UIC Service Contract Meeting

SEPTEMBER 28TH 6-8PM

Celebrating the UIUC Contract Wins!

UIC Updates Page!

https://seiu73.org/updates/uic-updates/

Agenda

1. Welcome
2. MAC introduction & CBA training
3. Contract negotiations key dates & information
4. Fighting Privatization at UIC
5. Overview of ongoing fights
6. Next steps

UIC Service Contract Training

- Introduce yourself in the chat!
- Tell us your name, title, & work location

Zoom Setup

- Rename yourself by hovering on your name in the Participants menu and clicking “Rename”.
- Mute/unmute (Dial *6 if on your phone)
- Turn Video On/Off
- Use the Chat
Guidelines for Productive Discussion

- Turn on your zoom video
- Be present & respectful!
- Change your name on your screen
- Minimize distractions
- Step up, step back
- Participate actively by raising your hand, asking questions, and using the chat function
- Take notes
- Stay on mute until questions and discussion sections
- If there are questions not directly relevant to the presentation, save them for the end

MAC Introduction

In May 2018, The Committee On the Future of Local 73 made the recommendation to create a Member Action Center. SEIU Local 73 President, Dian Palmer was determined to implement the Member Action Center and have representatives speak live with members. President Palmer believed that members need an action center to be the main point of contact for members to reach out to address their questions and concerns.

MAC Introduction & UIC Service Contract Training

The Member Action Center (MAC) was launched. It is a full functioning action center that immediately connects members with knowledgeable union representatives and in the process frees up our field organizers to be deployed effectively to worksites.

MAC Structure

The Member Action Center is set up in two different sections. One group of representatives are focused on Inbound Calls and Emails. The other half is focused on handling discipline hearings, investigatory meeting and grievances. Together we are referred to as the MAC.

What you can expect when you call the MAC

- A front-line MAC representative will answer the phone and confirm that we have current contact information for you, including your name, phone number, home address, and email address. A rep will confirm this information is correct every time you call.
- A front-line MAC representative will make every attempt to answer your question about workplace and contract matters and to try to resolve your issues during that phone call.
- If you received a disciplinary action or if you feel that there is a contract violation a MAC representative will fill out a dispute form in our database, which the Director of the MAC will then assign to an available MAC hearings representative.
What you can expect when you call the MAC

• For clarity: a MAC representative is an at-large Union rep. In addition to handling disputes and hearings at UIC, MAC reps, also handle cases with Chicago Public Schools, Cook County, the City of Chicago and over 200 other contracts/job sites across Chicagoland, Northwest Indiana, and downstate Illinois. When you have a case that is being handled by the Member Action Center, that MAC representative is ONLY handling that specific case for you. For any other matters, please call the MAC at: (312) 787-5868 or email MAC@seiu73.org to generate a new representation request.
• For all other matters, you have dedicated field representatives to handle other questions, and organizing opportunities.

Grievances & Hearings

The Grievances & Hearings Team of the MAC handles the following:
- Informal Meetings
- Investigatory Meetings/Interviews
- Pre-Suspension Hearings
- Pre-Disciplinary Hearings
- Discharge/Reconciliation Hearings
- Decision Meetings
- Grievance Hearings

Grievances & Hearings

The representative assigned to your case will then call you to prepare you for your upcoming hearing or investigative interview. Normally, the representative will call you 24 to 48 hours prior to your hearing. Even though you may want to talk earlier than that, please bear in mind that the details of a conversation held a week prior may not be as fresh as information gathered a day or two before.

In Solidarity

The Member Action Center has reached its initial goals in launching a main point of contact for the membership to reach out to the Union with their questions and concerns. The MAC has grown into a hub for member disputes, disciplinary representations and grievance handling. We have a dedicated team ready to assist members in a variety of workplace concerns. The membership is encouraged to reach out to the MAC:
- Monday - Thursday 9:00 a.m. - 5:00 p.m. and Friday from 9:00 a.m. - 4:00 p.m.
Phone Number: (312) 787-5868 Email: MAC@seiu73.org

MAC Case Study

How the Union helped solve a problem at UI Health

We're going to take a moment to explain how your Union, helped resolve a recent contract issue at UI Health regarding bilingual bonus pay.
In mid-June, the MAC received a request from a Customer Service Rep, who is covered by the Clerical contract, that she has never received the one-time $750 bilingual bonus pay. We filed a grievance on the issue, but it was a convoluted situation, because the contract said one thing, while Civil Service policy said something else. Working with the Higher Ed team, we decided a labor-management meeting would be most effective to address the unresolved bilingual bonus pay issue.

How the Union helped solve a problem at UI Health

We worked with that member and she crafted a statement about how she uses Spanish in her day-to-day work. That member gave crucial testimony in front of management, which did much to help steer them to finding a solution. She illustrated that a large chunk of her work with patients and clients was conducted in Spanish.
According to the contract, your 3.5% pay raise goes into effect on the first day of the first full pay period after October 4th, the beginning of Year 4 of the Service CBA. That means that your raise will be effective on October 16th, and your first payout day with the new rate will be November 9th.

If by November 9th your pay for the October 16th pay period does not accurately reflect the raise, notify Local 73’s Member Action Center.

Questions about raises, payscales or wages in the Service CBA?

Through collective bargaining, members have a say in your terms & conditions of employment

Members win improvements at the bargaining table by leveraging power in numbers

Power in numbers requires members getting active as a contract action team (CAT)

Staff negotiators and organizers provide guidance, tools, and resources to members

Fighting for improvements through the contract!

Bargaining Timeline

Fall 2022: Bargaining surveys

December 2022: Elect bargaining committee

Spring 2023: Demand to bargain

Bargaining Survey

Enables members to speak from everyday experience at work around issues of wages, benefits, and working conditions

Members write survey, drawing on existing resources

Big push to get at least half of members to fill out surveys

Surveys can be filled out online or in-person

Bargaining committee uses member responses to surveys to craft a bargaining platform

Surveys include space to nominate coworkers for the bargaining committee and to volunteer for the contract action team
Elect Bargaining Committee

- Union contract stipulates a committee of 15 members
- Needs to be broad and representative
- Committee works with negotiators to write proposals and present them in negotiations with management
- Contract action team can have unlimited number of members

Escalation!!

- Open Bargaining
- Purple up! Rallies, marches, petitions, sticker and button days, etc.
- Prepare to strike

The fight starts now: Standing up to privatization

- There is a staffing crisis across the country
- Building Service Workers and Housekeepers are short-staffed across UIC’s campus, but especially at the Hospital
- Rather than offering competitive starting pay to increase the number of new hires, UIC has instead turned to outside agencies and companies to fill the gap

Why is privatization bad for UIC workers?
For UIC students?
For UIC patients?

What can we do?

- Through negotiations with management and our power as a union, we can show UIC a better path forward to address this staffing crisis.
- Educate
- Advocate
- Escalate
- The first step is to educate the public about how the increase of outsourced custodial staff has hurt workers, patients, and students at UIC. Speak up and tell your story!

What’s next?

- Educate coworkers about privatization & get stories
- Plan to distribute bargaining surveys in every area
- Signing up non-members
- Bulletin boards & union visibility
- Build unity in your work area
Member Discussion/Questions

Some questions to think about:

- What are we fighting for?
- So what?
- What are we willing to do about it?