

MEMBERLINK MANUAL

These instructions are designed to assist you entering your grievance data correctly utilising the *Portal*.
If you have questions, please do not hesitate to contact your RVP or the GSU's *National Office* via
1-888-220-2414.

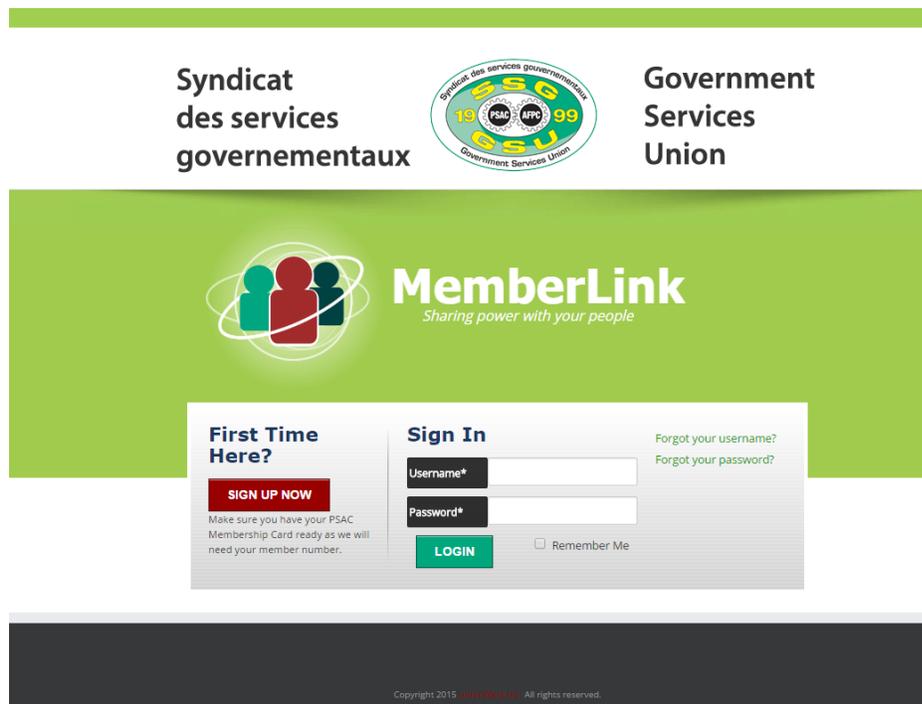


Table of Contents

1. Getting Started with the Portal.....	1
2. Submitting a Grievance in Memberlink	3
2.1 Locating the aggrieved member	3
2.2 Adding a grievance	3
2.3 Choosing a template for the grievance	4
2.4 Selecting the grievance type	5
2.5 Selecting the Language	5
2.6 Selecting Primary Keyword	5
2.7 Selecting a Secondary Keyword. This is a necessary step.	6
2.8 Entering the Event Date	6
2.9 Grievance Details	6
2.10 Correctives measures.....	8
2.11 Submit	8
3. Filing a grievance.....	9
3.1 Grievance form.....	9
3.2 Uploading grievance in Memberlink	9
3.3 Next Actions	10
3.4 Transmitting a grievance to the next level.....	13
3.5 Transmitting to the National Office	14
Appendix A – Standard Grievance Language	16
Acting Pay.....	16
Classification.....	16
Discipline – Step in disciplinary procedure	16
Discipline - Termination	16
Discrimination	17
Health	17
Job content.....	17
Leave	18
NJC Grievance.....	18
Pay (holiday pay, overtime, etc.).....	18
Phoenix grievances.....	18

1. Getting Started with the Portal

- Login to the *Portal* (web address: <https://portal.gsu-ssg.psac.com>)



- You will now be in the *Portal*. On the next page, we will summarily review the home screen.



- A. **Your Info** allows you to view your personal information under this section. This can be updated by clicking on *Update Info* directly beneath the data, or by clicking on *Make Changes* on the toolbar.
- B. **Quick Contacts** should contain other Officers in your Local, and their contact information.
- C. **My Profile** contains the name of your employer, either the **Treasury Board (Public Service and Procurement Canada)** or **Shared Services Canada** or the **Royal Canadian Mint**, as well as your current position.
- D. The **Forms** tab contains either *PDF* versions of forms required to file your grievance or links to the required forms.
- E. The **Members** tab will detail a list of all members you can represent. Depending on your position, a Shop Steward will view only their Local, while a Regional Vice-President (RVP) will view all members from their Local-s.

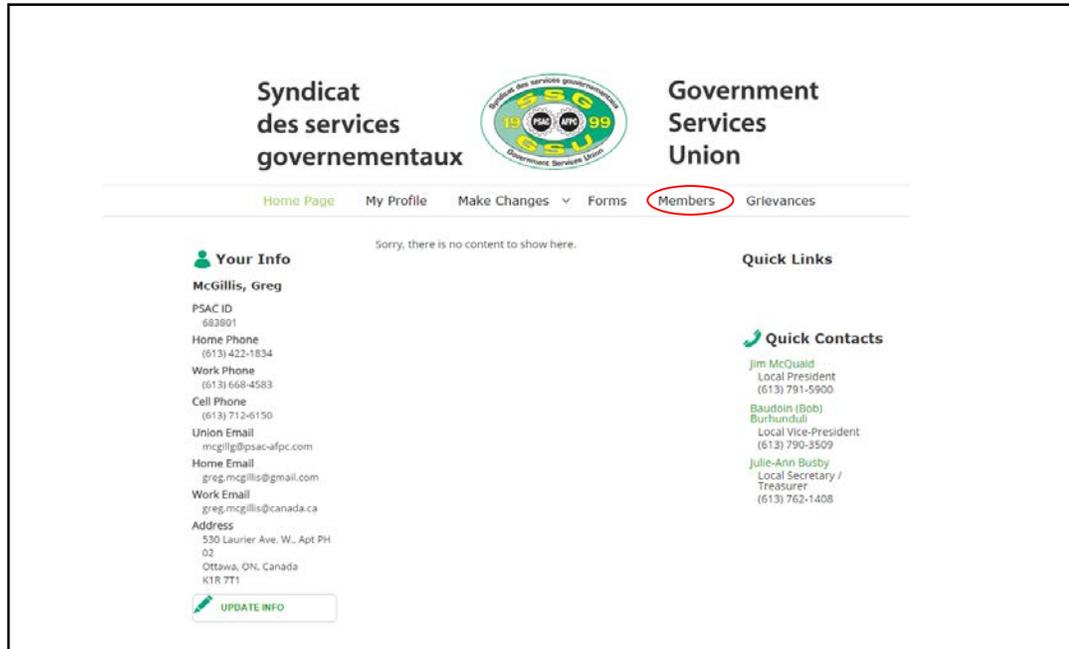
All the members for which you are responsible will appear, unless they are in the process of being transferred, etc. This information is searchable, and if desired, you can sort the data in order by each column. The program is extracting data directly from the main PSAC membership program, *UnionWare*. You are therefore able to verify basic information about the grievor to ensure you have the correct member.

- F. The **Grievance** tab contains the grievance-s for which you are responsible.

2. Submitting a Grievance in Memberlink

2.1 Locating the aggrieved member

- Click on the **Members** tab and locate the aggrieved member.



If you experience difficulties in locating your member, verify the name utilised is identical to the one on their pay check. There is an option (at the bottom) to include past positions called **Show Past Jobs** which is usually quite helpful in finding someone.

If you are still unable to locate your member, contact the GSU's National Office via:
1-888-220-2414

2.2 Adding a grievance

- Click on **Add Grievance** button on the left hand column of your grievor to add a grievance for this member.

Add Grievance	Aboubaker	Fosia	845927	Yes	70017 - Shared Services Canada - NCR	AS 01	(613) 773- 8113
----------------------	-----------	-------	--------	-----	---	-------	--------------------

- Pressing the **Add Grievance** button will display the following page. At the top of the page will appear the member's basic information.

Logged in as Greg McGillis (Username: mcgills) | Log Out

Syndicat des services gouvernementaux **Government Services Union**

Home Page My Profile Make Changes Forms Members Grievances

Member Name: Folia Aboubaker
PSAC ID: 845927
MIGS: Yes
Work Phone: (613) 773-8113

Employer: Treasury Board
Local: 70017 - Shared Services Canada - NCR
Classification: AS 01

Template*
Type*: Individual
Language*
Primary Keyword*
Secondary Keyword*
Event Date
Grievance Details
Corrective Measures

SUBMIT CANCEL

2.3 Choosing a template for the grievance

- The template corresponds with the grievance procedure for the member as per the applicable Collective Agreement (for example, a 3 level process).
 - For members who are at the employ of the *Treasury Board (Public Service and Procurement Canada and Shared Services Canada)*, you have either a 3 or 4 level grievance procedure template available to you.
 - The *Royal Canadian Mint* has a 2 level template.

For **NJC grievances**, please utilise the “Treasury Board – 3 levels” template

You cannot subsequently amend a selected template. If you are uncertain, please contact your National offices for validation of the applicable grievance procedure.

2.4 Selecting the grievance type

- After selecting the appropriate template, you must select the grievance type. You will notice **most grievances filed are defined as “Individual”**

The screenshot shows a form with several fields: Template*, Type*, Language*, Primary Keyword*, Secondary Keyword*, and Event Date. The 'Type*' dropdown menu is open, showing three options: Classification, Group, and Individual. The 'Individual' option is highlighted in blue. A red circle is drawn around the 'Individual' option. Below the dropdown menu is a 'Grievance Details' section.

Classification type must only be utilised for classification grievances – not job description nor acting pay grievances.

Group grievance type is to be utilised only when you have multiple grievors filing the same grievance.

NJC grievances are solely when members are grieving an NJC Directive. **NJC Directive are available:** <http://www.njc-cnm.gc.ca/directive/index.php?lang=eng>

2.5 Selecting the Language

- This will be the preferred language of the grievor, not your preferred language.

The screenshot shows a form with two fields: Language* and Primary Keyword*. The 'Language*' dropdown menu is open, showing two options: English and French. The 'English' option is highlighted in blue.

2.6 Selecting Primary Keyword

- This will be the main subject of the grievance.
- This choice will also populate generic grievance wording and generic corrective measures/redress for your grievance form.

Generic grievance wording only populates for the most common grievances filed.

The generic wording is in alphabetical order. If you have questions about choosing a primary keyword, please contact your local president, your RVP or the GSU's *National Office*.

2.7 Selecting a Secondary Keyword. This is a necessary step.

- If you are of the opinion your grievance warrants 1 subject, please select 1 of the subjects that read “Other”.
- You will notice the same listing of choices for both **Primary** and **Secondary** keywords.

The screenshot shows a web form with several fields. The 'Primary Keyword*' field is at the top and is empty. Below it is the 'Secondary Keyword*' field, which has a dropdown menu open. The dropdown menu lists various categories, with 'Classification and JDs / Acting Pay' selected. Other categories include 'Classification and JDs / Classification Conversion', 'Classification and JDs / Job Description', 'Classification and JDs / Job Evaluation', 'Discipline and Related / Code of Conduct', 'Discipline and Related / Demotion', 'Discipline and Related / Disguised', 'Discipline and Related / Financial Penalty', 'Discipline and Related / Investigations/Fact Finding', 'Discipline and Related / Notice', 'Discipline and Related / Other - Discipline', 'Discipline and Related / Reprimand - Verbal', 'Discipline and Related / Reprimand - Written', 'Discipline and Related / Suspension', 'Discipline and Related / Suspension - Indefinite', 'Economic Notes / Demographics', 'Economic Notes / Economic Growth', and 'Economic Notes / Inflation'. Below the dropdown menu are the 'Event Date', 'Grievance Details', and 'Corrective Measures' fields, all of which are currently empty.

2.8 Entering the Event Date

- This is the date the member first became aware of the action or circumstances giving rise to the grievance.
- In an on-going situation, like a failure to accommodate, please write “On-going”.

2.9 Grievance Details

- If you have selected a common grievance, generic grievance wording will appear for you to modify as it relates to the grievor’s circumstances.

See **Appendix A** for common grievances and the grievance wording.

- On the next page, we will give you an example of a grievance.

EXAMPLE

The grievor's vacation leave was denied 1 September for a vacation leave request for the period 5 October to 9 October, inclusive. The grievor is a member of the Programs and Administrative Services Bargaining unit.

- The steward has completed all the required field and a generic grievance related to leave is drafted:

The screenshot shows a web-based form for filing a grievance. It includes several dropdown menus and text input fields. The fields are: Template* (Treasury Board - 4 levels), Type* (Individual), Language* (English), Primary Keyword* (Leave / Vacation - scheduling), Secondary Keyword* (Leave / Other - Leave), and Event Date (2015-09-01). Below these is the 'Grievance Details' section, which is circled in red. The text in this section is: 'I grieve the failure of the employer to grant me ____ (Enter type of leave requested) ____ leave on (Date leave was denied) ____ as per ____ (enter article number) ____ article of the ____ (enter which collective agreement) ____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.' Below this is the 'Corrective Measures' section with the text: 'That my employer grant me the leave requested and all other redress appropriate to the circumstances.' At the bottom are two buttons: 'SUBMIT' and 'CANCEL'.

- The steward must subsequently edit the grievance wording to accurately reflect the grievor's circumstances.

With the facts stated above, the grievance details will be amended to:

I grieve the failure of the employer to grant me vacation leave for the period of October 5 to October 9, inclusive, as per Article 34 of the Programs and Administrative Services Collective Agreement. I reserve the right to raise any other pertinent articles of the Collective Agreement.

Please ensure the wording, ***I reserve the right to raise any other pertinent Articles of the Collective Agreement. is always included in your Grievance Presentation Form.***

The above permits union representatives at the successive levels to include breaches of other Articles, if applicable.

2.10 Correctives measures

- You will notice that corrective measures populate with the grievance wording for common grievances.

For our example, the following wording populated:

Corrective Measures

That my employer grant me the leave requested and all other redress appropriate to the circumstances.

- Review with your grievor the corrective measures / redress and determine if there are specific corrective measures / redress they are requesting that are not be included. If so, amend the wording accordingly.

Ensure ***And all other redress appropriate to the circumstances*** is always included.

In the event the grievance is denied and the issue(s) is not rectified at your level, union representatives at the successive levels may argue redress as necessary.

2.11 Submit

- After reviewing the grievance wording, click the “Submit” button. Doing so will display the next page:

[Home Page](#) [My Profile](#) [Make Changes](#) ▾ [Forms](#) [Members](#) [Grievances](#)

Details Edit

Component File No. 5201-G-025-15	Employer Treasury Board
File Name Aboubaker, Fosia	Department Shared Services Canada
Type Individual	Local 70017 - Shared Services Canada - NCR
Language English	Classification AS 01
Status Active	Bargaining Unit Program and Administrative Services
Grievance Date	Result
Event Date 9/1/2015	Result Date

Completed and Scheduled Actions

Step Name	Action Name	Deadline Date	Completed Date	Completed By	Note
Level 1	File Grievance	10/07/2015			Append

Showing 1 to 1 of 1 entries

The top of the page reads the base data related to your grievance, including an assigned Component grievance file number.

The section *Completed and Scheduled Actions* contains a line for each step. The **Append** button allows you to add a note that will display under the “Note” column.

At this point you have not filed the grievance and therefore, **File Grievance** appears with a *Deadline Date* but no *Completed Date*

3. Filing a grievance

- Below the “Details” box and the “Completed and Scheduled Actions” box, you will notice a “Next Actions” box. All the “Next Actions” available to you are therefore displayed:

Next Actions

Action Name
PSAC Grievance Presentation Form (Bilingual)
Treasury Board Individual Grievance Presentation Form - PSLRA s. 208 (Bilingual)
Grievance Filed

Showing 1 to 3 of 3 entries

3.1 Grievance form

- You can choose to either use the PSAC grievance form or the Treasury Board grievance form.
- Clicking either will prompt your computer to download a PDF document of the form to your computer, phone or tablet.
- Information on the form is populated from what you have already entered into the *Portal* with the grievance wording edited to suit the grievor’s circumstance-s, and it displays basic contact information.
- Opening the form, you have an opportunity to review the information and edit, if necessary.
- Once reviewed and edited, if necessary, you can save the document and print it.
- On the grievance form, obtain all dates and required signatures
 - **3 signatures are required: member, union representative, employer representative**
 - Keep the original form signed by the parties.
- Once you have the original of the grievance, you are ready to ***file the grievance*** in the *Portal*.

3.2 Uploading grievance in Memberlink

- Save a copy of the grievance on your computer, phone or tablet. You can save the file as a *PDF, JPEG, Word* and many other file type. For consistency, name the signed form as per the following template:
grievor’s name_signed_grievance
- Login to the *Portal* and proceed to your member’s grievance.
- Scroll to “Documents” and click on “Add Document”:

Documents [Add New](#)

	Name	Description	Type Name	Subtype Name	Created By	Created On	Last Uploaded By	Last Uploaded On	
Download	Grievance Form		Forms	Grievance Form	Shirley Taylor	11/10/2015 14:32	Shirley Taylor	11/10/2015 14:32	Edit

Showing 1 to 1 of 1 entries

This screen will appear:

[Home Page](#) [My Profile](#) [Make Changes](#) ▾ [Forms](#) [Members](#) [Grievances](#)

[Back](#)

Add Document To 5201-G-026-15

Name*

Description*

Type*

Subtype

Document [Choose File](#) No file chosen

[SUBMIT](#)

- Once you click on “Choose File”, a separate screen will open for you to locate the document that must be uploaded.
- Once you click on “Submit”, the document will be uploaded to the *Portal*.
- Once the filed grievance is uploaded, you will notice that the “Completed Date” is completed and you now have 2 added lines in scheduled actions: “Hearing” and “Written reply”, without however, any completed dates.

Completed and Scheduled Actions

Step Name	Action Name	Deadline Date	Completed Date	Completed By	Note
Level 1	Written Reply	09/17/2015			Append
Level 1	Hearing	09/17/2015			Append
Level 1	File Grievance	10/07/2015	09/02/2015	Greg McGillis	Append

Showing 1 to 3 of 3 entries

3.3 Next Actions

- Under **Next Actions** you will notice all possible next actions are listed for your grievance, as follows:

Time line extension mutually agreed upon

- This is to hold the grievance in abeyance.

- These documents are important to the file, as they will account for the grievance not following the prescribed delays in the applicable Collective Agreement.
- You will notice that when doing so, you are requested to validate you have communicated with your member and received agreement for you to be able to upload a document.

NOTE: If the agreement is verbal, write an email to the employer, summarizing the conversation. For example: *Further to our conversation on _____ regarding the grievance file of Jane Doe, please confirm your agreement to hold this file in abeyance until the date of hearing.*

The reply email from the employer is what must be uploaded to the *Portal* and the date of the reply email is the date entered in the *Portal*.

Back

Time Line Extension

Did the aggrieved member(s) agree to an extension in time?

Yes

Employer's Agreement to an Extension In time, In writing No file chosen

Date the Employer Agreed to the Extension*

Note

SUBMIT

Hearing date

- Once a hearing date is scheduled, click “Hearing date” and enter the date.
- There is also the option to upload a “Hearing Notice” (generally an electronic invitation).
- Click on “Submit” to save the information to your file.

Back

Hearing Date

Scheduled Hearing Date*

Hearing Notice No file chosen

SUBMIT

Hearing Notes

- This section will prompt you to validate the hearing date and doing so, will complete the action of hearing.

- It is also where you save your representative notes and a copy of any written presentation and / or copies of information presented to the employer.
- You also have the option to enter notes into the **Notes** box to detail the uploaded documents, register discussions with the employer during the hearing and all other messages you wish to transmit to the union representative who will be seized on this file in the future.

Back

Hearing Notes

Actual Hearing Date*

Note

Presentation No file chosen

SUBMIT

Append

- You may include updates to your notes by using the green **Append** button located on the right hand side of what you wish to append.
- Appending a note may be displayed as follows:

Completed and Scheduled Actions

Step Name	Action Name	Deadline Date	Completed Date	Completed By	Note	
Level 1	Written Reply	09/17/2015				Append
Level 1	Hearing	09/16/2015	09/16/2015	Greg McGillis	Hearing went well and the employer expressed interest in resolving this grievance. They will be reviewing the information provided to them and getting back to me prior to issuing a reply. [01 Oct 2015 10:09 EST - Greg McGillis] Employer reviewed documentation and they have not decided to reverse the decision to deny the vacation leave, despite the costs to the employee to cancel. Official reply will be issued shortly.	Append
Level 1	File Grievance	10/07/2015	09/02/2015	Greg McGillis		Append

Showing 1 to 3 of 3 entries

Employer's Reply to Grievance

- This will be where to upload the employer's *Reply to Grievance* and record the date of the *Reply*.
- Your information will be saved after clicking on **Submit**.

- Once the employer response is entered, the written reply action is completed, a deadline date for transmitting to the next level is calculated and the action of **Grievor Satisfied?** appears in the Completed and Scheduled **Actions section**.

Check with Grievor

- This section prompts you to document the date you spoke to the grievor and what, if any, instructions were provided by same.
- This section appears at a later stage to validate with the grievor we are respecting their desired steps, for example, if the grievance is denied, record how you communicated with the grievor (for example, email, telephone, etc.).

Grievance Allowed

- Utilise this option if the employer allowed the grievance via the *Reply to Grievance*.
- Uploading a positive *Reply to Grievance* will not eliminate the need to complete this action because the *Portal* does not read the *Reply*.

Back

Grievance Allowed?

Result*	
Result Date*	Allowed Settlement Reached

SUBMIT

Note the difference between **Allowed** and **Settlement Reached**.
Allowed indicates the grievance was partially or completely allowed by the employer.
Settlement Reached indicates a compromise between the grievor and the employer. This agreement is scanned and included as a document.

3.4 Transmitting a grievance to the next level

- The form to transmit a grievance to the next level will not automatically populate, although the form can be found under the **Forms** tab.

**Syndicat
des services
gouvernementaux**



**Government
Services
Union**

Home Page My Profile Make Changes ▾ **Forms** Members Grievances

- After completing the *Grievance Transmittal Form* identifying the level to which you wish to transmit the grievance (generally, the next level in the grievance procedure), obtain the date

and the grievor's signature, date and sign the form yourself and obtain the date and the employer's signature.

- Once the *Form* is signed and dated by all parties, upload same and subsequently select to whom the grievance will be assigned at the next level.
- Complete your notes as required and click on **Submit** when ready.

Back

Transmit to Next Level

Current Step
Level 1

Transmitting To*	Level 2
Transmittal Form (must be signed by all three parties)	<input type="button" value="Choose File"/> Doe, Jane- transmittal to third level - signed.pdf
Date Signed by Employer*	
Assign To*	
Notes	

Once the grievance has been transmitted, you are still able to view certain details. However, the **Next Actions** button is no longer visible.

The *Portal* has therefore transferred the responsibility to the next level and also, sent the recipient an email informing them a grievance in the *Portal* is ready to action.

- Because the RVP could be responsible for more than 1 Local, they will view on the same screen all grievances filed by their Local(s).
- The RVP is now responsible for the grievance and advance same via the grievance process. Some of these steps have been already been detailed while others have not.

3.5 Transmitting to the National Office

- Once you have accomplished all that you can for your level, you can transfer same to the *National Office*.
- The circled message indicates this is your last opportunity to ensure all information has been entered.
- Ensure your completed *Grievance Transmittal Form* is uploaded and enter the date signed by the employer.

- Update any relevant notes, and click on **Submit**.
- Once submitted, the Assistant to the Union Representatives at the *National Office* will receive an email informing them a grievance has been transmitted to the final level.
- Once transmitted, you can review to whom the grievance has been assigned at the *National Office* or the *PSAC's Representation Section*.

Home Page My Profile Make Changes Forms Members **Grievances**

Grievances

Search

Status	File Name	Date Received	Component File No.	Local	Lead	Step	Ext	Hearing	Subject	Result	With PSAC
Active	Abarbanel, Noelle	11/10/2015	5201-G-026-15	70013 - Ottawa-Hull (Services)		Level 4		01/07/2016	Leave / Vacation - scheduling		No
Active	Rodriguez, Emmanuelle	09/14/2015	5201-G-021-15	70019 - Nat Capital Region Hq		Level 3			No Discrimination / Harassment		No
View	Active	Claveau, Diane	06/09/2015	5201-G-018-15	70019 - Nat Capital Region Hq	Paulette Michon-Hamelin	Level 1	Yes	06/23/2015		No
Active	Yasmine, Serge	03/03/2015	5201-G-016-15	70013 - Ottawa-Hull (Services)	Craig Spencer	Level 3	Yes	10/15/2015	Termination / Disciplinary		No

If you require an update on the progress of the grievance, please contact the Union Representative assigned to the file via **1-888-220-2414**

Appendix A – Standard Grievance Language

Acting Pay

Grievance Wording:

I grieve the failure of my employer to grant me acting pay on _____ as per article _____ of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That my employer compensates me appropriately for work performed and all other redress appropriate to the circumstances.

Classification

Grievance wording:

I grieve the classification of my position.

Corrective action:

That my position be reclassified upwards and all other redress appropriate to the circumstances.

NOTE: Classification grievances can only be triggered by two events: 1) Revision of job description by employer or 2) Successful job description grievance.

Discipline – Step in disciplinary procedure

Grievance Wording:

I grieve the _____ (disciplinary act – written reprimand, suspension, etc.) of _____ (date) as per article _____ of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That my employer withdraw the discipline dated _____ and all other redress appropriate to the circumstances.

Discipline - Termination

Grievance Wording:

I grieve my employer's decision to terminate my employment effective _____ as per _____ article of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That I be reinstated without loss and all other redress appropriate to the circumstances

Discrimination

Grievance Wording:

I grieve my employer's failure to provide a workplace free from discrimination as per _____ article of the _____ collective agreement on the basis of _____ (drop down menu of options) _____. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That my employer provides a workplace free from discrimination and all other redress appropriate to the circumstances.

Health

Grievance Wording:

I grieve the employer's actions that have put my health and safety at risk on or about _____ (enter date(s)) as per article _____ of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That the employer ensure I have a healthy and safe environment to work in and all other redress appropriate to the circumstances.

Job content

Grievance Wording:

I grieve the employer's failure to provide me with a complete and current statement of duties and responsibilities. This violates Article _____ (Statement of Duties) of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That the duties be added to my statement of duties in order to meet the requirements of Article _____ (Statement of Duties) of my collective agreement and all other redress appropriate to the circumstances.

NOTE: List the duties you wish to have added to your job description, and any proof that you might have that demonstrates that you perform these duties on a regular basis. Do not attach this list to your grievance, rather give it to your Union Representative for presentation at the grievance hearing.

Leave

Grievance Wording:

I grieve the failure of the employer to grant me _____ (Enter type of leave requested) _____ leave on _____ (Date leave was denied) _____ as per _____ (enter article number) _____ article of the _____ (enter which collective agreement) _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That my employer grants me the leave requested and all other redress appropriate to the circumstances.

NJC Grievance

Grievance Wording:

I grieve the failure of my employer to compensate me for _____ as per the intent and spirit of the NJC Directive on _____.

Corrective action:

That my employer reimburses the above cited expenses in full and all other redress appropriate to the circumstances.

Pay (holiday pay, overtime, etc.)

Grievance Wording:

I grieve the failure of my employer to compensate me appropriately for work on or about _____ (enter date(s)) _____ as per article _____ of the _____ collective agreement. I reserve the right to raise any other pertinent articles of the collective agreement.

Corrective action:

That my employer compensates me appropriately and all other redress appropriate to the circumstances.

Phoenix grievances

Grievance wording:

I grieve that I have not been remunerated appropriately as outlined on Pay Action Request (PAR) #(s) _____, _____, and _____ submitted on _____, _____. (Copies attached). This is contrary to Article 65 - Pay Administration, Appendix A-1, and any other relevant articles of the Collective Agreement (if related to overtime pay or allowances, list those articles).

Corrective Action:

To be compensated appropriately, and all other redress appropriate to the circumstances.