

OPS P4P Payment Date:

Pay for performance (P4P) bonuses are scheduled to be paid to OPS members on the July 22nd pay date.

Notice of Upcoming Important Dates:

Call for nominations will be posted on the AMAPCEO website:
August 27th

Deadline for nominations:
October 1st

2010 Annual Delegates' Conference:
November 26th and 27th,
Marriott Courtyard Hotel,
475 Yonge Street, Toronto.

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Welcome to New Members in the ORC; AMAPCEO Presents to Expert Panel

Gary Gannage, President

I WOULD LIKE TO USE my space in this issue to highlight two recent positive developments.

First, I want to extend congratulations and a warm welcome to our newest members: the employees at the Ontario Racing Commission, who voted overwhelmingly to choose AMAPCEO as their bargaining agent. An announcement is posted on our website and a brief profile of the members of the ORC appears inside. The ORC becomes our fifth bargaining unit.

Divested from the OPS a decade ago, some ORC employees approached us last year with a request to help them organize. AMAPCEO has a policy, originally ratified by our Delegates' Conference in 1998 and subsequently re-confirmed by the Provincial Council, that authorizes the Board to approve expansion outside the OPS under a number of criteria. The ORC met those criteria and we were able to sign up members last Summer, with a certification vote held in the Fall. Bargaining for a first collective agreement is about to begin.

The second issue I would like to highlight: AMAPCEO's recent presentation to the Expert Panel on Occupational Health and Safety. On June 28, I presented AMAPCEO's submission to the Panel, which is conducting a comprehensive review of the provincial health and safety system.

We noted that the review provides an opportunity for Ontario to show leadership globally in re-defining workplace health and safety. One of the major international developments recently has been the evolution of the concept of the "healthy workplace", which broadens the traditional focus on ensuring an "absence of injury" to encompass a more holistic approach to workplace and worker health.

WE ALSO NOTED THAT most Ontarians now work in the service sector, which accounts for 70% of Ontario's economic production, but the focus of health and safety legislation is still on industry and construction and that unique health and safety needs of people who work in offices are often ignored or dismissed. The submission has been posted on our website (and excerpts appear inside); I commend it to you as an example of how AMAPCEO can make a positive contribution to broader public policy discussions that, ultimately, can benefit not only our members but our fellow citizens.

Summer is now upon us and I hope you and your family are able to enjoy a safe and healthy vacation. All the best from the Board, Council, activists and staff at AMAPCEO!

Board News

In meetings held in April, May and June, the AMAPCEO Board of Directors:

- Heard from President **GARY GANNAGE** that AMAPCEO has filed a policy dispute against the OPS employer's approach to implementing recent changes in the travel, meal and hospitality directive.
- Held a two-day planning session in May to review strategic objectives for the remainder of 2010 and in preparation for the 2011 budget year.
- Appointed **RICHARD QUAN** to the Ministry of Finance and Revenue AMERC.
- Appointed ten new Workplace Representatives.
- Filled vacancies on the Health, Safety and Wellness Committee.
- Conducted the annual review of all AMERC and Workplace Representatives and approved their re-appointments.
- Approved a revised policy on retired members, authorizing continued participation in ServicePlus for those who sign up as retired members.
- Approved meeting dates for the Board and Provincial Council for 2011.
- Reviewed financial statements.
- Received regular reports from the executive officers (President **GARY GANNAGE**, Vice-President **ROBERT STAMBULA**, Secretary **BARBARA GOUGH** and Treasurer **KEITH BAIRD**).

Council News

In meetings held in April and June, the Provincial Council:

- Received reports from Chapter Chairs on chapter activities.
- Ratified the Board's recommendation of members for the AMAPCEO Bargaining Team at the Ontario Racing Commission.
- Established and appointed members to the Council's Committee on Activist Reward and Recognition.
- Adopted an amendment to the Elections By-law recommended by the Elections and Credentials Committee to require, in elections for the Board, the automatic dropping from each ballot of the candidate with the lowest number of votes.
- Received regular reports from the four executive officers (President **GARY GANNAGE**, Vice-President **ROBERT STAMBULA**, Secretary **BARBARA GOUGH** and Treasurer **KEITH BAIRD**).

Committee Appointments

After canvassing health and safety representatives, the Board of Directors has filled two vacancies on its *Health, Safety and Wellness Committee*: **LESLIE BARBER** (MCSS Sault Ste. Marie) and **JAYNE SMITH** (Environment/OCWA, Toronto). Leslie and Jayne will replace **PAULA EYLER**, a long-time committee member from MCSS Kenora, who is retiring from the OPS, and **CHRISTINE NIECKARZ** (MOHLTC Toronto), who has been seconded to the AMAPCEO office to work on the Job Evaluation Project.

Welcome to Leslie and Jayne and many thanks to both Paula and Chris for their service on the committee.

As part of its response to the Chapter Development Committee's final report, the Board recommended to Provincial Council that it establish a committee to develop criteria for recognizing our many activists who volunteer to take on various roles in AMAPCEO, from helping in the governance of the organization to representing colleagues. The *Activist Reward and Recognition Committee* will also help select individuals to be recognized. At its June meeting, the Council approved the appointment of five members to sit on the Committee:

THERESA ANDERSON-BUTCHER (Board)

SHARYN BIR (Chair, MGS Chapter)

DONNA DAVENPORT (Chair, NW Ontario Chapter)

MURRAY GAUDREAU (Board)

IAN GLYNWILLIAMS (Chair, MCSCS Chapter).

Results of Spring Chapter Chair Elections

In elections held in March and April, four Chapters chose Chapter Chairs and seven Chapters selected a number of Delegates to attend the 2010 Annual Delegates' Conference (to be held this November 26th and 27th).

Newly elected as Chapter Chairs were **CHRIS GOETHEL** in Environment/Energy and Infrastructure and **DONNA DAVENPORT** in Northwest Ontario. Chris, who served as Chapter Chair in his former ministry, Finance, has been a long-time Delegate, Workplace Representative and member of the Elections and Credentials Committee. Donna, also a member of the Elections and Credentials Committee, has been a Delegate from her Chapter.

Chris takes over from **RICHARD ROGACKI**, who was serving as Acting Chair and now returns to his Delegate position in Environment/Energy and Infrastructure, and Donna succeeds **DAVE PICARD**, who chose not to stand for nomination again, but was acclaimed as a Delegate from Northwest Ontario.

Re-elected as Chapter Chairs were **SHARYN BIR** (MGS Chapter) and **GRAHAM HOWE** (Guelph/Agriculture, Food and Rural Affairs). Many thanks to all for being willing to step forward and contribute the time to represent your fellow members.

BPS Bargaining Updates

A quick update on bargaining in AMAPCEO's BPS (Broader Public Sector) bargaining units.

Mental Health Centre Penetanguishene – bargaining is well underway, the parties have exchanged proposals and the two bargaining teams have met a number of times.

Ontario Agency for Health Protection and Promotion (OAHP) – bargaining unit scope discussions are continuing; the two bargaining teams will meet in the Fall.

Ontario Racing Commission – members have responded to the bargaining priorities survey and the two bargaining teams are expected to meet over the summer.

Fifth Annual Health, Safety and Wellness Conference

As we mentioned in the last edition of *AMAPCEO Member News*, AMAPCEO's health and safety representatives were scheduled to get together for the fifth annual Health, Safety and Wellness Conference in Toronto on April 21st. We can now report that this was our largest conference to date and a great success.

President **GARY GANNAGE** opened the conference by providing a number of updates, noting that AMAPCEO was successful in persuading the OPS employer to make a number of changes in its proposed policies and programs on harassment and violence prevention—both of which were required to be implemented by June 15th under the Bill 168 amendments to the *Occupational Health and Safety Act*. Local joint health and safety committees will play an important role in reviewing violence prevention risk assessments under the new policy.

A round table discussion, moderated by **CHRIS BAMBER**, Chair of the Board's Health, Safety and Wellness Committee, allowed health and safety representatives to report on major issues at their locations.

Among the issues that were identified were:

- HVAC and air quality
- Fragrance and scents
- Remote travel
- Need for better training
- Over-crowding, lack of storage areas
- Inspections not being consistently done.

This year's keynote speaker was **JENNIFER SYGO**, a registered dietician, who spoke on "Eating for Energy and Optimal Health".

In addition, two workshops were offered: "*What Makes An Effective Health and Safety Committee*", facilitated by **KAREN HANNA** from the Ministry of Labour, and "*Conducting Health and Safety Inspections*", led by **RODOLA SIBUMA**, Ontario Service Safety Alliance.

A list of health and safety representatives can be found, listed by workplace location, on the website at www.amapceo.on.ca. If you find you do not have a health and safety representative for your area and you would like to volunteer, please contact **LIZA PAPANIKOLAOU** at lizap@amapceo.on.ca or by telephone at 416-595-9000 ext. 2725.

From the Archives

From the June 1998 edition of *AMAPCEO Member News*: "AMAPCEO ratifies its first collective agreement". Members voted in favour of ratifying their first collective agreement on May 27, 1998. Monetary issues, including hours of work, were sent to arbitration, which was available in first contract bargaining. (Former judge George Adams would subsequently make an award.) The term of the agreement was until March 2001 and the agreement contained the details of a new dispute resolution process as well as refinements to the redeployment process that had earlier been agreed upon in an interim agreement.

Fall Nominations Open August 27th

The Fall nomination cycle to fill a number of AMAPCEO elective positions will get underway on Friday, August 27th, when the Elections and Credentials Committee posts the annual Call for Nominations. An e-mail alert directing members to the website announcement will be sent out on that date.

Nominations will remain open until noon on Friday, October 1st, by which time all nomination forms must be received at the AMAPCEO office. October 1st is also the deadline for submitting policy resolutions and constitutional amendments for consideration at the Annual Delegates' Conference, which is scheduled for November 26th and 27th, 2010, in Toronto.

This year, in addition to a number of Chapter positions (Chapter Chair, Delegate and Chapter Executive Member), the following central positions are also open for nomination: President, Treasurer, three Director positions and two positions on the Audit Committee. All terms are for two years and many positions are staggered, with some expiring one year and some the next, which is why not all positions are open in any given year. In addition, some Chapters hold their elections in the Spring and some in the Fall. The nomination form and a full list of all of the positions that are open for nomination this year (as well as a summary of their responsibilities and time commitment) will be posted on the website on August 27th.

Please consider whether you might be willing to put your own name forward to represent your colleagues in helping to run *your* association; most nominations are typically self-nominations. Alternatively, would someone you know make a good representative? If so, ask if she or he would be interested in being nominated. Any employee with a home position in an AMAPCEO bargaining unit who has signed a membership form is eligible to participate in the process – either as a candidate or as a nominator (and ultimately, if required, as a voter). Often, individuals are not aware that they have to sign a form to become a member, so if you are not sure of your status, please give the office a call. (Although everyone in the bargaining unit must pay membership dues, since AMAPCEO has a legal obligation to represent all employees, signing a membership form is voluntary.) If you would like to become a member, please visit the membership section of our website at any time (www.amapceo.on.ca), fill out and sign a form and fax it to us.

AMAPCEO has always taken pride in the fact that we are a member-driven organization. We rely on members to help run the Association, represent colleagues, establish priorities and develop policies. Delegates and Chapter Chairs help to hold the Board and executive officers accountable to the membership. Please consider joining the almost 500 other AMAPCEO colleagues who have agreed to step forward and get directly involved.

AMAPCEO Member Profile: Ontario Racing Commission

AMAPCEO members learned in April that the employees of the Ontario Racing Commission (ORC) had voted overwhelmingly to choose AMAPCEO as their bargaining agent. The ORC became our fifth bargaining unit and is the first workplace AMAPCEO has organized outside the Ontario Public Service that was not a successor rights divestment.

The new unit comprises almost 80 employees, including racing judges and stewards, veterinarians and veterinarian clerks, licensing agents and administrative employees working across the province of Ontario. Established in 1950 under the *Racing Commission Act*, the ORC is a crown agency that governs, directs and regulates the horse racing industry in Ontario to ensure public confidence in the honesty and integrity of racing, as well as ensuring social controls in the gaming sector. The ORC was divested from the Ontario Public Service ten years ago and the employees have been unrepresented since that time.

The Ontario horse racing industry is a cross section of the agricultural sector and the entertainment business, combining urban and rural economic interests and generating more than 60,000 jobs. Ontario is one of the few jurisdictions in Canada that offers thoroughbred, standardbred and quarter horse racing. There are 18 race-tracks operating in this province featuring more race dates than any other jurisdiction in North America. By any measure, racing is a big deal in Ontario.

AMAPCEO Member News had the opportunity to interview **GUNNAR LINDBERG**, a racing steward with the ORC, to find out more about what he and his colleagues do. Gunnar comes from a family of horsemen and has participated for over 40 years in various roles within the industry. He was a jockey for eighteen years and later moved into the management side, ultimately taking a position with the ORC. Lindberg believes that "It is my love for the game and the people that make it rewarding and to know I am in a position to hopefully make a difference and ensure a level playing field for all".

According to his job description, Lindberg's duties as a steward include "governing, directing, controlling and regulating horse racing in the province of Ontario". The ORC licenses all participants in the industry, which includes the race tracks, owners, trainers and riders. "It is our job as a board of three to determine whether there are infractions of the rules, [by conducting] hearings, and determine a penalty, if any," says Lindberg. "I am in contact with the jockeys, owners, trainers and race track officials on a daily basis to ensure the races are presented to the public honestly and fairly. I liken myself to being a referee in a suit."

Like any other industry, ORC staff face their own hurdles (!) and challenges on a daily basis. "While horse racing at Woodbine benefits from increased purse structure due to slot revenues, the game as a whole is changing from a sport to a business," says Lindberg. "Rising costs to keep a horse in training and declining revenues in wagering dollars on horse racing, both domestic and foreign, are a concern for the industry. Horse owners and trainers are finding it more difficult to make ends meet and we are noticing a downward trend in the number of participants and [in the] horse population. However, Woodbine does a tremendous job in promoting the sport, but like all thoroughbred and standardbred tracks in North America, they too are feeling the pinch".

At its June meeting, the AMAPCEO Provincial Council ratified the Board's recommendation for a bargaining team for ORC, following a nomination process involving the ORC bargaining unit employees. The team will consist of AMAPCEO staff **BURKE MOFFAT** and **JENNIFER PACHECO**, legal counsel **MARISA POLLOCK** from our law firm, Sack Goldblatt Mitchell, and two ORC employees: **MICHAEL BROWN** and **BILL MAERTENS**, both of whom are racing judges.

Bill Maertens has been with the ORC since 2000 and is currently an Acting Senior Judge. He has an extensive record of community service, having served as a councillor for the County of Brant for twelve years. Mike Brown has been with the commission since 2001 and has been working as a Senior Judge since 2002. He has extensive experience in the horse racing industry, having come from the Maritimes, where he worked as a Judge for 20 years before moving to Ontario. Mike was a leading force in the organizing drive, recognizing that a strong bargaining agent was needed to improve working conditions.

AMAPCEO Member News salutes the employees of the Ontario Racing Commission whose work protects the integrity of racing in this province and we wish them well as they embark on negotiations for their first collective agreement.

(This is the 14th profile in a series of occasional articles on the work of AMAPCEO-represented employees in our workplaces across the province and in ten cities outside Canada: the Ontario Public Service, the Office of the Provincial Advocate for Children and Youth, the Ontario Agency for Health Protection and Promotion, the Mental Health Centre Penetanguishene and the Ontario Racing Commission. Suggestions for future member profiles are always welcome.)

Why Overhearing Half a Conversation is so Annoying

Now we have another explanation for why we hate working in cubicles: the attention-draining problem of halfalogues.

Listening to a halfalogue, as we learned from a *Globe and Mail* news report in May, is overhearing only one-half of a conversation, such as someone speaking on a phone, as opposed to listening to a full dialogue between two people. Whether it is in the office, in a restaurant or in a car, overhearing only half of a conversation is more distracting and drains more attention than when overhearing two people talking, according to a recent research study conducted by scientists at Cornell University in Ithaca, New York.

"Hearing half a conversation is distracting because we are unable to predict the succession of speech," said **LAUREN EMBERSON**, a psychology doctoral student at Cornell and one of the co-authors of the study, which is being published in *Psychological Science*, the journal of the Association for Psychological Science.

"People are often more irritated by nearby cell-phone conversations rather than conversations between two people who are physically present," Emberson said in the *Globe* article. "Since halfalogues really are more distracting and you can't tune them out, this could explain why people are irritated."

The findings by Emberson and her co-authors were based on research involving college students who did concentration exercises, such as tracking moving dots, while hearing one or both parties during a cell-phone conversation. The students made more errors when they heard one speaker's side of the conversation than when they overheard the entire dialogue.

Does this study have implications for the many workers in cubicle farms and open concept offices who have long complained about the difficulties in concentrating on their work? *AMAPCEO Member News (AMN)* decided to contact Lauren Emberson directly to ask her. She responded to a number of questions, after revealing that she is a Canadian, from Toronto, who did her undergraduate degree at the University of British Columbia. She says her mother works at Seneca College and complains about the distraction of overheard phone conversations in her workplace.

AMN: Your study concluded by suggesting that simply overhearing a passenger's cell-phone conversation is enough to impair the attention of someone driving a car. Would it be fair to say that being exposed to halfalogues in office settings could also impair work performance, e.g., in cubicles, where it is difficult to tune out phone conversations all around you?

Emberson: In our study, we examined the effects of overhearing half of a conversation on two very different attentional tasks. One was holding 4 letters in short-term memory and pressing a button whenever one of these target letters was presented but refraining from pressing the button when it was a different letter. The other task was to track a moving dot with a computer mouse. Overhearing half of a conversation led to decreased performance in both of these tasks.

We chose these attentional tasks because they tap into the

diverse ways in which we use our attention or concentration in our daily lives. We use the example of driving but we use our attention in almost everything we do, I would imagine especially in the workplace. While further research would have to directly link the types of attentional tasks that a worker usually engages in either to these attentional tasks or to show the effect in other types of tasks, I think our results are suggestive that attention is broadly affected by overhearing halfalogues and the decrease in performance that we see in the lab would likely generalize to a workplace environment. . . . overhearing halfalogues has the potential to have an effect in many, many contexts including the workplace, the bus, the train, anywhere that you are trying to do something and someone else is talking on a phone.

AMN: Your study seems to have hit a nerve and generated a lot of media attention. What kind of feedback have you received?

Emberson: One of the blog posts on this study cited a comedy sketch that Mark Twain did on how bizarre it was to hear someone talking on one of the first telephones:

"Without answering, I handed the telephone to the applicant, and sat down. Then followed that queerest of all the queer things in this world—a conversation with only one end to it. You hear questions asked; you don't hear the answer. You hear invitations given; you hear no thanks in return. You have listening pauses of dead silence, followed by apparently irrelevant and unjustifiable exclamations of glad surprise or sorrow or dismay. You can't make head or tail of the talk, because you never hear anything that the person at the other end of the wire says."

This seemingly futuristic observation by Mark Twain makes the point [that you are suggesting] that the effect of halfalogues isn't specific to cell-phones but overhearing someone on a phone in general. Maybe it is the new ubiquity of cell-phones in our public spaces that is drawing our attention to this question (no pun intended) but the problem of overhearing others on a phone is a problem that certainly could be affecting many aspects of our daily lives, including affecting our workplace performance if we are in a space with others [who are] on the phone.

AMN: What other research are you working on?

Emberson: I am pursuing a follow up that is related to memory for the content of the speech that is either heard when someone is on a phone (hearing half of a conversation) or in dialogue. Since we are more distracted by someone on a phone, maybe we have a greater memory for what is said, even though we are trying to tune it out!

Sources: Initial Reuters report in *The Globe and Mail*, May 21, 2010; the original article "Overheard Cell-Phone Conversations: When Less Speech is More Distracting" appears in the journal *Psychological Science*. Thanks to Jennifer Sherwood for conducting the interview on behalf of *AMAPCEO Member News*.

Excerpts from AMAPCEO Submission to the Expert Advisory Panel on Health and Safety

*The following are excerpts from AMAPCEO's submission to the Expert Advisory Panel on Occupational Health and Safety, headed by former Cabinet Secretary **TONY DEAN**. The submission was presented to the panel by President **GARY GANNAGE** on June 28, 2010, and has been posted in full on our website: www.amapceo.on.ca.*

“... [T]he broad mandate that the Panel has been given by the government provides an important opportunity for Ontarians to re-think the fundamental nature of work and its future, informed by recent developments in both Ontario and internationally. Although it is not unusual for health and safety legislation to be amended periodically, it is rare for the entire system to be subject to a comprehensive examination. It is probably not much of an exaggeration to characterize the review being conducted by this Panel as a once-in-a-generation chance to try to get it right – for the *next* generation of workers and their families. Both the Panel, and the government as it responds to your advice, have a real opportunity to position Ontario as a global leader on innovative approaches to health and safety protection.”

“... Ontario is part of a global community. Traditional boundaries and barriers have been broken down both in terms of freer trade and as a result of the transformation of communication technology. By the same token, discussions about worker safety and the nature of work have transcended national borders, with the result that Ontario needs to participate in and take account of the larger international discussions and research on health and safety matters. One of the major international developments recently has been the evolution of the concept of the “healthy workplace”, which broadens the traditional health and safety standard of ensuring “an absence of injury” to encompass a more holistic approach to workplace and worker health. Members of the Panel are no doubt aware of the work of the World Health Organization in this area, best summarized in two recent documents: *The WHO Healthy Workplace Framework and Model* and *Worker's Health: A Global Plan of Action*. . . . I would urge the Panel to take account of the World Health Organization definition of a healthy workplace in developing its recommendations for transforming the health and safety system in Ontario.”

“AMAPCEO has argued for some time that the health and safety system needs to broaden its focus so it includes knowledge workers and others who work in the service sector, which now essentially defines the Ontario workforce. The current legislative and regulatory emphasis on industrial and construction workplaces has an unintended steering effect that permeates communication materials and training, reinforcing among employers and workers in office settings the false notion that the concept of health and safety in the workplace is narrowly targeted at prevention of physical injury. This leads to a view that health and safety is simply not as relevant to office workers as to those in factories or construction sites, thereby permitting employers and workers to ignore or dismiss legitimate risks and concerns that are unique to modern workplaces.”

“One area where the current Joint Health and Safety Committee system breaks down, in our view, is in multi-employer office buildings, in which there are many different tenants, each with their own local health and safety responsibilities – some extending to several floors and others involving a single office suite . . . [W]e would recommend that the Panel develop proposed amendments to the Act that would require building-wide Joint Health and Safety Committees so that both employer-tenants and worker-tenants in office buildings could address building-wide health and safety issues with landlords.”

AMAPCEO Office Staff News

The AMAPCEO office welcomes back **ANGELA STEWART**, **LINDA UMANA** AND **MARIJA GONZALEZ** from their maternity leaves. Angela has resumed her duties as Director of Administration; Linda will continue as Administrative Assistant, Office Support and Marija will return to her role as Receptionist/Secretary.

Many thanks and farewell to: **SANDRA FRANCIS**, who has been acting as Senior Administrative Officer for the past year while **FARRAH CHARANIA** was replacing Angela; **MARIAM MOKTAR**, who was filling in as Receptionist and **QUMI KARA**, who was acting for Linda.

We are also pleased to announce the appointment of a new Acting Workplace Advisor, **ROBERT JANIGA**, who is replacing **FATIMAH KRABI**, while she takes on the role of Dispute Resolution Officer during **GARY PERLMUTTER**'s parental leave. Robert is a Policy Advisor in the Community Services Branch at MCSS and has been with the OPS since 2006. He has been an AMAPCEO Workplace Representative since 2009 and, during his secondment to the AMAPCEO office, will take a leave from his role as a member of the Board's Workplace Relations Committee. Robert's additional labour relations experience includes being a bargaining team member with an SEIU local for another employer in 2002.

Finally, **MARY MURPHY** has returned to the OPS from her secondment in the AMAPCEO office to work on the Job Evaluation Project; many thanks to her for her contributions to the project.

New Web Enhancements for Members



The Members' Only page on the website has been re-designed to feature a separate section for each of our five bargaining units. Our intention is to post, in each section, bargaining news, fact sheets and answers to frequently-asked questions about your collective agreement, working conditions and benefits. (The first fact sheet, on hours of work and overtime, has been posted in the OPS section; others will follow on other topics and for all five bargaining units.)

The Members' Only page will continue to have a direct link to the ServicePlus membership discount website, as well as a link to a web page where you can update your membership contact information (e.g., any address, phone or e-mail changes).

The Members' Only section of the website is password-protected, which means you will need to enter your log-in e-mail address and your membership number in order to access the material. The membership number is also required to visit the ServicePlus site and to take advantage of the many discounts available to members there. Although we issued each member's unique membership number via e-mail last February (to then-existing members), and subsequently have confirmed it when new members have joined, you can retrieve your membership ID number at any time if you forget it by clicking on the Members Only icon in the lower left-hand corner of the AMAPCEO home page (www.amapceo.on.ca), and then clicking on the link immediately below the Login button where it says: "If you don't know your membership number, or if you have forgotten it, please click here." Your membership number will then be sent to you at your e-mail address of record. If you encounter any difficulties with this process, by all means call the AMAPCEO office (1-888-AMAPCEO or 416-595-9000) and someone will help you in person.

We welcome your comments on the new Fact Sheets and the re-designed web page, as well as any suggestions for future Fact Sheet or FAQ topics. Please contact either **LIZA PAPANIKOLAOU**, Communications Officer (lizap@amapceo.on.ca), ext. 2725, or **KAREN CANTONI**, Labour Relations Specialist (at cantoni@amapceo.on.ca), ext. 2742.

AMAPCEO Workplace Rep Conference

AMAPCEO held its third annual conference for Workplace Representatives on June 16th featuring a full day of educational activity. AMAPCEO's 150-plus Workplace Representatives are trained colleagues who assist members in the workplace with questions about the interpretation of the collective agreement and who attend Stage 1 dispute meetings with members.

Keynote speakers were **PAMELA CHAPMAN**, a law professor at the University of Ottawa, who spoke on mental health issues in the workplace, and **CYNTHIA PETERSEN**, legal counsel at our law firm, Sack Goldblatt Mitchell, who talked about Bill 168 and the new OPS policies on harassment and violence prevention.

A panel discussion was conducted jointly by a number of Dispute Resolution Officers and Workplace Representatives: DROs **MARY BYBERG**, **MICHELE HAMILTON MAYERS** and **ROB HARRIS** and WRs **KEITH BAIRD**, **IAN GLYNWILLIAMS** and **BILL MCNAMARA**. Two workshops were also held on "Managing Difficult Interactions with Members" (DROs **TARA IRWIN** and **SUSAN LUFT**) and "Accommodation and/or Return to Work" (DROs **MARK BONAPARTE**, **FATIMAH KRABI** and **DONNA WALROND**).

New Workplace Representatives Appointed

The AMAPCEO Board of Directors has appointed the following 10 AMAPCEO members to two-year terms as Workplace Representatives following their successful completion of workplace rep training in June.

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:

AMY CHAN	Government Services, Toronto
JONATHAN CHEN	Government Services, Toronto
PETER DEWAR	Attorney General, Toronto
CARYL HERBERT	Finance, Toronto
SARAH JEFFREY	Education, Toronto
FRANCES MAHER	Finance, Toronto
ANITA MINOR	Education, Toronto
T.J. SAROYA	Government Services, Toronto
MARK VANDERSLUYS	Children and Youth Services, Toronto
LISA WOODRICH	Revenue, Toronto

A complete list of AMAPCEO's 155 Workplace Representatives appears on the website at www.amapceo.on.ca - click on "Contact Us". Anyone interested in taking Workplace Representative training is encouraged to contact **ROB SMALLEY**, Director of Dispute Resolution, at 416 595 9000 (ext 2703) or by e-mail (at smalley@amapceo.on.ca).

2010 AMAPCEO Board of Directors

Executive Officers:

Gary Gannage
President

Robert Stambula
Vice-President

Keith Baird
Treasurer

Barbara Gough
Secretary

Directors:

**Theresa Anderson-
Butcher**

Dave Bulmer

Domenic Fragale

Murray Gaudreau

Dan Skwarok

New Health and Safety Representatives Appointed

On behalf of the Board of Directors, the Health, Safety and Wellness Committee has appointed the following seven AMAPCEO members to two-year terms as Health and Safety Representatives.

Health and Safety Representatives sit on local joint health and safety committees with employer representatives and members nominated by other bargaining agents. The new appointees are:

THOMAS APPELYARD	Health and Long-Term Care, 80 Grosvenor Street, 8th Floor, Toronto;
ALAYNE LANGERAK	Children and Youth Services, 6733 Mississauga Road., 2nd Floor, Mississauga;
PETER DEWAR	Attorney General, 330 University Avenue., 8th Floor, Toronto;
IANNE PAC-URAR	Natural Resources, 300 Water Street., 3rd Floor, Peterborough;
ROGER HOOVER	Transportation, 1355 John Counter Blvd., Kingston,
HUGH ROBINSON	Community and Social Services, 6733 Mississauga Road., 2nd Floor, Mississauga,
NANCY RUSSELL	Office of the Provincial Advocate for Children and Youth (OPACY, 401 Bay Street, Toronto.

A complete list of AMAPCEO's 152 Health and Safety Representatives appears on the website. Anyone interested in becoming a Health and Safety Representative is encouraged to contact **LIZA PAPANIKOLAOU** at 1-888-AMAPCEO or 416 595 9000 (ext 2725) or by e-mail at lizap@amapceo.on.ca. For more information on health and safety issues, please visit the health and safety section of the AMAPCEO website.

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AMAPCEO, established in 1992, represents 11,000 professional and supervisory public servants, most of whom work directly for the Government of Ontario in every ministry and in a number of agencies, boards and commissions; in all regions of the Province and in ten cities outside Canada. We also represent employees in four independent agencies: the Office of the Provincial Advocate for Children and Youth; the Ontario Agency for Health Protection and Promotion; the Ontario Racing Commission and the Mental Health Centre Penetanguishene.