

# **ARAMARK HOLSOME PLACE BARGAINING SURVEY RESULTS SUMMARY**

## **WHAT WE LEARNED**

Members identified pay increases as their top concern, and the survey results paint a picture of a membership struggling to make ends meet because of low pay and inadequate benefits. At the same time, members spoke about how heavy workloads and a toxic workplace culture are impacting their own health as they struggle to do their best to provide quality care to residents.

### **Wages**

94% of respondents said that Aramark wages are not enough to cover basic costs such as food and housing. Approximately half reported that they are part-time, but even full-time employees are concerned that their hours are not stable. 83% reported that their income is unreliable because their hours vary, and they are concerned their hours could be cut or their position ended. 89% are concerned that there are no evening and weekend premium.

78% already work at one or more additional job, but Aramark's inconsistent scheduling makes it very difficult to balance second jobs or other commitments. To make matters worse, Aramark managers are expecting employees to complete training on their own, unpaid time!

Members are clear about the solutions they want:

- 100% of respondents want automatic Cost of Living Adjustment (COLA) to keep up with inflation and rising costs of living
- Many members expressed the need for regular, consistent scheduling and opportunities to work increased hours based on seniority.
- Management must end the practice of requiring work or training on unpaid time.
- Provide additional compensation for working on evenings and weekends.

Here is what members said in their own words:

- *The scheduling [ . . . ] fluctuates every 2 weeks and then it's hard to manage basic expenses.*
- *Wages are [ . . . ] not sufficient for groceries.*
- *A newer person is given more hours than someone who has been working for over a year. This is unfair.*
- *Management does not want to give full time jobs. They keep you on part time or casual. There is no structure to show how someone becomes full time.*
- *The wages are not enough according to the work we do. Additional tasks are added with our regular tasks, and we are expected to finish them without getting any extra time or money.*
- *Only a few people are given the weekend off, and the hours are inconsistent.*
- *Every day a new task is added without giving extra time and money. Sometimes if appliances are broken and we have to stay late for that, they don't pay us for staying late.*

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Your bargaining committee will work toward improved wages and fair and consistent scheduling, but no one should be required to work for free! It is illegal for employers to require employees to complete mandatory training on unpaid time, or to come early, stay late and/or work through breaks without being paid.

Call AUPE immediately at 1-800-232-7284 if your manager is requiring you to work for free!

## **Workload and Workplace Culture**

94% of respondents stated that the workload expectations at Aramark HolSome Place are not reasonable. The same percentage of respondents said that they are not able to take breaks at work.

The reasons for these high workloads were also clear, with 89% reporting that absent workers are not replaced, the workload on the weekend is higher than during the week, and the workload is the same on short shifts, even though there is less time to complete it.

But members do not feel supported by management in addressing these concerns. In fact, 94% reported that management is not respectful and/or approachable.

Members elaborated some of their concerns:

- *Workplace culture here is all about reporting any trivial thing instead of making a healthy team. It is extremely toxic. Instead of correcting and it being a learning process, it is an "I got you" moment.*
- *[There is ] no privacy if we talk [about] something to management. They tell it to everyone and make us embarrassed.*
- *Management is so rude, never appreciating and thankful, [but] always adding extra tasks.*
- *The nepotism in this place is through the roof.*
- *Workplace culture at Holsome Place is not very wholesome.*
- *The supervisor and manager are very rude. If we ask for help on bad days, they say no. They never solve our problems. They abuse the staff members by calling them snake or witch. They never appreciate and thank us.*

They also brought forward specific solutions to workload concerns, including:

- Hiring full-time dishwashers and production assistants in the kitchen so other staff are not constantly pulled to cover that work.
- Repairing or replacing broken equipment that makes the workload heavier and less efficient.

But most importantly, the approach from management must change. As one member put it:

- *[Stop] being rude to everybody. Favoritism won't be accepted. Disrespectful nature won't be tolerated.*

Your AUPE Membership Services Officer can assist you in addressing disrespectful treatment from management.

Call 1-800-232-7284 to discuss your concerns.

Members also expressed concern about the quality of food and service for residents. 71% stated that our conditions of work do not allow us to provide quality care to residents.

Several members spoke about concerns that uneaten food is constantly recycled and served again to residents.

- *The supervisor says that whatever cooked food is left over from the servery has to be saved in the freezer. And after a month, food used in the warmer is again served. We have told him many times not to save it, but he says that I have to save the food cost.*
- *They are collecting food from all the floors and putting it in one container, so that they can use it for few more days. [ . . . ] They will store it in the freezer for a month until that same item is in the menu.*

## **Health and Safety**

94% of respondents said that a stressful environment at work is damaging to their mental/physical health. 83% identified sick leave, lack of training and faulty equipment as top health and safety concerns. However, 76% said that management has not responded appropriately to occupational health and safety (OHS) concerns.

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Here's what the members said in their own words:

- *They don't care about health and safety. They only want to look good in the eyes of the upper management.*
- *[Management is] not providing enough time to do audit or meetings for health and safety. [It's] all just on paper.*
- *Health and safety is totally zero.*
- *They don't care if you are sick. They will still ask you to come to work.*
- *We run out of gloves, and we have to use the ones in the residents' rooms. There is no proper training for safety procedures in case of bodily fluids.*
- *[Managers] say no matter [if] you die, you have to finish the task. Even If somebody is sick [they have] to show up at work.*
- *No safety trainings given.*

Four people also reported that they had been injured at work but not reported the injury to the Workers' Compensation Board (WCB). WCB will accept claims for workplace injuries that occurred in the past 12 months. When a WCB claim is accepted, workers can take the time and get the treatment they need to heal without loss of income. If you have been injured at work, it is vital that you report it to WCB, your employer and also to your doctor as soon as possible. Unreported injuries could affect your health and ability to work for your entire life. More information is available on <https://www.wcb.ab.ca/> and you can also call AUPE at 1-800-232-7284 for advice about WCB.

## Benefits

Those receiving benefits say that the cost is too high for premiums and the coverage is insufficient, especially in following areas: vision care, dental and retirement savings. Many employees are classified as part-time even if they are working full-time hours, and do not qualify for benefits.

Those who are enrolled, have difficulty accessing accurate information about benefits:

- *They are not very clear about anything. They never fully make it clear [. . .] what kind of benefits we are getting and how exactly can we use them.*
- *The worst thing is that part- time people do not get benefits. Also the management has not given the proper knowledge about the benefits*

## TAKING ACTION

The majority of respondents said that they would take various kinds of action to help us achieve our bargaining priorities. For example, members said that they would share union information, wear union buttons, sign petitions, attend rallies or even vote in favour of strike action if the employer refuses to meet our bargaining priorities.

It is also important that members inform themselves about their rights and bring forward any concerns and potential violations in a timely manner.