



GENERAL MEMBERSHIP MEETING NOTES

Local Union #9511

September 16, 2026 - Brockville, ON

First Hybrid In-person/Online General Meeting

Our Local was part of the push to make changes to the USW International Constitution to permit virtual meetings, and following those changes last year, and subsequent motions to move to a hybrid meeting and approve a budget for equipment, we held our first meeting with both in-person and online attendees. The format change has resulted in some changes to the way we have to conduct the meeting to help keep everyone able to hear and share information, so the meetings will be primarily information from the Executive Committee to the membership, as well as any Local Union business. Many of the same standards for in-person meetings will be in place for virtual attendance (identifying individuals with their name and camera on, non-members are not permitted in the room, etc) and rules and procedures will be developed from the experience we had at this first attempt. Thank you for everyone's patience as we sort out this tool to increase access and participation in the Local Union! You can expect more detailed information leading up the next meeting in November

Online Area Catch-up Chats

With the necessary format change to the General Meetings, we are losing some of the ability to have conversations about the workplace. We are going to now have meetings, one for each area (North, West, Central, East), that will be held virtually. These meetings are intended to be more conversational and deal with workplace matters. Be on the lookout for information on your area's meeting in October.

Mass Text Message System (MTMS)

The easiest way to get information about meetings and other goings on of the Local Union is to subscribe to our MTMS. This is available to all members of the Local, and broadcasts communications (information, meeting links, etc) directly to your phone. We have a large majority of members currently signed up, but it would be amazing to have 100% subscriptions. If you or your coworkers need to sign up:

Text the message **usw9511** to the number **32323**

The system will reply with automated questions to complete your registration.

ask@usw9511.ca

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National Policy Conference

The USW National Policy Conference is happening in Montreal, QC, February 23-26, 2027. This conference sets the goals and objectives for the USW Canadian National Office for the next three years. Members with suggestions for any resolutions for the National Policy Conference should reach out to the Executive Committee.

District 6 Conference

The USW District 6 Conference is happening August 9-13, 2027 in Halifax, NS. This conference brings together Locals from all of the provinces that make up USW District 6 (Ontario, New Brunswick, Halifax, Prince Edward Island, and Newfoundland and Labrador). The USW District Conference is a great opportunity to connect with other USW activists in other sectors to learn and share ideas.

Provincial Health & Safety Committee (PHSC)

The PHSC, composed of four bargaining unit members and four management members, with representatives from each of the areas, kicked off over the summer. This committee will look at H&S matters that apply to DriveTest operations across the province, with the DTC H&S Reps still managing matters in their own DTCs. The PHSC is determining their protocols and communication strategies, and will be providing communication in the near future. Current topics the PHSC are tackling include washroom access in smaller DTCs, as well as a multitude of concerns related to Travel Points (security, cleanliness, etc). Members are reminded H&S concerns can be sent to healthandsafety@usw9511.ca

Irate Customers

There has been a recent string of incidents in DTCs regarding violence and abusive behaviour in our workplace from applicants and/or people accompanying applicants. Every member should review Briefing Note BN-24-25 regarding Irate Customers. This briefing note is available through Service Now, and should be posted on the Health & Safety Board in your DTC. Good customer service may be able to prevent unacceptable behaviour from our applicants, but once that behaviour has crossed a line, that applicant should be dealt with by the employee and their supervisor as directed in the briefing note. This is a matter of safety, and no one should be

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subjected to unsafe matters in their job, even us who have a regulatory role and regularly must disappoint applicants.

Steelworkers Employee Assistance Program (EAP)

While Serco has an EAP available to employees, USW also offers an EAP program called Lifeline to all Steelworkers. Lifeline has been functioning for over 50 years, and can assist with a multitude of things including marital or family concerns, substance use, mental health, financial problems, legal issues, gambling, violence, grief and grieving, anger issues, and other concerns. It is a confidential service out of the Steelworkers Toronto Area office, and can be reached at 416-977-6888 or through email at life_line@bellnet.ca

Lifeline Foundation Dinner Dance

Lifeline is holding their annual fundraising dinner and dance Saturday, November 28, 2026 at Steelworkers Toronto (25 Cecil St, Toronto), from 6:00pm until midnight. The event will include a buffet dinner, cash bar, karaoke, dancing, and door prizes. The Local passed a motion to purchase two tables of 10 people to attend the event. If you are interested in attending this event, we will be announcing a way to express your interest in the next couple of weeks. Participants will be chosen from interested parties through a random draw.

Tablet & Technology Frustrations

Many members continue to express frustration and annoyance with the tools we use to complete our jobs. We will be lobbying Serco to create a "technology committee" to get to the bottom of these matters and come up with real solutions to ensure a smooth, productive, stress-free day for members each day.

Next Meeting

The next meeting will be held on Tuesday, November 10, 2026, in the East GTA, with exact location still to be determined. If you have a matter that requires a Local Union motion, please send it to a member of the Executive Committee by Tuesday, November 3rd.

ask@usw9511.ca

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