

Local 459 of the Office and Professional Employees International Union, AFL-CIO

# **Contracts Settled**

## **CMHA-CEI Members Gain in Wage Re-opener**

Members at Community Mental Health Agency of Clinton, Eaton, and Ingham Counties (CMHA-CEI) had a wage re-opener for the Large, Residential and RN Units. CMHA-CEI, like many other municipalities, faced a large budget deficit for the upcoming fiscal year due to an estimated multi-million-dollar reduction in Medicaid revenue along with increased retirement costs. As a result, CMHA-CEI began negotiations by firmly stating that there could not be a raise for employees without substantial cuts. The bargaining team did not wish for there to be negative consequences for employees such as layoffs in order to allow for a raise, but the team also knew that the membership would still want them to push for a raise. CMHA-CEI held firm against offering a raise, however, official Medicaid rates came in during negotiations that switched the projected deficit to a projected surplus. With these new numbers, the bargaining team was able to negotiate a 1.25% raise and 2.5% one-time bonus.



The agreement was ratified by the Large Unit in a vote of 252 yes and 10 no, the Residential Unit in a vote of 47 yes and 4 no, and the RN Unit in a vote 22 yes and 0 no. The Large Unit bargaining team consisted of **Julie Barron**, **Paul Brooks**, and **Michel Salem**. The Residential Unit bargaining team consisted of **Vanesha Hernandez** and **India Hudson**. The RN Unit bargaining team was represented by **Mary Huffman**. All units were assisted by Chief Steward **Naudia Fisher**.

Of special note, these were the first contracts that Local 459 negotiationed solely via Zoom AND that the membership voted for electronically. We would like to think that this allowed for a better experience for the bargaining teams and the membership and we thank you for your patience as we figured this process out!

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## Contracts Settled

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## **IBEW 275 Contract Settled.... Quickly!**

In what was an hour and a half bargaining session, the Local 459 represented employees at the International Brotherhood of Electrical Workers (IBEW) Local 275 negotiated a three (3) year contract.

The employer agreed to add forty (40) hours of Paid Time Off (PTO) to the beginning of the PTO scale and the employee's traded their birthday off for a new Juneteenth holiday. Wages will increase from \$11.50 to \$15.00 per hour to start with an additional 3% in year one, 2.5% in year two and 2% in year three. Employees were assisted by Senior Service Representative Lance A. Rhines.

## **CAUW Members take Concessions to Avoid Layoffs**

The Local 459 members at Capital Area United Way (CAUW) unanimously ratified what was a tough agreement. CAUW reached out to the Union early to inform us that they were in the red and had a mandate from their Board of Directors to cut over \$150,000 from the budget. Both management and the Union had the same overall goal. Avoid Layoffs.

The bargaining team held membership meetings throughout the process in order to get direction from the group.

The new agreement freezes all pension contributions for the year and increases the monthly health care premiums from 5% to 10%. The employees also traded a floating holiday for the Juneteenth holiday.

Management made it clear from the beginning that we were all in this together and took their share of cuts as well. Of course, there were some bumps along the road, and the two sides did not always agree on what and where to cut, but we got there together.

The bargaining team was **Merry Donn, Ashley Justice** and **Robin Ross**. They were assisted by Senior Service Representative **Lance A. Rhines**.

# **Keeping What You Have Can Be Progress**

Unions demonstrate their value to members at the bargaining table in two (2) ways. They make improvements and they stop bad things from happening. Unions have been shown to be the best mechanism for improving wages, benefits and working conditions. But when an employer wants cuts in these areas, Unions can also protect members from concessions.

Unions can't stop an employer from proposing to reduce pay, benefits or working conditions, but they can stop them from imposing these cuts on employees. An employer is free to change any of this for staff who aren't represented by a Union but forming a Union is the best protection from cut backs. Management must bargain with a Union before making these changes for those employees it represents.

## Local 459 • On the Web: www.local459.org



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# **Helpful Healthcare Hints**



is an American healthcare company that has a free-to-use website and mobile app that track prescription drug prices in the United States and provide free drug coupons for discounts on medications. GoodRx checks more than 75,000 pharmacies in the United States. The website gets about fourteen million visitors a month.

Simply download the app, type in the name of the medication, and there is an automatic electronic coupon that you can show to your Pharmacy.

## **Spend your FSA Dollars!**

A Health Flexible Spending Arrangement/Account (Health FSA) is a Section 125 Cafeteria plan group health benefit that allows employees and employers to contribute funds that the employee (and dependents) can use to pay eligible medical expenses with tax-free dollars.

Every year, millions of people abandon tax-free dollars in a Health FSA because the funds go unused. Often, these are resources a household really cannot afford to lose, but what can you do?

Well, you can stock up on Health FSA-eligible items like contact lenses, sunscreen, nasal spray, lip balm, eyedrops, first aid supplies, and so much more.

In fact, if people knew just how flexible a Health FSA is when it comes to what it can buy, very few of us would have a surrendered balance. That's because good health isn't only about prescriptions, co-pays, and deductibles, but wellness in general. And that means using those funds to make more general health purchases all through the year.

You can go to www.FSAstore.com for a list of eligible items and to shop with your FSA card!

# **Holiday Baskets**

Local 459 is accepting names of members who may be in need of extra support around the upcoming holidays. Names of Union members in need must be submitted by a steward on a Recommendation for Holiday Basket form. The forms will be sent to stewards in October and will also be available from the Local 459 office. Names will be accepted through November 20th for Thanksgiving and through December 18th for Christmas holiday baskets.

Members are encouraged to donate non-perishable food items to the basket program. Donations can be dropped off at the Local 459 office (by appointment) or we can arrange for a pickup.

Contact Ronda Ackerson at (517) 887-8844 or rackerson@local459. org for more information about the program.

## From the President's Desk



By Sharon Taylor, Local 459 President

## **Something Better...**

A day in the Life of Kathy

Kathy gets up at 6 a.m. and fills her coffeepot

with water to prepare her morning coffee. The water is clean and good because some tree-hugging liberal fought for minimum water-quality standards.

With her first swallow of coffee, she takes her daily medication. Her medications are safe to take because someone fought to ensure their safety and that they work as advertised.

All but \$10 of her medications are paid for by her employer's medical plan because some liberal Union workers fought their employers for paid medical insurance - now Kathy gets it too.

She prepares her morning breakfast, bacon and eggs. Kathy's bacon is safe to eat because someone fought for laws to regulate the meat packing industry.

In the shower, Kathy reaches for her shampoo. Her bottle is properly labeled with each ingredient and its amount in the total contents because some liberal fought for her right to know what she was putting on her body and how much it contained.

Kathy dresses, walks outside and takes a deep breath. The air she breathes is clean because some environmentalist fought for laws to stop industries from polluting our air.

She walks to the subway station for her government-subsidized ride to work. It saves her considerable money in parking and transportation fees because some fancy-pants liberal fought for affordable public transportation, which gives everyone the opportunity to be a contributor.

Kathy begins her workday. She has a good job with excellent pay, medical benefits, retirement, paid holidays and vacation because some Union members fought and died for these working standards. Kathy's employer pays these standards because her employer doesn't want employees to call the Union.

If Kathy is hurt on the job or becomes unemployed, she'll get a worker compensation or unemployment check because some other workers didn't think she should lose her home because of her temporary misfortune.

It's noon and Kathy needs to make a bank deposit so she can pay some bills. Her deposit is federally insured by the FSLIC because some liberal wanted to protect Sue's money from unscrupulous bankers who ruined the banking system before the Great Depression.

Kathy must pay her Fannie Mae-underwritten mortgage and her below-market federal student loan because some elitist liberal decided that Kathy and the government would be better off if she was educated and earned more money over her lifetime.

Kathy is home from work. She plans to visit her father this evening at his farm in the country. She gets in her car for the drive. Her car is among the safest in the world because some liberal fought for car safety standards.

She arrives at her childhood home. Her generation was the third to live in the house financed by Farmers' Home Administration because bankers didn't want to make rural loans. The house didn't have electricity until some big-government liberal stuck his nose where it didn't belong and demanded rural electrification.

She is happy to see her father, who is now retired. Her father lives on Social Security and a union pension because some wine-drinking, cheese-eating liberal made sure he could take care of himself so Kathy wouldn't have to.

Kathy gets back in her car for the ride home and turns on a radio talk show. The radio host keeps saying that liberals are bad, and conservatives are good. He doesn't mention that big businesses have fought against every protection and benefit Kathy enjoys throughout her day.

Unions have fought for everything our generation takes for granted and enjoys and more. Unions fought to make things better not only for their members but for all who came after them.

What will YOU fight for?

## **Executive Board Action**

The Local 459 Executive Board is made up of members elected by the membership. The Board meets at least monthly. It is at these meetings that many of the decisions regarding Local 459 members are presented, discussed, and decided.

Executive Board decisions made during the period of July 2020 to October 2020 of possible interest to the membership are outlined below. Decisions which have been discussed elsewhere in this newsletter are not included.

## **ARBITRATIONS**

Arbitration is the final step in the grievance process. The vast majority of grievances are settled prior to reaching arbitration. Both the Union and management present their case before a neutral arbitrator who makes a binding decision based on the merits of the case. Arbitration is an expensive and time-consuming procedure. Local 459 has limited funds and cannot afford to arbitrate every grievance. Therefore, all unresolved grievances are presented to the Executive Board for review.

During this period, no grievances came before the Executive Board

### **BUSINESS**

The Executive Board did not appoint any Stewards or Alternates due to the upcoming Steward Elections in November.

The Executive Board approved the Financial reports for May, June, July and August 2020.

The Executive Board approved a request to seat Charnelle Hester as POST Member at Large beginning in October.

The Executive Board approved a request to purchase 3 laptop computers for staff & Cheif Stewards.

#### **APPEAL PROCESS**

The Local 459 Constitution allows the membership to modify or overturn any action of the Executive Board but any such decision must be done at a membership meeting in which a quorum is present and which is held or properly requested within one (1) calendar month of the Executive Board action.

A special membership meeting may be called upon a request submitted to the President by not less than three percent (3%) of the members in good standing. Currently, there are 3,005 members so a petition would require approximately ninety (80) signatures. Petitions are available from the Local 459 office.

For reviewing a decision to arbitrate or not to arbitrate a grievance, a special meeting may also be called by three quarters of the members in the bargaining unit in which the grievance arose. For some bargaining units this is less than three percent (3%) of all Local 459 members in good standing.

The regular meetings of the Executive Board are held the second Tuesday of each month. Draft minutes of the meeting are available no later than two (2) weeks following the meeting.

Please see the Constitution for specific details. Copies of the Constitution are available from the Local 459 office and on the Local 459 website.

### **OUESTIONS?**

If there are any questions or concerns about these decisions, please feel free to contact President **Sharon Taylor** by phone at (517)887-8844 or by email at <a href="mailto:staylor@local459.org">staylor@local459.org</a>.

*July - October 2020* \_\_\_\_\_\_\_ 5

# **OUR STEWARDS – THE BACKBONE OF THE UNION**



While Local 459 has a staff of a half-dozen Service Represer than two hundred (200) Stewards. These are Local 459 men because they want to make a difference in their co-worker' with the Stewards to ensure that all of your rights are uphe They are the eyes and ears of the Union.

Stewards are an all-volunteer force of Union advocates. The because they are selfless in their pursuit of fair and equal to

Stewards are elected by their co-workers. You get to choose special status.

## **EQUAL FOOTING WITH MANAGEMENT**

When acting in their Union capacity, a steward is o including the CEO. They cannot be disciplined or re

Management never comes into a meeting alone. Th you can feel outnumbered and intimidated. Managknowledge and experience, levels the playing field.

### RIGHT TO REPRESENT EMPLOYEES

One role of the Steward is to enforce the contract a agreement. They also spend much of their time rep disciplinary actions. You have the right to have a Steissue that could potentially lead to discipline. These

#### RIGHT TO INFORMATION

When the contract is being violated or an employed Once a grievance is filed, the Steward is entitled to discipline or contract violation.

Stewards don't get enough credit. That's why we wanted to When you see your Steward, tell them "Thank-You!" for a jol Without the Union, you would not have a voice at work.

Stewards are truly the BACKBONE of Local 459.

ntatives and Chief Stewards on full-time leave, we have more nbers who have stepped up to be leaders in their workplace is quality of work life. Service Representatives work closely Id. Stewards are the face of Local 459 on a day to day basis.

ey receive no compensation for their hard work and do it eatment for their fellow members. It is often a thankless job.

e who represents you! Once elected the Steward is given

n equal footing with every level of management up to and taliated against for doing their good work.

ey always travel in groups. Without a Steward present, ement always sticks together. The Steward, with all their

nd hold management accountable for violations of the resenting employees during investigatory interviews and eward present during questioning by management on any are called your Weingarten Rights.

e is being unfairly disciplined the Steward can file a grievance. any and all information (and documents) that led to the

feature their work in this edition of the Local 459 Update. by well done! Without them, this Union would not function.



# **Grievances Settled**

The members, stewards and staff of Local 459 settle many grievances each quarter. There is insufficient space to publish all of them. Grievances which are unique or affect a large number of members are more likely to be published. If you would like to publicize a grievance you have settled, contact your Service Representative.



### **MGL RNs**

## MGL Pays Up on RN's Improper MLCDO

Last June, McLaren Greater Lansing (MGL) management decided to Low Census Day Off (LCDO) a few Emergency Department (ED) nurses on a night shift. Not enough ED nurses volunteered for LCDO on the shift, so management decided to mandate a nurse to LCDO (MLCDO). The RN contract requires management to MLCDO regular budgeted RNs on the shift by seniority low to high. However, management MLCDO'd ED RN Amber O'Mara, a higher senior nurse on the shift. O'Mara reached out to RN Chief Steward Kristen Silvers about the MLCDO. After investigating, Silvers agreed O'Mara was improperly MLCDO'd and filed a grievance. MGL attempted to justify O'Mara's MLCDO because she works ten (10) hour shifts, her shift ends at 5:30 am, the lower senior nurses work until 7:30 am, and management did not want to create a gap in the shift. **Silvers** argued that MGL still violated the RN contract when

they required **O'Mara** to MLCDO 2.8 hours early and suggested management could have allowed her to work on mandatory department education instead. HR settled the grievance by paying **O'Mara** her lost wages on the shift.

# RN Chief Steward Catches MGL's Error

The MGL RN contract requires HR to match the pay rate if a new RN is hired on a higher pay step than any current RN in that particular unit with equivalent or greater experience. Chief Steward Kristen Silvers filed a class action grievance earlier this year for three (3) contract violations she discovered through an information request and HR settled the grievance by increasing the step pay rate for the three (3) affected nurses plus retro pay. After the settlement, **Silvers** found that HR provided the Union with an incomplete spreadsheet when they fulfilled the Union's information request. HR omitted an eligible MGL RN, **Teri Weir**, from the PACU Penn spreadsheet. Silvers filed a new grievance on behalf of Weir. HR didn't catch on that they made the error. They sent **Silvers** a fancy email about why the Union can't try to re-open a settled grievance, but they were willing to listen to her argument. No argument was necessary when Silvers met with HR and presented to them their error in fulfilling the information request. The grievance was settled by MGL increasing **Teri Weir's** step pay rate and retro-paying her back to 2/16/2020.

## MGL Pays Up on Offering RN Mandation Pay to Work

MGL RN **Jennifer Walker** in the Labor & Delivery department was offered mandation pay to work a partial shift. **Walker** agreed to come in and worked the partial

shift. After working the shift, management notified Walker that due to some miscommunications. mandation pay wasn't approved for the time she worked, but they would pay her time and one half (1 ½) for the hours worked. She contacted RN Chief Steward Kristen **Silvers** about the situation. **Silvers** filed a grievance arguing that because Walker was not involved in the miscommunications. She should not suffer by receiving a lesser wage than what was offered for the hours she already worked. HR agreed to settle the grievance by paying **Walker** the mandation pay for the partial shift worked.

### **MGL POST**

## **Investigate Before Denying**

Kimberly Russman is a Nurse Assistant II on 2 East Penn Campus. On this unit they voted for an alternate method using LCDO by rotating. When their census is low, they rotate whom should come in later or leave early whatever the case maybe. Russman noticed that she was LCDO'd out of order. **Russman** when to the supervisor and guestioned this mistake and asked to be paid. This didn't get resolved. Russman contacted Chief Steward Lois Davis-Thomas regarding this, **Davis-Thomas** contacted the Supervisor and requested **Russman** be paid for the hours missed being no fault of her own. After investigation on the supervisor's behalf the grievance was settled and Russman was paid for the time she was incorrectly LCDO'd.

## **Double Check Before Suspending**

Tammy White, an Emergency Department Tech on third (3) shift was suspended by her supervisor because she was told that she had used all of her attendance

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points. White contacted Chief Steward Lois Davis-Thomas for the investigation meeting in Human Resources. White kept track of her attendance points and they didn't match with management. There was a meeting in HR department and after looking over records of White's Kronos report indeed White did not exceed her attendance points allowed. As a matter of fact, she had many to spare. The grievance was settled with White being paid for the time she was on suspension.

## **Supervisor Needs Remedial Math**

The Emergency Department supervision was having trouble counting. **Merissa Davis** another Emergency Tech, was told by her supervisor that she was at sixteen (16) points, and according to our contract with MGL once you reach sixteen (16) you are terminated. **Davis** was suspended pending an investigation by HR. **Davis** contacted Chief Steward **Lois Davis-Thomas** for the investigation meeting. **Davis** also kept track of her attendance points. In the meeting once we looked over her Kronos report, we found mistakes on the supervisor's end. **Davis** was not at sixteen (16) points. The grievance was settled by the HR manager and **Davis** was paid for her time off.

## Railroaded in Benzie

**Rachael Bowyer** is a Community Skills Trainer (CST) in beautiful Benzie, Ml. She has worked at Centra Wellness Network (formerly Manistee-Benzie Community Mental Health) for twelve (12) years. **Bowyer** says what's on her mind. She stands up for herself and her co-workers. Sometimes management doesn't like that.

During a recent staff meeting, **Bowyer** questioned management's plan on Covid-19 safety. The reality is CST's cannot always adhere to CDC Guidelines. That's just part of the job. **Bowyer** was simply pointing this out and asking for the safest plan possible. **Bowyer's** Supervisor wrote her up and ordered her to review the write up and return it to management the next business day. **Bowyer** did. But it seemed to be too late in the day. You see, management wanted her to return it in the morning and she returned it in the afternoon. Human Resources (HR) got involved. Instead of being an advocate for what is right, HR immediately suspended **Bowyer** and appeared to be in the process of terminating her for insubordination. In addition to the suspension, HR attempted to force **Bowyer** into signing a document that stated she was an "at will employee." Union members are the opposite of "at will" employees.

Local 459 Service Representative **Lance A. Rhines** filed a grievance. He also immediately contacted the CEO. The next day **Bowyer** was returned to work and the "at will" document was rescinded. But HR refused to rescind the written warning. **Rhines** got in the car and drove up to Benzie.

A grievance meeting was held with the Manager, Director and HR. **Bowyer** and **Rhines** worked as a team and discredited one allegation after another. Management was forced to write "Grievance Granted" on the response form. The discipline was removed.

But that was not the end. Centra Wellness management changed her schedule (she was the only one they changed) to 5 - 8-hour workdays instead of 4-10's. Then, they actually cut and pasted verbatim the now completely debunked allegations from the written warning into a new discipline.

Unfair Labor Practice (ULP) Charges were filed against Centra Wellness. It takes a strong person to fight this kind of harassment and retaliation. **Bowyer** is that person. Hang in there!

Stay tuned to the next **459 Update** for the rest of the story.....

# **Basics Every Union Steward and Member Needs to Know...**

Every union member has certain rights, and the Stewards are there to protect them.

## **Weingarten Rights**

We all have the right to representation when management is conducting an investigation. Employees only need to say:

"If this discussion could in any way lead to my being disciplined or discharged, I request that my Union representative be present at the meeting. Without representation, I choose not to answer any questions."

Management can not deny you this right. This short little phrase can overturn a discipline if they do.

<u>Union Representative's Rights Under Weingarten</u>

Stewards are not required to merely be a 'silent witness'. They have the right to:

- 1. be informed by the supervisor of the subject matter of the interview
- 2. take the employee aside for a private conference before questioning begins
- 3. speak during the interview
- 4. request that the supervisor clarify a question so that what is being asked is understood
- 5. give employee advice on how to answer a question
- 6. provide additional information to the supervisor at the end of the questioning

### **Just Cause**

Discipline must be for Just Cause. Just Cause means that you have due process. Non-Union employees can be disciplined or even terminated without any cause at all. Once you are off probation, you cannot. You have the right to be represented. You have the right to be treated with dignity and respect. You have the right to defend yourself. Use it!

Documents obtained by Stewards using their right to information might show a failure of management to do a fair and thorough investigation, which is required under a Just Cause standard. This can lead to the discipline being thrown out.

**Seven Tests of Just Cause** (a discipline should meet all seven)

Under the terms of your Collective Bargaining Agreement (CBA), the employer can only discipline for Just Cause. The Steward can identify quickly as to whether the discipline is fair or does not meet the Just Cause standard. Did you know management should meet the **Seven Steps of Just Cause** every time they discipline an employee?

- Was the employee forewarned of the consequences of his or her actions?
- Are the employer's rules reasonably related to business efficiency and performance the employer might reasonably expect from the employee?
- Was an effort made before discipline or discharge to determine whether the employee was guilty as charged?
- Was the investigation conducted fairly and objectively?
- Did the employer obtain substantial evidence of the employee's guilt?
- Were the rules applied fairly and without discrimination?
- Was the degree of discipline reasonably related to the seriousness of the employee's offense and the employee's past record?

Failure of management to meet these tests means that the discipline should not stand.

# OPEIU Enhances Identity Protection Benefit to Now Include Your Family



Starting Nov. 20, all members should visit OpeiuIDProtect.com to enroll yourself and your family.

The OPEIU Identity Protection Benefit has been enhanced with new services and stronger protections, including expanded coverage for your family.

Effective Nov. 20, OPEIU members and their families will have access to a more comprehensive defense against identity theft through our new identity protection provider, Identity IQ (IDIQ), still at no cost to you.

The benefit features state-of-the-art identity and credit monitoring, checking account reporting, and full-service identity restoration that includes insurance and lost wallet assistance in canceling and replacing credit cards. If you become a victim of identity theft, IDIQ's trained experts will help you restore your identity as close as possible to the level it was before the incident. This can save you hundreds of hours of your own time and productivity. It can also save you money.

"With the COVID-19 crisis, the country has seen an increase in identity theft, so we decided it was the right time to upgrade our already robust program to help our members and their families stay safe during the pandemic and beyond," said OPEIU President Richard Lanigan.

Additional features of this benefit include internet surveillance including the Dark Web, up to \$1 million in insurance if you are a victim of identity theft, solicitation reduction to help eliminate those annoying spam calls, and 24/7 support with fully U.S.-based customer services. You'll also get a monthly email update to give you added peace of mind.

# Free College Upcoming Enrollment Deadlines

Now's the time to complete your associate or bachelor's degree through the OPEIU Free College and Bachelor's Completion benefits. Online learning is safe and can fit into your busy schedule. As always, you can earn your associate degree or certificates for FREE. Now, students enrolled by the January deadline also can complete their bachelor's degree for FREE! The program is provided by OPEIU to all members and their families. For more information, visit freecollege.opeiu.org.

# UPCOMING ENROLLMENT DEADLINES

### Free College

(Earn or complete an associate degree or certificates): **Jan. 11, 2021** 

## **Bachelor's Completion**

(Complete your bachelor's degree for free if you enroll this academic year):

Jan. 19, 2021

To date, nearly 1,600
OPEIU members and
their families have
saved more than
\$4.7 million in tuition,
e-books and other fees
through the OPEIU
Free College benefit.

July - October 2020 \_\_\_\_\_\_\_ 11

# Office and Professional Employees International Union, Local 459

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## **Executive Board Nominations**

The Local 459 Executive Board is elected by the Membership for three (3) year terms. There are fourteen (14) positions to be filled. This process began at the August 11, 2020 Local 459 membership meeting.

At the meeting, the following nominations were made and timely accepted for the Executive Board seats.

## Officers

President – Sharon Taylor
Vice President – Neal Wilensky
Secretary Treasurer – Betsy Lehner
Recording Secretary – Shelly Clare
Trustee (3) positions –
Courtney Ariganello
Rick Bailey

**Kimberly Olney** 

## **Members At Large**

CEI CMH Large Unit – Juaquin Sanchez
CEI CMH Residential – India Hudson
LAFCU – Byron Walter
MGL RN – Theresa Wing
MGL POST – Charnelle Hester
MGL Tech – Kerri Gallagher
Touchpoint – Blenda Coward
All Units less than 100 - Cindy Dine

No nominations were contested. Because of this no election is necessary. These individuals will be sworn in at the November 10th Executive Board meeting per the Constitution.