from our members that they were asked to prepare briefing materials that were used for partisan purposes during the Fall election campaign. Members objected, in particular, to requests for Premier's Tour Notes during campaign visits that were clearly undertaken by the Premier in his capacity as a party leader. Association President **GARY GANNAGE** raised the complaints immediately with Tony Dean, Secretary of Cabinet, ACERC (the AMAPCEO Central Employee Relations Committee) and various Deputy Ministers.

The Association has asked that rules be established now, well in advance of the next election campaign, to make explicit the principle that non-partisan civil servants will not be put into this position again. It has been agreed that the matter warrants review; the Association intends to pursue the matter and will keep members advised of any progress.



## Know Your Collective Agreement

### Hours of Work Settlement - Compensating Time

Members should have been credited automatically by now for the two hours of overtime awarded to all current AMAPCEO employees (who were also members on April 1, 2003) as the result of the settlement of the dispute over the Employer's delays in implementing 2001 and 2002 salary increases. The two hours of compensating leave was to have been credited in the WIN system by September 30. Given the recent WIN failures, members are advised to check their WIN accounts carefully to ensure that they have been properly credited. We understand that the WIN entry might erroneously appear as two days, rather than two hours. (While you are reviewing your account, please be sure to update your home address and phone numbers, if necessary, since AMAPCEO relies on WIN information to keep our membership lists up to date.)

Members are also reminded that, with the end of the 2003 calendar year, you should be meeting with your manager to work out how to schedule any unused 2003 compensating time (overtime) credits by June 30, 2004. If accumulated leave cannot be used by June 30, it must be paid out on a lump sum basis, although it may be paid out earlier by mutual agreement between a manager and employee. For further information, see Article 46.3.3 of the Collective Agreement.

## 2003 Conference News

AMAPCEO representatives from across the Province met in Toronto on Friday and Saturday, November 14 and 15, for the 2003 Annual Delegates' Conference (ADC). Conference Chairs were **DAVE COLVIN** (MNR/Sudbury), **DOMENIC FRAGALE** (CSS/Toronto), **TERRY PETERS** (MTO/Kingston) and **STEPHEN STEIN** (Municipal Affairs/Toronto). In addition to electing members to the Board of Directors, Delegates approved the \$4 million balanced budget recommended by the Board of Directors for the 2004 fiscal year beginning on January 1 (the 9<sup>th</sup> balanced budget in a row), accepted audited financial statements for the 2002 fiscal year, and re-appointed the firm of Clarke Henning and Associates as our external auditors for 2003. The 2004 ADC is scheduled for Friday and Saturday, December 3 and 4, at the Novotel Hotel in Toronto.

Positions were filled on three ADC committees: **PETER BURNS** (Municipal Affairs/Toronto), **MIKE KUJAN** (Health/Newmarket) and **ARTHUR MOHIPP** (MBS/Toronto) were elected to two-year terms on the Audit Committee (joining **CATHERINE MILLER** of CSS/Peterborough and **TIM AZAB** of Finance/Oshawa, whose terms continue for another year).

The Elections and Credentials Committee consists of: **ROGER BANGS** (MTO/Sault Ste Marie), **TOM BERTRAND** (MTO/London), **DOMENIC FRAGALE** (CSS/Toronto), **DIONNE SINCLAIR** (CSCS/Ottawa) and **RAY WRIGHT** (MTO/Sault Ste Marie). Retiring member **WALTER FELL** (Labour/Sudbury) was given a round of applause for his long and distinguished service on the committee.

All five members on the Resolutions Committee were re-elected: **SHARYN BIR** (CBS/Toronto), **FRANK CERILLI** (CSCS/North Bay), **MIKE KUJAN** (Health/Newmarket), **CATHY MCPHERSON** (Cit/Toronto) and **STEVE SMITH** (CSS/Oshawa).

President **GARY GANNAGE** paid tribute to a number of AMAPCEO activists who were leaving their positions, including **LYNN PARDOE** and **KEITH ZEHR** (who had decided not to seek re-election to the Board of Directors); and Chapter Chairs **SHERRY FLOOD** (Sudbury), **CATHY MCPHERSON** (Cit, Tour, Cul & Rec), **ELLEN OLSON** (NW Ont), **DAPHNE PEER** (OMAF/Guelph), **MICHAEL RAY** (who was acting in Environment & Energy) and **DIONNE SINCLAIR** (Ottawa). He also formally welcomed a number of recently-elected Chapter Chairs: **MARIA ARIGANELLO** in Citizenship, Culture, Tourism and Recreation; **JONAS FOSSIT** in Ottawa; **GRAHAM HOWE** in Guelph/OMAF; **SALLY RUDKA** in Finance; **SHARYN BIR** in Consumer and Business Services; and **TIM SIM** in Attorney-General/ONAS.

## Tony Dean Speaks to Delegates

Delegates heard from two keynote speakers at this year's Conference: **TONY DEAN**, Secretary of Cabinet and Head of the OPS, and **PHIL DEWAN**, who was Dalton McGuinty's Chief of Staff while in Opposition.

Tony Dean, who began his career in the OPS as a policy advisor in the Ministry of Labour, praised AMAPCEO as a "sophisticated organization with sophisticated leadership". Noting that he was involved in working on the CECBA reform that created the AMAPCEO bargaining unit, he said it has been wonderful to see the Association's growth.

He reported that Premier McGuinty's first words to him after the election were "I am a public servant" and that the Premier said he wants to elevate the public service in the minds of the public. Acknowledging that senior management has to do a better job of complying with the requirement to give advance notice of proposed changes to AMAPCEO, Mr. Dean emphasized that there would be a role for the Association and other bargaining agents in the consultation process on the budget deficit and that he was hoping to hear creative ideas on how to improve service to the public.

He said "there is no doubt that, as public servants, we have gone through a rough eight or nine years" under the previous Government, but that he wants to foster a culture of openness and accountability in the OPS, where we value each other as colleagues and where we are not afraid to "speak truth to power", which is the role of a good public servant. With regard to workload pressures, he encouraged members to speak candidly with their supervisors but that, in any event, the overtime provisions in the Collective Agreement "absolutely" have to be respected by managers.

Phil Dewan, who now works in the private sector as a consultant, offered insights into the Liberal Government's priorities and suggested that, given the Government's initial assessment of the province's finances, advocacy of low-cost but symbolic measures would likely be well received.

## AMAPCEO Welcomes 22 New Positions in MTO

A memorandum of agreement negotiated in October has resulted in the addition of 22 positions to the AMAPCEO bargaining unit in the Ministry of Transportation. The Association had challenged the exclusion of these positions in the Road Safety Business Group (since re-named the Business Services Branch), whose senior management had argued that the positions were too managerial to be represented by AMAPCEO.

The positions, which ranged from AM-18 to AM-21 level classifications, include: Business Consultants, Senior Business Consultants, Senior Project Advisors, Managers of Transition Office, Co-ordinators of Project and Business Improvement and Group Leaders. An additional four newly-created positions (including Communications Advisors and Issues and Correspondence Co-ordinators) were also confirmed by the same settlement to be part of the bargaining unit.

We welcome our new colleagues to membership in the Association!

AMAPCEO first challenged the improper exclusions in May 2002 and we were only able to convince the Ministry to reach a negotiated agreement seventeen months later when the case had reached the Grievance Settlement Board. As part of the settlement, the Ministry agreed to reimburse the Association for the membership dues that should have been deducted since May 2002. This case is but one example of the "job jurisdiction" monitoring carried out jointly by AMAPCEO staff and your elected representatives. As the result of this successful resolution, almost 30 colleagues now enjoy the protection and benefits of the Collective Agreement, these positions are now added to the bargaining unit for future competitions and the Association's revenue has grown, supporting the work that we do on your behalf.

If you are aware of management-excluded positions in your branch or office that you think should be included in the AMAPCEO bargaining unit, or if you would like more information on the legitimate grounds for exclusions, please feel free to contact your Chapter Chair or AMERC representative or call **BURKE MOFFAT** at the AMAPCEO Office (ext 2710 or by e-mail: [moffat@amapceo.on.ca](mailto:moffat@amapceo.on.ca)). Alternatively, feel free to give Burke's number to an excluded colleague if he/she wishes to call us for a confidential conversation.

## **Update: 2004 Bargaining and Job Evaluation Review**

As reported previously, our current Collective Agreement is scheduled to expire on March 31, 2004. The AMAPCEO Bargaining Team is now in place and is hard at work preparing for the next round of bargaining. The team consists of **FRANK CERILLI** (CSCS/North Bay), President **GARY GANNAGE** (*ex officio*), **MARILYN HYDE** (MNDM/Toronto), **NORM MOHAMID** (CSS/Toronto), and Vice-President **ROBERT STAMBULA** (as Chair). The team is analysing the results of last Spring's membership survey, developing potential Collective Agreement proposals and preparing for the first step in the bargaining process, which is the negotiation of an Essential Services Agreement. Members are encouraged to draw comments, suggestions or questions directly to the attention of the Bargaining Team, which may be reached by e-mail at [bargain@amapceo.on.ca](mailto:bargain@amapceo.on.ca).

AMAPCEO has also made significant progress in moving forward on a review of the job evaluation and classification system for the bargaining unit, as agreed with the Employer in the current Collective Agreement. Both parties have now agreed on a process and timetable under which the Employer and the Association would jointly engage an external consultant to undertake a review and classification of AMAPCEO jobs, with the consultant reporting to a joint steering committee that would manage the process. The parties are expected to select a consultant and a job classification and evaluation system by the end of January 2004, with testing and customization of the system to suit AMAPCEO jobs to be completed by June 30. Identification and development of job descriptions and the evaluation of all AMAPCEO jobs are to be completed by November 30, 2004, following which the parties are to negotiate salary rates.

The job evaluation and classification review will have an impact on salary negotiations, although bargaining for a new Collective Agreement is expected to begin as scheduled and non-monetary items will be negotiated first (which is usually the case in any event).

We will keep the membership up to date on bargaining and job evaluation matters primarily through the Web site, where we will be creating special pages for bargaining and job evaluation shortly. If you have not already done so, please subscribe to our Web site alert service and we will advise you by e-mail whenever a new item is posted (see instructions on the Web site).

## AMAPCEO Staff News

**MICHELE HAMILTON** has taken a leave of absence from her position as Dispute Resolution Officer.

**CHRISTOPHER DEBICKI** joined the staff in September to fill in for **MICHELE** while she is on leave. Christopher, who earned a law degree from McGill University, worked most recently as an articling student for Sack Goldblatt and Mitchell with a concentration in labour law. He also worked for Federal Mediation and Conciliation in Ottawa drafting Codes of Ethics for federally appointed arbitrators and writing guides for "Unjust Dismal Wage Recovery". In his past life, he worked as a trapeze artist and a riverboat captain.

Christopher can be contacted at 416 595 000 ext 2705 or by e-mail at <debicki@amapceo.on.ca>.

**KEISHA FERGUSON** is temporarily performing the duties of Administrative Assistant, Membership and Financial Support, replacing **ALEKSANDRA OSVALD (RATKOVIC)**, during her maternity leave. Keisha came to AMAPCEO from CIBC Mellon and brings with her extensive experience in database management. She can be contacted at 416 595 9000 ext 2712 or by e-mail at <ferguson@amapceo.on.ca>.

Most recently, **JOSEPHINE PETCHER** was appointed as the fourth Dispute Resolution Officer. She is a graduate from McGill University and earned a law degree from the University of Toronto. Prior to law school, Josephine came to AMAPCEO from Greenpeace where she was a union steward and a member of the negotiating committee for Greenpeace's first Collective Agreement for canvass staff.

Josephine can be contacted at 416 595 9000 ext 2709 or by e-mail at <petcher@amapceo.on.ca>.

**BRENDAN AGNEW-ILER** has resigned as Projects Officer to pursue a career in municipal politics. Brendan has accepted the position of Executive Assistant to **ADAM GIAMBRONE**, who also worked at AMAPCEO, and is now a Toronto city councillor. We wish Brendan and Adam much success.

## **AMAPCEO Office Staff Vacancy**

### **Project Officer**

Full-Time, Permanent  
Classification Salary Level III  
(\$50,613 - \$67,844)

Reporting to the Director, Operations and Planning, the incumbent will be responsible for: conducting, leading or overseeing policy analysis, research and special projects; advising and counselling AMAPCEO members on work-related issues, membership development and mobilization; providing staff support to committees; liaising with members, Association officials, government officials and other bargaining agents; monitoring and conducting research on job jurisdiction matters and reasonable efforts compliance.

**Qualifications:** The focus of this position initially will be on membership mobilization and development.

Experience in membership development and mobilization for similar organizations; a thorough knowledge of labour relations, collective bargaining and public service; qualitative and quantitative analytical and research skills; excellent verbal and written presentation skills; strong interpersonal skills and the ability to work with, and provide leadership to, volunteer officers and committees; ability to use a networked personal computer to produce own correspondence, analyses and reports with text and numeric elements, to manipulate database information and to perform internet searches.

**Work Location:** AMAPCEO Office, 1 Dundas Street West, Toronto, Ontario.

**Travel Requirements:** Occasional travel required.

**Application Process:** Interested applicants should submit a resume to the attention of **MICHAEL MOURITSEN**, Director of Operations and Planning, at AMAPCEO, no later than 12:00 noon on Friday, January 30, 2004. Applications may be submitted by e-mail (<mouritsen@amapceo.on.ca>), fax (416 340 6461) or in an envelope addressed to the AMAPCEO offices (Suite 2310, Box 72, 1 Dundas Street West, Toronto Ontario M5G 1Z3).

## Briefly Noted



### **More Canadians are Booking Time Off for Emotional and Mental Fatigue**

**A** Health Canada study has revealed that more Canadians are booking time off due to an increase in emotional and mental fatigue.

Linda Duxbury, a business professor at Carleton University and Chris Higgins of the University of Western Ontario business school, surveyed nearly 32,000 working Canadians in the 2001 National Work-Life Conflict study.

The study examined the costs of absenteeism growing out of conflicts between work and home.

“The biggest factor for absenteeism is ‘role overload’. These are people whose jobs are literally making them sick,” said Duxbury. “That frazzled, overwhelming feeling that has workers booking off work for mental and physical fatigue.”

The study also stated that the most alarming trend was the growing rate of absenteeism among workers caring for elderly parents.

“This is just the tip of the iceberg and it’s going to go way up because, unlike childcare, which is a service you can buy, you can’t pay for a service that doesn’t exist like elder care,” said Duxbury.

### **AMAPCEO Web Site Can Now be Viewed on Your Cell**

The AMAPCEO Web site is now wireless enabled. To view the site on your cell phone or PDA, type in the address: <wap.amapceo.on.ca>. Just a word of caution, some pages or articles are not yet fully operational. Please bear with us. We will have the site up and running completely in short order.

## **New Workplace Representatives Appointed**

**T**he AMAPCEO Board of Directors has appointed the following seven AMAPCEO members to two-year terms as Workplace Representatives following their successful completion of workplace rep training on September 25.

Workplace Representatives are trained colleagues who assist members on site with questions about the interpretation of the collective agreement. Workplace rep training is also required for AMAPCEO representatives sitting on AMERCs (AMAPCEO-Ministry Employee Relations Committees). The new appointees are:

JUDITH BROWN	Attorney General/London
GRACE CHASE	Attorney General/London
LINDA BALLANTYNE	Consumer & Business Services
CANDACE GOUDY	Community and Social Services
DENISE ASHBY	Finance
JUDITH KILLORAN	Finance
MARTIN WILSON	Community Safety & Correctional Services

A complete list of AMAPCEO’s 91 Workplace Representatives appears on the Web site. Anyone interested in taking Workplace Representative training is encouraged to contact **ROB SMALLEY** at 416 595 9000 ext 2703 or by e-mail at <smalley@amapceo.on.ca>.



## **Has Your AMAPCEO Address Changed?**

It is very important that you let AMAPCEO know if your contact information changes. If we do not have your current home address and phone number, you risk not receiving the AMAPCEO newsletter or other important AMAPCEO news. Please also keep this information up to date in your WIN account.

There are two ways that you can let us know of any changes:

1. By email: Go to the AMAPCEO Web site <www.amapceo.on.ca> and click on “Change Your Address” in the menu located at the top of the page.
2. By Telephone: Call the AMAPCEO office at 416 595 9000 ext 2712 and **KEISHA FERGUSON** will update your information.

## Are You a “Member” of AMAPCEO?

**M**any employees represented by AMAPCEO assume that, because membership dues are deducted from their pay, they are automatically members of the Association. Under the “Rand” formula, all employees represented by AMAPCEO are required to pay dues, but actual membership is voluntary.

Why become a member? To ensure that you receive all of our information and to have the opportunity to participate fully in the Association, including voting and running in elections, volunteering to sit on committees and being consulted through membership surveys. There is no additional cost to joining. All you have to do is download or print a membership application form from our Web site, sign it and fax it in to the AMAPCEO office (at 416 340 6461), something that most of your colleagues in the bargaining unit have already done. We value your involvement and hope you will consider joining the organization that represents you.

Please visit <[www.amapceo.on.ca](http://www.amapceo.on.ca)> for further information on membership, the Rand formula and the full range of services provided by your Association.



## **Did you know.....?**

Ten years ago, as 1993 was drawing to a close, AMAPCEO was celebrating its first anniversary. The Association was established in the summer of 1992 in response to the NDP Government’s plans to reform the *Crown Employees’ Collective Bargaining Act (CECBA)*. A constitution was adopted in August 1992 and the first meeting of the Council of Representatives (from ministry and regional associations) was held four months later.

The major issue in 1993 was the Social Contract. AMAPCEO ended up representing about 12,000 excluded employees in negotiating a sectoral framework agreement under the Social Contract that was ratified through a telephone vote in the fall of 1993. This agreement ushered in unpaid “Rae Days”, joint employer-employee “productivity savings” committees in each ministry, extension of Factor 80, improved redeployment rights and a salary freeze – all in return for a certain measure of job security as the Government embarked on an unprecedented round of downsizing and program cuts. Without the Social Contract agreement negotiated by AMAPCEO, 325 more jobs would have been cut and remaining employees would have faced a higher number of unpaid Rae Days.

## **Pssst...Wanna Buy An Official AMAPCEO Document?**

**I**f you’re a signed up member, you don’t have to - they’re free! Ok, ok, so maybe the 2003 Annual Report of the Board of Directors won’t make the best seller lists, and maybe the Elections and Credentials Report isn’t your idea of something to read on the beach. Nevertheless, we’re willing to offer a special bonus to the first 500 AMAPCEO members who order a copy of the 2003 Delegates’ Conference agenda package: we’ll throw in, absolutely free, the Minutes of the 2002 Conference - that’s right - the final, approved version of last year’s Minutes, complete with *all* amendments!

Just call and leave a message on our general mail box or send an e-mail to <[amapceo@amapceo.on.ca](mailto:amapceo@amapceo.on.ca)> and tell us which package you want: *The Basic* (Conference agenda sheet, 2004 Budget and 2002 Audited Financial Statements) or *The Deluxe* (everything in *The Basic*, plus the Reports of the Workplace Relations Committee, the Pension Committee and the Health and Safety Committee). We’d like to throw in the aforementioned Annual Report of the Board, but demand for it was so strong, it’s already been posted on the Web site.

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