

Delivering Results

The best way for your union to serve you better is by listening and finding ways to improve our service to you. To do that, I need to hear from you. That is why, after you re-elected me, I asked an independent company to conduct a survey on behalf of IBEW 2330.

Two hundred members took the time to share their opinions and we received excellent feedback... on what is working and what needs to improve. There were many positive comments and even when there was criticism it was presented in a positive light.

With these results I am confident that your concerns are now on my radar and I've been working hard to bring you results. As you will see in the rest of this newsletter, some issues have already been dealt with. Others will be addressed soon. And a few require more long-term action but they will be done.

The rest of this newsletter presents the highlights of your suggestions and the actions we have taken on your behalf. I hope that from this you will see that IBEW 2330 is working hard to meet your needs for jobs, healthcare, and for all the other services you have come to expect from your union.



Getting answers when you need them

In the survey you told us that sometimes it's difficult to reach your representative at our office and you've had to leave messages but you can never be sure they are reaching the person you want to speak with. For many members this has been a source of frustration.

I'm pleased to inform you that we have designated a full time receptionist who will be there for you. The receptionist will be able to answer your questions quickly or direct your call to the best person in the office to help you.

The receptionist will also be responsible for updating the website on a daily basis to keep you well informed. When we come in every morning there are sometimes hundreds of messages on the job line and other lines. This will help to ensure they are dealt with expediently. This will also reduce wait times for getting insurance forms.

Finally, tis the season when many of us are thinking about how to celebrate Christmas and New Years with work colleagues, friends and relatives. Please stay safe; and if you are going to drink, make sure you don't get behind the wheel. Merry Christmas to you and your family and here's to a safe and prosperous 2015!



Rick Dalton
Business Manager

New hiring status instant update

A new web-based hiring status list was one of my election promises. And I am pleased to tell you it is now in place. Instead of the old system where you had to make a phone call, leave a message, and wait for a reply to learn your status, now you can go online and in a matter of seconds check your hiring status.

This is something that the members have been asking for and it is easy to use. As a member all you have to do is go to the local website, select Member Login, key in your user name and member number to log in and see immediately where you are on the **Out of Work List**. This will give you a better idea of when you are likely to be called for a job.



To access the members information section of the website **we need an email address from you.** Access will allow you to view your own private section and you can:

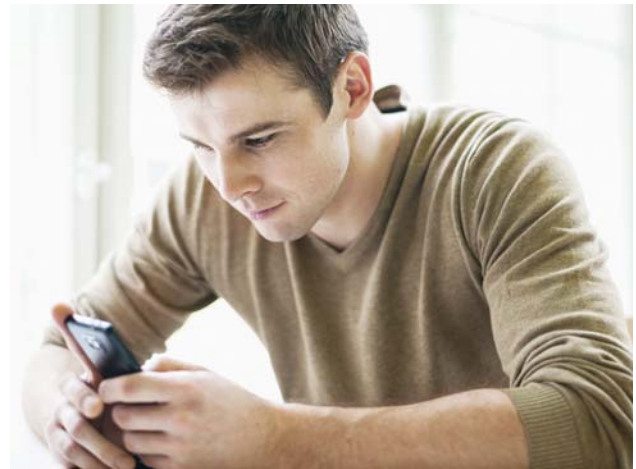
- Update your contact information
- Check your dues status
- View and print your T4

Note: our Out of Work List will continue to be updated daily for those members who wish to still call in.

Paying dues

You told us that you should not have to come into the office or mail your cheque to pay your union dues. In the 21st century members have a right to expect to be able to make secure payments online. We are working on having this setup online in the new year. It's all about your time and convenience. And yes, you will still be able to pay by cheque, cash or credit.

Job-line



Another change in development is we are going to integrate the Job-line into the website for members in the near future. Based on the recent survey, I know it's very important to the majority of members to have this tool online. This is an enormous task because of the complexities of integrating all the data, but it will be done. This should go a long way towards eliminating frustration and getting answers to your questions about upcoming jobs.

The people working on this need eight months to build the service and at least another four months to test, implement, and launch. It takes that much time because we are dealing with a complex database. It must be designed carefully to follow mandatory hiring regulations and ensure that best hiring practices are followed. We also need to test the service before we launch it to ensure the service meets all members' needs.

Once the **Job-line** is in place, you will no longer have to call your local to find out who is hiring. Instead, you simply log in to the members' section of the website, review all currently available jobs, and with the click of a button, automatically submit your bid. For those members who feel more comfortable calling the office, they can still do so.

Keep safety #1... in workplace... at home... everywhere.

Are you an organizer?

The executive has discussed the importance of an organizer for our local. This is a position we are considering in the near future. If you are interested in submitting a resume, please email to: info@ibew.nf.ca.

Something to sink your teeth into

I am convinced there is a better dental insurance package out there for our local and I am working hard to secure a deal. Right now our insurance has an annual cap of \$1500 for each member and covered dependent.

I am in negotiations on this issue now and hope to have good news to report early next year. I will have more information as we get closer to a deal.



Getting carded: adjustments to Health Payment Services

Last year, as we were planning to introduce a drug card, some members expressed concern about 80% drug coverage. In response, we polled as many members as possible and we asked you to consider a drug card verses no drug card system for 100% reimbursement of medical drug expenses.



The results were clear. The overwhelming result was to go with no drug card. You told us you prefer to pay the cost and then apply for 100% and get it back. However, despite the survey, this result is not sitting well with many members. They are demanding a drug card with 100% coverage.

Because this remains such a hot issue, I commit to getting the 100% drug card. But there are several things that need to be in place first.

Do you know of any events or happenings that may be of interest to our members? How about a profile section; maybe tell everyone about an event or training course that you attended? How about a photo section? Send us details and we can feature it in our newsletter and let other members know what's going on.

You can send us your ideas by email at: newsletter@ibew.nf.ca, we would love to hear from you!

Hey
What's the
BIG
Idea?

Let us know where you are. Your next job could depend on it.

It's very important for the IBEW office to have your latest contact information.

If you change your address, your phone number, or your email, please call our office or email: info@ibew.nf.ca with the new information.

It could make all the difference between getting your next job and losing it to the next person on the out of work list.

Live Better Electronically

With your permission we can send you timely information including notifications and even this newsletter *Relay* by email. Among the items you will receive faster with less hassle by email are: various forms, any correspondence related to policy, service changes etc.



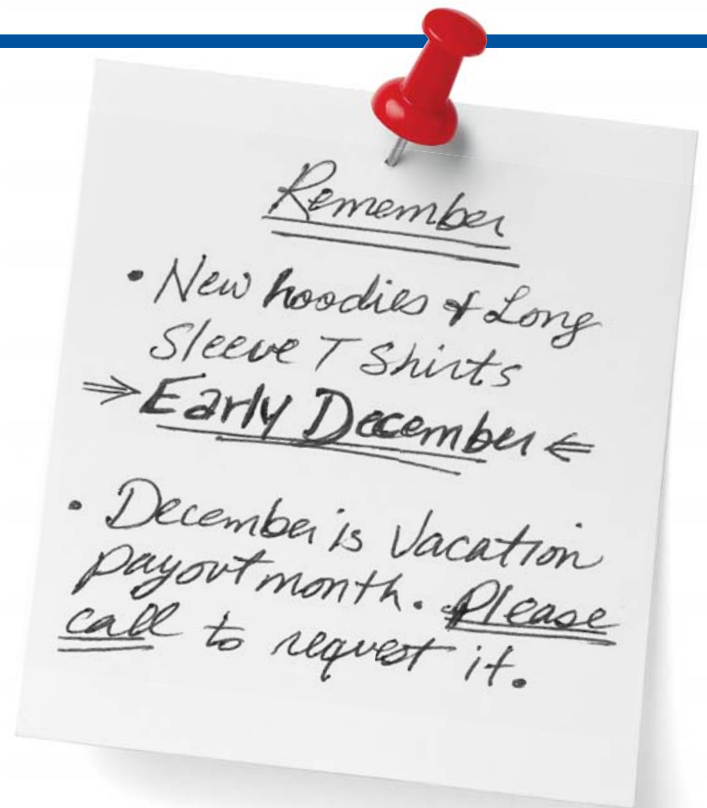
We just need your permission to do this.

If you agree that electronic information is your preferred means of communication, then email us with the subject line: **permission granted to send me email correspondence** and send to: newsletter@ibew.nf.ca

That's it for this issue of *Relay*. Let me know what you liked, what we could improve and anything you would like to see discussed in the next Issue

Union dues rates for 2015

Non-Working dues (2015)	\$	37.00
Working dues (2015)	\$	58.30



Your call is important to me

If you can't reach me at 725-5599 please call 725-9586 and leave a message.

I will return your call.

Rick Dalton, Business Manager



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