



CUPFA

SURVIVAL GUIDE
TO THE UNIVERSITY

**CUPFA'S
SURVIVAL GUIDE
TO THE UNIVERSITY**

**SURVIVING THE UNIVERSITY
... and prospering within
TIPS ON WHAT TO DO WHEN...**

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Your Guide to Surviving

TO ALL CUPFA MEMBERS

The Association is pleased to offer its members the *CUPFA'S SURVIVAL GUIDE TO THE UNIVERSITY*. To all new CUPFA members — a warm welcome! This guide was created to help all members find their way through some administrative traffic. As well, we hope it will facilitate your life here at Concordia. This *GUIDE* is found on the CUPFA website <http://www.cupfa.org> and will be periodically updated. Consult, survive, and prosper.

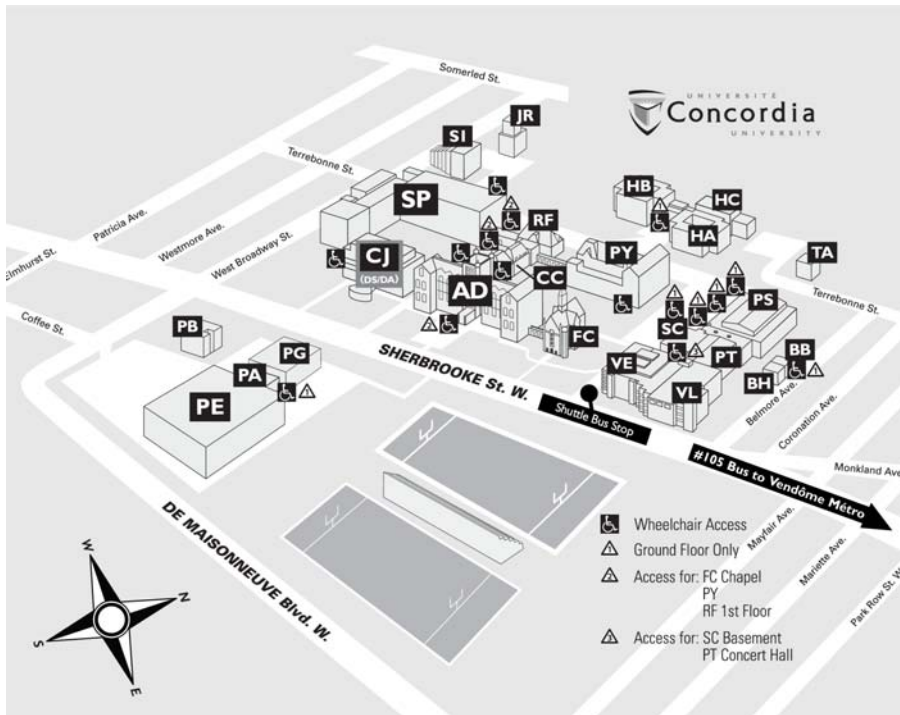
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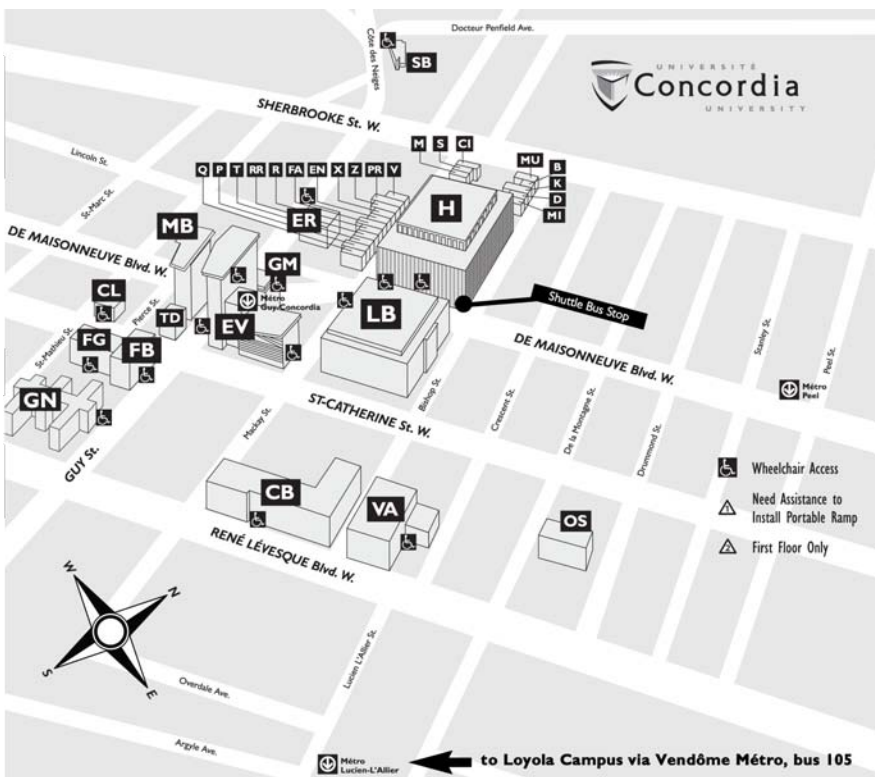
Hard copies of the CUPFA Survival Guide may also be printed by downloading it from the CUPFA website <http://www.cupfa.org>

December 2011
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University Maps



- AD Administration Building / 7141 Sherbrooke W.
- BB 3502 Belmore
- BH 3500 Belmore
- CC Central Building
- CJ (DS/DA) Comm. Studies & Journalism
- FC Loyola Chapel / FC. Smith Auditorium
- HA Hingston Hall A
- HB Hingston Hall B
- HC Hingston Hall C
- JR Jesuit Residence / 7141 Sherbrooke W.
- PA Athletics Complex / 7200 Sherbrooke W.
- PB 7200 Sherbrooke W.
- PG 7200 Sherbrooke W. Gym / 7200 Sherbrooke W.
- PS Physical Services
- PT Oscar Peterson Concert Hall
- PY Psychology
- RF Refectory
- SC Campus Centre
- SI St. Ignatius / 4455 West Broadway
- SP Richard J. Renaud Science Complex / 7141 Sherbrooke W.
- TA 7079 Terrebonne
- VE Vanier Extension
- VL Vanier Library



- B 2160 Bishop
- CB 1425 René-Lévesque W.
- CI 2149 Mackay
- CL 1665 St.Catherine W.
- D 2140 Bishop
- EN 2070 Mackay
- ER 2155 Guy
- EV 1515 St. Catherine W.
- FA 2060 Mackay
- FB Faubourg Tower / 1250 Guy
- FG 1616 St.Catherine W.
- GM 1550 de Maisonneuve W.
- GN 1185 St. Mathieu
- H Henry F. Hall Building / 1455 de Maisonneuve W.
- K 2150 Bishop
- LB J.W. McConnell Building / Library Building 1400 de Maisonneuve W.
- M 2135 Mackay
- MB 1450 Guy
- MI 2130 Bishop
- MU 2170 Bishop
- OS 1191 de la Montagne
- P 2020 Mackay
- PR 2100 Mackay
- Q 2010 Mackay
- R 2050 Mackay
- RR 2040 Mackay
- S 2145 Mackay
- SB 1590 Docteur Penfield
- T 2030 Mackay
- TD 1410 Guy
- V 2110 Mackay
- VA Visual Arts Building / 1395 René-Lévesque W.
- X 2080 Mackay
- Z 2090 Mackay

President's Message

A warm welcome to all new and current members of the Concordia University Part-time Faculty Association.

The CUPFA Executive is pleased to provide you with the "CUPFA Survival Guide". We have updated the CUPFA Survival Guide to help you quickly determine who you can contact, where you go for assistance, how to figure out your rights and obligations, how to better respond to the needs of our students, and what our Collective Agreement is all about. Much like the CUPFA website, the CUPFA Survival Guide is always a work in progress. It exists as a tool that can be improved and updated as circumstances and conditions change. It is no secret that the University community and our employer are in a period of transformation. We attempt with this latest version of the CUPFA Survival Guide to provide you with the most up-to-date information. We hope we have succeeded. We have tried to include everything from soup to nuts.

The guide is organised by subject area, by Article in our Collective Agreement, by frequently asked questions and by services available to members. We have responded to a number of issues members have had to deal with and to questions that have been forwarded. It is the needs of members that have had the greatest contribution to its creation.

The CUPFA Survival Guide provides a good account of the most important information you will need to survive as a part-time faculty member. Concordia with its ever-changing environment is like many other public administrations. No doubt we work with a quagmire of a bureaucracy with different offices, regulations, policies, procedures and practices. While the guide is a beneficial tool, it is imperative that you continue to familiarize yourself with the CUPFA Collective Agreement itself. Ultimately, it is the Collective Agreement that will safeguard your needs and interests. Please take the time to read it. In this manner, you will also be able to best advise the Executive of changes or additions that may be required during any future negotiations.

As an independent bargaining unit, our Association is pleased about the commitment members have to teaching, continued research and their creative endeavours. We are pedagogues and as such we support the University's overall academic mission, to improve teaching and student learning, and we support the University as a community, not just as an employer. Maintaining balance and flexibility is critical as much to our success as to the success of our institution.

Our priority is two-fold. True enough we are a union that safeguards your interests, but we are also professionals concerned about the needs of our students and about any University policy that impacts pedagogy. Moreover, the Association remains acutely sensitive about the academic diversity within our institution. We have five Faculties/Schools, all unique. We have different academic programs and disciplines. We have different modes of teaching – traditional, onsite, online, and off-campus. We teach some 40,000 students that carry the diversities of age, culture, race, sexuality, special needs, and civil status, all of which intersect in our classrooms. All these diversities have an impact on our working conditions and on our students. Not surprisingly, our motto continues to be: *our working conditions are our students learning conditions*. Our working conditions ultimately project the commitment of our University and our employer to our craft and to the young people we serve.

Members continue to be active within the University community on the various bodies and committees part-time faculty serve. The Executive is appreciative of all members who have chosen to serve both the Association and our institution. Our members on the CUPFA Advisory Council and on the Council of Representatives have dedicated themselves to our overall mission.

The CUPFA Executive remains open and available to its membership. The *CUPFA Survival Guide* is but one example of this commitment. May you survive and prosper.

Maria E. Peluso,
CUPFA President

CUPFA EXECUTIVE

Maria E. Peluso, President

Me Patrice Blais, Vice President Collective Agreement and Grievance

Angela Ford-Rosenthal, Vice President Professional Development

June Riley, Treasurer

Scott Chlopan, Executive Secretary

Dr. Dave Douglas – Chair of Communications

Judith Grad – Chair of Mobilization

Dr. Francine Tremblay – Chair of External Relations

Introduction

What is CUPFA?

Recognized since 1989 by the Quebec Ministry of Labour, the Concordia University Part-time Faculty Association is an association of part-time faculty employed by Concordia University to defend and negotiate on behalf of its members. The Association not only defends the rights of its members, it supports and showcases their achievements relating to their professional development, their creative endeavours, and their academic research.

The Association is active on all University bodies and committees and participates in the formulation of academic and administrative policies. From the Board of Governors, Senate, and Faculty Councils to Departmental Committees, we advance the faculty's pedagogical needs. In this manner, the Association defends the University as an institution of higher learner in its academic mission.

How do I reach CUPFA?

The Association's offices are located on Bishop between de Maisonneuve Blvd. and Sherbrooke. Come visit us. When entering the building, use the second set of stairs (down the hallway). We are on the third floor of the K-Annex.

2150 Bishop, K-340
Montreal, Quebec
H3G 1M8
Tel.: (514) 848-2424 ext. 3691
Fax (514) 848-3648
cupfa@alcor.concordia.ca
<http://www.cupfa.org>

What telephone numbers connect me to my Department and the University?

University telephone numbers all begin with the main Concordia prefix number (514) 848-2424 and then an extension number. Dial zero after the prefix if you are not familiar with your Department or University phone numbers. A University operator will connect you with the Concordia person you are trying to reach. You can also go online to the Concordia website (www.concordia.ca) and search the directory for University offices, Departments, phone numbers, and email addresses.

Warning: While you can call to receive information from various offices at the University, you do so at your own peril. It is advisable for you to email your queries to ensure you have a written reply. **Always,** always ensure you send a copy of any correspondence to CUPFA by internal mail (K-340) or via our email address (cupfa@alcor.concordia.ca). While you may think it's easier to just call some University office, you are forewarned to contact the Association first; otherwise, you will never be sure of the answer or reply you may receive. New employees (staff, managers, Chairs, administrators, etc.) are not always well versed on the latest accurate information. It is far easier to send and receive information in some form of written format.

How do I get my name into the Concordia directory?

Go to your portal. You can enter your coordinates online. As well, you can email Natalie Meehan at ITTS (natalie.meehan@concordia.ca) to help you.

Make sure CUPFA **and** your Department have the correct information to reach you. Add your e-mail address to the other info you give your Department administrator to receive emissions regularly sent out to all faculty. Ensure you fully complete and clearly print information required on your Appendix H Form (Application to Teach).

How can I get an update on CUPFA? I like to know what's going on.

CUPFA has a website www.cupfa.org, which is continually a work in progress as we improve and update information of interest to the membership. Our newsletter, the *CUPFA News*, along with the CUPFA Annual Reports, provide valuable information on the activities and challenges the Association is involved with. For important alerts or notices, we send members mass emails as issues arise.

While we are always on hand to address your concerns, it is important to get to know who your Department representatives are. The various committees, on which part-time faculty representatives actively participate, make departmental decisions about hirings, curriculum, and policies.

It is also important to make sure we have your most recent coordinates: phone numbers, e-mail address, correct home address and postal code. Ensure you fully complete and print all information required on the Appendix H form (Application to Teach). Forms can be found on our CUPFA website (www.cupfa.org) and downloaded. Please let us know if you move or change any of your coordinates.

CUPFA Activities

If you want to get involved, join us in the following activities the Association is involved with and supports on an annual basis. All special events (music concerts, films, plays, art exhibitions, etc.) are also displayed on the CUPFA website and notices are emailed to the membership.

- Annual General Meeting (March)
- Centraide Campaign (October/November)
- CEW (Campus Equity Week) (October)
- COCAL International Conference (every two years)
- Concordia Shuffle (September)
- Convocation (June, November)
- Golf Tournament (August)
- Orientation (September)
- Showcasing of part-time faculty (October)
- Training of Department Reps (February-April)
- Teacher Training (September and/or January)
- Training of Department Reps (February-April)
- Teacher Training (September and/or January)

How can I get an I.D. card?

Your photo ID faculty card can be obtained by going to the Human Resource Offices (<http://www.concordia.ca/hr/>) currently located at:

Faubourg Tower
1250 Guy Street Suite
FB 1130 (11th floor)

Forms can be downloaded HR web site, or you can contact human resources at (514) 848-2424 ext. 3666. Bring a copy of your PT teaching contract, but phone first to see if you will need to bring other documents. The ID card functions as your library card, IITS identification, and provides access to computer labs, health services, and the shuttle bus as well as a number of other services available in the University.

Where do I get a copy of the CUPFA Collective Agreement?

The Department you teach in is responsible for providing you with a hard copy of the CUPFA Collective Agreement (Articles 21.04 and 21.05). If your Department does not provide you with a copy, you can email Suzanne Downs, Coordinator of Academic Relations in the Offices of the Provost at sdowns@alcor.concordia.ca

It is important to familiarize yourself with the rights and obligations you have. Ultimately, you yourself are responsible for finding out how things work. An electronic copy of the Collective Agreement in French and English can be downloaded from our website, www.cupfa.org.

All About Your Collective Agreement – Know Your Rights and Working Conditions!

Collective Agreement – Important Articles

It is in your best interest to familiarise yourself with the various Articles contained in the Collective Agreement pertaining to your working conditions. Read these Articles carefully! These are as follows:

- Academic freedom (Article 4)
- Allocation of Courses (Articles 9, 10.18)
- Applying for courses – Application to Teach (Article 10, Appendix H Form)
- Accidents and Work Safety (Article 15)
- Calculation of hours, seniority credits (Article 18 and Article 8)
- Cancellations of one of your classes - absences (Article 14)
- Cancellation of your course (Appendix C)
- Classification Status (Articles 2, 10, Appendix G, and Schedule X)
- Class Size/Enrollments (Article 7)
- Contracts – Signing, Copies (Article 10)
- Copyright (Article 4)
- Course Evaluations (Article 11)
- Course Postings (Article 10)
- Discipline (Article 12)
- Grievances, Complaints (Article 13)
- Hiring Committee (Article 10)
- Leaves of Absence (Article 14)
- Office Space, Department services (Article 19)
- Professional Development (Article 17)
- Remuneration (Article 18)
- Reserved courses (Schedule X)
- Responsibilities (Article 9)
- Seniority (Article 8)

Benefits

Comprehensive Health Insurance Plan (Article 15 and Letter of Agreements)
Deferred Salary Leave (Article 14)
Employment Insurance (Article 18.02)
Parental, Maternity Leaves (Article 14, Appendix I)
Pension/Retirement (Article 15)
Benefits - short-term disability, health/medical (Article 15 and Appendix I and Letters of Agreement)
Tuition Waivers (Article 19)

ACADEMIC FREEDOM

Can I use whatever material I want in my classes or do I have to use the Department material, and can I adjust the grading attached to assignments and exams to my specifications?

Generally, Articles 4.01 (i) and (ii) and 4.02 on academic freedom give you the right to disseminate any material appropriate to your course. In most Departments, you are completely autonomous. In others, in the interest of continuity, the decision on a common text and a common exam is by consensus and the course coordinator has the final say. Difficulties can still arise, however, when there is no consensus – which happens from time to time. Check with the Association if you are experiencing difficulties with texts and/or what you are being asked to teach.

The University has the right to determine pedagogical soundness on curriculum issues, so it's give and take. Some Departments already have guidelines and policy handouts on standards used for course outlines, examinations, grading, and course criteria. If you issue your own coursepack, or use other material not your own, the information that follows just below may be of interest to you.

What if I want to issue my own coursepack of notes?

Custom Courseware (aka coursepacks) is the production of course materials, such as notes, chapters of books, articles and lab materials, designed by you for your course and distributed through the Concordia Bookstore. Note: ALL aspects of the production of custom courseware (i.e. course packs, lab manuals) are handled internally through the Bookstore. REMINDER: there are coursepack submission deadlines.

Please check with your department. All inquiries relating to coursepack production should be sent directly to the Bookstore at: coursepacks@concordia.ca. For those of you who will be requesting a coursepack, there is information available on the course pack website at: <http://web2.concordia.ca/Bookstore/faculty.courseware.html>

According to the coursepack office, original materials, books, journals, etc. may be submitted with chapters or articles identified for your coursepack. Their office will obtain the copyright permission. Please contact the bookstore for further information, coursepacks@concordia.ca

If you are re-adopting a course pack for an upcoming semester from a previous semester or year, you may send an email to the coursepack office with that information. A new table of contents may be required.

If you have any questions regarding the procedure you may email their office at: coursepacks@concordia.ca or call at 848-2424 ext. 4125.

What if somebody wants to videotape or record my lecture?

This situation has surfaced from time to time. The short answer here is not to allow yourself to be videotaped or recorded – you are not obliged to do so. However the laws concerning recording of third parties have some subtleties. Should this be a concern please, contact the Association.

ABOUT COMMITTEES

How can I get on a Committee in my Department/Unit?

Members selected are usually Senior members of the Department/Unit or those with greater seniority and have had some experience as part-time faculty. Normally by March of every other year, the Association consults members in the Department to appoint the part-time faculty members to the various Departmental committees. Dept. reps are chosen for the Part-time Hiring Committee, the Departmental Council, and the Curriculum Committee and other Departmental committees. All positions are for a two-year term.

Elections may be held in those Departments with more than 10 active part-time faculty members. The Association appoints Part-time reps in those Departments with less than 10 active part-time faculty members.

Do I receive any remuneration for sitting on a Department/Unit Committee?

No, there is no remuneration that is provided; however, members serving on Department Committees receive 2 seniority credits annually and these are added to their seniority for each year they serve. As well, all Departmental representatives form part of CUPFA's Council of Representatives. As mentioned, it is a good idea that you stay in touch with your Part-time faculty representatives at the Department level. Call CUPFA if you do not have the names or need the coordinates of your Part-time faculty reps.

APPLYING FOR COURSES

Course Postings And Application Deadlines

How do I know what courses, sections, positions, will be available next term? When do I apply?

Hard copies of courses will be posted in your Department/Unit. **Posting deadlines are as important for your Department as the deadline for you submitting your Application to Teach.** Ask your part-time representative where your Department posts available courses for you to teach. Dates for course postings and application deadlines are outlined in Articles 10.08 and 10.10. Make sure you apply by these deadlines.

<u>Semester</u>	<u>Course Postings</u>	<u>Application deadlines</u>
Spring/summer	Feb.1	Feb. 15
Fall, Fall/Winter	May 1	May 15
Winter	Oct. 1	Oct. 15

How do I apply for courses that are posted?

You must completely fill out the Part-time Teaching Application Form better known as "Appendix H", which may be obtained from your Department or from the Association Offices. There are always some outside the CUPFA offices in the hallway. You can also download a copy from the CUPFA website, www.cupfa.org. Submit your application to the Association **and** to the Department (both) **before** the deadline. Keep a copy for your own records.

NOTA BENE: No application form can be sent by electronic means. All Application to Teach Forms (Appendix H) must be in hard copy, (brought in person, mailed or sent internally) and must not miss the deadline!

What do I include with the Application to Teach Form (Appendix H)?

Include an updated CV (update it on an annual basis), list all the courses you are qualified to teach, justify your qualifications, and include a course outline. As well, clearly indicate any additional information demonstrating your qualifications to teach a new course for which you are applying or for any course you have not already taught three (3) times. Include more material than less with your application.

Do I apply for all courses that become posted or just the ones I have taught or especially want?

To ensure your best chances of obtaining a course, you should apply for all the courses you are eligible and qualified to teach in any Department. If applying in more than one Department, ONLY one Appendix H Form is used. Ensure you list courses on the **same form** in the other Departments you are applying for on the Appendix H Form.

Indicate on your Part-time Teaching Application how many courses you would like to teach, those have taught, **or are already teaching** in the current academic year. Ensure you indicate on the Application Form all Departments you are applying in. Failure to properly fill out the Application to Teach Form will jeopardize chances of getting any courses. Ensure you indicate the course section you are applying for if several sections of the same course are posted. Be precise!

Please note that courses cannot always be assigned by order of your preference because a Department has to fill its needs as well as follow the Collective Agreement's guidelines concerning seniority. Any course you mention may be assigned to you, so don't apply for any courses you will not want to teach. To widen your possibilities, it is wisest to apply for any course for which you feel qualified. Please also note that the PT Hiring Committee after a posting period cannot allocate you a course you have not asked for.

Will I get all the courses I applied for?

The number of courses you receive will be based on your university-wide seniority and on course availability. As per Article 9.02 in the Collective Agreement, CREDIT LIMITS BY SENIORITY determines how many courses you are entitled to teach (provided courses are available). If you have 90 or more seniority credits, you are entitled to a maximum of 18 academic credits worth (six courses). Between 24 and 89.99 credits, you are entitled to a maximum of 12 academic credits worth of teaching load (four courses); and if you are a new hire or have fewer than 24 credits of seniority, you are entitled to a maximum of 6 academic credits of course work per year (two courses).

Who decides course allocations?

Your Department's Part-time Hiring Committee allocates courses, after which the Chair of the Committee, who is also the Department Chair, sends a recommendation to your Dean. It is ultimately the Offices of your Dean who make a final decision and provide you with a teaching contract. **All this said, bear in mind that in legal terms, the employer is always "Concordia University".**

What is the Part-time Hiring Committee (PTHC)?

It's a parity committee usually consisting of 2 Part-time faculty members, 2 Full-time members, and the Chair of the Department. The size of the Department and the number of PT faculty in a Department determines the number on the PTHC. Regardless, it is a parity committee (Article 10). They meet after the application deadline to evaluate, assess, and distribute part-time courses that have been posted. The Part-time Hiring Committee cannot and does not distribute or allocate courses to graduate students, adjuncts, full-time faculty, LTA's, or visiting scholars. In fact, anyone classified as an graduate student or Adjunct member must not fill out an Application to Teach Form (Appendix H), as it is not valid for them to do so.

How do I know if courses were distributed properly according to the CUPFA Collective Agreement?

Ask your Part-time faculty representative on the Hiring Committee how courses were allocated. Normally there are no problems. All departmental representatives are trained on the Collective Agreement. If you believe the Collective Agreement was not followed, contact the Association's Vice President Collective Agreement and Grievance.

What do I do if I feel I have not been treated fairly by the Part-time Hiring Committee and not given the courses I should have been?

Not all situations are confrontational especially if the Collective Agreement has been followed. First, call the Part-time hiring rep in your Department and talk it out. If you're not satisfied, arrange to meet with CUPFA's Vice President Collective Agreement and Grievance. At least one day a week, a Grievance Clinic takes place for members to drop by and ask questions. We'll go over the situation with you and if there has been an abrogation of the Agreement, we can file a grievance on your behalf.

If there has been a breach of the Collective Agreement, we won't know about it unless you tell us. We can't protect your rights if we do not know that your rights have been ignored.

How will I know why the Part-time Hiring Committee refused to assign me a course?

Ask for a written statement from the Chair/Unit Head as to why you have not been assigned the courses you applied to teach. You are entitled to know why you were not considered for these courses. This written statement will facilitate the preparation of the grievance report should you decide to go to grievance. There are not that many problem areas. Most Departments have learned to follow the terms of the CUPFA Collective Agreement. Should you not get a response in a reasonable amount of time, contact the Association's Vice President Collective Agreement and Grievance.

Where are the part-time contracts signed?

Part-time contracts are not mailed. You MUST go in person to the offices of your Dean and you MUST sign these contracts there, before the deadlines established in the Agreement. Part-time contracts must be signed before April 16 for Spring/summer courses, before July 15 for Fall and Fall/Winter courses, and before December 15 for Winter courses. If you send the Offices of the Dean and the Association a letter explaining why you cannot sign your contracts on time (eg. a family obligation in China, you have a medical/health reason, a conference in Vancouver, etc.), ensure you provide a specific date by which you will be signing your contracts. Such a letter must be sent to the Dean's offices and to CUPFA (S-K 310) no later than March 1, July 1, and November 1. In unusual circumstances, you can arrange to have contracts mailed (Read Article 10 in the CUPFA Collective Agreement). Follow the procedures.

It's rare but courses are sometimes allocated late, especially if new or extra sections of courses are added at the last minute. The Article 10.19 list applies here, as additional courses outside the deadlines are not posted again. In such cases, the deadlines do not apply, but sign as soon as possible.

What happens if I do not sign my contracts on time?

Except for new course allocations or additional sections, if you do not sign your contract by the specified deadlines, you are at the mercy of the elements. The Dean has every right to cancel your contract and the Association cannot help you in this situation.

What happens if our employer does not post courses by the deadlines or if they have not prepared contracts on time?

Contact the Association immediately (cupfa@alcor.concordia.ca).

CANCELLING A CLASS

What if an emergency crops up and I have to cancel a class at the last minute?

It can happen! (Preamble Article 14) Email your Department Chair and Department administrator as soon as possible. If there is time to bring in a substitute from a list in the Department, the Collective Agreement allows for substitution, paid at the pro rata hourly rate. It is your Chair who authorizes any substitute lecturer, so don't hire anyone. You are not an employer. If no replacement can be found, the Department administrator will inform the Information Desk to post the white card on the classroom door informing students that your class is cancelled. For good measure and in addition to first advising your Department, you can email your class to inform students that the class will be cancelled. As mentioned, your Chair needs to (must!) be informed and will want to know the reasons. You can schedule a make-up class at the end of term or fix a time and place with your class. For such a class, don't forget to ask your Department administrator to book a room with Academic Scheduling.

NOTA BENE If for medical reasons (eg. illness or an accident) you need to be on leave for a course (or part of your course), make sure you fill out the short-term disability forms from Human Resources. You are entitled to 100% of your salary for the first month, and 85% of your salary for the remaining part of your teaching contract(s). Short-term disability insurance is available to you once you have signed a teaching contract, so please contact Benefits in Human Resources (benefits@concordia.ca) and download the short-term disability form on the HR website (<http://www.concordia.ca/hr/>).

Can I cancel a class for religious reasons?

Yes! Certain religious holidays are available as part of the "duty to accommodate" in the Canadian Charter of Rights and Freedoms. Follow the protocol for class cancellations above. Inform your Chair well ahead of time. Arrangements can be made with your Chair for substitution. Other Statutory holidays are indicated in the Labour Code and/or form part of University policies.

COURSE CANCELLATION

Can a course be cancelled after I sign my contract?

See Appendix C in the Collective Agreement. A course can be cancelled by your Dean if enrolments are not sufficient. Problem is a Faculty or a Department's enrolment criteria are not always consistent. While you are entitled to an indemnity, certain rules apply. If for any reason your course gets cancelled, contact the Association immediately. Other issues involving the cancellation of a course are perplexing: for example, you sign your contract in July to teach a course scheduled for the winter term, then why is it cancelled in August? Good question. Please contact the Association so we can verify the reasons and circumstances.

COURSE EVALUATIONS

What about course evaluations?

Course evaluations are feedback tools; they're the only way we find out what students really think about us, about the course, or about the University. In the past, evaluations made no distinction between course material and lecturer. We currently have a generic evaluation for all part-time faculty members university-wide. Evaluations are formative in nature, and the teaching criteria are clear. Evaluations should give feedback about learning objectives; they shouldn't really be hiring instruments. Unfortunately, they often are. The current Collective Agreement provides for the following:

(1) they cannot be used without access to the evaluations of everyone else in a Department; the principle of equity applies, that is, using the same criteria for all faculty: if one person's evaluations are brought into discussion, then all evaluations have to be on the table;

(2) Evaluations can only be used taking into consideration your track record. Everyone can have a difficult year or an unusual class. Normally, the last 5 years of course evaluations for members with 90 credits of seniority and the last 3 years of course evaluations for members with less than 90 credits of seniority are used to determine just how good your courses were.

GRIEVANCES

What do I do if I have been discriminated against for any reason?

If you feel you are being harassed or discriminated against by a colleague or a student, please document any communications. Stay calm and **do not be precipitous and fire off an email in anger**. Mishaps in communication sometimes happen and you do not want to exacerbate the situation. Contact the Association's Vice President Grievance and Collective Agreement before flying off the handle. You need to talk things through.

What do I do if I'm not clear about my rights or responsibilities concerning my job?

If you think you are being asked to perform tasks beyond what is reasonable or expected in your job or according to your contract, or you are not sure how far your responsibilities go, if your academic freedom is being compromised, if you are unclear about the ethics involved with research, read Article 4 and Article 9 in the Collective Agreement. As always, the Association is there to take care of your interests. Contact us!

HIRING DO'S AND DON'TS

I was promised a course and/or a new course I could develop. I now seem to be ignored by my Chair. What do I do?

You have asked this question because you did not get anything confirmed in writing. You must get promises in writing at Concordia; otherwise you are out of luck. As well, please take note that a Chair may not have total control of their Department's budget. Department budgets fall under the discretion of the Dean and more likely the discretion of the Provost. It is all about finances and who gets what and how much. Your Chair or Department may not be at fault. Get "promises" in writing.

How will the Chair know how qualified I am?

For courses you have taught at least three times, your qualifications to continue to teach these courses are self-evident – see Article 10.15 in the Collective Agreement. For new courses, it is important that you establish your qualifications when you submit your Application to Teach Form (Appendix H).

You must update your Professional Dossier located in the Department along with the latest copy of your CV, awards, achievements, and letters from students, your course evaluations, and all other professional recognition you have received.

CTLTS has an excellent workshop about Professional Dossiers that you can take to learn more about how to put your best foot forward. Check-out their website for the next workshop they offer on Professional Teaching Dossiers at <http://teaching.concordia.ca/>.

What do I do if I have a hiring problem in my Department?

First contact your own Part-time faculty representative(s) who sit(s) on the PT Hiring Committee. They are there to defend your rights and the Collective Agreement. If you are not satisfied with an explanation, contact the Association's Vice President Collective Agreement and Grievance. Keep in mind there are deadlines for filing grievances, so do not delay in contacting CUPFA.

I am at a loss. I believe many in the Department are against me no matter what I do. What do I need to do now?

It doesn't happen often, and it shouldn't happen, but it sometimes does. Human beings have their personalities and sometimes they keep Chairs from being fair. As well Chairs and Departmental politics change. New academic priorities are approved, curriculum changes take place, new directions get established with the University's academic mission, not to mention different priorities established by the Quebec Ministry of Education. All this is to say that no one may actually be "against" you. Are you familiar with any new priorities established in your Department? Your PT representative who sits on Department Council can inform you about your Department's objectives. Still feel folk are against you?

Document: be accurate with facts, events, and teaching performance. Ensure your seniority credits are accurate. Keep in mind those following and acting on inaccurate information will jeopardize your credibility and chances for a successful resolution. Bring as many documents as you can with you and come to the CUPFA Grievance Clinic. We'll talk it out and together we'll decide on a course of action.

Are there any repercussions if I grieve?

Not only are there no repercussions for exercising your right to grieve, but the right to grieve without intimidation is both in the Quebec Labour Code (Article 15 of Code) and, for good measure, in our Collective Agreement (Article 12).

Don't be afraid to grieve if you feel that you have been prejudiced. A grievance does not have to be confrontational. This is especially the case with those types of grievances that turn on an interpretation of legal arguments. Labour relations are complex and there may have been no ill will.

It is critical to bring issues to CUPFA's attention for three reasons:

- 1) The Association needs to ensure that a chronic pattern of such problems is not occurring over and over again. Coming forward will be doing yourself and all members a service;
- 2) To ensure this does not happen to any other faculty member, the Association works to stop negative labour practices that prejudice its members. Not coming forward sets a precedent, which our employer may use in the future; and
- 3) Lastly, your grievance will help the Association negotiate clearer Articles, and/or alter the Collective Agreement in the next round of negotiations.

We cannot advance your interests alone. Having said this, grievances do not necessarily mean warfare. Very often, we succeed in negotiating an agreement that satisfies both parties. As well, your grievance with the Association is confidential.

All in all, coming forward empowers all concerned with greater clarity, confidence, and direction. We are thankful to all members who inform the Association about their concerns.

What do I need to file a grievance?

Keep a paper trail. Course postings, course applications, course evaluations, recommendations, course outlines, email correspondence, etc. Documentation greatly improves your chances of winning your grievance. Contact CUPFA's Vice-President Collective Agreement and Grievance.

LEAVE OF ABSENCES

What if I have signed a contract and then I become very ill or incapacitated and unable to teach for part of or all of a session?

There's salary insurance or short-term disability for non-occupational illnesses or accidents. You are covered for 100% of your contract salary for the first month, and 85% of your salary for the remainder of your contract. Article 15.03-15.11 of the Agreement grants you this.

Thing is, you must not delay in getting the paper work completed. Follow these steps:

1. Inform your Chair in writing that you will not be able to continue to teach. Keep copies of everything.
2. Download the proper short-term disability form on the Human Resource Website and have it filled out by your doctor.
3. Submit the form to the insurance carrier (contracted by Concordia) and to Human Resources. Keep copies of everything.
4. Still having problems? Contact Suzanne Downs in the Office of the Provost at Suzanne.Downs@concordia.ca and copy the Association: cupfa@alcor.concordia.ca

Do I have any other paid leave of absences that I am entitled to?

Yes. Consult Article 14 in the Collective Agreement for details. You are entitled to the following paid leave of absences: bereavement leave, jury duty, compassionate leave, and conference leave. Ensure your Department Chair is advised in writing when you make the request or advise the Department.

Do I have any other leave of absences without pay? What happens to my seniority if I am on a leave?

Yes. Consult Article 14.09 in the Collective Agreement for details. You are entitled to a leave without pay but you must follow procedures for such leaves. For **all requests for a leave without pay you must have signed a part-time contract at the time you make the request.** This ensures your seniority is protected beyond the 32-month hiatus established in Article 8. Send a written request to your Department Chair (or Chairs if you teach in more than one Department) with a copy to the Association.

Am I entitled to a sabbatical as a part-time faculty member?

No – the short answer. You are entitled however to a “deferred salary leave”.

How does a Deferred Salary Leave work?

You elect to have 25% of your salary per pay period placed in an account for three years. In the fourth year, you will receive monies that were saved on your behalf and are on “Deferred Salary Leave”. You can extend 25% of your salary for an additional year resulting with your regular full salary in the fifth you are on leave. You still get seniority credits you would normally have received and you still get health benefits, union deductions made, etc.

What must I do to request or be on a Deferred Salary Leave?

Follow these steps and keep copies of all documents:

1. Decide when you wish to go on a deferred leave (that you take in the fourth year).
2. You request a deferred leave from your Department Chair indicating the dates your deferred leave will start and end. Ensure that you also c.c. the Association.
3. You receive a confirmation from your Chair.
4. You take your two letters (the request you made and the reply) to Human Resources.
5. You sign an agreement to have 25% of your salary deducted per pay period.
6. You go the bank provided by Human Resources to open up an account where 25% of your salary will be deposited per pay period for a three year period.
7. In your fourth year, ensure you are paid funds, have your health/medical benefits, and enjoy the deferred leave.

OVERLOADS

What is an overload?

Overloads are rare, applied only when the Article 10.19 list has been exhausted, AND if any other faculty member on the Departmental and then the University-wide Seniority List cannot teach the course(s), or a course suddenly becomes available. You can be placed in 3 credits of overload, that is 3 credits more than what you are entitled to teach, but if you get such an arrangement, you will have to average your course load the following academic year, that is, teach that much less.

Emergency overload situations require a written request by internal mail from the Chair to the Association in advance of the course beginning and written approval by the Association. There is a whole procedure for all overload requests. Courses assigned as an emergency overload do not need to be averaged the following academic year. After all, you are responding to an emergency situation.

Overall, course overloads are a last resort! Taking extra courses can severely limit your next year's teaching assignments.

PROFESSIONAL DEVELOPMENT

If I have a project I want to create, or I want to do research, or go to a conference or attend a workshop in my field, is there any funding available?

Yes there is. It's called professional development and explained in Article 17 of the CUPFA Collective Agreement. You need 24 credits of seniority to be eligible and you can apply for funding for research, for preparation of art work, creation of films, music CD masters, for equipment rentals, for workshops and conferences- registration fees, travel, lodging, meals. Information and guideline handouts are available from CUPFA; you use the standard application form and the budget form(s) appropriate for your project; the forms are always available in the racks outside the CUPFA office door at 2150 Bishop, back stairs, #310 or may be downloaded off of the CUPFA website www.cupfa.org. The Professional Development Committee meets three times each year, roughly at the beginning of each semester. Read the instructions, because travel has to be booked according to University policies, and get the applications and forms in early before the January, April, and October deadlines! Summer projects should use the January application date. Allow 8 weeks to hear from the Committee.

What if I am refused Professional Development Funds? Is there anything I can do?

Professional Development Funds are limited and requests are numerous. The funds do not belong to the Association but are administrated by the University. You need five copies of everything to submit your request. Follow the instructions, the travel agencies you must contact, letters of support you need, etc.

If forms are improperly completed or a document forgotten, or your rationale is unclear, you may not receive funds. There are three rounds per year. How much you are awarded depends on many factors: presentation of a conference paper may be awarded full funding while attendance at a conference usually receives less funding. Research is valued as are the production of creative works. In CUPFA News there's a rundown of professional development funding, so you can get an idea of the projects and amounts provided.

If you are refused funds, you will receive a letter from the Committee citing the reasons for the refusal. You can call CUPFA offices (848-2424 ext. 3691) and ask to speak to the Vice President Professional Development for additional information. Try again in the next round.

RESERVE COURSES AND CLASSIFICATIONS

What is a reserved course?

It's like a reserved table in a restaurant. It's a course given out without hiring committee procedures. Departments are only allowed a certain number of these to go to graduate students, Adjuncts (visiting experts, administrators etc.). No seniority is accumulated. Adjunct and graduate student members who get these reserve courses in any Department **cannot** also apply for courses that have been posted. Your classification determines your rights and privileges.

I am a member who has taught reserve courses that were given to me. Can I change my classification?

You need to fill out the form in Appendix G contained in the Collective Agreement to change your classification and apply for part-time courses that are posted. You cannot hold more than one classification of membership at the same time. You cannot be neither fish nor fowl. No exceptions are made to how changes in classifications are made . . . as Appendix G states. If you are a graduate student or Adjunct member, you cannot fill out an Application to Teach Form (Appendix H).

REMUNERATION

How can I tell if my pay cheque is correct?

Normally every two weeks, CUPFA members receive both an electronic version of their pay stub and a hard copy. The electronic version is available on your portal. The Quebec Labour Code determines the information which must be included on a pay stub. All deductions from sources must be delineated separately (Employment Insurance, government tax deductions, pension, medical insurance, etc.). Indicated as well is gross pay and net pay. The amount for each course contract should be indicated separately as well so that you are aware of what you are being paid for. Verify, verify, verify. Our employer has been known to underpay and overpay members!

If you see anything unusual on a pay stub, are confused, or unsure, please contact the Vice President Collective Agreement and Grievance. Do so immediately! The Association is closely monitoring this situation.

SENIORITY

When are seniority credits earned and calculated?

Seniority credits only get calculated once a year, in February. All seniority credits earned in that academic year for courses you have already taught, remission work you have done for the Association, or gains resulting from a grievance will be included in your seniority.

How are seniority/remuneration calculated?

Given the diversity of course offerings and their values, it is **hours** that determine how many seniority credits a course is worth and how much you should get paid. The Collective Agreement (read Article 18 and Article 8) has established proportional value to courses.

Your vigilance is required for anything involving the number of seniority credits, total hours, and remuneration posted or indicated on part-time contracts.

What if seniority value or course credits or salary are incorrect on the contract or on course postings?

Unfortunately, just because hours, credits, remuneration have been posted or indicated on a contract does not mean the amounts are accurate. Normally a 3-credit course is between 23.4 and 39 hours (remunerated at the rates indicated in Article 18). Hours beyond this amount, means you are entitled to extra seniority credits and, in terms of salary, the extra proportional hourly rate.

Before you sign your contract verify. Verify the accuracy of seniority credits and remuneration on your contract **and** with your paystub. If the seniority credits or salary is inaccurate, send an email immediately to CUPFA and let our Vice President Collective Agreement and Grievance know.

Are there any exceptions to the proportional hourly rates for salary and seniority credits?

A few courses have a "contact hourly rate" that is fixed for courses involving labs or production courses. As well, courses in the 'performing arts' (Theatre, Music, Contemporary Dance) have special Appendices and Letters of Agreement involving the value of many of their courses. If you are confused or unsure, please contact the Vice President Collective Agreement and Grievance.

How do I find out my seniority standing and what if it's wrong?

A copy of the Seniority List may be found on your portal. Once you access "My Portal", you go to the My Concordia Menu and click Faculty & Staff Services. On the Employee Self Service menu, you will find the link for the CUPFA Seniority List and can access your seniority credits there. As well, your Department administrator can provide you with a copy. Updated hard-copy lists appear and are posted in your Department in February of each year and that is the time to check for errors. To correct an error or verify your work history, contact (send an email do not call) to Suzanne Downs, Offices of the Provost at Suzanne.Downs@concordia.ca and copy the Association: cupfa@alcor.concordia.ca. **Please note that it is the member's responsibility to ensure that your classification and seniority are correct.**

TRAINING ON THE COLLECTIVE AGREEMENT

Can I attend a training session on the Collective Agreement even if I am not a Department PT representative?

Once a year all part-time faculty representatives on Department Committees must attend a training session on the Collective Agreement.

If you yourself would like to attend a training session you are most welcomed. Let us know. The more you are familiar with the Collective Agreement and your working conditions, the better!

BENEFITS

Accidents and Work Safety

What if an accident happens or bad air, fumes or something makes me feel ill on Concordia premises or while performing duties for the University?

If an accident happens on University property or while performing work on behalf of the University, or if an environmental situation (air quality, chemical fumes) makes it impossible for you to work, advise Security who are responsible for filling out an Environmental, Health and Safety incident report. You can go straight to Health Services and fill out a report there too. This incident report is critical for a number of reasons. First, if you need to take time off under the Quebec CSST workmen's compensation regulations, you will be paid. Second, by filling out an incident report, the CSST Quebec commission is able to monitor environment, health and safety standards. Under the CSST provisions and in our Collective Agreement, pregnant women and nursing mothers have a right to protective re-assignment if the environment is hazardous to them or their child. In any case an incident report **must** be submitted. Get the incident report form or checkout the Offices of Environmental Health and Safety at their website (<http://ehs.concordia.ca/>).

Medical Drug Plan

All members are covered by one of two medical drug plans. If you have fewer than 50 credits of seniority, you will be covered under the Quebec provincial drug insurance (RAMQ). If you have 50 credits of seniority or more you are covered by the medical drug insurance plan provided by our employer. In either case you **MUST** enrol with Human Resources in the plan and state what type of coverage (e.g. single, family, couple) you would like/need.

Are all employees obliged to have the medical drug insurance offered by Concordia?

No. If you are not a resident of Quebec (e.g. live in Ontario) or if you or your spouse is already covered elsewhere you are not obliged to enrol in Concordia's plan. This said, however, you must provide evidence to Human Resources that you are enrolled with another medical drug plan. As well, all residents of Quebec who reach 65 years of age have no option as they must register and can only be covered with the government (RAMQ) plan. All deductions for these drug insurance plans are made by Payroll.

Comprehensive Health Insurance Plan

Are there any other health benefits offered to me?

Yes. Members who have acquired 50 credits of seniority or more are entitled to the comprehensive health insurance plan (which includes medical drug insurance). The comprehensive health insurance plan provides for more comprehensive medical benefits such as diagnostic testing, physiotherapy, travel insurance, homeopathy or alternative medicine, ambulance service, semi-private hospital rooms, psychotherapy, hearing aids, orthopaedic equipment, etc. Mind you, such benefits have their limitations, their deductibles, time limits and other restrictions that all insurance carriers impose *prima facie* in the industry. Check what those limitations are to avoid any surprises.

What if I get ill, want to get my flu shot, a check-up, or I need medical assistance?

Access to Concordia's Health Services is easier and quicker than at any off-campus clinic. Health Services offer a number of medical and health services. Though it is preferable to arrive with an appointment to use their services, you can also be seen without an appointment. The advantages of using Health Services is that they can arrange any of your diagnostic tests and appointments with specialists far more quickly than you trying to make such arrangements yourself. In other words, waiting times for diagnostic tests, x-rays, physiotherapy, medical specialists, etc. is reduced.

Locations of Health Services – Please check for hours as they change during the summer (<http://www-health.concordia.ca/>). Female and male physicians are available through booked appointments for routine health care, and during walk-in clinics for urgent medical needs. As well, there are discount prices on a wide variety of health items at the Health Services Boutique, including condoms, dental dams, lubricants, band-aids, and thermometers.

SGW Campus

1550 de Maisonneuve boul. W.
Room GM-200
Tel: 514-848-2424 x3565

Loyola Campus

7141 Sherbooke Street W.
Room AD-103-10
Tel: 514-848-2424 x3575

What if I am not necessarily ill but want to improve my over all well being and make changes to my lifestyle, stop smoking, lose weight etc.? Are there any wellness programs available that I can participate in?

YES! Health Services are located at 1550 de Maisonneuve W. Room GM-200 ext. 3565 on the SGW Campus and 7141 Sherbooke Street W. Room AD-103-10 ext. 3575 on the Loyola Campus. You don't have to be sick to drop in. They promote leading healthier lifestyles, and resources are available for wellness assessment, yoga, anti-stress, nutrition, books, tapes, videos, and some medical supplies at cost. There's a mailing list available and a web site at <http://www-health.concordia.ca/>

Bear in mind that you also have the Employee Assistant Program (EAP). It offers free and confidential wellness programs (weight loss, assistance with drug or alcohol addiction, psychotherapy, immediate e-counselling, interesting lunch time activities, etc.). Check them out as well at Employee Assistance Program (EAP) (<http://eap.concordia.ca/>)

Pensions

Do we have a pension plan? How does it all work?

All private pension plans are governed by the Régie des rentes du Québec. Our Concordia pension plan is administrated under the laws of the province. Its registered number is #21638.

To be eligible to be a part of the Concordia University Employee Pension Plan you first need to earn a minimum amount of salary OR work a minimum of 700 hours. While the amount you need to earn fluctuates yearly with government regulations, you do need to earn a minimum annual salary of 35% of the YMPE (Year's Maximum Pensionable Earnings). As of 2011 the YMPE is \$48,300 and 35% of this amount works out to be \$16,905. If you have earned this amount **or** worked a minimum of 700 hours, then you are eligible to enrol in the pension plan. You only need to meet one of these two criteria once. Forms to enrol in the pension plan can be downloaded from the HR website at <http://www.concordia.ca/hr/benefits/pension/eligibility/>.

The pension plan is a defined benefit plan and is separate from the Canadian and Quebec pension plans all citizens have. What a defined benefit pension means is that regardless of market conditions, you are guaranteed a pension income. The amount you will receive is based on a set formula that uses your pensionable earnings and the years of credited service. You are encouraged to visit the HR website under Pension Benefits to figure out how exact amounts work. As well, your pension plan information is available on your portal and the information is updated each year.

While every individual situation is unique, there are also benefits to becoming a contributory member. You will need to request that you become a contributory member. Please do so **before** November 30 of a given year by writing the Benefit Pension Office at the following email address pensions@concordia.ca. The major advantage to becoming a contributory member is that your contributions are tax deductible. If you are unclear about the benefits of becoming a contributory member, it is best to consult with your financial advisor.

Provided you have had continuous service, you can obtain your pension benefits under a number of different circumstances or options: before reaching the age of 65, at the age of 65 years old, or beyond 65 years old. Again, depending on whether you are a contributory member or not and depending on earnings, the situation will vary with every individual. Read more about the various formulas/options by visiting the HR website:

(<http://www.concordia.ca/hr/benefits/pension/>).

Bear in mind that our pension plan is portable and that pension earnings can be transferred to another pension plan should you leave the University. As well, bear in mind that there are rules about the rights for your spouse that involve your pension plan. You are also strongly advised to complete the form in HR to designate the beneficiary of your pension plan.

What about the government pension plans?

Your Canadian and Quebec pension plans are in addition to any other private plan you may have. Ensure you apply to receive the government pension plans (as early as 55 years for the Quebec Pension Plan or as early as 60 years of age for the Canadian Pension Plan), **but you must apply** with the respective government offices before you elect to retire. For the Canada Pension Plan, while you can retire sooner (at 60 years of age) you must apply regardless before your 65th birthday in order to receive it. You may also be eligible for Old Age Security from the federal government. Find out details about the government pension plans by visiting the government websites:

Quebec Pension Plan: <http://www.rrq.gouv.qc.ca/>

Canadian Pension Plan and Old Age Security: <http://www.rhdcc-hrsdc.gc.ca/eng/home.shtml>

Can I draw on my pension plans and still work?

Here are issues to consider:

1. You retire and draw on all your pension plans. You elect not to work under this option.
2. You do not retire, continue to work, and draw on all your pension plans. Normally individuals who take this option are heavily taxed, rendering pension income ineffective or not viable. With part-time faculty on limited income, however, this option has its merits if you continue to teach one or two courses.

In any case, you alone must decide how you wish to draw on your pension plan. If you are interested in obtaining your Concordia Employee Pension Plan, you must send a letter to the Benefits Pension office of Human Resources. To play it safe, and regardless of the option for acquiring your pension benefits, clearly state that you wish to "draw on your pension plan". There is no need to state you "are retiring", nor can you be forced to retire if you elect to draw on your pension funds and continue to work.

Salary Insurance, Better known as Short-Term Disability

1. What happens if I cannot teach because of a medical reason?

All members who have signed a part-time contract and who are unable to start or continue teaching are entitled to "salary insurance", otherwise understood as short-term disability. You become eligible the minute you have signed a part-time contract.

2. What will I receive as salary insurance (aka short-term disability)?

You receive 100% of your salary for the first month and then 85% of your salary for the remaining part of your term and PT contract.

3. What do I do to get salary insurance?

First things first, ensure you advise your Department Chair immediately that you are unable to teach due to medical reasons. You must do so in writing. Second, it is critical to call the Association, and you will be advised as to how to proceed to obtain this medical benefit. It will be difficult to help you obtain your salary insurance (short-term disability) after the fact, and especially if you do not follow the proper procedures. Please contact us at cupfa@alcor.concordia.ca The Association is there to guide you. Take advantage of our advice.

Tuition Waivers

Who is eligible for tuition waivers and how do I proceed?

If you hold a part-time contract, some courses are available almost for free: (see below)

If you have fewer than 50 credits of seniority, you and another member of your family (limit of two per family) are entitled to French language and computer courses, be it degree track through the University or through the University's School of Extended Learning/Continuing Education.

If you have 50 credits of seniority or more, either you and one other member, or indeed any two members of your immediate family (2 total per family) are entitled to full tuition waivers for up to ten, three (3) credits courses per academic year.

Forms are available from the Human Resources website (<http://hr.concordia.ca/>) or at their office located in the Faubourg Tower, 1250 Guy Street Suite, S-FB 1130. They're the same for Full and Part-time faculty, and they must be completed for every semester, within the two weeks immediately preceding the term. Waivers for credit courses are processed right here and within about 3 days the adjusted amount-due shows up in the student's account. Waivers for Continuing Education courses are obtained in the Offices of Human Resources but then processed at Continuing Education.

To summaries here are the steps that need to be followed for yourself or a member of your family when taking credit courses with the University:

1. Bring evidence that you (or for your family member) have been accepted into an academic program along with your ID to the Offices of Human Resources;
2. Fill out and take the form to the Office of Student Financial Services;
3. While you do not need to pay for your tuition, you (or your family member) must still pay for student fees and other user fees that the University charges all students;
4. Bear in mind all tuition waivers are a "taxable benefit" (see below).

What types of courses are available with the tuition waiver?

Cont. Ed Courses

1, All members and their families are entitled to non-credit French language and computer literacy courses available through Continuing Education; these are free and offered on a year-round basis. Consult the Continuing Education website at the School of Extended Learning for course details (<http://www.concordia.ca/extended-learning/non-credit/>).

2. Members with at least 50 credits of seniority are entitled, along with their families, to take any other non-credit courses in Continuing Education (limit of 2 immediate family members per family).

Other Degree Courses/Programs at Concordia

Members with at least 50 credits of seniority, and their families (2 students per family), are entitled to all credit courses offered by Concordia. The tuition waiver is a taxable benefit so expect that the individual who receives the waiver will receive a T4 for tax purposes.

Example: If your son or daughter receives a tuition waiver then he or she (not you) will need to claim it with the federal and provincial Departments of Revenue.

Non-Concordia Courses

Courses at other establishments are available through professional development funds.

STUDENTS AND THEIR NEEDS . . .

ASSISTANCE FOR STUDENTS

There are a number of Offices in the University that can help students with their academic work. For students with special needs, contact the Office of Student Disabilities at osdgen@alcor.concordia.ca or ext. 3525.

For students needing academic help with their work or other personal issues contact the Counselling and Development Offices (<http://cdev.concordia.ca/>):

Howard Magonet, Director, Counselling and Development
S-H 440 14 – Tel: (514) 848-2424 ext.: 3547
L-AD 115 13 – Tel: (514) 848-2424 ext.: 3547
E-mail: Howard.Magonet@concordia.ca

Marlene Gross, Manager, Services for New Students/Student Success Program
L-AD 115 10 – Tel: (514) 848-2424 ext.: 3974
E-mail: mgross@alcor.concordia.ca

Francine Salinitri, Interim Manager, Career and Placement Services
S-EN 114 – Tel: (514) 848-2424 ext.: 7346
E-mail: fsalin@alcor.concordia.ca

Dale Robinson, Interim Coordinator, Counselling and Psychological Services
S-H 440 23 – Tel: (514) 848-2424 ext.: 4389
E-mail: daler@alcor.concordia.ca

Juliet Dunphy, Manager, Student Learning Services
S-H 440 21 – Tel: (514) 848-2424 ext.: 3552
E-mail: jdunphy@alcor.concordia.ca

Their website, <http://cdev.concordia.ca/>, is great and you should consider indicating it in your course outline. Finally, the Centre for Teaching and Learning provides all faculty with a number of interesting workshops that focus on learning objectives. Well worth exploring at <http://teaching.concordia.ca/>.

Academic Integrity and Issues of Cheating

Most students do not cheat. However, plagiarism does happen and academic integrity is often compromised. Make sure you establish the plagiarism policy in your course outline right at the outset. If you catch a student cheating or plagiarising, you need to file an **"incident report"** with the Ombuds Office at ombuds@alcor.concordia.ca. Inform your Department Chair.

What if someone in my class cheats?

Three kinds of cheating situations are defined:

1. Centrally-supervised-exam-related offenses such as trying to see your neighbor's paper or using crib notes during Registrar's Office invigilated exams, like finals;
2. Offenses similar to the foregoing in other types of exam situations like mid-terms; and
3. Non-exam-related offenses like handing in somebody else's work as one's own.

For all situations the Code of Conduct Clause is 17.10 in the 2011-2012 Under Graduate University Calendar, and should be followed to the letter. Briefly, here's what you do:

1. In a centrally supervised exam, the invigilator (who may or may not be you) doesn't accuse the student of cheating but contacts the supervisor who informs the student there is a suspicion of misconduct and asks the student to leave the exam area immediately. The student must choose in writing to either withdraw from the exam with permission to rewrite if the charge is dismissed, or to continue the exam in another location. Either way the case is investigated. The exam booklet, any other pertinent evidence, together with the incident report included with the exam materials in the invigilator's package, are filed with the Dean's delegate.
2. When an exam is not centrally supervised, a student suspected of misconduct is so informed and asked to leave the exam area immediately. Again, don't accuse the student of cheating. The exam booklet or papers, any other evidence, and an incident report available from the Vice Dean's Office, Student Affairs, are filed with the Dean's delegate. If the student refuses to leave, call Security.
3. An instructor who has reasonable grounds to believe a student has committed a non-exam-related offense, includes all pertinent documents and files, with the Dean's delegate, a code of conduct academic incident report available from the Vice Dean's Office, Student Affairs.

In all situations, you do not sanction the student yourself. Document and keep copies of everything - similar papers handed in or identical references, and record all details while your memory is fresh - like where the student was sitting in an exam situation, who was nearby, what question the student was working on when you noticed anything, the behaviour of the student, motions, eye contact, etc., and timing is important.

The main thing is that an incident report about cheating needs to be filled-out. Send your report to the Office of the Dean in your Faculty. The University takes it from there and, if necessary, sanctions the student.

Student Grades

Students may not be aware about the grading policy established for your course. Ensure you provide comprehensive information about how your students will be evaluated on your course outline (value of assignments, grade reduction for not meeting deadlines, etc.). Indicate in your course outline as well that you are open to discuss any grade with a student first. You alone have the right to determine the grade.

Remember that students have the right to appeal a grade (the grade may be lowered, maintained, or raised). Unless grades are altered in a hearing or on appeal, grades cannot be refused or changed without your permission. The services offered by the Ombuds Office at ombuds@alcor.concordia.ca can also advise you but do meet with a student first. Many students may not read or absorb information contained in your course outline. Misunderstandings can be resolved by remaining open and accessible to your students.

What if a student complains either anonymously or in person to the Dean or to my Chair, about my teaching or my grades?

Don't be intimidated. If there is a legitimate complaint, it's better to know about it and correct the situation. If you are a victim of student skulduggery (and this does happen), contact CUPFA ext.3691 and we'll work out a strategy. Try to be beyond reproach: clear course outlines, clear course objectives, clear evaluation and grading criteria, and adequate explanation or justification for marks received. You can write deadlines into course outlines and/or that there are no deadline extensions for late assignments; you can specify the need for a medical certificate should an assignment, deadline or examination be missed for medical reasons. Ensure you are as open and as flexible as possible. If you are called in to discuss the situation with your Chair or the Dean, bring documentation and don't forget to have the Vice President Grievance and Collective Agreement go with you. **Do not go alone!**

What if a student is late with a final assignment?

If you enter a grade with an "INC" the student must pay a fee of \$20.00 and fill out a late-completion request form at the Registrar's Office located in Birk's Hall, LB-185. Most important of all, **ensure** you have indicated in your course outline your policy of incomplete or late work. You alone determine whether you will accept late or incomplete work.

What should I do if a student calls me to complain?

When a student questions a grade this is their right. Complaints are not always personal attacks as the student may not understand why they have received the grade you have assigned. Be beyond reproach: (a) did you clearly indicate how they would be evaluated on your course outline? (b) did you clearly provide remarks and justify your grade in assignments that were returned? (c) did you return, mid terms and assignments in a timely fashion? If not, this is likely the reason you are experiencing a concerned student.

What to do now? (a) you must meet with the student first (b) together you can review the work and elaborate on why they received the marks they did. (c) if the student is still dissatisfied, explain they have a right to appeal the grade (d) explain as well, that their grade could be lowered, maintained, or raised.

Students will sometimes ask for additional marks to raise a sinking GPA and/or to avoid being put on probation. Marks, however, are given for academic reasons, not for non-academic reasons. Faculty are obligated to be fair and consistent, and their actions must be globally defensible. A mechanism for academic re-evaluation is in place, upon application by the student to the Department who, when they receive the request, takes it from there.

Disruptive Student Behaviour

The University has a policy of zero tolerance for any violent behaviour. If an incident occurs in your classroom you must file an "incident report" with Security security@alcor.concordia.ca. Their number is 514 848-3717. **Dial 1 for urgent situations; Dial 2 for non-urgent situations.** If the behaviour is one of continued harassment or other forms of disruptive behaviour in or out of class, write the Code Administrator of the Code of Rights and Responsibilities at advisor@alcor.concordia.ca.

What if I am confronted with a threatening situation, or I sense a real danger to me or anyone else whether caused by illness or aggression in class or anywhere on any campus?

Remember that special emergency phones in all buildings are found on both campuses and do not require money. If it's life threatening anywhere, call 911 and then call Security 514 848-3717. Don't forget, on a private office phone you have to dial 9-911. A 911 call on a pay phone is free.

Campus Security Telephone number

514 848-3717

Dial 1 for URGENT matters

Dial 2 for NON-URGENT matters

Other means to reach security

Emergency phones

Elevator intercoms

Public telephones on both campuses (no charge)

You MUST file an incident report. Email security@alcor.concordia.ca

Mailing address

Concordia University

S-H118

1455 De Maisonneuve Blvd. West

Montréal, Québec H3G 1M8

Fax Security Department: 514 848-3772

Helping Students

What if a student suddenly feels very ill or faints or has a seizure in my class?

Call Security:

Security Telephone number

514 848-3717 – central number

Dial 1 for URGENT matters

Dial 2 for NON-URGENT matters

Other means to reach security

Emergency phones

Elevator intercoms

Public telephones on both campuses (no charge)

Security will come and they'll call Health Services or an ambulance. If you don't have access to a private office phone and you don't have fifty cents, go to any pay phone within the Hall and Library Buildings downtown or Loyola, you can dial 848-3717 without a coin. In LIFE-THREATENING situations, call 911 and then call Security. (Don't forget, on a private office phone in any building, you dial 9-911).

What if I think a student in my class needs help; is there anything I can do?

There are safety nets and it depends on the help the student needs. If a student seems in distress, is overwhelmed, acting in a bizarre fashion, is suddenly aggressive, seems overly sleepy, dizzy, not quite right for any reason, then, outside of class, with discretion, you can suggest to the student that resources are available. Alternatively, without mentioning the student's name, you can discuss the situation with various resource people and work out what to do. Health Services on the Sir George Campus can be reached at ext. 3565 and on the Loyola campus at ext. 3575. Walk-in nursing clinics exist on both campuses. Check for times as summer and winter hour's change. These can be found on their website (<http://www-health.concordia.ca/>).

Best of all, Counselling and Development Services offers five different services targeting particular student needs.

1. Student Learning Services
2. Counselling and Development
3. Career Services
4. Services for New Students
5. Student Success Centre

They are available on both campuses. Sir George Campus ext. 3545 and Loyola Campus ext. 3555.

As well, other services available on campus: food vouchers are given by Multi-Faith Chaplaincy; emergency loans can be had from Financial Aid.

What do I do if I have an international student who is experiencing personal or academic difficulties?

Contact the International Students' Office.
Office Hours Monday - Friday: 9 a.m. - 5 p.m.
Email: iso@alcor.concordia.ca
(please include student's ID number when sending an email)

A native student in my class is having a real hard time keeping up. Is there anything I can do?

The Centre for Native Education, the only one in Quebec, offers support services and resources to First Nations, Métis, and Inuit students. The Centre is a welcoming space in which Native students can meet to plan social activities or just relax in between classes. An Elder named Morning Star is available for group or individual consultations as are staff members, who can address individual needs and referrals. The Centre strives to help Native students complete their programs and achieve their highest potential.

Centre for Native Education
Concordia University
1455 De Maisonneuve Blvd West, H-641
Montréal QC H3G 1M8
<http://supportservices.concordia.ca/nativecentre/>

Coordinator
(514) 848-2424 ext.7326

Department Assistant
Silvana Novembre
(514) 848-2424 ext.7327
novembre@alcor.concordia.ca

Elder-in-Residence

Morning Star

(514) 848-2424 ext.5029

dorr@alcor.concordia.ca

Is there anything I can do to help a student who has financial difficulties just to eat and to get bus tickets?

Multi-Faith Chaplaincy Pre-paid gift cards for food are available but the student must call for an appointment at ext. 3593 (SGW), offices at S-Z-104 or 3588 (Loyola), offices at L-FC-109. Their website is <http://chaplaincy.concordia.ca/>

Is there some way I can help a visibly disabled student, or someone who just writes very slowly, and would be at a disadvantage in a classroom situation or an exam situation, or needs reading assistance for Dyslexia or is challenged for any other reason?

The Access Centre for Students with Disabilities (ACSD) provides professional services to students with mobility, visual and hearing impairments, learning disabilities, and health-related conditions (temporary and permanent). Students with disabilities should contact the centre early on in the term to make their needs known. They can be reached at 514-848-2424 ext. 3525 or by email (acsinfo@alcor.concordia.ca).

To receive services, students must submit recent documentation pertaining to their disability and recognized by the ACSD. Some of the services most used by our students are:

- Exam accommodations where relevant.
- Access to a lab with adaptive technology.
- Textbooks and course-packs made available in alternative electronic formats.
- Classroom note-takers and transcribers.
- Oral and sign interpreters for the hearing impaired.
- Classroom relocation due to inaccessibility.
- Referral for learning disability assessment.
- Facilitator for the Quebec Special Needs Program.
- Workshops on adaptive computer equipment (scanners, document reading software and use of electronic note-taking devices).

UNIVERSITY SERVICES

ATHLETIC FACILITIES

Can I use the Athletic facilities?

By all means! A healthy mind in a healthy body! Check out their web site for all the activities and services they have to offer (<http://athletics.concordia.ca/>). Their contact information is:

Loyola Athletic Complex

7200 Sherbrooke St. W

514 848 2424, ext. 3858

EV Fitness Centre (SGW Campus)

1515 St. Catherine W.

EV S2-206

514 848 2424, ext. 3860

Or e-mail at:

camprec@alcor.concordia.ca

KEYS AND PHOTOCOPING

Can I get a key to my office? I need to be able to work on my own.

You should be able to use your office to fulfill the obligations of your work. The Department Administrator will ask you to fill in a key-request form and will send it by internal mail. About three days later, you can go in person to pick up your own key. On the SGW Campus it's at GM 1100, the building over the Guy Metro with the entrance on de Maisonneuve, 848-4842; at Loyola you go to PS 160, the building directly behind the library and cafeteria, 848-3732.

Is it possible for me to work in my office during after hours such as midnight or on New Year's day? Now that I can access my office with my own key, I would like to make use of my space when there is no one else around.

You'll need to sign in at Security and you'll need your ID. Security will key you in at the SGW Campus LB door on Mackay, or at the Hall Building main door on de Maisonneuve; at Loyola you sign in at the main desk in the Administration Building, which is the central building facing Sherbrooke. For faculty, buildings are open at all times. The reason for the sign-in is for the user's security, so that Security knows where the few building users are should there be an emergency.

What do I do if I lock myself out?

You'll need to show ID. Sign in at the nearest Security desk and someone will accompany you with a master key. If your ID is locked into your room along with your key, just show it when your door is opened. For reasons of security, if you have left your ID at home, you will be denied access.

Can I use the photocopier during after hours?

No. Best not to leave anything to the last minute. It is unlikely anyone uses photocopying after hours. As well, everyone has a limit on the number of photocopies you are entitled to have. Best to check with your Department about its photocopying policy.

Would it be possible to get secretarial help? Do I have access to email, a computer, and a phone? Do I get office space?

Yes to all questions. Both in law and in Article 19.01 of our Collective Agreement "OFFICE SPACE AND FACILITIES", the employer is obliged to provide you with the means to fulfill the obligations of your work e.g. office space to prepare lectures, mark, and meet students, email address to communicate with your students, phone service, library services to conduct research, etc.

If you do not have office facilities to perform the obligations of your responsibilities, please contact the Association ASAP. The employer must provide you with the tools and means to perform your duties.

E-MAIL, COMPUTER SERVICES

How do I get launched in cyberspace? How do I get an e-mail account and how do I get any kind of computer access and help?

Go to ITTS (Instructional and Information Technology Services) SGW Camus in H-925 or Loyola Campus CC-206-207. Bring your ID. Ask for a faculty-staff application form, which will need to be signed by your Chair. You are entitled to an email account. Email accounts are suspended once you are away from the bargaining unit or not teaching for 32 months. The IITS website is <http://iits.concordia.ca/>

ITTS arranges for all kinds of computer workshops, training, studios, labs and courses that you may also want to take advantage of.

What is this thing called Moodle? Do I use it for my classes?

While the new technologies have merit, they also bring challenges and cost implications. It would be better for our employer to work out issues before forcing anyone to use, download, attach, print, or put anything online.

Moodle is a service available through IITS. It allows you to place your course outlines and copies of lectures or course materials for your students online. You can do so by visiting your Portal. This said, you are cautioned about using Moodle for the following reasons: (a) students will be obliged to download and print material at their own costs. This is a little odd considering each student is charged a photocopying fee as an extra user-fee by the University! (b) your academic work could be stolen or hacked into and, lastly, (c) you have little copyright protection from our employer if you are using their technical facilities. Hmmmm. Not sure you will want to take all these risks. These risks are similar to those involved with eConcordia and all other online courses. You need to protect your academic freedom and copyright of your course and materials and consider the costs of YOU printing attachments. While our employer cannot force you to use Moodle, the choice is yours to decide. We just want to advise you of the issues and pitfalls, along with the benefits.

I want to show a video, a DVD or have power-point presentation in class. How do I access or go about reserving needed equipment?

Not all, but more and more classrooms are “smart classrooms” and are equipped with the equipment you need. Thing is you still need to book via email to receive a key to access this equipment and then go to the available depot to pick-up the key. So this is what you do to ask for this key or any other equipment whether you are in a “smart classroom” or not:

1. email the IITS audio-visual services:
SGW campus at sgwbook@alcor.concordia.ca
Loyola campus at loybook@alcor.concordia.ca
2. provide your name, course number, Department, what you need exactly
3. provide date of class, time and (this is important) location of your class
3. ask in your email which depot you need to go to before class to pick up a key or equipment; there are many depots on both campuses so ensure you are advised which depot (depending which building you teach in) to go before class to pick keys or equipment.

TEACHING AND LEARNING

Does our employer provide services for instructors who would like to improve their teaching and classroom skills as well as update themselves with the latest technologies and techniques used in teaching?

The Centre for Teaching and Learning Services, CTLS, runs seminars on a regular basis on all sorts of classroom techniques, including electronic training, for which there are whole new packages available. Information can be found on their website (<http://teaching.concordia.ca/>). They exist for the purpose of in-house professional development. They are also the people who run the course evaluation packages. CUPFA also holds teacher training workshops and these are announced in *CUPFA News*. Moreover, members who wish to advance or improve their teaching can also apply for Professional Development funds to attend workshops or courses given off-campus.

LIBRARIES

Can I use the libraries?

You are encouraged to use the libraries to prepare for your courses, update your knowledge, conduct research, place materials on reserve for your students, etc. Your Concordia ID card is your library card. Access is for 32 months after your last contract. Your name on the University-wide Seniority List (which staff in the Library should have electronic access to) should provide you with services available to all other faculty. If you are a new hire or are not on the Seniority List, you'll need an authorization letter from your Chair until your name kicks onto the Seniority List on February 1.

The Library also has a designated librarian who is a specialist with reference materials and books for the subjects you teach, specific to your Department. Find out who that is and include this information in your course outline as it will also be helpful for your students' research.

Did you know you can schedule films for small group classes in the media section of the library? Make sure you book the media, and place films on reserve, well in advance. To borrow, renew, place on reserve, inter-campus loans of material, CLUES Requests, fines, print media or any service the libraries offer, check the library website (<http://library.concordia.ca/>).

Library Addresses

SGW Webster Library
McConnell Building, 2nd floor (LB)
514-848-2424 ext. 7777

Loyola Vanier Library
Vanier Library Building (VL)
514-848-2424 ext. 7766

Transportation – Getting from one campus to another

Concordia University operates a free shuttle bus service between the downtown Sir George Williams Campus and the Loyola Campus. You will need your Concordia ID to board. Consult the [shuttle bus schedules](#) that are posted near the bus terminal (front of Hall Bldg on SGW campus, front of Vanier Library on Loyola Campus). Bear in mind shuttle service schedules change during holidays or in the summer term.

EMPLOYEE ASSISTANCE

I am having a personal problem, my spirit needs recharging, or I'm having a mid-life career crisis, or I have a drug dependency problem. Is help available?

As well as Health Services, the Employee Assistance Program (EAP) (<http://eap.concordia.ca/>) offer services and can assist you in promoting a healthy life style.

Since 1992, it has been the policy of the University to maintain an **Employee Assistance Program (EAP)**, a strictly voluntary, **confidential** counselling, referral and information service providing a broad range of services to employees and their immediate family.

If you are eligible for Health Benefits at Concordia, counselling services in English and French are available to you at no cost 24 hours a day, 7 days a week through Concordia's external provider, **Shepell-fgi**.

For appointments, counselling or general information, you may call:

1-800-387-4765 (English Services)

1-800-361-5676 (French Services)

You are also encouraged to access the new web site from Shepell-fgi (workhealthlife.com). You'll discover **ecounselling**, a convenient, comfortable way to get the online support you need. You'll also learn how to better cope with everyday demands, find your ideal work/life balance and improve your overall health.

The Concordia Drug and Alcohol Recovery Program (DARP) can provide you with the support, counselling, treatment and care necessary to successfully manage your addictive behaviours and return to a healthy and productive life. The **"I Quit" Smoking Cessation Program** is always available to staff and faculty. To learn more about the Employee Assistance Program, please contact:

Nina Peritz at 514-848-2424 3667 or email her at eap@alcor.concordia.ca

DAYCARE SERVICES

I have a young child and I want to keep my job. Do we have daycare?

Yes, Concordia actually has two daycare centers, but the waiting lists are AT LEAST ONE YEAR LONG.

Sir George Williams Campus - Centre de la Petite Enfance Concordia (*parents may enrol children 18 months to 5 years of age*). They have space for 80, and they'll take babies as young as three months BUT THEY ARE PACKED TO THE SEAMS. The per diem rate of seven dollars should apply for children as young as two years - younger than that the rate is \$535 per month.

1185 St. Mathieu, GN-110 Telephone: 848-2424 ext. 8789 Email: pec@alcor.concordia.ca

Loyola Campus - Centre de la Petite Enfance Les P'tits Profs (*parents may enroll children 3 months to 5 years of age*). At Loyola, the centre has space for 48, and the rate per day below the age of two is between \$23 and \$24.

3500 - 3502 Belmore Telephone: 848-2424 ext. 7788 Email: glpp@alcor.concordia.ca

In both centers, the contract is yearly. If you're interested, get on the waiting list right away and don't forget you can place your child on one campus and take the shuttle to the other (if that's the centre where you can get your child in).

Financial assistance for child care expenses is available for eligible students through the Quebec Financial Aid/Loans and Bursaries program and through the Ministère de la Famille et de l'enfance. Concordia offers several services to both student parents, faculty and staff.

EXTERNAL AND OTHER PERSONAL SERVICES

Check the CUPFA Website for services offered by our part-time faculty members. If you have a service you would like to offer, contact us by e-mail at cupfa@alcor.concordia.ca.

Employment Insurance (Unemployed)

Federal Government
Montréal (Downtown) Service Canada Centre
200 René-Lévesque Boulevard West
Montréal, Quebec H2Z1X4
Toll free 1 800 206-7218

Unemployment - Advocates

Le Mouvement Action-Chômage
6839A, rue Drolet Montréal H2S 2T1
macmtl@macmtl.qc.ca
514-271-4099

Health and Safety (Quebec Workman's Compensation, Employment Injury)

http://www.csst.qc.ca/en/Pages/all_english_content.aspx Toll Free 1 866 302-CSST (2778)
Montréal 514 906-3040
CSST - Service des plaintes et de l'évaluation
Case postale 6056, Succ. Centre-ville
Montréal, QC H3C 4E1

Human Rights – Quebec Human Rights Commission and Youth Protection

<http://www2.cdpdj.qc.ca/en/pages/Default.aspx>
360, Saint-Jacques Street, 2nd floor
Montréal (Québec) H2Y 1P5
Telephone: 514 873-5146
Toll free: 1 800 361-6477
Email: accueil@cdpdj.qc.ca

Legal Clinic

The McGill Legal Information Clinic (MLIC) is a non-profit, student-run, bilingual and free legal information service. Their mandate is to provide legal information, referral and community services to the McGill and Montreal communities, with a continuing commitment to meeting the needs of marginalized groups.
Call 514-398-6792 or visit their website (www.mlic.mcgill.ca)

Medicare, Quebec Drug Plan

Régie de l'assurance maladie (RAMQ)
http://www.ramq.gouv.qc.ca/index_en.shtml
425, boulevard De Maisonneuve Ouest
3rd floor, suite 300
Montréal (Québec) H3A 3G5
514 864-3411

PENSION PLANS

Canada Pension Plan and Old Age Security

<http://www.servicecanada.gc.ca/eng/isp/cpp/cpptoc.shtml>
Montréal (Downtown) Service Canada Centre
200 René-Lévesque Boulevard West
Montréal, Québec H2Z1X4
Toll Free 1-800-255-4786

Quebec Pension Plan, Supplement Pension, Child Assistance Plan

<http://www.rrq.gouv.qc.ca/en/accueil/Pages/accueil.aspx>
Régie des rentes du Québec
Case postale 5200
Québec (Québec) G1K 7S9
Toll-free 1-800-463-5185
Telephone Montreal: 514-873-2433

Tenants' Rights Hotline, Walk-in Clinic, Quebec Rental Board

Arnold Bennett Tenants' Rights Hotline and Walk-in Clinic

Phone: 514-488-0412 or 514-990-0190, Mon–Fri, 9AM–9PM

Notre-Dame-de-Grâce

#2-6462 rue Sherbrooke Ouest (corner Cavendish)

Saturday, 10:30AM–1:00PM

YMCA Downtown

#517-1440 rue Stanley

Sunday, 10:30AM–1:00PM

Quebec Rental Board

Information about lease laws, FAQs, Sublet and Lease assignment forms and the locations of the 6 Montreal area offices are available in French and English on the [Régie du Logement du Québec](http://www.rdl.gouv.qc.ca/en/accueil/accueil.asp) website, <http://www.rdl.gouv.qc.ca/en/accueil/accueil.asp> or call 514-873-2245 to obtain more information.

KEY UNIVERSITY OFFICES AND SERVICES

Athletics, "The Gym"

e-mail camprec@alcor.concordia.ca

Loyola Athletic Complex

7200 Sherbrooke St. W 514 848 2424, ext. 3858

EV Fitness Centre (SGW Campus)

1515 St. Catherine W.

EV S2-206 514 848 2424, ext. 3860

Centre for Teaching and Learning

Email: teaching@concordia.ca. Website: <http://teaching.concordia.ca/>

The main office is situated in room AD-426 of the Loyola campus administrative building.

7141 Sherbrooke Street West

Montreal, H4B 1R6

Telephone (514) 848 2424, ext. 2495.

Computer Services, Internet, IITS

Helpline: ext. 7613. Email: help@concordia.ca. Website: <http://helpline.concordia.ca>.

Concordia University Bookstore

Website: <http://web2.concordia.ca/Bookstore/>

- sells textbooks (new and used), reference books, general books
- Concordia-branded clothing and merchandise
- it also has a buy-back program for used textbooks.
- 848-2424 ext. 3620 General Information - Loyola.
- 848-2424 ext. 3615 General Information - SGW.

Concordia Computer Store

Website: <http://ccs.concordia.ca/>

- carries a wide range of computer hardware from desktops to iPods
- computer software offered with huge academic discounts for registered students, faculty and staff.
- also provide tech services
- When you buy at the Computer Store provides educational discounts to students/faculty with ID card.
- 848-2424 ext. 5894 Information - Loyola
- 848-2424 ext. 7665 Information - SGW

Concordia Digital Store

Website: <http://digitalstore.concordia.ca/>

- provides the best printing services and latest printing technologies
- with Rogers Wireless offer cell phone services to students, faculty and staff
- operates a number of self-serve copiers at several locations on both campuses
- 848-2424 ext. 3484 General Inquiries - Loyola
- 848-2424 ext. 3483 General Inquiries - SGW
- 848-2424 ext. 3481 Print Consultation

Concordia Community Solidarity Co-op Bookstore

Website: <http://www.co-opbookstore.ca/>

2150 Bishop Street, Montreal (Quebec) Store phone: 514-848-2046

There's an **art supply store** in the VA Building, Tel: 514-848-2424 ext. 4609

Location: VA 109

1395 René-Lévesque W.

Montreal, QC H3G 2M5 (corner of Crescent St.)

Counselling and Development

Website: <http://cdev.concordia.ca>

- Student Learning Services
- Counselling and Development
- Career Services
- Services for New Students
- Student Success Centre

Sir George Williams Campus

Hall Building, 1455 de Maisonneuve West, room: H-440 (4th Floor)

Montreal, Quebec H3G 1M8.

Tel.: (514) 848-2424, ext. 3545

Open weekdays: 9 a.m. to 5 p.m. (during fall and winter terms)

Loyola Campus

7141 Sherbrooke West, room: AD-103

Montreal, Quebec H4B 1R6.

Tel.: (514) 848-2424, ext. 3555

Open weekdays: 9 a.m. to 5 p.m. (during fall and winter terms)

Employee Assistance Program (EAP)

Website: <http://eap.concordia.ca/>

Services are free. For appointments, counselling or general information, you may call:

1-800-387-4765 (English Services)

1-800-361-5676 (French Services)

Environmental Health and Safety

Website: <http://ehs.concordia.ca/>

The main office is located on the Sir George William Campus in the GM building at 1550 de Maisonneuve West, Montreal, 514-848-2424, ext. 4877 and Fax: 514-848-2807. Loyola Campus office is located at 7141 Sherbrooke Street West, Montreal, in the PS building, 514-848-2424, ext. 5915.

Human Resources

Website: <http://hr.concordia.ca/>. Tel: (514) 848-2424 ext. 3666

for ID cards, Tuition Waiver Form, Insurance Forms, Payroll and other information.

Office is located at: Faubourg Tower 1250 Guy Street S-FB 1130

Health Services

General inquiries: <http://www-health.concordia.ca/>

SGW Campus

Tel: 514-848-2424 x3565
1550 De Maisonneuve W. Room GM-200

Loyola Campus

Tel: 514-848-2424 x3575
7141 Sherbooke Street W.
Room AD-103-10

Multi-Faith Chaplaincy

848-4587 Fax – SGW, 848-2424 ext. 3588
Information – Loyola, 848-2424 ext. 3593
Information - SGW

Office of Disabled Students

Email: osdgen@alcor.concordia.ca
1455 de Maisonneuve Blvd. West, H-580
Montreal, Quebec H3G 1M8
Tel: (514) 848-2424 ext. 3525; Fax: (514) 848-3524

Offices of the Code Administrator of Rights and Responsibilities

Email: advisor@alcor.concordia.ca
Tel: 848-4515, Fax: 848-2424 ext. 4857
1550 de Maisonneuve West

Ombuds Office-

Email: ombuds@alcor.concordia.ca; Tel: 514-848-2424, ext. 8658
GM Building, 1550 de Maisonneuve W., Suite 600-42

Payroll (pay stubs, deductions from source)

Email: payroll@concordia.ca

The People's Potato

The People's Potato is a vegan soup kitchen at Concordia University - a student initiated project that was founded in 1999 in order to address student poverty. They offer by donation meals each day of the week during the Fall and Winter semesters. They serve more than 400 meals daily to students, community members with the help of their dedicated volunteers. They are committed to educating about healthy cooking and food politics and to broader goals of social and environmental justice.

Tel: 514-848-2424 x7590; Email: peoplespotato@gmail.com
Address: 1455 de Maisonneuve west, H-733
Montreal, Quebec H3G 1M8

and believe it or not, even a mini-grocery, a non-profit, bulk health food store, selling grains, fruit juice:

Le Frigo Vert

2130 Mackay, Tel: 848-7586, Email: lefrigovert@resist.ca

Security

Email: security@alcor.concordia.ca

Tel: 514 848-3717

Dial 1 for urgent situations

Dial 2 for non-urgent situations

Fax Security: 514 848-3772

Seniority List, Work History, etc.

MyConcordia Home Page (<https://www.myconcordia.ca/>)

Spectrum

Website: <http://spectrum.library.concordia.ca/>, E-mail: spectrum@alcor.concordia.ca