



# Share ideas, get results

**NATIONAL SECTOR COUNCIL**  
CONFERENCE PROGRAM  
October 6-9, 2014



**CUPE**

# Table of contents

- 1** Welcome
- 2** Equality statement
- 3** Combating harassment: CUPE's ombudspersons
- 4** Agenda
- 7** Our speakers
- 8** **FACT SHEETS**
  - 8** Pension bargaining priorities
  - 10** Two-tier bargaining: how to recognize it and reject it
  - 12** CUPE members deserve at least \$18 per hour
- 14** Membership numbers per sector
- 15** Conference information



# Welcome

Sisters and Brothers,

Welcome to Toronto for our first ever National Sector Council Conference.

Work within sectors happens in many ways across CUPE, but never before has there been a national forum for locals to share information and learn from each other across sectors.

The National Sector Council will be a vital venue for CUPE activists to discuss trends, successes stories and challenges we face.

As economic and political challenges mount, CUPE locals in all sectors are faced with increasingly difficult bargaining. For us to keep achieving real gains for our members, we must be ready to bargain smart. And that is why we are focusing on collective bargaining for our inaugural conference.

Over the next few days you will be meeting within your sectors, and all together in a national plenary. It will be an exciting opportunity to improve communications and discuss strategies to build our members' power—in our communities and at the bargaining table.

Thank you for taking part in this important event. Your hard work, input and thoughtful discussion will make it a success.

In solidarity,



**Paul Moist**  
National President



**Charles Fleury**  
National Secretary-Treasurer



# Equality statement

Union solidarity is based on the principle that union members are equal and deserve mutual respect at all levels. Any behaviour that creates conflict prevents us from working together to strengthen our union.

As unionists, mutual respect, cooperation and understanding are our goals. We should neither condone nor tolerate behaviour that undermines the dignity or self-esteem of any individual or creates an intimidating, hostile or offensive environment.

Discriminatory speech or conduct which is racist, sexist, transphobic or homophobic hurts and thereby divides us. So too, does discrimination on the basis of ability, age, class, religion, language and ethnic origin.

Sometimes discrimination takes the form of harassment. Harassment means using real or perceived power to abuse, devalue or humiliate. Harassment should not be treated as a joke. The uneasiness and resentment that it creates are not feelings that help us grow as a union.

Discrimination and harassment focus on characteristics that make us different; and they reduce our capacity to work together on shared concerns such as decent wages, safe working conditions, and justice in the workplace, society and in our union.

CUPE's policies and practices must reflect our commitment to equality. Members, staff and elected officers must be mindful that all sisters and brothers deserve dignity, equality and respect.

**Paul Moist**  
National President

**Charles Fleury**  
National Secretary-Treasurer

# Combating harassment: CUPE's ombudspersons

CUPE is committed to creating a union that is inclusive, welcoming and free from harassment, discrimination and all types of bullying and intimidation.

Harassment and inappropriate behaviour divide us as workers and can undermine the dignity and respect of our sisters and brothers.

Participants and staff at this national event can call on a team of ombudspersons for assistance in dealing with harassment or other inappropriate behaviour as defined in the CUPE Code of Conduct.

Ombudspersons do not take sides, but work with the parties involved to try and resolve the situation. This is NOT like a grievance procedure. There is no investigation, no witnesses, and no timelines.

When they receive a complaint, the ombudspersons try to resolve the situation. If that is not possible, the ombudspersons will contact the person in charge of the event who has the authority to expel the offender(s) from the event.

The process is confidential, meaning that the ombudsperson will not identify you or the details of your complaint.

## HOW CAN I GET IN TOUCH WITH AN OMBUDSPERSON?

If you feel you have been harassed and need assistance, please call **613-809-7747**. Someone will be there to help.

The phone lines are equipped with voicemail so that you can leave a message if the ombudsperson is temporarily unavailable.



# Agenda

<b>MONDAY, OCTOBER 6, 2014</b>	
3:00 – 7:00 p.m. <i>Concourse Level</i>	Registration
7:00 – 9:00 p.m. <i>Grand Ballroom, Lower Concourse</i>	<b>LEARNING FROM EACH OTHER: CUPE'S FIRST SECTOR COUNCIL</b> Kick off a week of exchanging information and learning best practices. CUPE National President Paul Moist gives us the big picture – our challenges, plans to surmount them together, and a sneak peak from our national members' survey.  <b>Paul Moist</b> , CUPE National President
<b>TUESDAY, OCTOBER 7, 2014</b>	
9:00 a.m. – 12:00 p.m. <i>Meeting rooms as assigned</i>	Sector meetings
12:00 – 1:30 p.m.	<b>LUNCH</b>
1:30 – 3:00 p.m. <i>Grand Ballroom, Lower Concourse</i>	<b>THE FAIRNESS PROJECT AND BARGAINING</b> Fairness is what unions are all about. By using the fairness model to mobilize for bargaining we gain support and raise the standards for all workers. When we stand together we all win: better working conditions, better wages and benefits, and a better society.  <b>Charles Fleury</b> CUPE National Secretary-Treasurer  <i>Host:</i> <b>Kathy Johnson</b> , CUPE Organizing and Regional Services

<b>TUESDAY, OCTOBER 7, 2014</b>	
3:00 – 3:15 p.m.	<b>BREAK</b>
3:15 – 4:45 p.m. <i>Meeting rooms as assigned</i>	Sector meetings
4:45 p.m.	Adjournment
5:00 – 7:00 p.m. <i>Grand Ballroom, Foyer</i>	Reception

<b>WEDNESDAY, OCTOBER 8, 2014</b>	
9:00 a.m. – 12:00 p.m. <i>Meeting rooms as assigned</i>	Sector meetings
12:00 – 1:30 p.m.	<b>LUNCH</b>
1:30 – 3:00 p.m. <i>Grand Ballroom, Lower Concourse</i>	<p><b>LEARNING FROM OUR ALLIES</b> Lee Saunders, AFSCME President, shares stories of threats his members have faced and how they resisted.</p> <p><i>Guest speaker:</i> <b>Lee Saunders</b>, President, AFSCME</p> <p><b>PROTECTING PENSIONS, SAVING RETIREMENT</b> Pensions are a frequent employer target these days. Pressure is mounting on workers to accept cuts to pension benefits or insecure and inequitable plans. We must push back. Learn about CUPE's track record of creative solutions and get inspired by other union success stories.</p> <p><i>Host:</i> <b>Mark Janson</b>, CUPE Research</p>
3:00 – 3:15 p.m.	<b>BREAK</b>
3:15 – 5:00 p.m. <i>Meeting rooms as assigned</i>	Sector meetings



# Agenda

5:00 p.m.	Adjournment
5:00 – 6:30 p.m. <i>Grand Ballroom, Lower Concourse</i>	<b>Reception</b> Hosted by CUPE Ontario

## THURSDAY, OCTOBER 9, 2014

9:00 – 10:15 a.m. <i>Grand Ballroom, Lower Concourse</i>	<b>RAISING THE FLOOR</b> Employers are sneaking around hard-won contract gains – replacing full-time jobs with part-time and casual staff at reduced wages, rolling back benefits and sick leave, and trying to bargain two-tier collective agreements. These tactics hurt everyone, but affect equity-seeking groups most of all. We'll discuss the importance of solidarity and strategies for pushing back at the bargaining table, protecting workers' rights and moving towards equality.  <i>Host:</i> <b>Linda Craig</b> , Assistant Regional Director, SCFP-Québec
10:15 – 10:30 a.m.	<b>BREAK</b>
10:30 a.m. – 12:00 p.m. <i>Grand Ballroom, Lower Concourse</i>	<b>THE DIGITAL IMPERATIVE: CONNECTING ON-THE-GROUND AND ONLINE ORGANIZING</b> Digital media is the new reality. Online tools are revolutionizing grassroots mobilizing. Every successful campaign uses them. But the same old organizing principles still apply. Betsy Hoover, Obama's 2012 Director of Digital Organizing, gives us her insights on successful strategies and a vision of what's possible when we embrace digital organizing.  <i>Guest speaker:</i> <b>Betsy Hoover</b> , Digital Partner, 270 Strategies  <b>Closing remarks</b> Paul Moist and Charles Fleury
12:00 p.m.	Adjournment

# Our speakers



## LEE SAUNDERS

Lee Saunders is president of the American Federation of State, County and Municipal Employees, representing 1.6 million members. A Cleveland native, Saunders worked for the state of Ohio before joining AFSCME's staff as a labour economist in 1978. He served as executive assistant to the president before being elected secretary-treasurer in 2010 and president in 2012.

Saunders is a vice-president of the AFL-CIO Executive Council and chair of its Political Committee. He is an at-large member of the Democratic National Committee, treasurer of the Leadership Conference on Civil and Human Rights, and president of Working America.



## BETSY HOOVER

Betsy Hoover is a partner with 270 Strategies, the grassroots organization born out of the 2008 Obama campaign and dedicated to supporting the President's policy initiatives. She leads the firm's digital strategy practice. She was Director of Digital Organizing for the 2012 Obama campaign, where she bridged the gap between online and "offline" organizing. She has been recognized by *Business Insider* as "one of the top 50 people who are at the forefront of political innovation," and as one of *Forbes* magazine's "30 Under 30: Law & Policy." *Mother Jones* magazine described her as one of "Obama's digital gurus."



# Fact sheet

## Pension bargaining priorities

**CUPE CANNOT ACHIEVE GAINS AT THE BARGAINING TABLE WITHOUT COLLECTIVE POLITICAL AND SOCIAL PROGRESS. WHAT WE WANT FOR OURSELVES – DECENT PAY, DIGNITY, RESPECT, EQUALITY, SAFE WORKPLACES, A HEALTHY ENVIRONMENT, AND EXCELLENT PUBLIC SERVICES – WE WANT FOR ALL WORKERS AND PEOPLES IN CANADA**

*– CUPE STRATEGIC DIRECTIONS 2013- 2015*

Canada is heading towards a retirement income crisis. Study after study shows that Canadians without pensions are not able to save enough for retirement on their own, yet governments and employers are moving backwards on retirement security. The federal government has refused to expand the Canada Pension Plan and has unilaterally increased the age of eligibility for Old Age Security.

Employers in both the private and public sectors are attacking decent defined benefit plans and shifting massive amounts of risk onto plan members. The result of these attacks will be significantly lower retirement living standards for future generations of Canadians. Many will simply slip into poverty. We can do better and CUPE members are leading the fight for decent retirement.

### **1. EXPANDING THE CANADA PENSION PLAN**

Since 2009, CUPE and the Canadian Labour Congress have pushed for secure retirement for all Canadians, phased in by doubling CPP benefits and requiring just a modest increase in workers' and employers' contribution rate. This common sense plan is affordable and has garnered significant support from the provinces, the public and a wide array of experts. CPP expansion would have the added benefit of reducing pressure on workplace pension plans. Most provinces are ready to amend the CPP but the federal Conservatives have blocked CPP expansion. CUPE must educate

our members and the public on the importance of CPP expansion. We must make pensions a major issue in the next federal election.

### **2. REVERSING THE CUTS TO OLD AGE SECURITY**

Without consulting the public or the provinces the federal government increased the age of eligibility for Old Age Security and the Guaranteed Income Supplement. This decision will have huge repercussions, particularly for future generations of Canadians living in poverty. Experts agree that the program was sustainable before Ottawa imposed the age eligibility increase.

### **3. RESISTING ATTACKS ON DEFINED BENEFIT PLANS**

Over the past several years, CUPE locals in every jurisdiction and sector have faced unprecedented attacks on their defined benefit workplace pension plans. Under the guise of austerity, public sector employers are increasingly attacking pensions, proposing massive benefit cuts or even an outright conversion to target benefit or defined contribution plans. These other plans do not offer the traditional secure defined benefits and shift the bulk of risk from employers to members.

Typically, such changes can only be made on a go-forward basis, but governments are increasingly looking at ways to implement these conversions retroactively. These changes allow employers to walk away from promises made to employees by rewriting them as mere goals. Under-delivering would then become legal.

### **4. EXPANDING WORKPLACE PENSION COVERAGE**

Some workplace pension plans have restrictions setting minimum hours or earning thresholds, effectively excluding part-time workers. Pension plan texts and collective agreements should be examined for ways

to bring part-time workers in. Many CUPE units have been successful in expanding the coverage of their workplace plans in this way. Nonetheless, a number of CUPE workplaces still do not have decent workplace pension plans – they may be stuck in RRSP or defined contribution type plans – and many members have no plan at all. If these workers are unable to bargain a defined benefit plan, they can consider participating in the union-run Multi Sector Pension Plan or the Nursing Homes and Related Industries Pension Plan – target benefit plans that provide decent pensions for workers who have not been able to achieve a DB plan.

## **GUIDELINES FOR BARGAINING**

### **Protect defined benefit character of plans.**

Defined benefit plans were established and built up through hard bargaining and have a track record as the best way to provide a secure and predictable retirement income.

**Resist two-tier outcomes.** Shifting from a defined benefit plan to a less secure plan for new hires will create two tiers of worker within the same bargaining unit. The eventual split between tier one and tier two workers could threaten union solidarity and strength.

**Bring pensions to the bargaining table.** If necessary, collective agreements can be amended to include language that effectively gives the union a veto over all plan changes. Pursue joint trusteeship to remove employers' right to change plans unilaterally.

**Always look critically at employer/consultant arguments.** Employers and their paid consultants often present an overly negative picture of a plan's funding status in order to justify drastic, permanent pension cuts. These arguments are often exaggerated, and their conclusions should always be critically examined and challenged.

**Look for past contribution holidays.** During the 1990s, when many pension plans were in surplus, employers took significant "contribution holidays," using surplus

funds to pay their own pension contributions. Showing a history of contribution holidays can be very helpful in pushing back against local pension cuts.

### **Make any unwanted changes temporary and prioritize contribution increases over benefit changes.**

Changes to a plan that are ultimately undesirable can be set to expire at a set date or specified funding level. Minimize permanent concessions to the plan by making undesirable changes temporary. Our pension benefits are so important that, if facing a difficult choice, it is often better to pay a bit more to protect these benefits than to lose them altogether.

**Build coalitions with other unions in the same pension plan.** Often several unions represent workers in the same pension plan. Working together, sharing resources and information, and creating a common front can often lead to better outcomes.

**Make use of CUPE pension resources.** CUPE has many researchers and national representatives with pension expertise, along with two pension specialists in the national office who are able to assist with pension issues. CUPE can also turn to external legal and actuarial advice when needed. Contact your national representative to access these resources.

**Challenge the public perception that all defined benefit plans are unsustainable and unfair.** Defined benefit pension plans are the most efficient way to use current earnings to fund retirement. CUPE has a proven track record of working with employers to ensure that defined benefit pension plans are sustainable. Remind people you talk to that pension plan members pay a significant portion of the cost of their pensions and that these plans are a part of their negotiated total compensation. For CUPE members, an average pension for a 30-year employee is a modest \$18,000 per year. Good pension plans also have significant benefits for the economy as a whole and save governments at all levels important funds from social and income support programs for seniors.



# Fact sheet

## Two-tier bargaining: How to recognize it and reject it

WE ARE COMMITTED TO ENSURING THAT THE NEXT GENERATION OF WORKERS ENJOYS THE BENEFITS THAT CUPE MEMBERS HAVE ALREADY WON. WE CANNOT BUILD SOLIDARITY BETWEEN GENERATIONS IF WE ACCEPT TWO-TIER CONTRACTS. OUR UNION OPPOSES ALL MOVES TOWARD TWO-TIER WAGES, BENEFITS OR PENSIONS

– *STRATEGIC DIRECTIONS 2013-2015*

Two-tiered collective bargaining (or “orphan clause” bargaining as it is known in Quebec) is a divisive practice through which employers try to get union members to agree to different scales of compensation. Collective agreements which include two tiers may mean that new hires receive lower wages, less job security, longer probationary periods, different pensions and benefits, or a combination of all four of these measures. These differences may be temporary or permanent, but either way two-tier bargaining is concession bargaining. Eventually all workers in the bargaining unit lose.

With two-tier provisions, some new hires may eventually achieve the same pay rates as more senior employees but it takes years to achieve parity. Sometimes the effects are permanent. In these cases, newer – and most often, younger workers, women workers, racialized workers and workers with disabilities – will never achieve the same collective agreement benefits. Two-tiered clauses provide new hires with worse working conditions, wages and benefits than those negotiated for more senior colleagues in the same jobs, for no reason other than their date of hire.

Two-tier bargaining is unfair to new hires and weakens the union because it undermines union solidarity. Unions are built on the principle of fairness and there is nothing fair about people doing the same job for different wages. Eventually today’s new hires will be in the majority and they will have no interest in fighting for higher wages or protecting the benefits of those who agreed to give them second tier status. Once a union accepts two-tier provisions, subsequent rounds of bargaining are often spent trying to remove those tiers or finding ways to compensate lower-tier workers, making overall gains even harder to achieve. Once successful in establishing a second tier, the employer will try to shift work to workers who cost less, away from workers who enjoy full pay and benefits.

### COMMON TWO-TIER OFFERS

- **Pensions:** Employers often try to replace defined benefit (DB) pensions with defined contribution (DC) plans for new hires. This split compromises the retirement security of both current and future members. DB plans that are closed to new members cost more as plan members get older and then employers typically come back looking for either increased contributions or reduced benefits (or both) from the members in the DB plan.
- **Job security:** Weaker job security language for new hires is another two-tier tactic. Employers argue that it will not affect anyone who is already part of the union. But such proposals are designed to chip away at the size of the bargaining unit. Once the union is smaller, it is weaker and everyone’s job security is at greater risk. To protect all workers’ job security we need the energy and activism that new and young workers bring.

- **Job losses:** Employers will claim that without two-tiers some workers may lose their jobs. But accepting two tier deals does not protect jobs. Consider the case of the United Auto Workers. They had 700,000 members at the Big Three (GM, Ford and Chrysler) in the US during the 1970s. In difficult bargaining in the 1980s and 1990s, the UAW accepted two-tier concessions in exchange for promises of job security. Today, they have only 110,000 members left at these companies. As Sam Gindin has argued in The Toronto Star, an autoworker hired at a Big Three company today will be working at a lower inflation-adjusted wage than he or she would have earned a half-century ago.

As governments try to implement austerity measures, pushing two-tier provisions is increasingly on the table in the Canadian public sector. Employers often say it is a question of resources, but it is not the case that governments cannot afford to offer the same wages and benefits that existing workers have. Since the 1990s, Canada has steadily lowered overall tax rates, but governments can make a different choice. By raising revenue through job creation, raising corporate taxes, closing loopholes and a variety of other measures, governments can offer good wages and benefits to workers.

When unions have agreed to two-tier clauses it has led to animosity between union leaders and members, and between members themselves. Two-tier contracts do not protect senior workers for long as employers seek further concessions and exploit the weakened union.

We must all fight for our jobs before we bargain by engaging the public in conversations about the importance of our work and building public support for our members. Another solution is to encourage worker-friendly governments to bring in legislation that prevents two-tier agreements. But the best solution is to make sure that all current union members – the people who decide whether to accept or reject a tiered collective agreement – understand the true cost of such agreements, both for new hires and for themselves.

## GUIDELINES FOR BARGAINING

- Work with CUPE staff to identify other ways of dealing with the cost issues. For instance, in certain circumstances locals might consider accepting slightly lower wage increases across the board rather than agree to different rates for new hires.
- Educate members about the solidarity costs of tiers – members who vote to accept tier agreements cannot expect new workers to support the union in the same way in future rounds of bargaining, where things they value may be on the table.
- Lobby and engage public sector employers and elected representatives about fairness, especially as it applies to public services and public service workers. It is because of good collective agreements that women working in the public sector now have a smaller gender wage gap.



# Fact sheet

## CUPE members deserve at least \$18 per hour

WE WILL ACHIEVE REAL GAINS THROUGH BARGAINING, ESPECIALLY BY IMPROVING WAGES AND BENEFITS FOR OUR LOWEST-PAID MEMBERS AND MEMBERS IN PRECARIOUS JOBS. WE WILL FIGHT TO ACHIEVE DECENT LIVING WAGES FOR ALL CUPE MEMBERS AND COMMIT TO BRINGING THE LOWEST PAID MEMBERS TO A MINIMUM RATE OF \$18 PER HOUR WITH A DEFINED BENEFIT PENSION PLAN BY 2018. [...] GAINS FOR CUPE MEMBERS WILL HELP TO RAISE THE BAR FOR ALL WORKING PEOPLE.

WE WILL FIGHT FOR AN ECONOMY WHERE EVERYONE HAS A CHANCE TO HAVE A SECURE JOB, MAKING A DECENT LIVING, WITH GOOD BENEFITS AND A GOOD PENSION. GOOD JOBS AND DECENT WAGES ARE WHAT WE NEED TO GROW AN ECONOMY THAT WORKS FOR EVERYBODY

– *STRATEGIC DIRECTIONS 2013-2015*

The income gap between the wealthiest one per cent and the rest of us is stark. In Canada, the top one per cent (approximately 272,000 people) earn on average \$380,000 a year. That is almost ten times the average annual pay of either a public sector worker (\$49,655) or a private sector worker (\$49,407).

But this shocking gap is not the end of the story. In the 99 per cent there is also a significant gulf between those earning over \$150,000 and those at the bottom working for pay at, near or even below, minimum wage.

Nearly one in ten Canadian workers earn wages that are at or below the poverty level. A single person making less than \$23,647 a year or a family with two children and two adults having an income of less than \$43,942 a year is considered to be living in poverty.

Ten per cent of CUPE members' jobs are paid less than \$18 per hour.

### THE 10 LOWEST INCOME JOBS IN CUPE COLLECTIVE AGREEMENTS

- Residential care workers and residential support workers
- Cooks
- Early childhood educators and assistants
- Food counter attendants, kitchen helpers and dishwashers
- Food service workers
- Janitors, caretakers and building superintendents
- Labourers
- Lifeguards
- Light duty cleaners (housekeeper/cleaner)
- Recreation program leaders and instructors

### RAISING THE FLOOR

#### LOW INCOME, INFLATION AND MEANINGFUL WAGE TARGETS

Price inflation for basic goods such as housing, fuel and food hits hardest at the lower end of the income scale. In the same way that increases in flat taxes such as the GST and PST are regressive because they take more of percentage of lower income workers' pay, inflation takes a heavier toll on working families trying to make ends meet.

CUPE is fighting to raise wages for the lowest earners so that inflation does not threaten to push members into poverty.

Inflation from 2013 to 2014 was 2.36 per cent.

### PAY EQUITY

On average, public sector workers earn about 0.5 per cent more than private sector workers. This is almost entirely because women in the lowest paid occupations earn higher incomes in the public sector than they do in the private sector. But there is still work to do to close that gendered wage gap. Implementing and maintaining pay equity plans where pay equity legislation exists will help keep women's wages at a fair scale. Where pay equity legislation is not on the books CUPE locals can negotiate gender-neutral job evaluation plans into their collective agreements.

### RAISING ALL WAGES, LIFTING ALL WORKERS

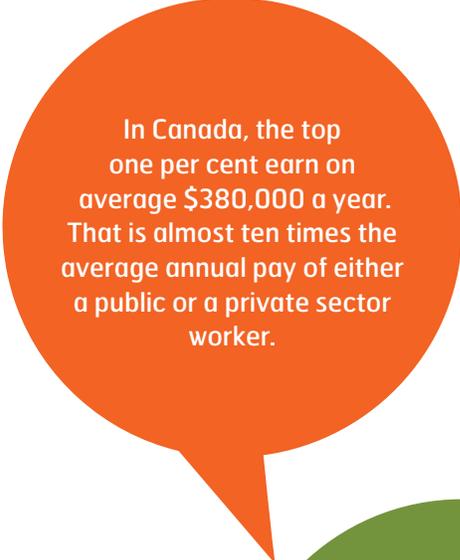
Many collective agreements cover both well-paid workers and workers who earn near-poverty wages. For these agreements, per cent increases in wages widen the gap between the highest and lowest wages over time and do not make the necessary gains to lift the lowest income earners out of near-poverty wages. Special increases to the lowest wages are a more effective and equitable way to raise wages. Flat rate wage increases provide another way to share wage increases more fairly.

Raising the floor for the lowest wages will require bargaining to set this floor in our collective agreements at or above \$18 per hour.

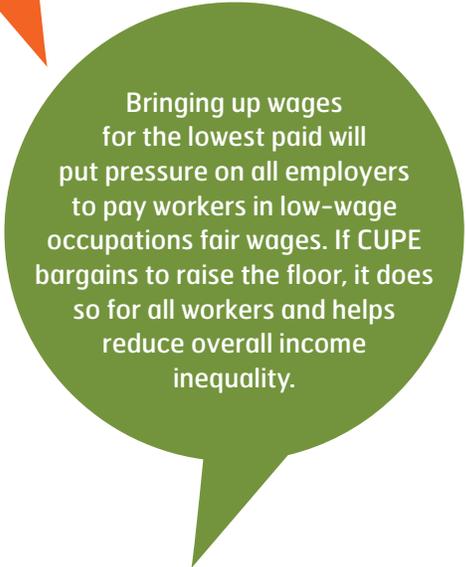
The benefits of setting a wage floor are two-fold. First, the floor will act to push up all wages in the collective agreement. Second, bringing up wages for the lowest

paid will put pressure on all employers to pay workers in low-wage occupations fair wages. If CUPE bargains to raise the floor, it does so for all workers and helps reduce overall income inequality.

CUPE Research will develop a bargaining tool kit to assist CUPE locals with arguments to achieve \$18 per hour.



In Canada, the top one per cent earn on average \$380,000 a year. That is almost ten times the average annual pay of either a public or a private sector worker.



Bringing up wages for the lowest paid will put pressure on all employers to pay workers in low-wage occupations fair wages. If CUPE bargains to raise the floor, it does so for all workers and helps reduce overall income inequality.

## Membership numbers per sector

<b>SECTOR</b>	<b># OF LOCALS</b>	<b># OF MEMBERS</b>
Airlines and other federally regulated workplaces	47	18,247
Child care	21	2,080
Education	284	111,525
Emergency services	33	6,619
Energy	18	33,202
Health care	470	153,361
Library	43	6,880
Municipal	655	185,414
Post-secondary	126	57,171
Provincial government and crown corporations	32	13,913
Social services	275	35,177
Unassigned	85	5,269
<b>TOTALS</b>	<b>2,089</b>	<b>628,858</b>



# Conference Information

## **BILINGUAL EVENT**

The National Sector Council Conference is a bilingual event. Simultaneous interpretation will be provided in the plenary sessions and sector meetings as required. Unilingual participants are encouraged to use interpretation devices throughout the conference to ensure seamless communications. Devices can be obtained from the Freeman booth located on the Lower Concourse level of the Sheraton Centre Hotel. Government-issued identification is required when borrowing interpretation devices.

## **MEALS**

Meals are not provided as part of the conference. There are several on-site dining options located on the lobby level in the Sheraton Centre, and many other choices within walking distance of the hotel.

## **SCENTS**

In order to make the conference accessible to people with chemical sensitivities we ask that all conference participants refrain from using scented products.

## **SMOKING**

Please note that there is no designated smoking area. Smokers may exit from any hotel door and must smoke on the sidewalk. Please note that it is strictly prohibited to smoke in the motorcourt or under a covered area. Conference participants are asked to respect the hotel's smoking policies at all times.

## **WI-FI AND INTERNET ACCESS**

Wireless internet will be available for conference participants. To access the wireless network follow the steps below:

- Connect to the "SHERATON\_MEETINGS" SSID
- Start your internet browser before using any other internet applications such as email, chat, or VPN software. You will be automatically redirected to the Sheraton Centre's portal site.
- Enter the following username and password information:  
Username: REA291  
Password: pibaga

**Tip:** If your browser's home page is set to your organization's intranet site (i.e. <http://intranet.myorg.com>) click the "Stop" button and go to a normal website such as [www.sheraton.com](http://www.sheraton.com) to be signed on. You will be able to access your intranet site once you have successfully connected.



# Conference Information

## BE A GREEN CONFERENCE PARTICIPANT

Here are some suggestions for reducing your carbon footprint while attending the conference:

- Reduce waste and recycle as much material as possible.
- Eat local food, cut back your food waste and avoid using disposable containers and cutlery.
- Drink tap water, not bottled water.
- Carry and use a travel mug for drinking coffee, tea, etc.
- Recycle your lanyard at the end of the conference in the receptacles provided.

## PLENARY AND SECTOR MEETING LOCATIONS

Plenary sessions will take place in the Grand Ballroom, located on the Lower Concourse level of the Sheraton Centre Hotel.

Sector meetings will take place in the following rooms:

SECTOR	ROOM	LOCATION
Airlines and other federally regulated workplaces	Maple	Mezzanine
Child care	Sheraton A + B	Lower Concourse
Education	Osgoode	Lower Concourse
Emergency services	Cedar	Mezzanine
Energy	Linden	Mezzanine
Health care	Sheraton E + F	Lower Concourse
Library	Chestnut East	Mezzanine
Municipal	Birchwood	Mezzanine
Post-secondary	Sheraton C	Lower Concourse
Provincial government and crown corporations	Chestnut West	Mezzanine
Social services	Sheraton A + B	Lower Concourse



