

Where Can I Find More Information?

If you would like more information, please contact CSSEA's Member Services Director, Kathie Best, at 604.687.7220 or kbest@cssea.bc.ca.

10 Reasons to "Associate" with CSSEA:

Experience. As an organization, we have over 10 years of sector-specific experience in human resources and labour relations, with over 150 years of combined staff experience in the field.

Knowledge. We know your agency's issues, values and objectives as we've provided service to hundreds of social service agencies, small and large, union and non-union, non-profit and private.

Versatility. Access the depth and breadth of experience of our consultants that reflects knowledge of the latest legislation, HR trends and practices.

Efficiency. With the volume of services we provide, you benefit from our economies of scale. And you don't have to bring us "up to speed." Unlike outside consultants, who have a steep learning curve to climb (and make you pay for), we're already on top.

Cost-effectiveness. We save you money by providing advice and counsel tailored to help you effectively and proactively manage your workforce (your most precious resource) and to help you avoid mistakes that can cost dearly in money, time and workplace morale.

Insight. CSSEA has regular, high level contact with the authorities, ministries, unions and our members to better manage this complex and diverse sector, thus giving us a long-term view of future developments within the sector.

Flexibility. You can choose the service level that makes the most sense for you. And with the flexibility of the Associate service packages, you can easily change your service level as your circumstances change.

Integration. As a CSSEA Associate, you won't lose time shopping for an HR/LR consultant only to realize you now need to hire a lawyer. We're the single integrated source for all of your HR/LR needs.

Connectedness. Stay in tune with your sector and enjoy networking opportunities by attending our training events and information sessions.

Customer service. We're people people; fast, friendly, efficient customer service is our business.

Community Social Services Employers' Association

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CSSEA - Your Human Resources / Labour Relations Solutions Provider
- Collective Agreement Interpretation and Administration - HR/LR Advice on Agency Amalgamation, Consolidation and Transfer of Programs - Job Evaluation - Human Rights Legislation Interpretation - Collective Bargaining - HR Link - Employment Standards Interpretation - Grievance Management - Collective Agreement Cost Analysis - Common Law Interpretation - Dispute Resolution - Workforce Adjustment - Arbitration Management - Statutory Interpretation - Successorship Issues Management - Labour Code Interpretation - HR/LR Policies and Procedures - Member Services - Sectoral Compensation and Benefits Analysis - CSSEA - Your Human Resources / Labour Relations Solutions Provider - Collective Agreement Interpretation and Administration - HR/LR Advice on Agency Amalgamation, Consolidation and Transfer of Programs - Job Evaluation - Human Rights Legislation Interpretation - Collective Bargaining - HR Link - Employment Standards Interpretation - Grievance Management - Collective Agreement Cost Analysis - Common Law Interpretation - Dispute Resolution - Workforce Adjustment - Arbitration Management - Successorship Issues Management - Labour Code Interpretation - HR/LR Policies and Procedures - Member Services - Sectoral Compensation and Benefits Analysis - CSSEA - Your Human Resources / Labour Relations Solutions Provider - Dispute Resolution - Workforce Adjustment - Arbitration Management - Collective Agreement Interpretation and Administration - HR/LR Advice on Agency Amalgamation, Consolidation and Transfer of Programs - Job Evaluation - Human Rights Legislation Interpretation - Collective Bargaining - HR Link - Dispute Resolution - Workforce Adjustment - Arbitration Management - Employment Standards Interpretation - Grievance Management - Collective Agreement Cost Analysis - Common Law Interpretation - Dispute Resolution - Arbitration Management - Statutory Interpretation - Successorship Issues Management - HR/LR Policies and Procedures - Member Services - Sectoral Compensation and Benefits Analysis - CSSEA - Your Human Resources / Labour Relations Solutions Provider

Your Human Resources and Labour Relations Solutions Provider

Welcome to CSSEA

At the Community Social Services Employers' Association (CSSEA), we provide effective and efficient human resources services, with an emphasis on labour relations, to agencies within the community social services sector in British Columbia.

Associate Status

With over 10 years of specialized experience and knowledge within the social services sector, CSSEA offers many of the same services that lawyers or private consultants provide, but at a fraction of the cost. Agencies, both unionized and non-union, that do not qualify to be CSSEA "Members" may apply to be CSSEA "Associates" and benefit from these high quality services.

What Services Do I Get as an Associate?

Associates can receive the following three categories of human resources and labour relations (HR/LR) customized services for the social services sector:¹

1. Subscription Services

These services include receiving CSSEA's general publications (including *Self-Help Guides*), access to the CSSEA website, HRLR resources, HRLR training, web job posting service and receiving future bulletins and newsletters.

2. Consulting Services

Consulting Services include all *Subscription Services* as outlined above and, in addition, you'll enjoy access to the expertise of one of our HR/LR Consultants assigned specifically to your agency. Our consultants provide the sectoral services as outlined on the next page.

3. Specialized Services

Associates can purchase CSSEA's *Specialized Services*² on an as-needed basis. To be eligible, Associates must first opt for either *Subscription Services* or *Consulting Services*. The terms of *Specialized Services* are outlined in a *Specialized Services Contract* tailored for your agency. *Specialized Services* are also described on the next page.

How Do I Apply to Become an Associate?

To apply for Associate status, please contact our Member Services Director, Kathie Best, at 604.687.7220 or kbest@cssea.bc.ca or download an application form from our website at cssea.bc.ca.

Your completed application form will be reviewed by CSSEA to confirm your agency qualifies for Associate status. Upon completion of this review, you will be contacted in person and notified in writing regarding the status of your application.

¹ Services are subject to change without notice.

² These services must be applied for and are provided at the discretion of CSSEA.

CSSEA Services	Union Associates	Non-Union Associates
Subscription Services	Resource guides Information bulletins HRLR resources website and web job posting service HRLR training	Resource guides Information bulletins HRLR resources website and web job posting service HRLR training
Consulting Services	Labour relations advice and services Collective agreement application and interpretation Employment legislation interpretation Total compensation advice and services General HR advice and services	General human resources advice and services Employment legislation interpretation Total compensation advice and services
Specialized Services	Dispute resolution - grievances - arbitrations - employment tribunals Collective bargaining cycle Preparation for collective bargaining Negotiations and preparation of the collective agreement Access to LR training and general HR workshops Other, as agreed	Dispute resolution - employment tribunals Other, as agreed

How Much Does It Cost?³

Subscription Services

The annual fee for *Subscription Services* is \$125.

Consulting Services

The annual fee for *Consulting Services* is based upon the number of FTEs employed by your agency and the union or non-union status of your agency:

FTEs	Union Associates	Non-Union Associates
> 50	\$4,500	\$1,150
10 - 50	\$2,500	\$ 650
< 10	\$1,000	\$ 250

Specialized Services

The fees for *Specialized Services* are based on the type of service requested. Please contact CSSEA for more information.

³ All fees are subject to applicable taxes.