REPUTABLE SERVICES THAT MAKE A DIFFERENCE
The CSQ offers a wide array of services to unions. These services are accessible, efficient, and renowned.

**LEGAL SERVICES**
A wide range of high-level legal services is available to your union to obtain the best defence.

- Our team consists of ten labour lawyers to provide the best defence to members, unions, federations, and the Centrale before the courts and legal authorities:
  - Arbitration Tribunal
  - Tribunal administratif du travail (labour relations, employment injuries, and essential services)
  - Tribunal administratif du Québec
  - Tribunal des droits de la personne
  - Commission d’accès à l’information du Québec
  - Superior Court, the Court of Appeal, the Supreme Court of Canada
  - International Labour Organization (International Labour Office)
- We offer a complete and diverse range of legal services:
  - Oral arguments
  - Legal advice
  - Legislative and jurisprudence follow-up
  - Coordination of arbitration proceedings
  - Research
  - And more!

- Our services stand out on many levels, notably:
  - Interpretation and application of collective agreement or legislative provisions related to labour issues
  - Constitutional challenges of certain laws before superior courts, including the Supreme Court of Canada. In some cases, the CSQ can also act in support of a union

**NEGOTIATIONS AND LABOUR RELATIONS**
Our negotiations and labour relations experts work to obtain the best working conditions for members.

**Public sector negotiations**
- Because of its status as a central labour body, the CSQ is a preferred contact of the government at all stages of negotiation.
- Taking the mandates entrusted by members, our experts negotiate questions relating to salaries, retirement, parental rights, and regional disparities at the central table with the Treasury Board. It must be noted that only the larger unions negotiate these points with the government.
- The negotiating team coordinates talks to improve our collective agreements and defend our gains. These experts also support the federations in sectoral negotiations.
In order to put pressure on the government, our Centrale:
- shares the realities of our working conditions and experiences on the ground with the media;
- organizes and coordinates the mobilization of members across Québec.
- The CSQ also offers a service to coordinate labour relations to all federations that offer the service to their affiliate unions.

**Institutional negotiations**
- The CSQ offers support and representation in labour relations and negotiations to all unions negotiating working conditions for their members within the context of collective bargaining that is different from the public sector. The following services are offered:
  - Advice on the application of collective agreements
  - Representation in joint labour relations and negotiations committees
  - Training support on labour relations and negotiations
  - Communications that support mobilization during negotiations and increase awareness of different labour relations issues
  - Advice to organize and coordinate mobilization activities of members
- Note: the CSQ negotiates with the government on a national level for the working conditions of workers in childcare centres (CPE) and home childcare providers (HCP).

**Pay equity**
- The CSQ acts as political representative to ensure respect for the law. It will not hesitate to go to court to assert the rights of women when necessary.
- Our team monitors, interprets, and ensures the application of legislations and pay equity programs.
- The CSQ also offers trainings and tools for federations and unions in matters of pay equity.

**SOCIAL SECURITY**
The CSQ’s offer of local, expert, and knowledgeable services make it your best asset in matters of social security.
- Our team are experts in monitoring and interpreting different social security programs, as well as representing the interests of CSQ members to obtain the best:
  - Government and Public Employees Retirement Plan (RREGOP)
  - Québec Parental Insurance Plan
  - Group insurance
  - Employment insurance
- Our advisors are available to support and equip unions to manage their cases.
- A range of tools and information capsules has been developed for members.

**Interventions that work**
- Our advisors possess immense credibility and renowned expertise when it comes to negotiations, and the administration and implementation of various social security programs (Retraite Québec, Treasury Board, government departments and organizations, insurers, etc.):
  - They regularly intervene to defend the interests of members as well as to prevent and settle disputes of various claims.
  - They guide and support unions before judicial forums during the dispute process in matters of insurance, retirement, parental rights or employment insurance.

**OCCUPATIONAL HEALTH AND SAFETY**
The CSQ does all it can to support its unions and federations in matters of occupational health and safety, and ultimately to defend its members.
- A wide range of trainings are offered nationally, locally, or are customized (at the request of your union) for members, unions, and federations. Different themes are addressed:
• Violence in the workplace
• Understanding occupational health and safety (OHS) acts and regulations
• Investigation and inspection techniques
• Mechanisms to challenge decisions

✓ To adequately defend the rights of victims of workplace injuries or occupational diseases, the CSQ offers three types of services:

• Consulting: expert personnel guide federations and unions in the interpretation of OHS laws.
• Monitoring jurisprudence: unions have access to databases compiled by the CSQ regarding human rights practices.
• OHS legal services: available after agreement between unions, federations, and the Service juridique de la CSQ.

✓ The CSQ believes in the importance of research in the area of occupational health and safety. Work is conducted internally or in collaboration with other organizations, such as universities or the Institut de recherche Robert-Sauvé en santé et en sécurité du travail (IRSST).

✓ Regarding prevention, the CSQ provides outstanding tools to its members. Several issues are addressed: violence in the workplace, psychological distress, workplace accidents, right of refusal, preventive withdrawal for pregnant workers, etc. To learn more: lacsq.org/sst.

COMMUNICATIONS

Our communications experts continually promote our members, unions, federations, and the Centrale, in addition to defending public services.

Media
✓ Our work raises public awareness of the concerns and realities of members as well as the major issues affecting public services. Our public relations also play an important role in negotiations.

✓ Our broad advertising campaigns aim to promote members and their sectors (e.g. education). We also provide advertising advice to unions and federations.

Web and social media
✓ Our team manages social media (Facebook, Twitter, Instagram, YouTube, etc.) for the CSQ and some of its affiliates.
✓ Keeping up with emerging trends, our personnel:
• develops multi-platform campaigns as well as videos and podcasts;
• offers advice and support in the design of leading-edge websites more affordably than in the private sector.

Publications
✓ Our publishing experts support the unions and federations in drafting, designing, and producing brochures and other communication materials.
✓ CSQ Le Magazine provides an important platform for expression and recognition of members and their working conditions.

Centre d'archives et de documentation Yvon-Charbonneau
✓ Its collections, services, and available sources of information make it one of the most important union archives and documentation centres in Québec.

Multimedia and copy centre
✓ The unions and federations can count on:
• advice regarding graphic design at highly competitive rates;
• a professional audio and video service for union and federation events as well as advertising or video production.
TRAINING AND UNION ORGANIZATION
Our expert advisors provide essential training and union organization services.

Union training
✓ Promoting integration of activists into the democratic life of the Centrale is essential. Our training services aim to provide individuals committed to the union at every level of the organization with the knowledge, skills, and attitude necessary to perform their duties.

✓ Advisors help:
• support persons in positions of union responsibility;
• organize and host conferences, seminars or other events, such as the CSQ reflexion seminar, the Semaine de la relève syndicale and the Camp de la relève;
• develop innovative projects such as union mentorship;
• share knowledge about the history, culture, values, and philosophy of the union movement.

Union organization
✓ Our team works to grow our Centrale, notably by:
• providing support to groups who want to join the CSQ;
• guiding groups in their unionization process;
• welcoming and integrating new affiliates;
• supporting affiliates with regards to political and technical plans in matters of consolidation.

SOCIAL AND PROFESSIONAL ACTION
Our advisors are experts in the key social and professional issues that affect CSQ members. Our Centrale is renowned for the accuracy, relevance, and reliability of its research, analyses, and solutions.

✓ The team researches questions that affect members in their professional lives as well as larger social issues. This work allows our Centrale to:
• identify and quantify the scope of situations confronting members in the workplace;
• propose relevant solutions tailored to the realities on the ground;
• advance issues related to the conditions of practice and professional lives of members, the status of women, sexual diversity, the reality of Aboriginal peoples, the concerns of young activists, and the environment;
• hold important conferences, notably in the fields of education and early childhood, that focus on finding solutions to problems in the workplace.

✓ Our experts' draft notices and proposals that allow our Centrale and its affiliates to position themselves and influence public policy, notably in parliamentary committees or large government forums.

✓ Our advisors can also present their analyses to the unions and federations upon request.
INFORMATION TECHNOLOGY (IT)

IT support is offered to CSQ unions and federations.

- Affiliated federations and unions have access to a customized application that facilitates the management of information necessary for:
  - the application of the collective agreement;
  - registration of members to union assemblies;
  - managing union leaves (module currently being developed).

- The CSQ provides a free electronic mailbox to all unions and federations.

- A troubleshooting service is offered for technical issues related to the CSQ's extranet.

- Our team offers unions and federations training on office software and other applications developed by our Centrale.