



# Local 1 Canada

## 2010: "Outstanding Organizing!"

Our local experienced outstanding growth in 2010! More than 1600 new members from hospitals, home care, and nursing and retirement homes voted to join SEIU. The largest growth occurred in the long-term care sector, where employees from 11 nursing and retirement homes joined SEIU in 2010.

## 2011 Strategic Planning

The Executive Board made recommendations to SEIU officers and staff for presentation at the local's Strategic Planning meeting held December 15 to 17. At the annual staff meeting, union goals and directions were set for 2011 that focus on better servicing our members and building strong action plans to fight against employers' and the Ontario government's continued wage freeze attempts.

### Continuing Agenda Items

- 2011 Central Bargaining
- Quality Assurance

**NEXT MEETING: Jan 2011**

## PRESIDENT'S EXECUTIVE BOARD MEETING SUMMARY

Winter 2010

# QUALITY ASSURANCE: SEIU planning to launch new union-wide Quality Assurance Program



## New union metrics to ensure high quality of member services.

A special SEIU Local 1 Canada project team, consisting of SEIU officers, Executive Board members, and senior union staff, has been reviewing and evaluating SEIU processes and procedures. The project team's objective is to improve service delivery to SEIU members.

The Executive Board listened and discussed the latest findings and proposals for a full Quality Assurance Program, scheduled for implementation at the beginning of 2011.

The Executive Board and officers agree that quality assurance is the union's "number one priority," reported Executive Board Member

Claudette Drapeau.

Quality assurance measures have become necessary to the efficiency of SEIU, as the local's membership continues to grow rapidly and member services expand.

The project team has met on many occasions and been able to review SEIU processes throughout the organization and across all health-care sectors.

The Quality Assurance Program is being designed to assist SEIU's staff and executive gauge the effectiveness and success of SEIU initiatives and services.

One example of an important measure that will contribute to the Quality Assurance Program is the Member Resource Centre, where every member enquiry is recorded and tracked from the initial member enquiry to its successful resolution.

Service Employees International Union

# SEIU Local 1 Canada

## Executive Board Members



### SEIU Local 1 Canada Executive Board by Region

Trustees

Jade Campbell  
Teresa Vaccaro • Jon Clark  
Fatima Vieira

Sergeant at Arms

Andrew Snowdon

RPN Division - President

Carol McDowell

Region 1 - Thunder Bay & Algonquin

Allison Patterson • Louise Leeworthy  
Madeleine Lebrun

Region 2 - Northumberland

Margaret Bourgoin  
Eulalee Thompson • Darcia Hall

Region 3 - Georgian Bay

Teena Byrne • Gregory Garratt  
Susan Hughes

Region 4 - Greater Toronto Area

David Bannister • Nancy Barrett  
James Emslie • Roddy Gill  
Elizabeth Gordon • Linda Ball  
Wayne Williams • Geneve Francis

Region 5 - Hamilton/Halton

Rupert Christie • Piera Naddeo  
Regan Turner

Region 6 - Norfolk/Niagara

Ched Zivic  
Sean Doucette

Region 7 - London & SW Ontario

Glenda Chaput  
Claudette Drapeau



Emanuel Carvalho, EVP. Sharleen Stewart, President. Cathy Carroll, Secretary Treasurer.