Call Center Campaign - Script

1. Hi {first_name}, this is *(insert your name*), I'm the second VP of your local, (*insert your local name*)

   I'm calling to give you an important update on the state of bargaining and hear your thoughts. What issues are most important to you in this round of bargaining?

   (Listen and record responses if applicable. Affirm that these are important issues. Provide relevant information on how BT is pushing to address these issues at the table)

2. **What issues are most important to you in this round of bargaining?**

   Wages
   Remote Work
   Workforce adjustment protections
   Benefits
   Other

3. As you know, the cost of living continues to rise; many members are experiencing burnout, and workers need fair wages, decent working conditions and inclusive workplaces now more than ever. Unfortunately, Treasury Board has tabled an insulting wage offer that works out to a less than 1% increase per year over four years. This is out of touch with the cost of living; it doesn't keep up with inflation, and it is effectively a pay-cut. After everything workers have done to support Canadians – during the pandemic and beyond - the government needs to lead by example and do better.

   Can I ask, what do you think about that offer?
   Supports union position
   Supports employer position
   Undecided
   Other

4. Thank you for sharing that. At this point, it's clear the employer isn't going to voluntarily offer fair wage increases. We're going to have to fight for it like we do every round of bargaining. We've been at the table for over a year and the Treasury Board is still dragging their heels and delaying meaningful progress. That's why we need members involved in mobilization efforts, and that's what I'm calling about today.

PSAC is running strike readiness workshops to show Treasury Board that members deserve to be respected for our essential work. The workshops will go over why strikes happen, different types of strikes, and the importance of escalating mobilizing activities.

Can we count of you to attend a workshop to support our bargaining teams in negotiations with Treasury Board?

If "YES", email or text the registration link:

Stay on the phone with member until they have finished registering.

If "MAYBE" or "NO", keep the conversation going and help the member work through their hesitation. Encourage them and be sure they know their presence at the workshop will make a difference.

Yes
Maybe
No

5. We're holding our annual general meeting for the union local in mid November. It's a great opportunity to get more updates on how negotiations are going. Can we put you on our RSVP list?
   Yes, absolutely.
   Maybe
   No

6. If a strike vote was called tomorrow, could we count on you to vote yes?

   [Tell the member that a strong strike vote sends a message to the employer that workers are demanding a better offer]
   Yes
   No
   Maybe

7. I'm also looking to make sure all your member information is up to date so you're looped into all union communications as bargaining heats up.

   Confirm:
   - Phone number
   - Personal email address
   - Email

   [Record responses in an Excel spreadsheet]

8. RAND (if applicable, if not go to next question)

   (Go to the member's profile through member link, and if they are RAND, ask them to fill out membership card).

   Our records show you haven't signed a PSAC membership card yet. That means you're not a member in good standing and may not have full participation rights in certain union votes or activities.

   To be sure you have full voting rights, I can send you a secure online membership card right now by email. Would you be willing to take a moment and sign it?

- If YES: Perfect, thanks so much. You will get that in your inbox in the next few minutes.
- If NO: No problem. I'll still send you the link in case you decide to complete it later. Signing a card helps ensure that you can fully participate in important union decisions and votes.
- Membership card link: www.psacunion.ca/rand

  Yes
  No

9. **Closing**

   Thank you so much again for taking the time to speak with me. We'll continue keeping you updated as bargaining progresses. Have an excellent rest of your day.