

Public Service Alliance of Canada



Through membership,
we are all stronger.



Public Service Alliance of Canada
Alliance de la Fonction publique du Canada

Welcome to PSAC

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Representing Members

Joining PSAC

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PSAC Structure: A democratic, member-driven union

Members

Our members are the union. The Public Service Alliance of Canada's structure encourages active participation and supports members' needs. The Public Service Alliance of Canada (PSAC) is one of Canada's biggest unions. PSAC represents approximately 160,000 workers, who do many different jobs, in both the public and private sectors. Our members work in every province and territory in Canada and in locations around the world. They work in federal government departments and agencies, Crown Corporations, universities, casinos, community services agencies, Aboriginal communities, airports, the diamond industry and the security sector. It is this diversity that makes PSAC a strong and vibrant union.



Locals

Locals are the lifeblood of the union. Representatives are elected by members to make the day-to-day decisions that keep the local operating. Locals provide support to members when they need someone to defend their rights in the workplace — both through the grievance process and union-management consultations. Members can join local committees such as the women's committee, the joint occupational and health committee, the human rights committee and the communications committee and work on projects to improve their working conditions.

Locals are either affiliated with one of the PSAC components or directly chartered to the national union.

Components

The PSAC has 17 components. The components are organized along governmental department lines, by federal agency or by territory. Most PSAC locals are affiliated to a component.

The 17 components are:

- Agriculture Union
- Canada Employment and Immigration Union
- Customs Excise Union Douanes Accise
- Government Services Union
- National Component
- National Health and Welfare Union
- Natural Resources Union
- Nunavut Employees Union
- Union of Canadian Transportation Employees
- Union of Environment Workers
- Union of National Defence Employees
- Union of Northern Workers
- Union of Postal Communications Employees
- Union of Solicitor General Employees
- Union of Taxation Employees
- Union of Veterans' Affairs Employees
- Yukon Employees Union

Component officers and staff represent local members on grievances up to adjudication, assist locals with development and training, represent members at the departmental level both regionally and nationally, assist with union-management consultations as required, and support PSAC's campaigns and initiatives.

Each component has its own decision-making structure and holds its own convention where Component Presidents and Executive Officers are elected.



Regions

PSAC has seven regions:

- North Region (Nunavut, Yukon and Northwest Territories)
- British Columbia Region
- Prairies Region (Alberta, Saskatchewan and Manitoba)
- Ontario Region
- National Capital Region (Ottawa, ON and Gatineau, QC)
- Québec Region
- Atlantic Region (Nova Scotia, New Brunswick, Newfoundland and Labrador and Prince Edward Island)

Each region has a regional council elected by members at a regional convention every three years. The council is headed by the Regional Executive Vice-President who works in the region. Each council plans and oversees programs and activities in its region working closely with PSAC national and PSAC components.

Some PSAC staff work in Regional Offices across the country. They provide a number of different services to members, including: representation; training; negotiations; health and safety; political action; and, local development services. Staff also helps to coordinate and mobilize for campaigns and provides support and advice to locals.



National Convention

The PSAC national convention is held every three years. Members are elected from directly chartered locals across the country, are elected at the component level, or are elected at other bodies of the union to represent their area at the convention. These members vote on policies that direct how the union will spend its money, what general direction it will follow and what its priorities are in the following three years. They also elect the National President and National Executive Vice-President.

The Alliance Executive Committee

The National President, National Executive Vice-President, who work at Ottawa headquarters, and the seven Regional Executive

Vice-Presidents make up the Alliance Executive Committee (AEC). The AEC handles the day-to-day decisions of the union, including making financial decisions, overseeing campaigns, mobilizing the membership, advocating on behalf the membership, and advancing the union and its members' rights in the workplace.

The National Board of Directors

The National Board of Directors is the governing body of PSAC. The AEC, the presidents of the Components and the Regional Vice-President for countries outside of Canada make up the National Board of



Directors and it is responsible for making major decisions between national conventions which might include amending PSAC policies or programs.

PSAC National Staff

PSAC staff at national headquarters in Ottawa support PSAC members and initiatives by working in finance and administration, negotiations and representation, membership programs, communications, organizing, information technology, membership administration and education.

The National and International Labour Movements

PSAC is also connected to the larger Canadian and international labour movement by our affiliation with the Canadian Labour Congress (CLC) and Public Service International (PSI). PSAC locals may also affiliate with provincial and territorial federations of labour and many are affiliated to district labour councils across the country.

**Your Union:
Progressive and politically active**



PSAC is a union with a social conscience. PSAC members work for social justice, fighting for fairness and equality not just for themselves, but for society as a whole.

An advocate not only for our members but for all Canadians, PSAC presses for stronger laws to protect workers' rights and seeks to hold the government accountable for maintaining and improving quality public services. PSAC works to achieve an inclusive and compassionate society, advocating an end to racism, sexism, homophobia and all other forms of discrimination and economic inequality in our communities.

Our commitment to social and economic justice is well demonstrated by PSAC's 14-year battle with the federal government to achieve pay equity for members who worked in several female-dominated job classifications within the public service. This long battle



was fought by many dedicated PSAC members, staff and officers. The success was monumental, yielding \$3.5 billion to current and previous PSAC members. No other union has achieved such a victory in Canadian history. PSAC has won similar victories for employees of the government of Northwest Territories and Canada Post.

Working together in the union, PSAC members gain fair treatment and respect in their workplaces, employment security, fair pay and safer working conditions.

**PSAC Social Justice Fund:
Working together to create a better future**

Over the years PSAC has participated in development and relief work both in Canada and internationally. Recently, PSAC joined the long list of Canadian unions that have created funds specifically to promote social justice and solidarity. The Social Justice Fund (SJF) pays for programs and projects that spread the principles of trade unionism and social justice across Canada and around the world. The Fund helps unions and other non-profit/non-governmental organizations (NGOs) fight to improve living standards, working conditions, health and safety laws and human rights.



PSAC's Social Justice Fund focuses on:

- international development work
- Canadian anti-poverty and development initiatives
- emergency relief work in Canada and around the world
- worker to worker exchanges
- worker education in Canada and around the world

By working together, sharing information and campaigns, developing training and education, and strengthening worker organizations, social justice funds provide an important counter-balance to the corporate sector in all countries. At the same time, social justice funds can help working people in the countries where they live and work, enhancing economic development, improving workplace health and safety and fighting for gender equality.



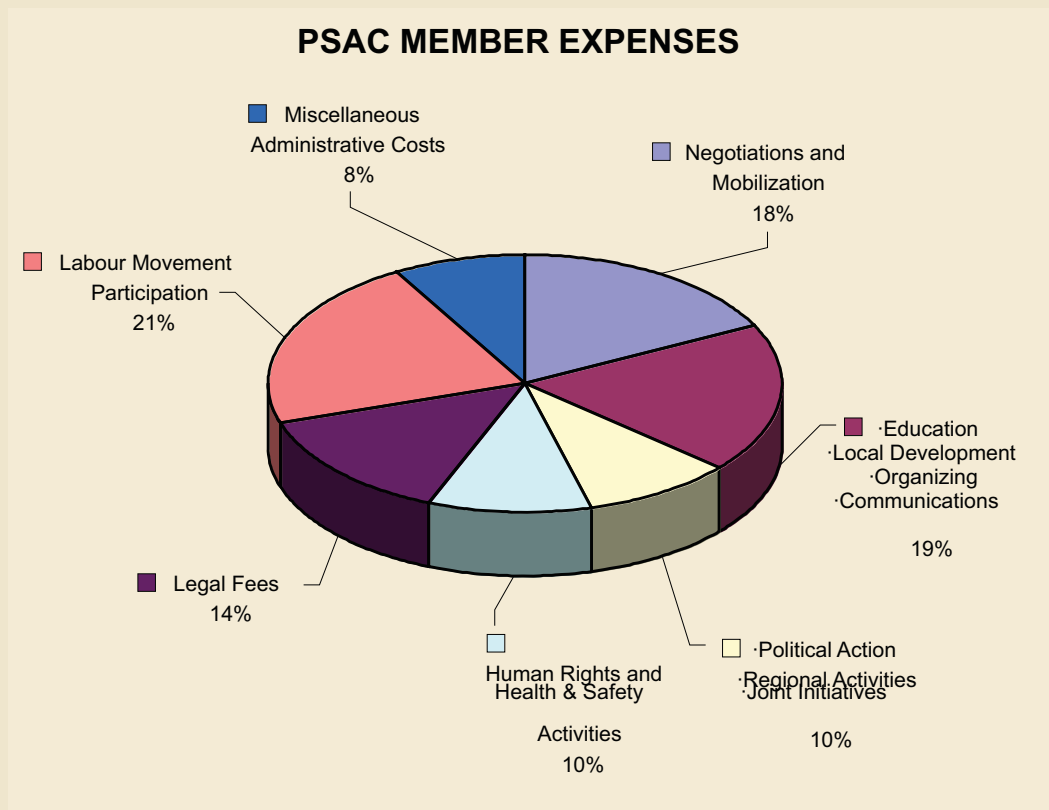
The PSAC Social Justice Fund
 Helping make poverty history
 Public Service Alliance of Canada

Union dues: *Working for members*

Every member pays a portion of his or her dues to PSAC and another portion to the component and to the local or to the directly chartered local to which he or she is affiliated. Every three years, members who have been chosen as delegates attend the union's national convention and together decide what the union's programs and priorities will be for the next three years. Dues collected from the members pay for the union's programs, services and campaigns, such as health and safety, member education, negotiations, grievance representation, union organizing campaigns, political action and equity programs.

In the years between conventions, the Alliance Executive Committee (AEC) strives to ensure that the approved programs, services and campaigns are delivered within the budgets set by delegates at convention.

The chart below shows how PSAC union dues are generally shared between the union's different programs and activities.



PSAC Health and Safety: *Building stronger workplaces*

PSAC believes that worker input and action create healthier and safer workplaces. PSAC works with its members to promote health and safety and ensure employers meet their obligations.

PSAC's goals include:

- preventing worker illness caused by bad working conditions,
- making sure that workers have jobs and workplaces that are adapted to their physical and psychological needs.



To achieve these goals, PSAC trains members as health and safety advocates and keeps them informed of current workplace health and safety issues. Training takes place as part of the regional education programs.

Staff work with local health and safety committees to help them represent members if their health and safety is being jeopardized in the workplace.

PSAC also hosts regional and national conferences to address health and safety issues from a broader perspective. Members learn new and dynamic ways to deal with health and safety in their own workplace.

PSAC lobbies for better laws to protect the health and safety of workers. For example, PSAC has been a strong supporter of "protective reassignment" for pregnant and nursing women. We have successfully lobbied for laws that allow a woman who is pregnant or nursing and doing a job that could harm the fetus or child to ask for a safer job. If a safer job cannot be found, then the woman must be given leave without pay until the situation changes.



PSAC negotiates collective agreements that give workers protection above and beyond the provisions of the *Canada Labour Code* and provincial Occupational Health and Safety Acts.

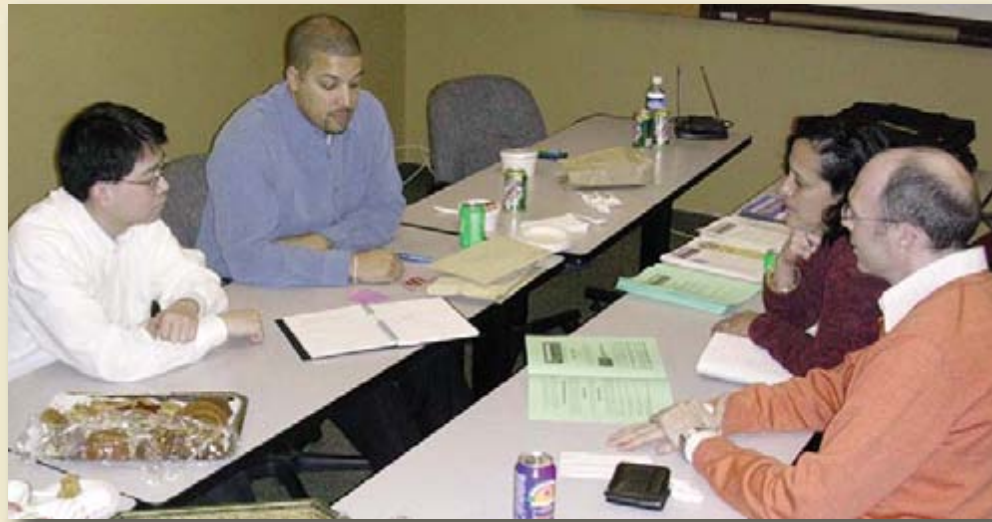
**PSAC Human Rights:
Making a better world, from the
workplace to the community**



PSAC works to achieve equality for all members. Ending discrimination is the only way that disadvantaged groups will be able to fully participate in the workforce and the union. PSAC will not tolerate racism, homophobia, ableism, sexism and other forms of discrimination or harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, gender identity, disability or conviction for an offence for which a pardon has been granted.

Through the National Aboriginal, Inuit and Métis (NAIM) network and other forums Aboriginal members (First Nations, Inuit and Métis) are provided a voice for these diverse communities within their union and an opportunity to participate in their union and beyond. PSAC recognizes that colonization and racism has and continues to impact Aboriginal Peoples. PSAC supports the struggle of Aboriginal Peoples to have their issues addressed and to keep it on the government agenda as a priority.

The issues facing racialized (racially visible) communities include under-representation in the workplace, the lack of recognition of international credentials, racial profiling, religious intolerance, the security agenda of the federal government, immigration policies and systemic discrimination and harassment in the workplace and society. Globalization,



privatization, colonization and racism have contributed to the social, economic and political marginalization of racialized people in Canada and throughout the world. To preserve and promote fundamental human rights, PSAC fights for the equality of all racialized workers wherever racism occurs – whether in institutions, in legislation, or in policy.

The rights of Lesbian, Gay, Bisexual and Transgender persons are important to PSAC. Workers, regardless of their sexual orientation or gender identity, should be free from harassment and discrimination and be included as equal participants in their workplace, their union and their communities. PSAC supports the right to equal marriage and benefits for same-sex couples.

PSAC works hard to defend and enhance the rights of its members with disabilities, ensuring the right to fully participate in our workplaces, communities and union. PSAC also ensures that employers meet their obligations to accommodate workers in the workplace and that persons with a disability have access to public and social services in our communities. PSAC establishes guidelines on accommodating our members with disabilities and strives to design and organize union events that are inclusive and barrier free.



PSAC creates forums for members from equity communities to come together to organize, strategize and mobilize around their issues. PSAC National Equity Conferences include: Access; Pride; the Conference for Aboriginal Members; and, the Conference for Racially Visible Members. Regional Human Rights and Equity Committees also bring equity-seeking members together to proactively address the issues specific to their workplaces and Regions.

PSAC integrates a human rights or equity lens throughout the organization vetting its materials, policies and practices to ensure that they are inclusive and barrier-free for all equity groups.

PSAC supports social justice campaigns that promote and strengthen human rights and equality rights and bargaining collective agreement language that furthers our human rights goals. PSAC also lobbies and works with community coalitions to strengthen the laws that protect human rights and employment equity. And, PSAC pressures employers to stop any activities that discriminate against workers and to eliminate systemic barriers for people from the equity communities.



Women's Rights: *Towards full equality*



Despite the work of the modern women's movement throughout the last century, full equality for women does not yet exist in Canada. The PSAC women's program builds on the work PSAC women have done for decades mobilizing in their union and communities for progressive change.

PSAC established its first women's committee in the 1970s. Activists came together to demand that the union change to include their participation and address their issues. In 1985 the first national women's conference was held and regional conferences soon followed.

PSAC women and their families benefit from the gains the Union has negotiated. These include enhanced childcare benefits, maternity and family leave top-ups and collective agreements that reflect gender equity in the workplace.

PSAC's women's program continues to focus on campaigns and initiatives that affect women in the union and in society. International Women's Day actions and the development of educational and mobilizing tools on women's rights in the workplace, community and globally are priorities for the women's program.

PSAC is active in the broader labour and social justice movements working in coalition with other unions and women's groups to build a society that is based on justice and equality for all. Examples include a regional women's committee that sponsored the relocation to Canada of labour activists from Columbia who had to flee their country because of their union work, or PSAC's national support for the World March of Women.

PSAC lobbies for progressive public policy that supports women and advances equality on all fronts. These efforts include: advocating for proactive pay equity legislation; defending public women's programs; ensuring protective reassignment for pregnant or nursing women; and, continuing to fight for employment equity.



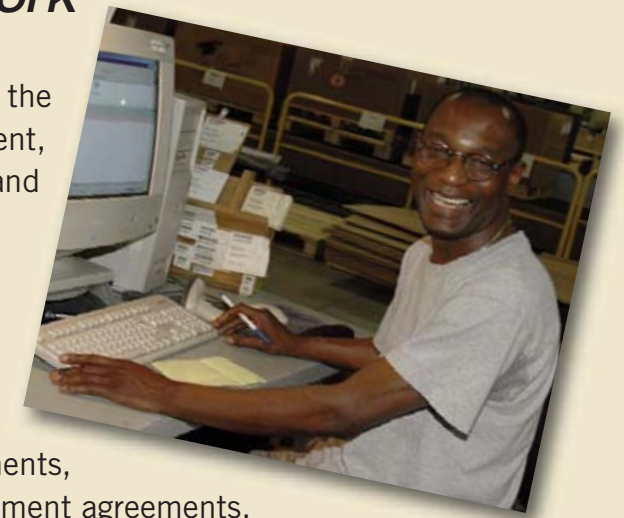
PSAC Work Reorganization: *Changing times, changing work*

The nature of work has changed significantly over the past 20 years. There is more contract employment, less job security, lower wages in service sector jobs and new technology to replace workers in many sectors. These shifts have had a big impact on the lives of workers.

PSAC continues to develop expertise in work reorganization.

- PSAC negotiates more flexible working arrangements, competitive leave benefits and work force adjustment agreements. Benefits negotiated by the union not only improve the lot of workers but they also enhance the overall workplace culture.
- PSAC has been at the forefront in addressing the shift to "telework" – where workers provide their services from their homes via computer and telephone technologies. This shift has spawned a number of new issues, including: work-life balance; ergonomics; and electronic monitoring.
- PSAC defends workers at the bargaining table by pushing back on employers who abuse term employment positions, reducing the length of time before terms assignments become permanent jobs.
- PSAC improves worker training by negotiating joint union-employer training programs and by making sure the union has a say in the training employers provide.
- PSAC researches changes to members' work and uses this information when we prepare for bargaining, grievances and other union activities.
- PSAC works with partners, like the Centre for Research on Work and Society at York University, the Canadian Labour Congress, and the Canadian Centre for Policy Alternatives, to investigate and find solutions to new work reorganization initiatives that negatively impact the health, safety and security of workers.

As the nature of work continues to evolve, the role of the union will expand. PSAC will fight back — whether in the workplace, in the community or by lobbying the government — against changes to work that have a negative impact on workers.



PSAC Education: Trained membership for a strong union

Over the years tens of thousands of PSAC members have received the opportunity to expand their knowledge, develop skills and look at the world differently following their participation in the PSAC education program.

The program is truly comprehensive and offers opportunities for our members to receive union education on topics ranging from workplace issues to broader social justice and community issues. The courses offered vary in length from 45-minute workplace sessions to one or two-day courses and three to five day in-residence courses. Also offered is the three-week Union Development Program for budding activists.



PSAC pays the costs of courses, reimburses members for the wages they lose while taking courses and provides a Family Care Allowance for members who need it.

Each PSAC region plans and delivers their education program after broad consultation with members. Check with your local steward, regional office or regional web site to find out the schedule of courses and what is available to you.



Members can also access educational opportunities through their components, district labour councils and provincial federations of labour. The Canadian Labour Congress and the Fédération des travailleurs et travailleuses du Québec also offer a number of training programs.

Links to the regional office websites are on the PSAC website.

PSAC Communications: Keeping members connected

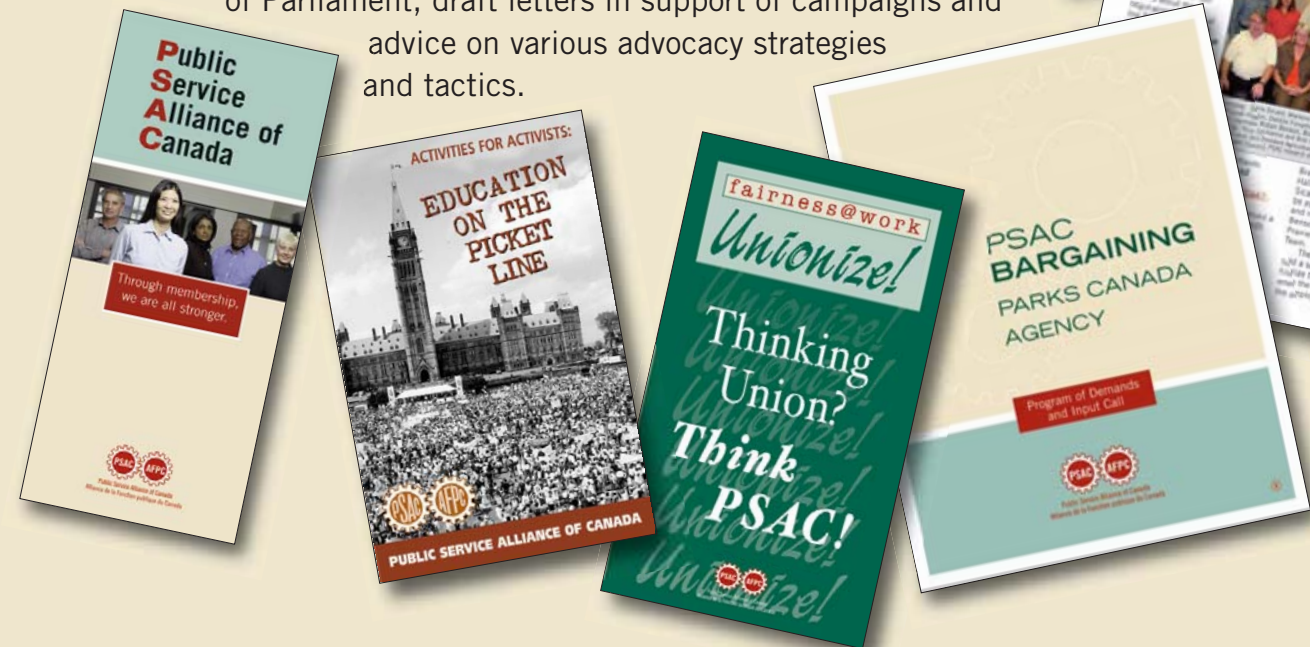
The PSAC website provides members with national union news and links to regional and component web sites. The site is at www.psaac-afpc.com.

PSAC publishes a monthly newsletter, Union Update, which provides locals with up-to-date information on union activities including campaigns, negotiations, current issues, advocacy work, conferences and convention information. Our Union Voice, an award-winning publication, is mailed directly to PSAC members.

Bulletins on special topics such as pay equity and bargaining strategies are a regular feature of PSAC's communication plan.

PSAC produces materials in support of its policies that result from member-driven initiatives.

PSAC provides members with tools to assist them in their advocacy work, such as direct contact information for Members of Parliament, draft letters in support of campaigns and advice on various advocacy strategies and tactics.



PSAC Collective Bargaining:
Collective action, collective power

Bargaining Units

PSAC has more than 230 bargaining units, each with its own collective agreement that deals with its specific working conditions. When a new group of workers unionizes with PSAC they either form a new bargaining unit, or join an existing one. Bargaining units can be as small as 10 members or as big as 70,000.

Bargaining Teams

PSAC's bargaining teams include members elected by the bargaining unit and a PSAC negotiator. The team gets research, legal and other bargaining support from PSAC staff. The union has over 40 years' experience in negotiating collective agreements that meet members' needs in a wide variety of jobs and locations.

Collective Agreements

Your collective agreement protects you in your workplace. It outlines your rights and responsibilities and lays out the rules for your hours of work and overtime, vacation and other leave and pay and benefits. It also defines the employer's responsibilities. The collective agreement is the rule book for life at work.

Members have a role to play

Member participation is the key to PSAC's success in negotiations, grievances, pay equity or any other union activity. We all have to work together in solidarity to achieve the best outcome for all members. Activism can take many forms and it's an exciting way to participate in the union and the labour movement as a whole. PSAC collective action creates collective power for you and all members.

Other negotiation forums

PSAC is a member of the National Joint Council (NJC) which is a forum for federal bargaining agents to jointly negotiate policies, benefits and terms and conditions of employment for their federal public sector members. Other non-negotiated items for some federal sector PSAC members are subjects for consultation; these would include, for example, the Northern Travel Allowance and the Public Service Health Care Plan. Many of the policies and directives coming out of the NJC have tremendous impact on the lives of PSAC members.



Grievances:
Representing members' negotiated rights

A grievance is the union's tool for making sure the employer follows the rules in the collective agreement. If you believe your supervisor or someone else in management has broken one of the rules outlined in your contract, be sure to let someone in your union local know so that they can help you file a grievance. An officer from the local will help you through the grievance process in your workplace. The grievance process allows you to raise the issue directly with the employer and allows you and the union to gather additional information relating to the grievance. If the steps of the grievance procedure do not resolve the issue, the grievance will be sent to the PSAC to consider whether it will be referred to adjudication. So the information you gather throughout the grievance procedure is critical to the PSAC's ability to assess the merits of the grievance and to decide whether it will take the grievance to a hearing.

If the grievance is referred to a hearing, a PSAC grievance and adjudication officer will represent you at arbitration, adjudication, or mediation proceedings and before boards or tribunals.

PSAC supports you through the grievance process to protect your rights and the rights of all its members.

At any stage of the grievance process a settlement may be reached if both parties are satisfied with its outcome. Settlement may include back pay for the member, a change in the way the employer does something or a change that makes the workplace safer, depending on what the initial problem was.



Legal Services: *Fighting for justice*

PSAC staff lawyers advise and represent members in areas of the law of labour relations, employment, human rights and constitutional rights and freedoms. In appropriate cases, PSAC will take on legal challenges to advance the state of Canadian law and to protect the interests of its members and of vulnerable groups in society at large. PSAC applies its legal resources in a fashion that balances the interests of individual members with those of the entire membership and of society as a whole.

PSAC has fought and won many significant battles over the years. Often these battles result in favourable settlements for members. Legal challenges may be taken to the highest courts where precedent setting law changes the legal landscape of the country and the lives of Canadians.

PSAC has undertaken several high profile legal challenges, including a number of ground-breaking pay-equity complaints. In coalition with other federal public service unions, PSAC is bringing forward a case against the federal government in response to the government's appropriation of \$30 billion in federal employee pension surpluses which it then placed it into general revenues. PSAC is also challenging the government of Canada to proclaim legislation that would give House of Commons employees health and safety protections under the *Canada Labour Code*. The legislation has been on the books for 20 years awaiting proclamation.



Classification and Equal Pay: *Fairness in the pay cheque*

PSAC provides assistance for members in matters of classification and pay equity. Classification refers to the rating your job has, which is based on the skills, responsibilities and other requirements of the position. If you believe your job is in the wrong classification, you should file a classification grievance. PSAC also represents members interests when employers are developing new classification plans to make sure they are fair and do not discriminate against any members.

Pay equity means that all workers who are doing work of equal value should be paid an equal wage. This means that not only should men and women who are doing the same job be paid the same, but also that men and women who are doing different jobs that require the same level of skills, knowledge and experience are also paid the same wage. Pay equity is taken very seriously at PSAC and the union has led the fight for pay equity in Canada. In 1999, PSAC fought for and won the largest pay equity award in Canada as a result of its lawsuit against the federal government.

Representing beyond the collective agreement

PSAC provides representation and technical assistance regarding the interpretation and application of public and private sector pension plans and disability insurance arrangements including the corresponding legislation and regulations.

Members of the union may be provided representation at workers' compensation and human rights tribunals when their rights have been denied.



**PSAC Organizing:
Building a stronger union and stronger communities**

PSAC is an organizing Union. PSAC has organizers in each of the seven regions who help workers who want to unionize their workplace.

Workers join PSAC because they want fairness in their workplace, a collective agreement that reflects their needs, better pay and entitlements and a greater say in their working conditions.

PSAC organizers reach out to people who work in many different kinds of jobs including security, maintenance, cleaning, social service agencies, diamond mining, transportation, call centres, Northern housing authorities and universities -- all of whom would benefit from the strength a union provides.

PSAC works cooperatively with other organizations that help workers achieve fairness and dignity in their work. For example, PSAC has partnered with the Workers' Action Centre in Toronto to help marginalized and immigrant workers who are not unionized protect their rights in the workplace.

PSAC's experience in representing workers from many different professions makes it a natural fit for many workers.

PSAC's national profile and successes in defending members' rights also appeals to independent associations and small unions. Some of these groups have joined the PSAC family, enabling them to build a stronger union with PSAC support.



Joining PSAC

Contact one of PSAC's regional offices for information on organizing your workplace. Or contact the Regional Organizer directly at the following offices:

North

www.psnorth.com
Telephone: 867-873-5670
Fax: 867-873-4295

British Columbia

www.psnorth.com
Telephone: 604-430-5631
Fax: 604-430-0451

Prairies

www.psnorth.com/prairies
Telephone: 204-947-1601
Fax: 204-943-0652

National Capital Region

www.psnorth.com
www.afpc-rcn.com
Telephone: 613-560-6209
Fax: 613-234-6209

Ontario

www.psnorth.com/ontario
Telephone: 416-485-3558
Fax: 416-485-8607

Québec

www.afpcquebec.com
Telephone: 514-875-7100
Fax: 514-875-8399

Atlantic

www.psnorth.com/atlantic
Telephone: 902-443-3541
Fax: 902-443-8291



CALL TOLL FREE - 1 888 604-7722

The North**Iqaluit**

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 Building #1412, Sikutuuq Court
 Iqaluit, NU X0A 0H0
 Tel.: 867-979-7430
 Toll Free: 1-866-268-7097
 Fax.: 867-979-5517

Whitehorse

100 - 2285 2nd Avenue
 Whitehorse YK Y1A 1C9
 Tel.: 867-667-2331
 Fax.: 867-633-5347

Yellowknife

Box 637
 4916 - 49th Street
 Yellowknife, NT X1A 2N5
 Tel.: 867-873-5670
 Toll Free: 1-800-661-0870
 Fax: 867-873-4295

British Columbia**Victoria**

210-1497 Admirals Road
 Victoria BC V9A 2P8
 Tel.: 250-953-1050
 Fax: 250-953-1066

Vancouver

Suite 200, 5238 Joyce Street
 Vancouver BC V5R 6C9
 Tel.: 604-430-5631
 Toll Free: 1-800-663-1655
 Fax: 604-430-0451

Prairies**Calgary**

Hillhurst Professional Building,
 Suite 302
 301 - 14th Street, N.W.
 Calgary AB T2N 2A1
 Tel.: 1-800-461-8914 (Alberta &
 Northwest Territories only)
 403-270-6555
 Fax: 403-270-6591

Edmonton

Suite 205
 10130 - 103 Street
 Edmonton AB T5J 3N9
 Tel.: 780-423-1290
 Toll Free: 1-800-814-3948 (AB/NT)
 Fax: 780-429-2278

Regina

Suite 200 -2445 13th Ave.
 Regina SK S4P 0W1
 Tel.: 306-757-3575
 Toll Free: 1-877-890-3575
 Fax: 306-569-8425

Saskatoon

Suite 5 - 511 1st Avenue North
 Saskatoon, SK S7K 1X5
 Tel.: 306-244-3033
 Toll Free: 1-877-890-3575
 Fax: 306-664-2016

Winnipeg

460 - 175 Hargrave Street
 Winnipeg MB
 R3C 3R8
 Tel.: 204-947-1601
 Toll Free: 1-866-393-7722
 Fax: 204-943-0652

Ontario**Thunder Bay**

Suite 109, 1205 Amber Drive
 Thunder Bay ON P7B 6M4
 Tel.: 807-345-8442
 Fax: 807-344-0704

Sudbury

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 Sudbury, ON
 P3C 5N3
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 Fax: 705-674-8652

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 Fax: 519-659-1132

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 Fax: 416-485-8607

National Capital Region**Gatineau**

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 Fax: 613-234-6209

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 Fax: 514-875-8399

Québec

5050 Boulevard des Gradins,
 Suite 130
 Québec QC
 G2J 1P8
 Tel.: 418-666-6500
 Toll Free: 1-800-566-6530
 Fax: 418-666-6999

Atlantic**Gander**

The Polaris Building
 61 Elizabeth Drive
 Gander, NL
 A1V 1G4
 Tel.: 709-651-3727
 Toll Free: 1-800-663-7744
 Fax: 709-651-3091

St. John's

The Neal Building
 2nd Floor, 50 Harbour Drive
 St. John's NL A1C 6J4
 Tel.: 709-726-6453
 Toll Free: 1-888-904-4357
 Fax: 709-726-1821

Charlottetown

Yates Building
 #1 Harbourside
 Charlottetown PEI C1A 8R4
 Tel.: 902-892-5481
 Fax: 902-892-6407

Moncton

30 Englehart Street,
 Unit G Dieppe, NB E1A 8H3
 Tel.: 506-857-4220
 Fax: 506-857-9792

Halifax

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