

# 2024 BARGAINING SURVEY REPORT

Local 2111 Covenant Health Misericordia and Villa  
Caritas

**CUPE RESEARCH – Alberta Region**

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## WHO RESPONDED TO THIS SURVEY?

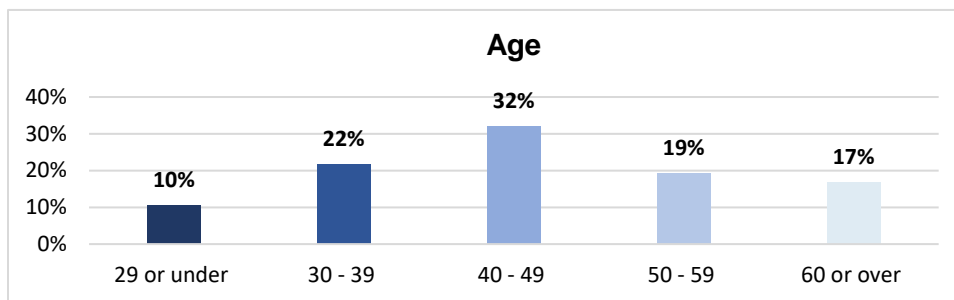
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This survey was completed by members of CUPE Local 2111 in preparation for the negotiation of a new collective agreement. Local 2111 represents approximately 1000 workers in 65 positions for the Employer. CUPE members were invited to fill out and submit their surveys online from February 14, 2024, to April 15, 2024. This report presents summary statistics based on the responses of 162 members who returned a completed survey by the deadline (a 16.2% response rate). Not all respondents answered every question, shown as N/A in this report.

## SECTION 1: DEMOGRAPHIC INFORMATION

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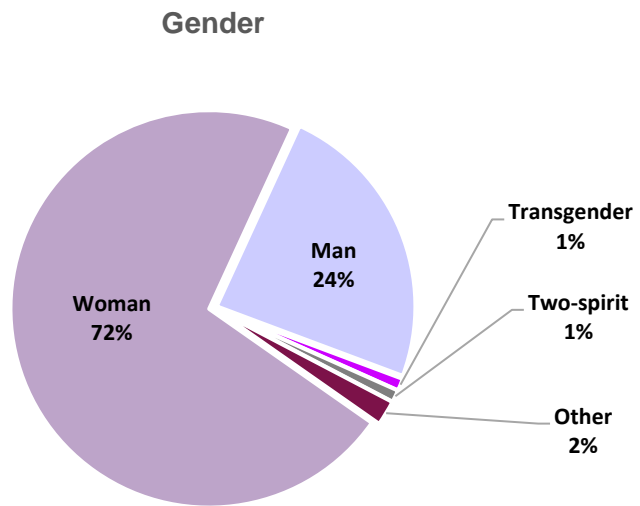
**Age:** Members who responded to the survey are slightly more likely to be older workers than younger workers.



**Identity:** A significant number of members who responded to the survey identify as workers from equity deserving groups.

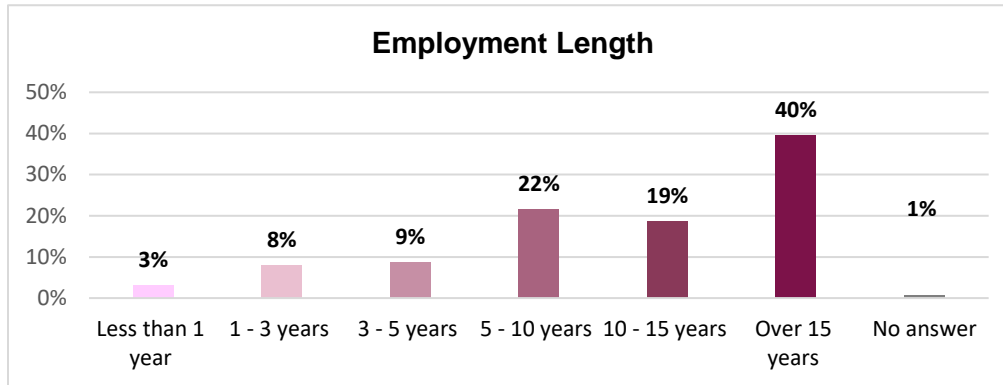
I identify as an Indigenous worker	8
I identify as Black and/or a person of African descent.	13
I identify as a person with a disability.	8
I identify as a racialized person.	40
I identify as 2SLGBTQI+.	9

**Gender:** More members identify as women than other genders.

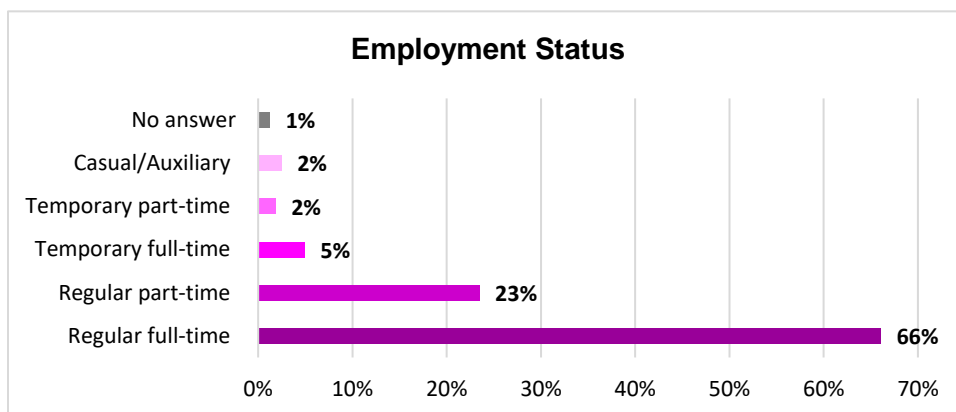


## SECTION 2: EMPLOYMENT INFORMATION

**Length of Employment:** Members who responded to the survey are more likely to be longer term workers than new workers.



**Employment Status:** Most members work under a regular job status, with most being full-time workers.



**Workplace Issues:** We asked members a series of questions to help understand their experiences of workload and working conditions.

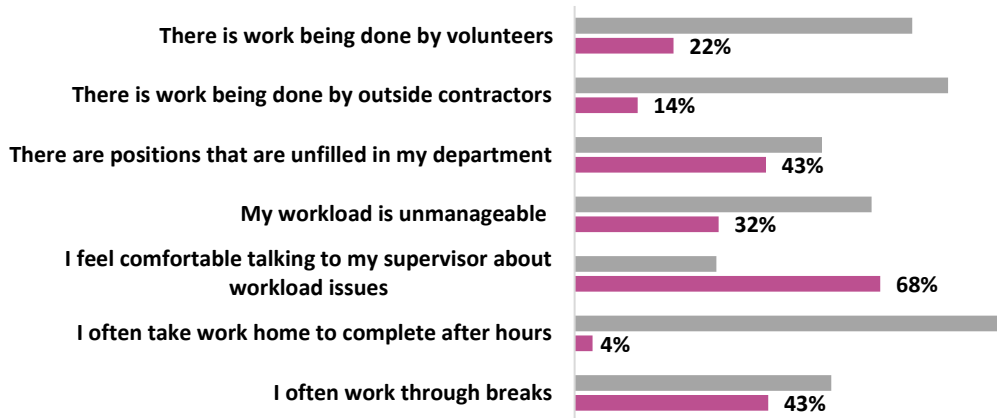
Fourteen percent (14%) of members identify contractors doing work that should be done by bargaining unit members, and 22% notice volunteers doing our work.

Sixty-eight percent (68%) of members feel confident talking to their supervisor or employer about workload issues.

Forty-three percent (43%) of members can identify positions in their department that have been left vacant, and 32% feel that their workload is unmanageable. Forty-three percent (43%) of members regularly work through breaks, and 4% take work home to complete after hours.

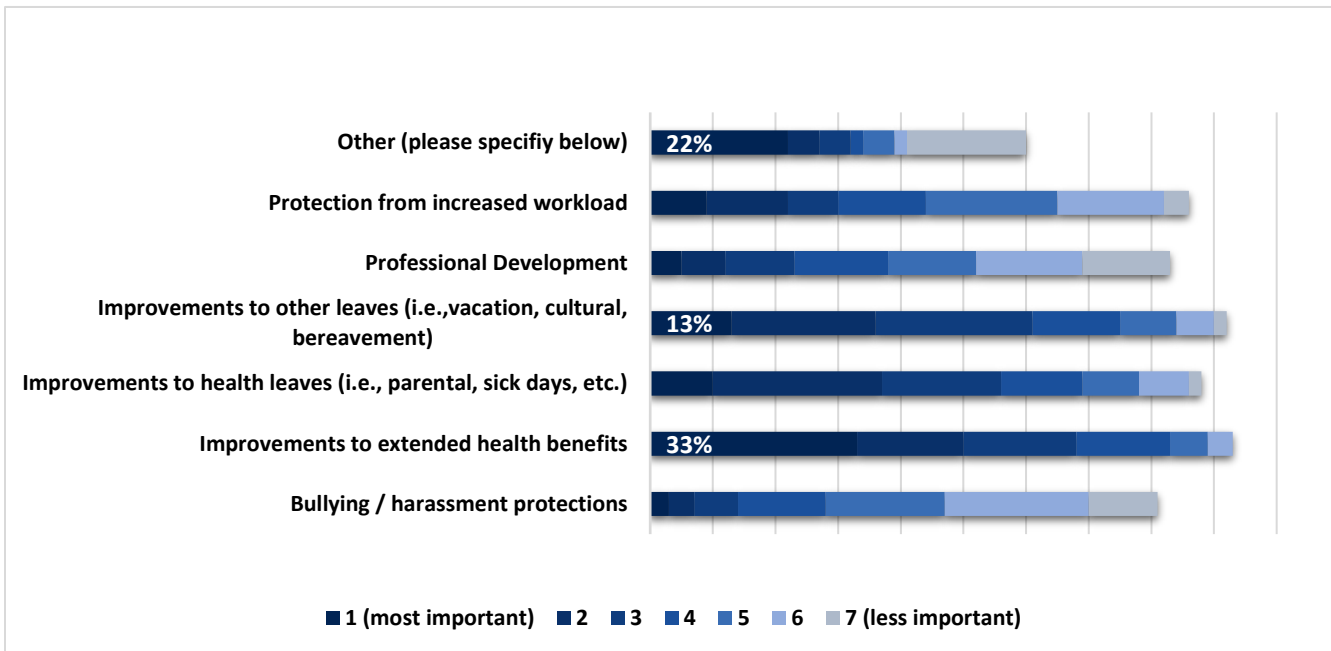
## Workplace Issues

■ No ■ Yes



## SECTION 3: BARGAINING PRIORITIES

**Basic Bargaining Priorities:** Members are most interested in improvements to the extended health benefits plan and the health-related leaves.



Members were given the opportunity to write in any other issues they wanted to prioritize for bargaining. Many of the comments that were written in the survey were about wages and cost of living increases; however, members wrote significant details about issues they are facing at work.

The bargaining committee should carefully review the comments below to ensure that members' needs are being addressed.

### Participant Comments:

Increased wages

Have personal leave carried over to the next year if unused and be able to pre-book for future use.

Wage increase

wage increases to meet cost of living

wages that increase yearly with inflation

wages need to meet up with cost of living increases

personal safety/ work space

Seniority advantage ; Overtime should be for full timers first; Special leave change to personal leave and according to FTE, Manager's discretion is abused- unfair to regular workers

Work from Home

Cost of living increase

Special Leave changed to Personal Days

Classification of positions

Higher wage to deal with cost of living.

Cost of living raise

Wage increase. With raising costs outpacing our wage increases we are poorer each year.

Salary increase

Massage therapy benefit offered without \$50 restriction, as massage therapy prices go up every year.

Causal employees should be paid holiday pay

Wages

We should have personal leaves instead of special leave

Rotations are terrible and I would like to see a better work/home life balance. Even if we work 8hr shifts not 7.75 could help prevent full timers from working 6 in a row constantly

better schedule

schedule current one does not allow much time away from work, Lowest paid peace officers in province

We are being underpaid for our "industry standard" for Community Peace Officers - the lowest in the province.

about time for increase for working nights!

support for staff on all hours days, evenings, nights

more coverage for eyes and higher flex spending account

Personal leave to book them ahead of time without questioning.

Change Special Leave to Personal Leave - it is very hard to get SL approved and most times we have to call the night of which could lead to OT for the next day and also everyone else has personal leave in all the other unions. There is no reason why we cannot as well. I understand it will be prorated on FTE as it should be.

please change special leave to personal leaves. There are times that our special leaves are not getting approved.

Wages keeping pace with private industry

Better representation for Trades positions

Rate/hr , differential rates and vacation earnings

Overtime for full-time and part-time. Being full-time, I find I am often missing out on overtime opportunities, as part-time is getting shifts over me, and they ultimately are getting more hours than me and I am a regular, full-time staff, who is here all the time. I feel full-time should always be offered the overtime opportunities first opposed to part-time who have more days off, are not here as often, but they essentially end up getting more overtime than a full-time as they have more opportunities to do so. Puts us at an unfair advantage.

1. Changes for overtime distribution. Overtime should be offered to FT employees first who already worked the maximum hours in 2 week period. The current process is equal distribution for both FT and PT, however most of the time a PT will win over FT by certain criteria. (Example: Evening shift offered at overtime (both PT and FT is scheduled for day shift) due to another OT criteria eligibility of employees who exceeded the daily hours both were offered the OT with equal distribution. A PT with .40 FTE will win over FT because the PT has no overtime worked in the last 2 weeks versus the FT with one OT already worked. So a PT who worked 4 Straight time shifts in 2 weeks was awarded the OT shift than the FT who worked 10 shifts. I would like this reviewed please. Thank you!

1. our seniority should BE the DATE we STARTED with Covenant not when we get a full time position. What a huge kick to the gut! Union needs to stop protecting horrible employee's.

overtime should be awarded to full time staff before part time/Annual vacation should be given to most senior staff/our special leaves should be personal leave instead like everyone else

Increase the Health Spending Account

wages to keep up with the cost of living

wages need to reflect on cost of living

Job protection for specific position, Management is trying to have other positions do a trades persons duties to save costs.

Everyone should be able to have two weeks off.

If a statutory holiday lands on my regular work day, I don't get paid. I should not have to use a vacation day or work another day outside of my regular work days to earn regular pay.

cost of living or higher( that is a raise) otherwise its not a increase

Wages close to top percentile of industry and at least keeping up with inflation

Last on the list for others

Increase in wages to meet Cost of living increase

Increase pay rate as per inflation

wage increase to cost of living increases

Please consider no reason for personal leave, we have problems when we take personal leave. As far as I know, AHS doesn't want to provide any reason. Because we are just losing our personal days and if take it to pull to the office.

more money. Inflation is killing us.

Increased Wages

Wages

Salary increase

Could the language under personal days be changed from a circumstance you can't control to anytime we want to use the personal leave or take out the cause requiring us to submit proof to use a personal day

freedom to express your opinion

Salary increase

Improvement of wages

improvement to wages

wage increase 8%, the increase of living (rent, food, gas and utilities)

Wages!!!! Cost of living allowance!!! Inflation rates!!! More money needed to survive!!!

Hourly rates increase, increase in vision benefit and health spending

more pay, our salary hasn't gone up in years but everyone else except us has.

higher wages and more full time positions

Wage increase

Probably not a problem for the union but i feel its needed to mention, is parking. Many people are having their vehicles either vandalized or getting yelled at by residents near where we have to park and it's getting ridiculous.

special leaves should be booked in advance and not a day before or same day

Wage increase/standardization

It would be nice to take personal leave days, requested days in advance

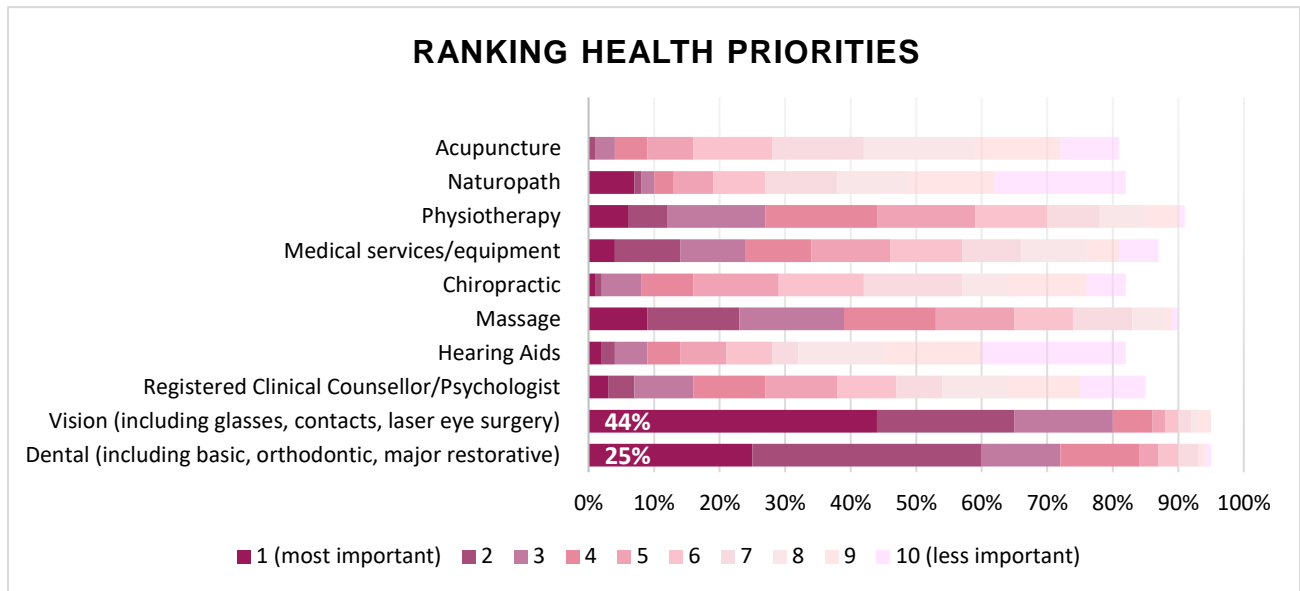
It would be nice to have 'personal leave' days planned ahead like other union does

with the cost of living right now wage is not good

wages to meet cost of living

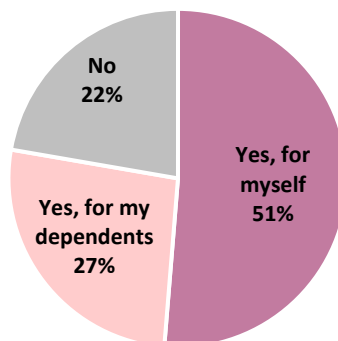
WAGE INCREASE

**Extended Health Benefit Priorities:** When asked specifically about health benefits bargaining priorities, members are most concerned with improving vision care followed by dental coverage.

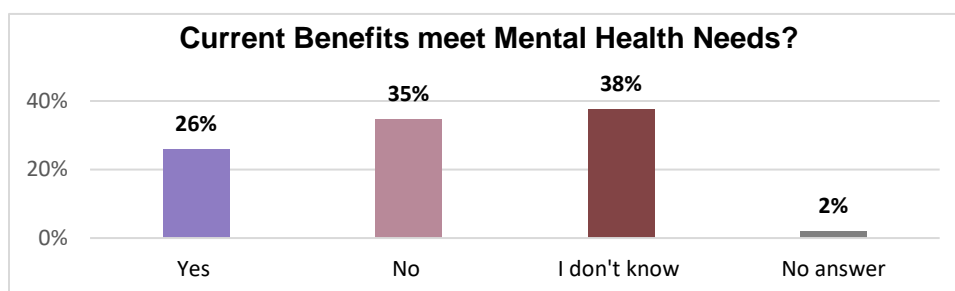


**Avoiding Health Expenses:** Seventy-eight percent (78%) of members avoid health related expenses for themselves or their dependents because of out-of-pocket expenses.

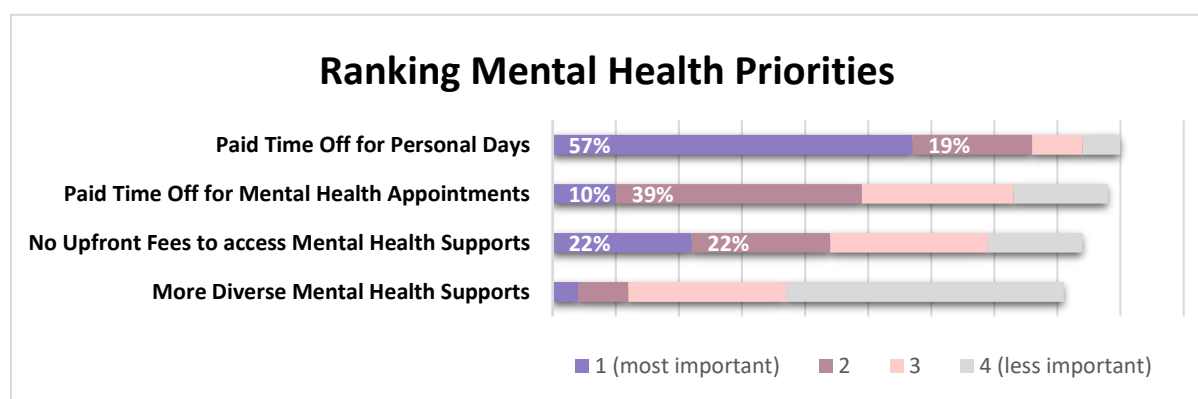
### Avoided Health Related Expenses due to Out of Pocket Costs



**Mental Health Benefits:** One quarter of members believe that the current mental health coverage meets their needs. Members are most likely to be unsure about the effectiveness of the coverage.



Members were asked to identify their top priorities for improving mental health benefits. Most members are interested in paid time off for personal days, followed by paid time off for mental health appointments.



**Other Priorities Additional Comments:** Members were given the opportunity to write about health benefits coverage in their comments. Members' comments are mostly about the impact of the increasing cost of health care benefits and how their coverage is falling behind.

Members are interested in increasing the health spending account; however, that will not protect them against future cost increases; emphasis should be placed on improving the defined benefits portion of their coverage.

### Participant Comments:

No

Eliminate the doctor's prescription that is required for massage therapy. It takes longer to send in for refunds etc. AHS doesn't need a prescription.

Due to inflation/economy, we need fund increase in Health Spending account

Extend dental benefits to other dental services.

vision ( glasses)

we need equal benefits to everyone else. Direct payment with increased amountsof coverage

Personal leaves can be booked off ahead of time instead of booking it off the day itself.

Higher coverage for health benefits each visit. Add eyeglasses coverage. Make mandatory for employer to provide ergonomic workstation for staff with desk jobs/ computer stations

Coverage for glasses for myself and dependents would be appreciated, they are very expensive and the health spending account is mostly being used for out of pocket dental work

Higher amount covered for physiotherapy please. More vision coverage, not just the exam

It would be nice if the maximum allowance was set for the year rather than a set amount per visit to a yearly maximum. The current benefit payout plans. discourage from using our benefits because of the upfront member co-pay costs per visit. In a sense this makes the benefits limit misleading - the true value for most subscribers is inflated.

If we can actually take a personal leave a head of time instead of calling the day off to take personal leave.

I would like more support for women's health ( menopause). it is also apart of Mental health & physical health.

Yes, Orthotics , it's a bit expensive and the benefits covered is just \$200.

Managers should stop asking for proofs if you're really sick. Sometimes we just want to keep our personal life private from work.

I don't get benefits right now with Covenant, so I didn't answer a lot of it. Mostly need to do a better job at protecting employee's that show up every day for their job's and can work a full day's work. Good employees should be awarded for being good employees.

Coverage for Vision

full payment for vision care

Paid time off for dependent's appointments or medical emergencies, e.g. elderly dependent parents with no other supports

Blood tests from naturopath's should be covered.

I look forward to have a real compassionate management and not show off and not being to selective because specific staff is their favorite and hope management is fair to everyone.

More bereavement days to suit the situation. Larger credit amounts allocated for Health benefits and wellness spending accounts

More coverage and less premium

Premiums are increasing for Employees but Managers are 100% paid. That is not fair

i would like to change special leave to personal leave

Teeth whitening should be included in dental benefits.

100% coverage for massages

Glasses should be covered. Eye exam I can pay for but help with glasses cost would help.

More personal days and to use them without having to submit proof use them at our own discretion do changing the language in the collective agreement so we can use them at without having to be a circumstance beyond our control

increased in massage session

Increase the health benefit

More access to psychiatrists and outside psychologists

.I would like to see footwear put on our benefit. Purchasing shoes every year is a big expense.

Please increase healthcare spending accounts from \$900 to \$2000!! Paying 20% out of pocket for dental for a family of four is a real burden!!! Eye glasses 🕶 are so expensive \$500-\$700 and all in my family of four wear eyeglasses!!!

Prescription glasses benefit to be included in the vision benefit

vision needs to be added and less restriction on medicines covered

I feel like the 6 "instances" for sick time is a little unfair as we cant control when we get sick and for how long. If we take it day by day then we quickly reach that 6 day instance and then start to get harassed by management for it and told we need to keep it in check or whatnot. Need to be a little more lenient or something. Have a better system for it

Personal Leave should be able to pre-booked instead of calling the day itself

Increase coverage percent for dental, orthodontic, major restorative services

Increase of coverage for dental and orthodontic

More Health Spending Account

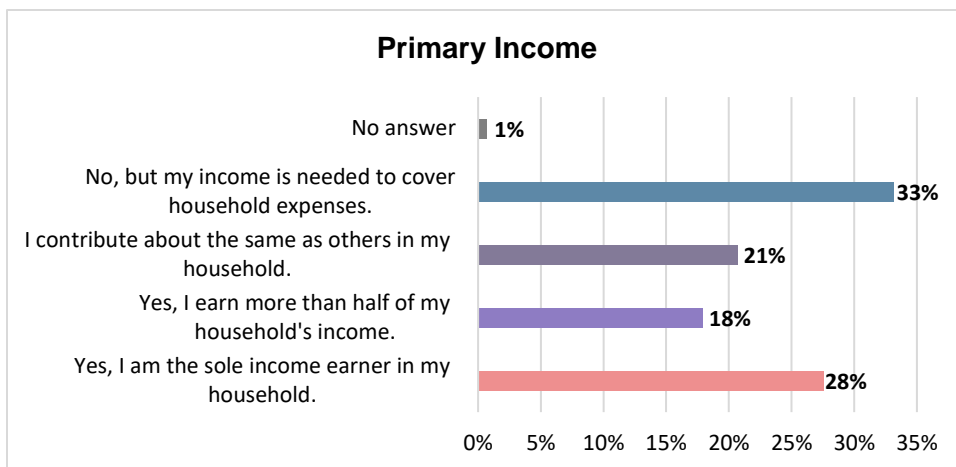
I want my health spending account like HSAA

Health Spending Account like HSAA

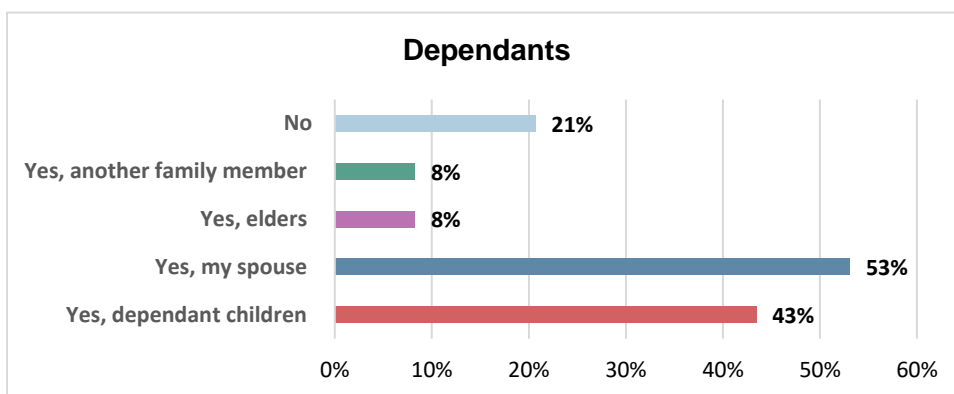
Need Vision Coverage. More HSA 900 is too little

## SECTION 4: UNDERSTANDING AFFORDABILITY

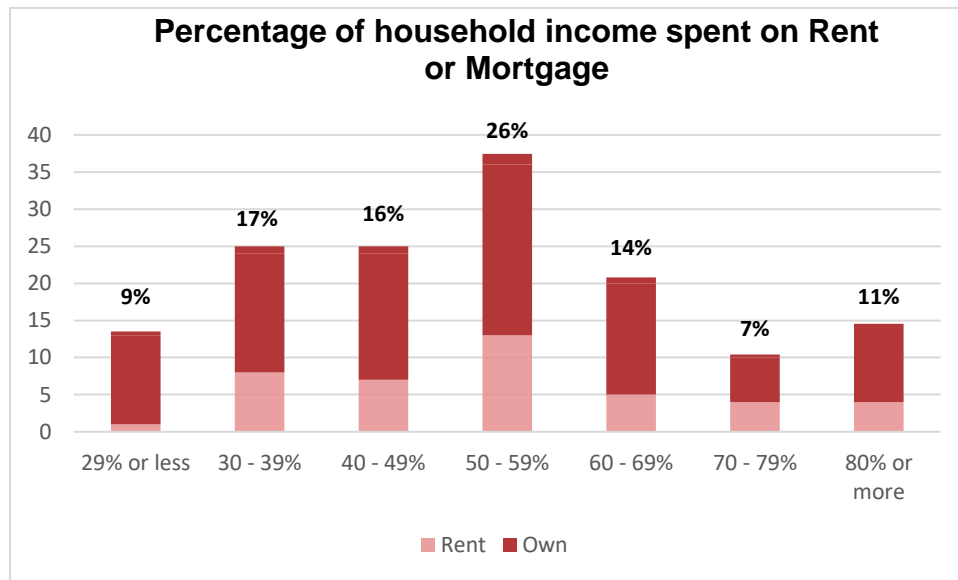
**Earnings:** Members' incomes from Covenant Health Misericordia and Villa Caritas are household supporting incomes.



**Dependants:** Seventy-nine percent (79%) of members are supporting dependants with their incomes.



**Housing:** According to the Canadian Mortgage and Housing Corporation, affordable housing is considered to be 30% or less than take home household income. Almost all of the members are facing housing unaffordability; some are at significant risk.



### Multiple Jobs:

Sixty-seven percent (67%) of participants responded that they only work one job, at Covenant Health. 32% responded that they work 2 jobs and 1% work 3 or more jobs.

Of those Participants, 42% indicated that they need to work another job to cover basic or necessary living expenses.

Forty-one percent (41%) of participants indicated that they are not actively looking for another job. However, 16% of participants indicated that they applying for other work and 36% are keeping their eye out for the right opportunity.

Of those, 27% stated the reason they are looking for another job is that they can do similar work, for higher pay, elsewhere.

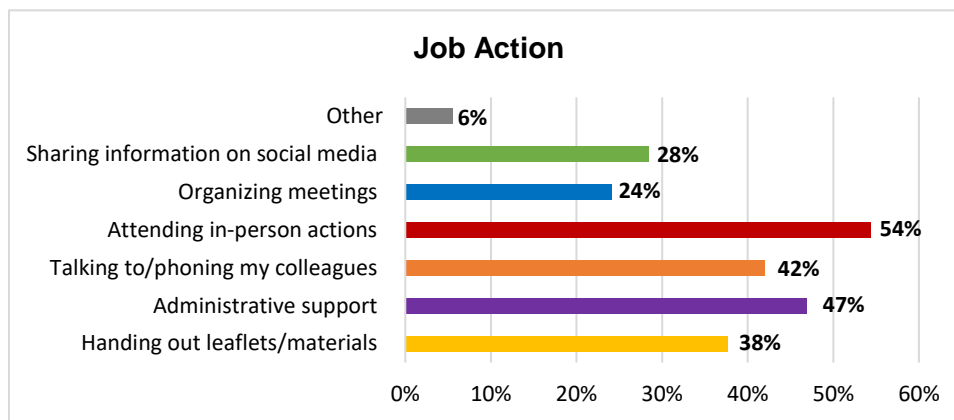
## SECTION 5: UNION INFORMATION

**Union Awareness:** Almost all members who completed the survey know where to find their collective agreement and know how to get in touch with their union. Members are familiar with their collective agreement, use their local website to get information and know how to contact their union representative.

Fewer than half of members who responded to the survey feel that they had a union orientation.

	Answered 'Yes'
I know where to find my collective agreement	91%
I am familiar with my collective agreement	79%
I have obtained information about my local from the website	76%
I know how to get in touch with my union	92%
I know how to contact a union rep	87%
I have received a union orientation	46%

**Union Action:** Slightly more than half of members who responded to the survey are willing support their bargaining committee by attending in person actions. Members are less interested in other types of actions.



### Participant Comments:

strike

education/sharing

strike if necessary  
strike

Need time off without providing premission

Retiring soon

Our collective agreement has expired! We constantly work for years without a new contract or collective agreement!!!

Giving out calendars to all members

I am flexible

**Additional Ideas/Priorities:** Members were given the opportunity to write in anything else they want the bargaining committee and local executive to know. Members comments are included verbatim below:

No

a raise as prices keeping up due to inflation and being a sole earner only. the physio claim for benefits should also be raised to \$50 to match what we can claim through our regular benefits, as it chews up more from the health spending account. I am someone who needs physio more than others and benefit greatly from it. I see their prices going up almost yearly and nothing from our union has increased to help offset the prices you are forced to pay out of pocket when the benefits are all used up.

Being able to book a personal day. Currently my manager is allowed to decide if my "personal" is warranted. I was declined in the past as my manager felt that my reason was not enough and forced a vacation day instead. Maybe 1 or 2 personal days could be bookable. An extra float day could also be beneficial.

more responsibility put on Managers to run their depts fairly

Giving out of gift cards/giveaways should not only be distributed in one day but at least a week to allow others to have an ample time to pick it up. Thank you.

Is it possible for Cupe to extend the time period for employees to pick up their yearly gifts from the Cupe office (for example gift cards etc.), instead of having only one day to pick up, for it to be extended to 1-2 weeks approximately. This would allow all employees the opportunity to pick up their gifts, due to different circumstances such as off work or on vacation, etc. Would it be possible for Cupe employees to pre-book their personal days, and increase our wages, and Health Spending Account due to inflation. Thank you.

WE need more pay. I can barely pay my bills....

Why are CUPE members only allotted \$5 for a "meal" voucher when unexpectedly working 4 or more hours of overtime? RNs get \$15. RTs get \$23. A \$5 voucher will not even buy a sandwich. At UAH and RAH all employees a meal voucher for the same amount regardless of which Union they belong. It is unfair and degrading. I do not feel valued as an employee.

I have an idea that the first few questions were absolutely unnecessary. How were they relevant to the survey?

Overtime should be offered to Full- timers first before part-time staff. Number of special leave/personal leave should be according to FTE; should not be the same number for all FTE

Cost of living increase would be helpful with this crazy inflation

In regards to personal days, we are not able to request them in advance and have to call them in last minute which sometimes means the shifts can't be filled. If it's a personal day, we should be able to request it as personal in advance if we know we will need to allow for better planning like the RNs do

You guys are doing a great job, appreciate all the hard work you put in for all of us.

being able to request off personal days in advance.

Cost of living raise is very much needed in this time since the price of almost all products needed (groceries, home improvement etc) is much higher.

no comment

Salary Increase

Better pay /compensation. Better & more benefits. Better staff support

I think it would be very beneficial to get rid of the Special Leave and Change it to a prorated Personal Leave like every other union. I also think OT should go to full timers first. Plus the vacation planner always went by seniority in the past years. Now if someone with less seniority wants a longer period off then what you want then you get denied. Our office is the only one in the whole hospital that does it that way. I think if other temporary positions come up in our office that everyone should be considered. Sometimes change is like a rest. Also, I don't know why we aren't allowed to put some of our breaks together so we can have a little longer break.

Higher Pay ever since the Cost of Living went up.

Better schedule

\*Increased pay as currently lowest paid Peace Officers in Province\* \*Re-visit regarding current schedule as current one does not allow much time between shifts\*

How do we use the "new" \$3000 dollar allotment for therapy?

I do a lot of lead hand work on nights for my department on downtime on Connect Care. I feel the lead hand wage is a joke for all I do.

To increase the salary of 5% because of the inflation rate of everything.

Please change the special leave to personal leave.

I applied and was hired for a position asking for 2 trades tickets. I was led to believe it would be easy to start at Step 2 given my tickets and experience. However, I have not been able to attain Step 2 rate and have to work for a year to gain that. I had to provide proof of my Red Seal/Journeyman Industrial Mechanic and Welder tickets which took 7 years of verified work experience, AIT testing and NAIT schooling. Looking at our union agreement, I am getting paid the same rate as other tradesmen. Talking with my co-workers, some of these positions were not even required to submit tickets but they are getting the same rate as me. I have been asked by multiple people numerous times for copies of my tickets, I was told to attach to work being done so they can meet compliance. Having 2 trades tickets, I have twice the amount of restricted activities that they use me for, which saves them from hiring another person for that position. Every other union I have been in, we have been paid a generous dual ticket premium. I think this should be the case here as well. Not only am I fixing pumps, fans, compressors and more, I am also fitting, fabricating and welding exotic metals that would normally cost 100+ an hour to have done by anyone else. Here is another CUPE agreement from 6 years ago in Edmonton. [https://alberta.cupe.ca/files/2019/04/Collective-Agreement-between-CUPE-Local-30-and-EPCOR-December-24-2017-to-December-19-2020\\_Redacted.pdf](https://alberta.cupe.ca/files/2019/04/Collective-Agreement-between-CUPE-Local-30-and-EPCOR-December-24-2017-to-December-19-2020_Redacted.pdf). Even back then, they are making more than \$10 an hour compared to what I make now at Misericordia. Their dual trades get just over \$3 an hour. I am working harder here than anywhere I have ever been, I respectfully fail to understand why wages are so low, there are no wage increases for years, I have to buy more own uniforms despite our contract saying otherwise, so on and so forth. I have been shocked by the lack of safety and training at Misericordia. I'll save 50 pages and leave the safety part out of this. But training for example, it should be mandatory to send those of us working on Hillrom or Stryker beds, to Hillrom and Stryker for training. We should be offered OEM training on new equipment like pumps and compressors because technology is always changing and people become complacent. My area is too small and cramped. There is no proper maintenance program, safe working procedures or inventory management system. There is no one to train me or show me where anything is as 1 Millwright quit and the other retired, but took vacation and days off before he left so I couldn't get any real time in with anyone that knows this role. There was absolutely no succession planning done at all. A simple task takes me 10x longer than it should, and that's on a good day if I start early, stay late and work through breaks. I feel like I am put in a position to fail and no one cares or takes maintenance seriously. I have managers from other departments harassing me over work orders they placed 20 minutes ago, when I was hired with over 3000 outstanding orders in front of theirs. I have to park at West Edmonton Mall and walk half hour extra a day because there is no parking on site. I had to pay \$250 for my own work clothes, that took a month to reimburse. I am told we are waiting for more but it has been 1 month and I still only have 1 shirt and 1 pair of pants. I am expected to take this home and clean it which I do not like doing. I work on uncleaned hospital beds, in numerous areas and equipment that contains biohazards. It is not fair to put me in this type of position. People should not start work until they have what is needed to safely do the tasks that are required. I am on probation and do not want to be a complainer so it is a tough spot. I will continue to look for work elsewhere in the meantime because I do not see the benefits here. I thought the work would be easier/lighter but that has been anything but the case.

I would like the overtime allocation to be addressed. Full-time should be offered overtime before part-time. That is what AUPE GSS does. It is only fair, when full-time put in full-time hours, yet part-time are able to get overtime opportunities over full-time.

1. I want to see changes in using "Manager's discretion" for blocked booking casual/PT employee for vacancies. By doing this, there will be no opportunities for additional pick up shifts equally distributed among PT and casuals. 2. "Manager's discretion" is also being used to approve annual vacation requests for single days or group of days less than 1 week regardless of seniority. Seniority is no longer applicable. Please review how this is being implemented specifically in MCH CSO. Only this office is different practices that others. 3. "Manager's discretion" is also being used to approve certain absence requests although we have guidelines of how many staff is allowed to be off in a day, (in MCH CSO we are allowed 2 off in a day) sometimes they allow 3 people off sometimes only 1 - depends on who asks the request. 4. "Manager's discretion" is also being used not to post a certain vacancy although they knew it will be vacant for more than 3 months. They can block booked and keep extending the same staff.

Covenant needs to do better with bullies.

Personal leave instead of special leave

Wages to keep up with the cost of living.

#### SPECIAL LEAVE CHANGED TO PERSONAL DAYS

In combination with other positions doing other duties that are not their particular trade, and also some trades that do the work of 2 trades combined would benefit from having a premium or incentive as there is extra work. Management is increasingly trying to have individuals complete tasks of certified trades to save money, which is understandable however some employees worry that it could lead to having people reclassified if certain people are performing the same tasks for a lower pay. Some may also be missing out on overtime as well if someone else is doing their work while they are not being called in. I think it would benefit if something was written in the collective about trades or engineers work are to be completed by employees certified in that field, and maintenance are helpers and complete other tasks.

In my opinion, I feel that Special Leave days should be able to be booked whenever we needed to use them and not only if something unforeseeable happens. I do appreciate that we have them but which there was more flexibility with them.

I believe that we should be able to give more notice for personal/special leave days. I don't want to be punished for giving my department time to find a replacement.

Majority of the trades want to be separated out from environmental as we feel we are under represented and our vote doesn't count because we are outnumbered. The wage gap between trades and services is too spread out and it is not fair that in order to get a raise the environmental group must also be approved for the same percentage amount.

There should be 3 groups for Blue cross. 1 individual 2 couple 3 family

more vision

we need better wages They give us 1.25 and 2% but the increases in benefit premiums and parking take it away

There should be proportional/regular inflation raises based on raising living expenses. Government employees has no way to catch up with living expenses without getting inflation raises.

Management is asking for personal time off reasons. But I am entitled to have them per year without giving reason or having to explain myself and get denied

Need to have increase. All are went up.

#### NEED SALARY INCREASE

No

we need to increase our wages to offset the cost of living 8% at least.

We need a raise and should not be making the same money as porters and housekeepers we had to go to school for pharmacy . We have to do more work the technicians, and they make almost \$10-\$20 more an hour than pharmacy Assistant. Also just because you don't have a union card. You should be able to get anything that the union hands out to you. we all pay union fees so I think it's only fair. or should be more accessible for people to get their cards as half of the new staff doesn't even know that they have to get a union card because some people don't even tell you I was there for three years before I knew.

Cost of living (COLA) increases! Inflation rate increases! Healthcare spending account increases! 100% Dental and Eyeglasses

Giving all members any gifts they are entitled to receive

Real Support to staff. Compassionate to staff not selective to management preferences

we need the wages up and more full time positions so that we are able to work one job to be able to live. We are lucky that we have Patsy because she fights for us and cares about our familys

Could you please change how special leave works? We should be able to book it in advance since we also need approval from manager. We are already short staff and asking for special leave with short notice greatly affects staffing in my unit. It should be like the personal leave of HCA's and nurses where they can book well in advance.

I think it is all covered

Clerk 3 and Clerk 4 are not being classified fairly, both positions share the same responsibilities

I believe we should re-evaluate our classifications as Clerks 3 as some are being paid more despite doing the same amount of workload

Just the main concerns about the health benefit coverage in MASSAGE. If we could please have the full coverage that we don't need to pay the 50% out of our pocket. Full coverage please in Massage, physiotherapy, acupuncture, chiropractor

More money to live. More power to the union. Less power of HR

Too much interference from Grey Nuns Mngt

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