



UNION OF HEALTH AND ENVIRONMENT WORKERS

SYNDICAT DES TRAVAILLEURS DE LA SANTÉ ET DE L'ENVIRONNEMENT

www.uhew-stse.ca

SERVICE STANDARDS

The mission of the Union of Health and Environment Workers (UHEW) is to serve our members. UHEW fosters a culture that sets the highest standard of integrity, professionalism and ethical behavior.

UHEW promotes standards among its representatives and employees which provides members information about what they can anticipate from the services UHEW provides.

The UHEW organization will: *act with integrity;*
 apply judgment and discretion;
 serve the members well; and
 use UHEW property, services and resources responsibly.

Visit our office

2781 Lancaster Rd, Ottawa, ON

- Office hours are Monday - Friday 8:30 a.m. – 4:00 p.m. (EDT/EST), except for statutory holidays any office closures outside these hours will be posted.

Contact by phone

1-833-731-5533

Local 613-731-5533

- Calls are answered or directed to voicemail during business hours (8:30 a.m. – 4:00 p.m. EDT/EST).
- We return voicemail messages within 24 hours.
- Recorded vacation or absence messages will provide a co-worker's name and phone number as backup while out of the office.
- Callers if needed, will be directed to the appropriate staff. Callers will be advised if transferred to another voicemail box.

Contact us by email

info@uhew-stse.ca

- We acknowledge emails and online messages within two business days and answer them within 5 business days.
- If we can't answer your question right away, we will send you an estimated date of when we can answer it within 5 business days.
- We answer faxes or mail within 5 business days (F: 613-526-5537).
- Absence messages will be activated while out of office and will provide a co-worker's name and contact information for assistance.

MEMBERS FIRST!