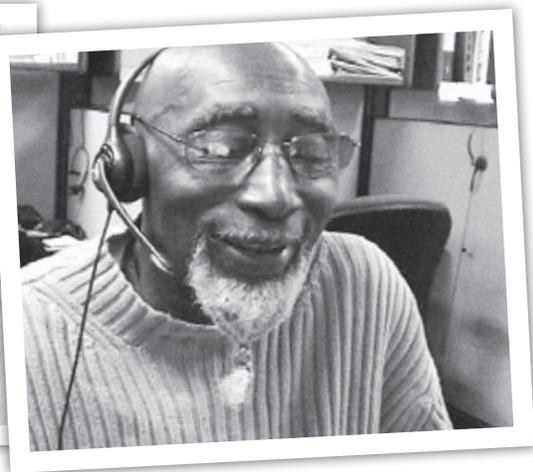


APRIL 14, 2010

# UNION UPDATE



## Call center comes through for workers

### Members ask questions; get prompt answers

The call came in to the Local 1000 Resource Center late one afternoon from one of 300 workers at the Employment Development Department (EDD) building in Rancho Cordova. A worker reported a serious natural gas leak in her building, but the supervisor was refusing to evacuate workers.

***“I needed representation and I didn’t know who to turn to in my office. The resource center (offered) ... prompt service.”***

—Ogona Owu

Employment Development Department

“It was a dangerous situation – if there was a spark, any of these workers could have been harmed,” said Larry Perkins, a former chair of Bargaining Unit 4 who now works at the Local 1000 call center. “It could have been a catastrophe. These members needed immediate help. I called the labor relations officer there and demanded that these workers be moved – now.”

### Gas leak evacuation

Within a half hour the workers were all safely evacuated.

“The smell was really strong – it was scary,” said Tereatha Henderson, a worker at the EDD building in Rancho Cordova. “I was surprised that they didn’t evacuate us immediately. I’m happy we got quick results from Local 1000 ... our union was concerned about our safety.”

The center has provided a one-stop resource of information for Local 1000 members. Not all member queries are as dramatic as the gas leak. Calls can

range from simple questions such as the location of a union meeting to complicated grievances requiring extensive follow-up.

### Prepared for anything

“The type of calls we receive can vary,” said Tracy Peake, coordinator of the call center. “We have to be prepared for just about anything. We are proud that, by almost every statistical measure, we exceed industry standards.”

Ogona Owu, who has worked at EDD for less than a year, called because she was summoned into a meeting with a supervisor and wanted to know her rights.

“I needed representation and I didn’t know who to turn to in my office,” Owu said. “The resource center was able to locate a job steward to attend the meeting the following day. That was prompt service.”

## CALL CENTER PERFORMANCE

**34,000 calls answered**

**64% resolved on first call**

CATEGORY	Resource Center	Industry standard
Calls answered within 30 seconds	98.8 percent	70 percent
On-hold time	9.8 seconds	30 seconds

## Resource Center

Monday-Friday  
7 a.m. to 7 p.m.  
866.471.SEIU (7348)

## Website

[seiu1000.org](http://seiu1000.org)

## Connect with Local 1000

### Facebook

SEIU Local 1000 fan page

### YouTube

[youtube.com/seiu1000](http://youtube.com/seiu1000)

### Twitter

[twitter.com/seiu1000](http://twitter.com/seiu1000)



# Local 1000 Resource Center FAQs

The following is a list of the most frequently asked member questions at the Local 1000 Resource Center.

Do you have a question? Call 866.471.SEIU (7348)

**Q: What are the reasons that employees can request an unpaid leave of absence?**

An unpaid leave of absence may be granted for, but not limited to, the following reasons:

1. For union activity;
2. For temporary incapacity due to illness or injury;
3. To be loaned to another governmental agency for performance of a specific assignment;
4. To seek or accept other employment during a layoff situation or otherwise lessen the impact of an impending layoff;
5. Education;
6. Research project;
7. Personal or family matters; or
8. Run for public office.

**Read Article 8.7 of our contract for more information.**

**Q: Can an employee grieve a negative performance appraisal given by the supervisor?**

An employee may grieve the content of his/her performance appraisal through the department level of the grievance procedure when he or she receives a substandard rating in either a majority of the performance factors or an overall substandard rating.

**Read Article 13.6 of our contract for more information.**

**Q: What is the difference between a grievance and a complaint?**

A grievance is a dispute of one or more employees, or a dispute between the state and the union, involving the interpretation, application, or enforcement of the express terms of our contract.

A complaint is a dispute of one or more employees involving the application or interpretation of a written rule or policy not covered by our contract and not under the jurisdiction of the State Personnel Board (SPB).

**Read Article 6.2 of our contract for more information.**

**Q: I am told I need to attend an SPB hearing; do I have to use my own time?**

No, as long as you provide two working days advance notice then the state shall provide reasonable time off without loss of compensation provided you are 1) a party to hearing proceedings, or 2) specifically affected by the results of the hearing and have been scheduled to appear or testify before the SPB.

**Read Article 8.11 of our contract for more information.**

**Q: I returned to work after being absent for medical reasons. My supervisor wants to send me to another doctor for a new medical evaluation because he feels I might not be fit to perform my job. Can he/she do that?**

Whenever the state believes that an employee, due to an illness or injury, is unable to perform his/her normal work duties, the state may require the employee to submit to an independent medical examination at state expense. The medical examination will be separate of any medical services provided under the state's Workers' Compensation program.

**Read Article 10.23 of our contract for more information**

To view the complete Local 1000 contract, go to [seiu1000.org/know\\_your\\_contract/default.aspx](http://seiu1000.org/know_your_contract/default.aspx)