

# CSQ

## MAGAZINE



**RECOGNITION IN  
THE WORKPLACE**

## **WHY IS IT SO OFTEN LACKING?**

Health crisis:  
women on the front lines

.....

Pandemic: the importance  
of public health systems



**Centrale des syndicats  
du Québec**

Spring 2020



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We understand you're facing a unique set of challenges as we navigate the COVID-19 pandemic. Here's what **The Personal** is doing to help:

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# LESSONS LEARNED



We have been going through a serious health crisis for several weeks, the likes of which we have not experienced in decades. Although the situation is far from over, we have already learned several valuable lessons.

**T**he first lesson is the importance of being able to count on strong public services to ensure the well-being and safety of our population. Proponents of the private sector have remained silent during this crisis. A society that abandons the public sector in favour of the private sector will sooner or later collapse.

The second lesson is to never underestimate the value of thousands of workers who risk their own health to provide essential services to our society.

We must acknowledge the importance of the work accomplished every day by workers in health and social services, childcare workers, community workers, grocery store and pharmacy staff, and all other workers whose work is too often undervalued.

Overnight, grocery stores increased employee wages for fear of losing them. Suddenly, raising their wages to \$15 an hour is no longer a problem. We owe a huge debt to these unsung heroes and need to continue providing them with decent working wages and working conditions.

We also can't ignore the work and efforts of teachers, support staff, and professional staff in the school system and higher education. Despite the uncertainty created by the current crisis, they adjusted quickly in order to continue to support thousands of students.

The third lesson is that people matter more than the economy. Our governments are aware of this and are daring to sacrifice the economy to save human lives. Hopefully this will inspire them to take up the challenge of the environmental crisis.

The fourth lesson learned from this crisis is the need to review our production and consumption patterns. We have to bring the production of essential goods back here so that we no longer depend on others. We saw the outcome of this with overbidding on the purchase of protective masks. Furthermore, reviving our economy requires policies that encourage local purchasing.

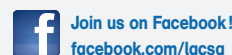
Let us hope that, through this crisis, our governments will have learned that the future demands change.

Solidarity!

*Sonia Ethier*  
Sonia Ethier | PRESIDENT

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## PANDEMIC

# THE IMPORTANCE OF PUBLIC HEALTH SYSTEMS

Never has a health emergency tested every facet of our lives as the one occurring right now. Fortunately, Québec can count on competent, accessible, and specialized public resources.

Lise Goulet | CSQ ADVISOR

At the time of writing, the number of coronavirus (COVID-19) cases was already alarming. The situation demanded rapid intervention from our public authorities and a quick response from our well-established public health system.

According to the World Health Organization, containing an epidemic and preventing further spread requires that several measures be implemented simultaneously with regards to infrastructure, logistics, communications, and health monitoring. The Québec government was quick to apply these measures by declaring a state of health emergency on March 13, 2020, barely two weeks after the first case of COVID-19 was officially confirmed in Québec.

Photo François Beaugregard



“During a crisis of this magnitude, every action counts: ensuring the presence of competent staff, making testing available, establishing the right care trajectories, guaranteeing access to medical equipment and essential

medication, and monitoring the progress of the epidemic and the effectiveness of public health measures,” says FSQ-CSQ<sup>1</sup> president Claire Montour. “We must highlight the excellence of our public health care system, as well as the importance of our social programs, which provide everyone with more equitable treatment in the face of illness and hardship. In short, we can be proud of Québec’s model and our exemplary solidarity.”

## A SERIOUS WARNING!

COVID-19 has shaken many of our beliefs, and all of our social, political, and economic systems – and has shattered our carefree nonchalant lifestyle.

“This invisible enemy has emphasized the importance of collaboration and reminds us that in times of crisis we need all of our players, from childcare workers to sanitation technicians, and social program supervisors,” says CSQ president Sonia Ethier. “All of them, directly or indirectly, contribute to ensuring better access and equity in matters of health. I applaud all of the initiatives and battles, which over the years have made it possible to reduce social inequalities. Is this not our best protection against adversity?”

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### A red flag for world leaders

“The new coronavirus (COVID-19) pandemic poses a challenge of historic proportions to humankind. [...] Years of privatisation and cuts to public spending on health have undermined crisis preparedness. The coronavirus pandemic reveals the deep crisis of the neoliberal model of development and the reluctance of governments to take needed actions for achieving sustainable development goals. [...] We need a massive, public-driven response.”

Excerpts from the PSI global campaign online platform.

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### GLOBAL AWARENESS

In March 2020, Public Services International (PSI) launched a new worldwide campaign<sup>2</sup> illustrating the necessity and urgency of a global fight. In the short term, it aims to protect the lives of public service workers during epidemiological crises, in particular health personnel, by ensuring adequate working conditions, personal protective equipment, and the training required to avoid undue risk.

In the longer term, the campaign aims to build stronger universal health systems, with sufficient resources, as well as well-equipped and better-prepared staff to respond to future health and climate crises.

Many citizen and union actions are being put forward and the CSQ intends on participating.

### THE PRIVATE HEALTH SECTOR: INCREASING THE RISK OF CONTAGION

In the United States, nearly 9% of the population (27.5 million people) don't have health insurance. Without a public health care system, access to a doctor, COVID-19 testing, and the necessary treatment in the event of a positive result are impossible for many.

Despite the free testing confirmed by Washington, those who fear having to pay large incidental medical costs, in the tens of thousands of dollars in some cases, simply forgo testing.

If the crisis continues, many people will lose their jobs and their private insurance plans, which will increase the risk of spreading the virus. Given the magnitude of the pandemic, the limits of the private health care system are becoming clear.

1 Fédération de la Santé du Québec

2 The PSI campaign is titled: Safe Workers Save Lives

# RECOGNIZING THE WORK OF WOMEN IN TIMES OF CRISIS

Caregiving has long been viewed as a feminine quality. This “motherly” trait attributed to women often suggests that it is innate. That simply isn’t true.

Julie Pinel | CSQ ADVISOR

Women still outnumber men in jobs associated with providing care,<sup>1</sup> counselling and services. They work in early childhood educational services, health and social services, schools and community organizations, to name but a few.

At present, women and men in these female-dominated jobs are on the front lines as we grapple with this pandemic due to the coronavirus (COVID-19) and are at increased risk of becoming infected.

Past crises, such as the 1918 influenza pandemic, have led to some recognition of the work done by women in Québec society.

Whether they were nurses, nuns or volunteers, women played a significant role in caring for the sick in those dark times. People spoke of “female heroism,” paying tribute to their bravery, their admirable dedication and their unparalleled zeal.<sup>2</sup>



Photo Shutterstock

## EVER-PRESENT “GUARDIAN ANGELS”

Today, these workers are called “guardian angels.” But in fact, they have always been our society’s guardian angels.

At any given time, these individuals carry out work that is crucial to the well-being and survival of every one of us. Whether by providing early childhood educational services, the first link of our education system, healthcare services, through which we have access to quality professional services, the education network,

training the young adults of tomorrow, or community organizations, which underpin our social safety net, the work of these women and men is, and has always been, vital to our society.

In this coronavirus pandemic period, there is greater recognition for the colossal and essential work done day in and day out by these women and men. As we emerge from this crisis, let us hope that this recognition will endure and that the true value of the work these individuals do every day will be recognized, at last.

<sup>1</sup> “Care” or “caregiving” covers any work or job that involves concepts of attention, care, responsibility, thoughtfulness, mutual assistance, etc.

<sup>2</sup> FAHRNI, Magda (2004). “Elles sont partout... : les femmes et la ville en temps d’épidémie”, *Revue d’histoire de l’Amérique française*, vol. 58, n° 1, p. 67-68.



RECOGNITION IN THE WORKPLACE

# DRIVER OF CREATIVITY AND COMMITMENT

Employee recognition improves motivation, performance,  
innovation, creativity, and the health of workers.  
So why is it still so seriously lacking in our workplaces?

Marie-Claude Ethier | COLLABORATION

“Recognition at work is the Swiss Army Knife of management,” says Jean-Pierre Brun,<sup>1</sup> an expert in quality of life and organizational efficiency. A retired management professor and consultant, he first became interested in mental health in the workplace while performing interventions in a wide variety of workplaces and job classes.

Over time, Jean-Pierre Brun discovered that a lack of recognition was a common denominator for mental health problems at work. Today, he believes it is high time we broaden the concept of workplace recognition and give it the importance it deserves.

### BEYOND RESULTS

Despite many studies demonstrating the importance of recognition at work, the concept has yet to be regularly practiced. A 2011 Québec study<sup>2</sup> revealed that 42% of respondents felt they received little recognition. A French study<sup>3</sup> found that poor recognition was the primary factor for low motivation in the workplace, even more than wages.

Furthermore, explains Jean-Pierre Brun, in our performance-oriented societies, organizations tend to only recognize results. By doing so they detract from the other dimensions of work to which workers contribute.

Luc Bouchard<sup>4</sup> agrees: “Too much importance is placed on the achievement of performance targets, while workers don’t always have a direct influence on them. In education, for example, the academic success rate does not depend only on the teacher, especially if one takes into account the fact that students arrive with very different backgrounds.”



Photo courtesy of Jean-Pierre Brun

As a result, teachers must spend more and more time dealing with situations unrelated to teaching, such as behavioural problems. “They are told that their work doesn’t measure up to targets on which they have no direct influence. They feel helpless in the face of this. In addition, every year, targets are increased while the resources and the means to reach them are decreased,” says Luc Bouchard.

Clearly, the performance criteria do not take the reality of various situations into account.



## IMPACT ON PERSONNEL

Several studies have shown that a lack of recognition has significant repercussions on mental and physical health. According to Jean-Pierre Brun, workers who experience a lack of recognition at work are 1.4 times more likely to be absent and feel stressed, and 30% more likely to develop heart disease.

A 2008 study<sup>5</sup> conducted in four different companies also found that a lack of recognition consistently ranks among the top four risk factors associated with distress.

## IMPACTS FOR THE COMPANY

Recognition weighs much heavier in the balance than employers realize. "There is an impact on motivation and commitment. If I don't feel recognized, I'll be less committed to my boss and the organization, and I'll put less effort into my work. Innovation and creativity are also affected. When good ideas aren't recognized, why bother coming up with others? It's demotivating for employees," says Jean-Pierre Brun. Furthermore, there is the added effect on employee retention, which is a major problem in the current context of labour shortage.

## FOUR FORMS OF RECOGNITION

Jean-Pierre Brun believes that a culture change must take place within companies in order to broaden the concept of recognition at work, which he breaks down into four forms:

- ✓ **Personal recognition (existential)**, which puts the individual rather than the employee at the forefront
- ✓ **Recognition of work practice**, which relates to the quality of the work accomplished
- ✓ **Recognition of results**, according to objectives achieved
- ✓ **Recognition of effort**, unrelated to results

"To get results, we need to recognize the effort, not the other way around," says the expert. He uses hockey as an example. During hockey games, the crowd only applauds when there is a goal, while the players deserve to be recognized for their full efforts.

## QUALITY RECOGNITION

Jean-Pierre Brun applies three criteria to define quality recognition.

- ✓ The first is **authenticity**. "This is essential," said the expert. "Employees won't be fooled. They know when there is a lack of sincerity."
- ✓ The second is **proximity in time**. "Recognition must be given immediately following or shortly after the event, otherwise it will lose its meaning," he adds.
- ✓ Finally, Jean-Pierre Brun insists on the importance of **specificity**: "What is being recognized must be specified. For example, you could congratulate an employee on an element of a presentation that was particularly good."

1 Jean-Pierre Brun founded the Chair in Occupational Health and Safety Management at Université Laval, which he directed for nearly 20 years. He is the author of *Le pouvoir de la reconnaissance au travail : 30 fiches pratiques pour allier santé, motivation et performance*.

2 VÉZINA, Michel, et autres (2011). *Enquête québécoise sur les conditions de travail, d'emploi et de santé et de sécurité du travail (EQCOTESST)*, Montréal, Institut de recherche Robert-Sauvé en santé et en sécurité du travail, 986 p.

3 EDENRED, et IPSOS (2011). *Baromètre Edenred Ipsos : motivation et bien-être des salariés français*, Édition 2011.

4 Luc Bouchard is an Occupational Health and Safety Advisor at the CSQ.

5 BIRON, Caroline, Hans IVERS and Jean-Pierre BRUN (2016). "Capturing the Active Ingredients of Multicomponent Participatory Organizational Stress Interventions Using an Adapted Study Design," *Stress & Health*, vol. 32, no. 4 (August), pgs. 275-284.

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**“Instead of thankyou and cheers, which are easy and superficial gestures that become meaningless, the simple action of catching up with and asking how your employee is doing will be greatly appreciated”**

**– Jean-Pierre Brun**

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Photo Shutterstock



### **SMALL GESTURES THAT HAVE A BIG IMPACT**

There is no need to make a big fuss or put an employee on a pedestal. “It is rather a question of paying attention to the small things and give consideration to individuals. Instead of thankyou and cheers, which are easy and superficial gestures that become meaningless, the simple action of catching up with and asking how your employee is doing will be greatly appreciated,” says Jean-Pierre Brun.

In his own team, Jean-Pierre Brun makes a point of being available to his employees. He has instituted a practice whereby he guarantees feedback in the near future if he cannot speak with them immediately, an approach that is much appreciated, he says.

### **WHAT DO EMPLOYEES WANT?**

When asked what they want in terms of recognition, the first and most common answer is surprisingly simple: “Above all, they want to be given the tools and resources to do their jobs,” says Jean-Pierre Brun. “This is fundamental as it acknowledges their value as people who contribute to the achievement of results.”

The second answer is that managers be more present. This would facilitate exchanges about work and current problems, and would make it possible to obtain support to overcome challenges and complex situations.

Jean-Pierre Brun also stresses the importance of providing training to managers, who may be experts in their fields, but not always in personnel management. In addition, as they are faced with a heavy workload and high performance criteria, contact with the people around them can be more difficult.

### **IMPROVING RECOGNITION**

Workers should think about what is important to them in terms of recognition and talk to their employers about it, being as specific as possible. According to Jean-Pierre Brun, organizations would unequivocally benefit from it!

# WHEN WORK IS EXHAUSTING

Working in the field of early childhood education is not child's play. In fact, many are considering leaving the profession. Why?

Véronique Brouillette | CSQ ADVISOR

Early childhood workers are passionate about their work and they love children. Unfortunately, excessive workloads, a lack of support and autonomy, and above all, unacceptable wages and working conditions are among the most frequently cited psychosocial risk factors in the field of early childhood education services.

## FIGURES THAT SPEAK VOLUMES

If the government does not improve wages and working conditions, nearly 47% of home childcare providers (HCPs) could leave the profession within three years, according to a survey of HCPs conducted in 2020 by the FIPEQ-CSQ.<sup>1</sup>



Photo Shutterstock

"Ministerial requirements are constantly increasing, but working conditions are not improving," says Valérie Grenon.<sup>2</sup>

In addition to their work with children, HCPs must now have an up-to-date educational program and prepare a file for each child, which they must then present to parents twice a year. These requirements are added to the multiple administrative, pedagogical, and maintenance tasks they must perform outside of their service hours.

## NO BETTER IN CPES<sup>3</sup>

The situation is hardly any better in childcare centres, which are struggling to attract new talent and find replacement staff. To meet staffing needs, early childcare educators often sacrifice their breaks and mealtimes to be with toddlers, take care of groups that exceed the ratio, work with children with special needs, etc. They even go to work when they are sick because they are understaffed.

## EARLY INTERVENTION WITH OUR LITTLE ONES

"Experts agree on the importance of early intervention with young children. They must have every chance to succeed in school and in life. It's not normal that the work and passion of people who have made early childhood education their profession is so disregarded," says Valérie Grenon. "It's high time that the government make this type of service a real priority. Let's start by respecting and valuing those who dedicate their lives to it."

<sup>1</sup> Fédération des intervenantes en petite enfance du Québec.

<sup>2</sup> Valérie Grenon is president of the FIPEQ-CSQ.

<sup>3</sup> Centres de la petite enfance.

# GREEN THUMB IN A SCHOOL SETTING

A good gardener knows how to cultivate their passion for plants. In a school setting, they also know how to pass that same passion on to students.

Rébecca Salesse | FPSS-CSQ ADVISOR

Louis-Philippe Huot<sup>1</sup> truly has a green thumb. A horticulturalist by training and a gardener at the Fierbourg Vocational Training Centre for seven years, he is responsible for the institution's greenhouses. The greenhouses are used by

the students in the Horticulture and Gardening courses and in the Horticultural Production courses given by the centre.

"My days aren't typical," he says. "My priority is to maintain the thousands of

plants that grow in the greenhouses all year round. I also take care of the supply of equipment and make sure the students have everything they need to hone their skills."

Plant nutrition must be rigorously maintained. In the morning, Louis-Philippe Huot waters the plants, which is an essential task, especially on hot days. He then premixes the fertilizer that the students will use later. He also makes sure that all the systems, such as water systems and humidity sensors, are operational and maintains them regularly.

## BONDING WITH THE STUDENTS

As a former student of the Fierbourg Vocational Training Centre, Louis-Philippe Huot knows how important his bond with the students is. In a way, the gardener becomes their right hand during training.

In addition to supporting students as they increase their knowledge, Louis-Philippe Huot sometimes works with them on special projects, such as the planting of vegetable gardens. "These are golden opportunities to develop a special bond with future horticulturalists," he says.



Louis-Philippe Huot

Photo Pascal Ratthé

<sup>1</sup> Louis-Philippe Huot is member of the Syndicat du personnel de soutien de la Commission scolaire des Premières-Seigneuries (CSQ).

14

NUMBER OF  
GARDENERS

AMONG THE 30,000 MEMBERS  
OF THE FÉDÉRATION  
DU PERSONNEL DE SOUTIEN  
SCOLAIRE (FPSS-CSQ)



# A PASSION FOR EDUCATION

For William Lessard-Morin education is more than a job, it's a passion. He loves his job as a pedagogical counsellor, which leads him to participate in several aspects of college education.

Marie-Claude Ethier | COLLABORATION

"I'm involved from start to finish in the whole process of managing six study programs, in addition to providing customized support and training for teachers. Each week brings its share of surprises, and that's what I love most about my job: there are always new challenges."

## A WIDE ARRAY OF TASKS

His responsibilities include the implementation, evaluation and continuous improvement of study programs, the organization of training for teaching staff, the publication of educational bulletins, the organization of professional development days, and active collaboration in several institutional matters. "I also play an advisory role with teachers. I help them work on a particular problem, intervene when they have doubts about a case of plagiarism, or even when they want to improve a teaching strategy."



Photo François Beaugard

## HELPING TEACHERS TEACH

It's not uncommon to see new teachers, freshly graduated from university, arrive at CEGEP with no training in pedagogy. Learning therefore occurs through continuing education, hence the importance of pedagogical counsellor, according to William Lessard-Morin.<sup>1</sup>

This year, he and his colleagues have created a training path for new teachers that covers the main themes of the profession, including teaching strategies, assessments, and classroom management.

## ESSENTIAL QUALITIES

To do this work, William Lessard-Morin believes that it's important to have been a teacher yourself. "This brings credibility in the eyes of teachers," says the former teacher of literature at the CEGEP de Baie-Comeau.

Good listening and communication skills, and project management and work organization skills are also essential, as are discipline, autonomy, leadership, professional ethics, and creativity.

<sup>1</sup> William Lessard-Morin is president of the Syndicat des professionnels du Collège d'enseignement général et professionnel (Cégep) de Sorel-Tracy (CSQ) and a member of the Fédération du personnel professionnel des collèges (FPPC-CSQ).

TECHNICAL TRAINING

# PROGRAM REVIEW AND CONSULTATION WITH TEACHERS

In the fall of 2019, the Ministère de l'Éducation et de l'Enseignement supérieur announced its plan to review Business Administration programs, affecting 59 cégeps and private colleges and leaving dozens of teachers in a state of uncertainty.

Simon Lavigne  
CSQ ADVISOR

The announcement of the elimination of three existing college programs<sup>1</sup> and the creation of a new, more flexible program combining several administrative disciplines was greeted with much emotion in many departments.

Although rumours had been circulating, the announcement surprised and destabilized many who wondered if, at the end of this game of musical chairs, everyone will have found a place? Questions were also raised with regards to the teachers who developed the programs, the students enrolled in them, and the companies hiring the students.

This new ministerial orientation requires further explanation, first and foremost, for the educators who brought the programs to life.

## A PROCESS THAT OFFERS NOTHING NEW

The Ministère's process for reviewing college technical training programs is nothing new, but the mechanism's distant and unilateral nature remains painfully clear. The concrete and human consequences expected are not addressed anywhere in the current process.

Accounting and  
Management  
Technology

**2463**  
REGISTRATIONS  
ON AVERAGE  
PER YEAR

Commerce

**2752**  
REGISTRATIONS  
ON AVERAGE  
PER YEAR

Office  
Technology

**649**  
REGISTRATIONS  
ON AVERAGE  
PER YEAR

<sup>1</sup> The 3 programs affected are Accounting and Management Technology (410.B0), Commerce (410.D0), and Office Technology (412.A0).

## AN ACCELERATED REVIEW

The Ministère now wishes to renew the programs at an accelerated pace and even suggests a “continuous” review process. Why? Because the job market is increasingly changing and the current labour shortage puts the training/job match at the top of government priorities. However, in its rush to proceed, is the government taking the time to integrate and consult the main interested parties?

## REQUIRED IMPROVEMENTS

Following numerous complaints, the Ministère decided to temporarily suspend the abolition of the three Business Administration programs. However, the situation has revealed some of the shortcomings in the review process: lack of information regarding the effects on staff, inconsistent flow of information in cégeps, and gaps in the analysis of professions performed in 2018.

“In many respects, the approach is disconnected from the reality of teachers and offers little room for meeting and sharing,” says Line Camerlain.<sup>2</sup> “While it is true that a handful of professors are closely involved in the process and do important design work, they are bound by confidentiality. In itself, their presence cannot constitute the contribution of a faculty that wants to add their expertise to these necessary revisions.”



Photo François Beauregard

Line Camerlain

## RELEVANT INVOLVEMENT THAT WAS RECOMMENDED LONG AGO

Involving technical training teachers in curriculum development has long been recommended.

In February 2002, at the closing conference of a forum on technical training, the former chairman of the ministerial working group on curriculum reform, Paul Inchauspé, said, “the college network has [...] technical education teachers with a high level of training, whose main task is teaching and who maintain constant relations with the employment sector for which they train their students. It would therefore be beneficial to seek the expertise and judgment of these teachers from the earliest stages of curriculum development.”

The Conseil supérieur de l'éducation recommended that teaching staff be “able to contribute to updating the programs, both in terms of their adequacy in relation to the current reality and from a longer-term perspective.”

In addition, “the teaching staff is regularly in contact with the world of work, not only for internships, but also because students seek more applied work. This is another link with the job market that positions college players to contribute to the development and updating of ministerial programs.”<sup>3</sup>

<sup>2</sup> Line Camerlain is vice-president of the CSQ and representative on the Comité national des programmes d'études professionnelles et techniques (CNPEPT).

<sup>3</sup> QUÉBEC. CONSEIL SUPÉRIEUR DE L'ÉDUCATION (2004). *Regard sur les programmes de formation technique et la sanction des études : poursuivre le renouveau au collégial*, Avis au ministre de l'Éducation, (March), 141 pgs.

# COMBINING IT WITH HUMANITY

Working to ensure that automating IT support does not come at the expense of human contact can be challenging.

Marie-Claude Ethier | COLLABORATION

Over his 23 years as a computer technician, main class, at Cégep Garneau, Stéphane Beauchemin's<sup>1</sup> team has grown from 3 people to 31. The exponential growth of his profession over the years has brought its share of challenges.

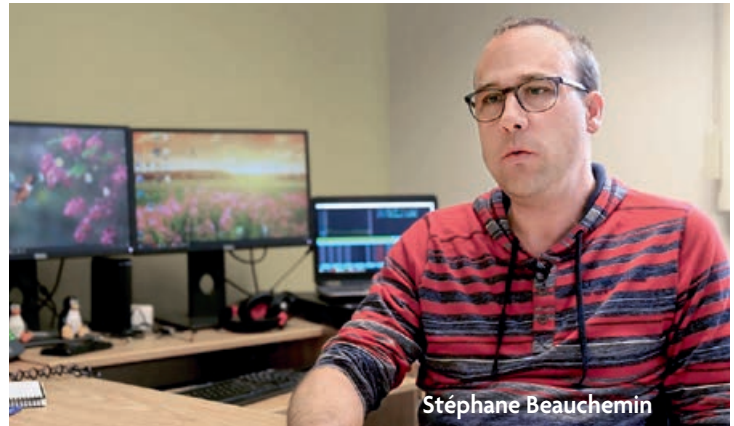
## A RACE AGAINST TIME

"With constant advances in information technology, it's hard to keep up. People often want the latest tools or equipment even though existing equipment works well and remains efficient. But using unnecessarily complex software is risky," says the computer technician.

As team leader since 2008, Stéphane Beauchemin is responsible for distributing the cégep's support requests across his team. He also oversees the management of backup copies and the development of websites for teachers, and provides support to his team of technicians, as needed.

## A SUCCESSFUL AUTOMATION PROJECT

He is particularly proud to have implemented software that automatically keeps watch over the computer network. The software monitors thousands of processes, such as printer status and available storage space. His team can therefore anticipate problems and act proactively.



## RECONNECTING PEOPLE

However, Stéphane Beauchemin regrets that automating tasks often comes at the expense of human contact. "Before, when troubleshooting with students or teachers in person, we could expect thank-you smiles. Today, we spend our days in front of screens and no one is aware of all the work we do. People think it just gets magically done, when in fact there are humans behind it!"

## UNION COMMITMENT THAT FEELS GOOD

The computer technician says that his involvement with the FPSES-CSQ does him a lot of good. "It's a way for me to reconnect with people. I was also able to show the employer that although automation has benefits, it also has impacts for people, which must be taken into account. This adds a new dimension to my work, and I feel well supported by my union," he says.

<sup>1</sup> Stéphane Beauchemin is a member of the Fédération du personnel de soutien de l'enseignement supérieur (FPSES-CSQ).



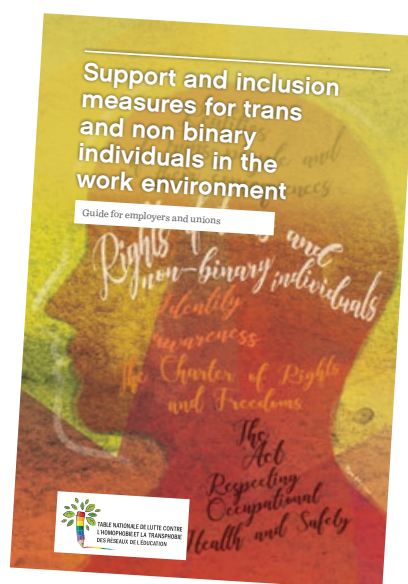
# TRANS AND NON-BINARY INDIVIDUALS VALUABLE ASSETS FOR EMPLOYERS AND UNIONS

Everyone has the right to grow in a welcoming and non-discriminatory workplace. Though this statement may seem obvious, it's not always the case for trans and non-binary individuals.

Nathalie Chabot | CSQ ADVISOR

In *Support and inclusion measures for trans and non-binary individuals in the work environment*, a guide for employers and unions, trans person Emma Lanteigne says "I'd love for others to feel good in a work environment and to earn a living like everyone else, not earn a living differently because you are trans individual, or not earn a living at all because you are a trans individual."

Too often, trans and non-binary individuals experience rejection or discrimination in the workplace. They may not get hired, they may get fired, or they may leave their jobs because their safety is compromised. The consequences are serious as it leads to a cycle of poverty and exclusion.



## THE IMPORTANCE OF SUPPORT AND INCLUSION

Implementing measures for support and inclusion in the workplace is essential for trans and non-binary individuals to thrive without fear. It is also beneficial to employers as it provides a healthy environment that allows workers to perform safely at work.

Unions also have a role to play in implementing support and inclusion measures. By ensuring respect for human rights, they contribute to respect for human dignity. This is where union values of social justice and solidarity take on their full meaning.

## HOW CAN WE ACCOMPLISH THIS?

The Table nationale de lutte contre l'homophobie et la transphobie des réseaux de l'éducation, to which the CSQ and its education and higher education federations belong, designed the *Support and inclusion measures for trans and non-binary individuals in the work environment* with the aim of achieving these objectives. Available for free online ([tablehomophobietransphobie.org](http://tablehomophobietransphobie.org)), the guide includes a wealth of information, including a series of concrete measures that employers and unions can implement in their workplaces.

What makes this tool so relevant is that it was designed in collaboration with trans and non-binary individuals who agreed to share their experiences. They explained that the key to success is to make the person's need for support and guidance a priority - and good communication is the key to achieving this.

# REAL POWER FOR INDIGENOUS PEOPLES

Since colonization, many countries, including Canada, have maintained an economy based on the exploitation and massive extraction of natural resources from Indigenous lands, threatening many communities and peoples.

Nicole de Sève | COLLABORATION

The rail blockades that took place across Canada in February 2020, in support of the Wet'suwet'en First Nation, brought public awareness to the conflict occurring between the Nation and the Canadian government over the past two years.

At the root of the conflict is a government that did not ensure the free, prior, and informed consent (FPIC) of the communities living on ancestral territory about a planned pipeline project. Yet, the project poses a threat to the fauna,

flora, and traditional activities of the Wet'suwet'en Nation.

## DISRESPECT FOR RIGHTS

Like most national laws in the world, Canadian law does not properly apply the right of FPIC to Indigenous peoples.

The latter are often forced to suffer the effects of extractive projects on their territories even if they oppose them, as was the case with the Wet'suwet'en hereditary chiefs.

In addition, Indigenous peoples, especially women, are mostly excluded from the financial benefits of projects and are rarely hired by companies.

## PROMOTING AND DEFENDING TERRITORIAL RIGHTS

The Centre international de solidarité ouvrière (CISO), of which the CSQ is a member, has decided to launch a campaign to promote and defend the territorial rights of Indigenous peoples.

The objective: on the one hand, to explain the principle of FPIC as defined in the International Labour Organization's (ILO) Indigenous and Tribal Peoples Convention (No. 169) and the United Nations Declaration of the Rights of Indigenous Peoples, and on the other hand, to publicize the degree of violations against Indigenous rights linked to extractivism, in particular in Canada, Québec, and Latin America.

To learn more: [ciso.qc.ca/education/campagne-pour-les-droits-territoriaux-autochtones/](https://ciso.qc.ca/education/campagne-pour-les-droits-territoriaux-autochtones/).



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## CHILE

## THE CRISIS CONTINUES

The coronavirus (COVID-19) pandemic has not diminished the social and political crisis unfolding in Chile since the fall of 2019.

Luc Allaire | CSQ ADVISOR

Clearly, however, the crisis is less apparent than it was between October 18, 2019, and March 13, 2020, when the Chilean government began implementing the first measures to combat COVID-19.

Yet, despite the self-isolation rule and the ban on gatherings, popular protest continues in a new form. People are now demonstrating by banging pots and pans from their homes throughout the country's main cities. The atmosphere remains tense after five months of unprecedented protests that have left 31 people dead.

Faced with such police violence, the population's support for the protest movement grew significantly, resulting in large protests across the country.

By October 23, the situation had spiralled into repression and violence, resulting in 18 deaths, 269 injuries, and the arrest of over 1,900 people. However, that did not prevent 1.2 million people from gathering on October 25, in the Plaza de la Dignidad, in the heart of Santiago, for a demonstration of unprecedented scale in the history of Chile.

## DELEGATION ON MISSION IN CHILE

In January 2020, a delegation of Québec and Canadian labour organizations (including the CSQ), parliamentarians, and academics observed that protests continued daily in the country's main cities.

The group produced a report in which it recommends that the Québec and Canadian governments publicly denounce the systematic, widespread, and continuous human rights violations perpetrated in Chile under the government of President Piñera. The delegation also asks our governments to support the Office of the United Nations High Commissioner for Human Rights in its dealings with the Chilean government to ensure that the latter respects its international commitments and the provisions of international agreements, particularly against torture.

Even if during this pandemic popular protest has become more restrained, we must continue to expose the sad reality happening in Chile.



Photo Luc Allaire

## THE ORIGIN OF THE CRISIS

It all started on October 6, 2019, with the announcement of an increase in the price of metro tickets in Santiago. Students refused to pay by collectively jumping over the turnstiles. These actions continued peacefully until October 18, 2019, when they were brutally suppressed by Chile's military police (Carabineros).





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While there can be no rainbow without rain, the Fonds is there to ensure that, tomorrow, Québec's businesses shine brightly once again.