

ONCE UPON A TIME IN THE WEST ISLAND OF MONTREAL.....

DON'T MISS WHAT'S COMING UP!

As always, the return to work this fall will also mark the return of our popular Food Truck activity at our largest sites. This year, we are excited to partner with a new caterer, Portugalix, and we can't wait for you to discover it!

Last year, this activity gave us the opportunity to hear about the issues and challenges you face in your workplaces. This year, we'd like to take the conversation one step further by inviting you to share your ideas and possible solutions.

Over the coming weeks, we will be launching a local survey about our union activities and communications, including the translation of our publications. Your feedback will help us better plan our activities for late 2026 and early 2027, while ensuring our communications continue to meet your needs.

We wish you a wonderful summer and hope you enjoy it to the fullest!

- Your APTS team

LABOUR RELATIONS THE FRONT LINE

Need a Quick Answer to a Labour Relations Question?

We've gathered frontline labour relations articles published in the various editions of our local newsletter since 2024, all in one place.

These resources remain relevant and can serve as a valuable reference in your day-to-day work.

Check out the article inside and access each resource directly through the inserted links.



BUILDING MOMENTUM TOGETHER

Our Mobilization at a Glance

- 9 political tour stops
- 700+ lunch boxes distributed
- 28 worksites visited (and it's not over!)
- First-ever Feminist Discussion Circle
- Community exhibition with our APTS Montréal partners
- Hundreds of conversations with members

Look inside for more details

EMOTIONALLY DEMANDING WORK



*Isabelle L'Ecuyer
Director of Occupational
Health and Safety (OHS)*

Have you ever heard of the concept of emotionally demanding work? Chances are you haven't, since it's still a relatively unknown concept.

Emotionally demanding work (EDW) is defined as a situation characterized by

highly emotional demands, the effects of which are amplified by a lack of the resources needed to manage those demands¹.

In other words, we are engaged in EDW when we are in daily direct contact with human distress, illness, and/or death while having a heavy workload and little support or resources.

Sound familiar to you? (Con't on page 2)



EMOTIONALLY DEMANDING WORK

(...Con't) It is therefore no surprise that EDW is particularly prevalent in sectors where people perform relational and caregiving work, such as in the health and social services sector¹. Unfortunately, successive reforms of this same sector aimed at streamlining and improving performance have largely contributed to underestimating the cognitive and emotional demands and rendering EDW invisible².

Furthermore, having to hide our emotions to make them socially acceptable in the workplace further contributes to the invisibility of EDW, to the detriment of our mental health. Let's just think about anger and sadness: who among us has never felt these emotions at work while fearing judgment or reprimand for trying to express or acknowledge them? **This disconnect between how we feel and the image we project is harmful and contributes to burnout.**

First and foremost, it's important to recognize, especially for ourselves, when we work in a EDW, that it's demanding to support and interact with people who are suffering and/or vulnerable day after day; that it's normal to feel emotions while we work; that we aren't "machines"! Ideally, we should all be able to find a safe space in our workplace to express these emotions and find the needed support. Unfortunately, in the current context, this is often not the case, and we deplore it! Know that your union raises this issue with the Employer whenever the opportunity arises.

We are also closely monitoring the re-establishment of the "Bienveilleurs" network by the SQ ODIM-U Health Promotion and Prevention Department. Currently, the Employer is recruiting volunteer workers who would be willing to take on this role. For more information, please visit the SQ ODIM-U intranet.

Finally, another approach in the context of EDW could be self-compassion, which has proven effective and can act as a protective factor against burnout, among other things, by helping us better cope with difficult emotions. For those unfamiliar with self-compassion, we invite you to watch the conference we offered in April 2024:

[Formation autocompassion 17-04-2024.mp4](#) - [Google Disque](#)



- Réf. 1. INSPQ Pratiques de gestion favorisant la santé mentale au travail;
2. Revue Intervention 2021, no 154 : Réformes successives du système de santé et services sociaux au Québec et effets délétères de la pandémie : enjeux du travail émotionnel et de care pour les travailleuses sociales;
3. Santé mentale au travail, organisation et transformation du travail, Presses de l'Université du Québec;
4. <https://autocompassionmtl.wixsite.com/autocompassion/blank>;
5. The proven power of being kind to yourself, Self-Compassion, Kristin Neff Ph.D. 2015

WE WOULD LIKE TO REMIND YOU THAT IT IS ESSENTIAL TO REPORT A WORKPLACE ACCIDENT, AND JUST AS IMPORTANT TO REPORT ANY DANGEROUS SITUATION. A DANGEROUS SITUATION IS A RISK THAT COULD LEAD TO A WORK ACCIDENT AND CAUSE HARM TO YOUR PHYSICAL OR PSYCHOLOGICAL HEALTH AND SAFETY, OR THAT OF YOUR COLLEAGUES.

**TO ACCESS THE FORM, CONSULT THE UIHSSC INTRANET.
OR CONTACT US AT CODIM@APTSQ.COM**



LABOUR RELATIONS - THE FRONT LINE

Here are a few articles on front line labour relations that have appeared in various issues of the local newsletter since 2024. It's helpful to have these on hand, as they will serve as useful resources to consult as needed. You can access them by clicking on each link.

1. Workload (Spring 2025, pp. 17–19)

In this article, you'll find not only the APTS guide on workload, but also information from several of the 12 fact sheets that make up this guide (e.g., occupational health and safety, performance culture, reprisals, professional codes of conduct or ethics, etc.).

Link to the article: [Workload](#)

2. Front Line Labour Relations (Fall 2024, p. 14)

What are the roles of elected members of the local executive whose responsibilities include, among other things, front line labour relations?

Link to the article: [The Front Lines of Labour Relations](#)

3. Position Holder vs. Replacement (Assignment) (Fall 2025, p. 14)

What are the differences between a notice of appointment to a position (being a permanent position holder) and being on a replacement of a position (having a replacement (assignment) on a position, i.e., being on the recall list)?

Link to the article: [Position Holder vs. Replacement \(Assignment\)](#)

4. What to Do Before Contacting Your Local Union (Winter 2026, pp. 12–13)

Here you'll find all the details on the steps to take BEFORE contacting your union. The article includes several links to help you with these (e.g., collective agreement, access to the intranet from outside the work sites, eEspresso guide, Octopus request, links to contact various Employer departments, etc.).

Link to the article: [What to Do Before Contacting Your Local Union](#)



DO NOT FORGET !!!

DO NOT FORGET!!!

To optimize the evaluation of situations sent to us, it is essential to send us basic information:

Your: last name, first name, employee number, job title, DIRECTION, work site

If you have questions about your time sheet and/or pay stubs:

All WRITTEN communications (Octopus request and response, e-mails with managers, e-mails with HR and/or payroll)

Time sheet(s) and pay stubs(s) corresponding to the problem.

It is essential to always review the time sheets (work schedule, premiums, departments worked, etc..) as well as the pay stubs so that issues can be addressed quickly. It is strongly recommended that the time sheets be saved, if possible, as soon as they are approved by the employees. This will help to compare with the one approved by the manager as well as the one by payroll department, if necessary.

Be sure to keep a copy of all requests for refunds, changes in availability, vacation choices, etc.

Written communication (e.g. e-mail) stays.

Verbal communication does not!

BUILDING MOMENTUM TOGETHER



*Renée Mathieu
Director of Mobilization and
Communications*

The past few months have been filled with opportunities to connect with members, strengthen our collective voice, and build momentum through meaningful engagement.

Our political tour took us to nine worksites, where we met with hundreds of members to discuss the challenges facing our public healthcare system and the importance of making our voices heard as we look ahead to the 2026 Quebec provincial election.

Our recognition lunches have also been a tremendous success. So far, we have visited 28 worksites, distributed more than 700 lunch boxes, and we still have two more visits to go! These lunch events allow us to stay connected to your workplace realities, answer your questions, hear your concerns, and, this year, invite you to share your ideas and solutions for improving our healthcare system.

We also hosted our very first Feminist Discussion Circle, creating a welcoming space to explore issues affecting women, intersectionality, women's leadership within the union movement, and the importance of self-care in a healthcare system facing increasing pressures.

Finally, on June 19, we joined our APTS Montréal partners for the Living Exhibition – Our later Years as part of the “Facing the Reality of Old Age: What if We Dared To Do It?” campaign. This inspiring community event brought together seniors, engaged citizens, and elected officials to reflect on aging with dignity and the future of our public healthcare system.

Thank you to everyone who participated in these activities. Your involvement, your ideas, and your commitment continue to strengthen **YOUR** union. Together, we are building a stronger, more connected, and more engaged membership.

CONTACT INFORMATION

E-mail : codim@aptsq.com

Main Phone Number : 514-378-8124

Local Executive:

President : Alexandra Boisrond

Vice-President : Ann-Marie Léporé

Secretary : Stéphanie Cousineau

Treasurer : Christian Faucher

Director : Isabelle L'Écuyer

Director : Paul Malizia

Director : Johanne Gouskos

Director : Renée Mathieu

National Representative: Josée Asselin : jasselin@aptsq.com

Union Labour Advisors:

Molly Alexander : malexander@aptsq.com

Rachelle Puget: rpuguet@aptsq.com

Hugues Legault : hlegault@aptsq.com

Aziz Braham : abraham@aptsq.com

Kimberly Jérôme: kjerome@aptsq.com

Cindy Larochelle: clarochelle@aptsq.com

Raïda Baklouti: rbaklouti@aptsq.com

APTS Head Office in Longueuil : 1-866-521-2411

