

# ANNUAL REPORT 2006



Excellence and Innovation in Human  
Resources and Labour Relations

# Message from the Chair



The successes of our sector this past year were measured not only by our accomplishments, but by the strength of our relationships.

CSSEA, as a business, is no different. By working closely with our members, ministries and unions, we were able to build alliances that resulted in a stronger mandate for the community social services sector.

Your panels once again provided leadership within their divisions to ensure a smooth and ongoing flow of communication between members and CSSEA staff. Thanks to the excellent response to the member satisfaction survey and the contribution of your panels, CSSEA introduced programs that enhanced its member services.

At the panels' urging, we took steps to shift more attention to our relationships with provincial funders. This good advice served the sector well with respect to securing funding for the wage and benefits mandate.

Bargaining was a major focus for everyone this year. Crafting the collective agreements was not an easy task. In the end, every member of the bargaining teams worked diligently to find common ground.

Are we doing the best we can? The excellent work being done around the province is proof that we're definitely on the right track. However, we need to keep the channels open. We remain committed to forging constructive relationships with our stakeholders in pursuit of a common goal: ensuring the vitality and sustainability of the community social services sector.

It has been a privilege to serve as your chair this past year and to collaborate with such a dedicated board. I look forward to the continued success of the association.

A handwritten signature in black ink, appearing to read 'Paul Sibley'. The signature is stylized and fluid, with a large, sweeping flourish at the end.

Paul Sibley  
Chair, Board of Directors

# Message from the CEO



In a year dominated by bargaining, CSSEA emerged as a more dynamic association. Thanks to the collaborative efforts of your panels, the board and staff, we have carved inroads that lead to expanded services for our membership.

Looking back on my initial year as CEO, it is apparent this was a year marked by 'firsts'. For the first time, provisions for all employees – management and excluded, non-union hourly and bargaining unit – were included in the PSEC fiscal mandate. We also laid the foundation for a sectoral pension plan that comes into effect in 2010. Long overdue, this plan will enable the community social services sector to enjoy the same benefits offered in other sectors.

Other initiatives in our operational plan also took shape over the year. We introduced our best practices series with the production of our first guide; a second guide will follow next year. An enhanced training program is in the works, and we're exploring ideas for regionalizing our services.

Our accomplishments during this last round of bargaining were driven in large part by a carefully crafted three-cornerstone approach that outlined a specific vision for the sector and identified three key objectives: a fiscal mandate that covered all provincially-funded employees of CSSEA members; commitments from all sectoral funders to embrace the fiscal mandate; and assurances that mandated funds would be forthcoming to cover additional costs.

These objectives were met, enabling all employees of member agencies to benefit from the provincial government's early incentive bonus payment and annual funding for wage lifts for provincially-funded employees.

These positive developments signal a new chapter for our organization. With your input, as well as the panels' and board's ongoing leadership, we can continue to build a sector that supports the valuable work of our membership and the communities they serve.

A handwritten signature in black ink, appearing to read "Lorne Rieder". The signature is fluid and cursive, written in a professional style.

Lorne Rieder  
Chief Executive Officer

# CSSEA Facts at a glance

## Membership by division

## MEMBERS

Aboriginal Services.....	2
Community Living Services .....	107
General Services.....	96
<b>TOTAL .....</b>	<b>205</b>

## Membership by region

Kootenays.....	18
Lower Mainland.....	75
Northern BC.....	24
Thompson/Okanagan.....	29
Vancouver Island .....	59
<b>TOTAL .....</b>	<b>205</b>

## Provincial Government Funders

BC Housing  
Community Living British Columbia  
Ministry of Attorney General  
Ministry of Children and Family Development  
Ministry of Community Services  
Ministry of Education  
Ministry of Employment and Income Assistance  
Ministry of Health and Health Authorities  
Ministry of Public Safety and Solicitor General

## Unions Certified in the Sector

BC Government and Service Employees' Union  
British Columbia Nurses' Union  
Canadian Auto Workers Union  
Christian Labour Association of Canada  
Construction and Specialized Workers' Union  
Canadian Translators Interpreters Guild  
Canadian Union of Public Employees  
Health Employees' Union  
Health Sciences Association  
International Union of Operating Engineers  
Professional Employees' Association  
United Food and Commercial Workers' Union  
United Steelworkers of America

## CSSEA Senior Management Team

*Chief Executive Officer*  
Lorne Rieder

*Director, Labour Relations Services*  
Sandi Case

*Director, Corporate Services*  
Karen Yow

*Director, Member Services*  
Kathie Best



Suite 800, 555 Burrard Street,  
Box 232  
Vancouver, BC V7X 1M8  
[www.cssea.bc.ca](http://www.cssea.bc.ca)

Toll Free 1.800.377.3340  
Tel 604.687.7220  
Fax 604.687.7266  
Email [cssea@cssea.bc.ca](mailto:cssea@cssea.bc.ca)