

Government Services Union Stewards Toolkit

Thank you for stepping into this vital role within our organization.

This toolkit provides comprehensive resources to support you in your role when assisting and representing your members. It contains essential information on various topics that you might come across as a local shop steward.

We encourage each steward to improve their skills and knowledge and use this guide as much as possible. However, it is important to understand GSU has resources available to provide assistance and technical guidance to all stewards via the GSU support system. Locals, via their RVPs, have access to full-time Labour Relations professionals who are experts and can provide guidance upon request. You are never alone and there is no situation where you should feel powerless or unsure about the next steps.

We hope this resource empowers you to carry out your responsibilities with confidence and clarity. Thanks again for representing your members and for your important work on behalf of our union.

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Accommodation Questions Resources

- <https://psacunion.ca/accommodate>
- [PSAC Guide on Duty to Accommodate](#)

Discrimination Questions Resources

What is discrimination

- [What is Discrimination? \(chrc-ccdp.gc.ca\)](#)
- [\(616\) Lunch & Learn #2 - What is discrimination? An introduction - YouTube](#)

Collective Agreements Article

- **For TBS (PA, SV, TC): Article 19: No Discrimination**

<https://www.tbs-sct.canada.ca/agreements-conventions/list-eng.aspx>

- **For Mint Production: Article 52: Harassment and discrimination in the workplace**

https://gsu-ssg.com/application/files/5116/2618/2282/RCM_EN_exp_2021_December_31.pdf

- **For Mint PSO: Article 42: Harassment and discrimination in the workplace**

https://gsu-ssg.com/application/files/8216/4148/4807/RCM_Protective_Services_EN_exp_2021_Dec_31.pdf

Fair Representation Questions Resources

What is fair representation

- [Duty of Fair Representation \(GSU website\)](#)

Grievance Questions Resources

*Note: for TBS members, you have **25 calendar days** following the incident to file a grievance. For Mint members, you have **20 working days** following the incident to file a grievance.*

- [Frequently filed grievances – standard language](#)
- [Steward Fact Sheet](#)
- [Grievances Procedure Flow Chart](#)
- [Grievance forms](#)
- [Case preparation resources](#)
- [Lunch & Learn #3 - Grievance Process: Tips & Tricks - YouTube](#)

Harassment Questions Resources

What is harassment

- [Is it Harassment? A Tool to Guide Employees - Canada.ca](#)
- [Harassment and violence - Canada.ca](#)

Informal conflict management (TBS ONLY)

- [Informal conflict management system services - Canada.ca](#)

PSPC Code of Conduct (PSPC ONLY)

- [Public Services and Procurement Canada Code of Conduct](#)

Leave Denial based on Operational Requirements Questions Resources

When an employer denies a leave request based on Operational Requirement, the member has a right to ask in writing the reasoning behind the operation requirements.

While this article was originally written more than 10 years ago, the caselaw referred to is still been used to this day and provide a good benchmark for you.

- <https://psac-ncr.com/operational-requirements-2/>

Pay Questions Resources (TBS ONLY)

- [Pay Issues](#)
- [Overpayments](#)

Note: the member has a right to not agree with an overpayment letter as per ANNEX they receive but they need to respond to pay center with their agreement or disagreement.

- [Contact Centre](#)
- [Emergency Salary Advance](#)
- [Claim Expenses and financial losses](#)

While informal resolution is the best way to address pay issues, please remember that a grievance should be filed or a request for extension to file a grievance should be secured since **we only have 25 working days** from the knowledge of the issue by the member.

Staffing Questions Resources (TBS ONLY)

*Note: Staffing complaints fall outside of the obligations in relation to the collective agreement, and therefore Local are **not obligated** to represent members on FPSLREB complaints.*

- [Procedural Guide for Staffing Complaints \(fpslreb-crtespf.gc.ca\)](#)
- [GSU Guide on FPSLREB Complaints](#)

Return to the workplace Questions Resources

- [Directive on Telework](#)
- [Direction on prescribed presence](#)
- [MoA between PSAC and TBS regarding telework](#)

Other Tips & Tricks

Please send your tips and tricks requests to info@gsu-ssg.com and we will add the most requested topics here.