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CSSEA CELEBRATES 25 YEARS!

By Doris Sun, Director of Communications



If there was one word to capture the mood of this year's AGM and Conference, *Imagining the Next 25*, that word would be celebratory. Members and Associates turned out in large numbers to attend this year's workshops, provide input on divisional business, network with colleagues and join CSSEA in celebrating its 25 years in the sector. The AGM saw CSSEA welcome a new incoming Board Chair, Fernando Coelho, as well as a number of newly elected and re-elected panel members. Adding to the joyous mood was the inspirational fifth annual Community Social Services Awards of Excellence. The awards were a resounding success, attracting nearly 350 attendees, who joined us in celebrating four outstanding individuals working in social services. The emotional afternoon featured our winners delivering heartfelt and sometimes tearful speeches, much applause, laughs and most importantly, the inspiration of pride amongst attendees. CSSEA was pleased to share that Telus would continue its generous support of the event for the next five years, solidifying the renewal of a partnership that will see Telus maintain its title as presenting sponsor into the 10th year of this valuable sectoral initiative.

We were fortunate to have this year's conference headlined by millennial engagement expert Michelle Dagnino, who flew all the way from Toronto to share her candid, humorous, and quantitatively-based insights on ways to understand, engage and motivate the millennial employee. Other sessions that received rave reviews included those that addressed conflict resolution, case law, assertive communications and emotionally intelligent workplaces.

The celebratory events of our three-day conference would not have been made possible without the significant contributions of our sponsors, notably HBT and CSBT who put on two stellar receptions that included an anniversary cake, games, prizes and other generous treats. Together, these elements helped make the 2019 AGM and Conference one of the most successful to date. We look forward to hosting you again in 2020, when our conference returns to the Vancouver Downtown Marriott Pinnacle Hotel from October 13-15.

STAY IN TOUCH



We welcome all suggestions and comments. Feel free to send your feedback to Doris Sun, Director of Communications, at: dsun@cssea.bc.ca.

IMAGINING THE NEXT 25: IN PHOTOS



Keynote speaker Michelle Dagnino kept the crowd engaged with her expertise on millennial engagement.



Spirits were high as attendees enjoyed various plenary talks and workshops.



With the generous support of HBT, we organized an energetic and well-attended reception to celebrate our 25th year anniversary.



Awards of Excellence recipient Lora Church celebrates her joyous and emotional day with daughter Claire.



The three days of workshops allowed for critical thinking, brainstorming new ideas and gaining tools to take back to the workplace.



We couldn't have a 25 year celebration without cake! The delectable tuxedo cake emblazoned with our logo was a standout.

ASK AN HRLR CONSULTANT: VANESSA WONG

I am conducting an investigation interview and the employee and/or union representative is not being cooperative.

What can I do?



Investigation interviews allow employees an opportunity to provide their version of events, explain their actions, and acknowledge any wrongdoing. Despite these purposes, employees may:

1. Refuse to answer questions

The Employer should advise the employee that the Employer will draw an adverse inference if they continually refuse to answer questions – the inference being that the employee is, in fact, responsible for the misconduct. The Employer should repeat the questions. If there is still a refusal, the Employer should state to the employee that they are refusing to answer the questions and that this will be recorded in the notes. The Employer should then move on to the next question even if the response is still the same – refusal. The important point is that the Employer asked the question and provided the employee a chance to respond.

2. Raise issues unrelated to the misconduct being investigated

The Employer should not engage in discussions unrelated to the misconduct being investigated. They should stick to their prepared questions and any follow-up questions arising from the responses provided. The Employer should remind the employee that the meeting is to ask questions about the alleged misconduct. They will meet with the employee at another time to discuss their other concerns. The Employer may need to repeat the question and if the employee continues to not answer the question, then the refusal should be recorded in the notes and the Employer should move on to the next question.

3. Have their union representative answer questions

The employee should answer the questions. The union representative can ask clarifying questions but they should not be answering the questions for the employee. In these situations, the Employer should stop the questioning and advise the employee that failing to answer a question on their own will be treated as a refusal and it will be recorded in the notes. The Employer should then move on to the next question.

In addition to having a written record of the employee's responses, the employer should have a written record of any body language and actions exhibited by the employee e.g., avoiding eye contact, shifting in the seat, yelling and screaming, pounding the table, etc. when they answered or refused to answer the questions.

Happiest of Holidays and all the best for 2020!

From everyone at CSSEA

THANK YOU TO THIS YEAR'S CONFERENCE SPONSORS AND EXHIBITORS

We thank the following 2019 sponsors and exhibitors for making *Imagining the Next 25* a success: BC Housing, Community Services Benefits Trust, ComVida Corporation, Cooperwilliams Law, Federation Association Benefit Plan, Healthcare Benefit Trust, Inclusion System, Roper Greyell, Telus, Vancity and WorkSafeBC

