

QUESTION: What is a Membership Services Officer and how do I contact them?

AUPE's Membership Services Officers (MSOs) are employees of the Union. They serve as your first point of contact for information and can often help you find the right person to talk to, whether it is a union steward in your area or a specialist who can provide advice on specific issues. Officers cover specific regions, different employers, or government departments.

Membership Services Officers receive training to solve problems in a wide range of areas. Among their areas of expertise are: interpreting contracts, insurance appeals, benefit plan problems, assistance to disabled and injured workers, issues concerning a return to work after a period of receiving long-term disability benefits, pensions and other employment issues that may arise.

They have the legal and technical expertise to make sure employers observe the terms of the contract, and to represent you in appeals when a resolution to a dispute cannot be reached. They may also advise AUPE members in obtaining fair and just treatment in appeals to the Workers Compensation Board.

Question: How do I find the right Membership Services Officer?

MSOs are located in various locations throughout Alberta.

- Edmonton HQ
- Athabasca
- Edmonton City Centre
- Peace River
- Calgary
- Lethbridge
- Red Deer
- Camrose
- Grande Prairie

Go to: <http://www.aupe.org/contact/offices.php>