

Our Unity Gives Us a Voice in Our Workplace

Because we stood up, took action and demanded a union at Neighborcare, we were able to get a seat at the table that wasn't there before we had a union. Now that we have a strong union, we get to share our concerns with Neighborcare Health administration in a new way and we see them being responsive.

We negotiated a new agreement with management around our COVID-19 concerns



"I'm happy to let you all know that we have a COVID memorandum of understanding, so what does that mean? It means that if you are exposed to COVID at work you have certain rights, if you need telework accommodations Neighborcare has to make a full effort to provide that. Our Joint Labor

Management Committee will also be meeting monthly to discuss COVID, patient and employee health. Please take time to read our COVID MOU, it's very important to know what protection/rights we have during this COVID emergency."

Dalila Cruz, PSR, Meridian

Highlights of the new agreement:

- Anyone who cannot work due to potential exposure will be placed on leave status during the quarantine period and paid leave status may be a combination of L&I Workers Compensation, Extended PTO and PTO. An employee who self-quarantines based on concern of social exposure will have access to all accrued time off benefits until they are able to return to work.
- An employee who is unable to work due to being part of the CDC's at-risk group or pregnant, may request an accommodation with documentation from a healthcare provider. If a workplace accommodation cannot be granted, the employee will be granted a leave of absence and have access to accrued time off benefits.
- When possible, telework or alternative assignments may be provided as an accommodation for employees who are in an at-risk group identified by CDC guidelines. Furthermore, the Employer will make every effort to explore telework and telehealth options for all employees, and accommodate requests for telework.
- Neighborcare Health will provide all employees who have been exposed, such as treating a patient who was not confirmed, but later is to have COVID-19, or another person in the worksite of an employee (such as residential or integrated settings) with written notice as soon as practicable within eight (8) hours following confirmation of a positive diagnosis.
- Neighborcare Health will provide employees with Personal Protective Equipment, including masks for non-clinical environments and will take the necessary steps to ensure that employees can socially distance during work.
- Neighborcare Health will provide training to ensure employees have orientation and competence in any newly assigned roles. The employer will also provide education on PPE.

For more information about our union's response and work around COVID-19 visit our website:

[1199nwcovidresponse.org](https://www.1199nwcovidresponse.org)

Implementing our new contract: Lactation Breaks

One of the important victories we won in our first contract was protection for nursing moms. We have an agreement with management that they will provide adequate work shift accommodations, paid break time and appropriate places to pump and store milk. Here is a list of pumping locations by clinic site:

Neighborcare Health Pumping Station Locations

| Clinic | Pumping Station | Room Description | Access to sink? | Where can milk be stored? | Notes |
|----------------------|---|--|---|---|---|
| 45th Street | CDE and BH rooms on second floor | Empty private offices | No sinks in these offices, but break room is close by | In the two break room fridges, close to the pumping rooms | |
| Rainier Beach | "Phone rooms" on first and second floors | Private spaces with chair, table, telephone & locking door | No sinks in these offices, but break room is close by | In the two break room fridges, close to the pumping rooms | |
| Columbia City | Reserved exam rooms on each wing | Private spaces with chair, table, telephone & locking door | Yes | In the two break room fridges, close to the pumping rooms | Additional private offices available, but staff have requested exam rooms because they are closer to the workstations and refrigerators |
| Vashon Island | "Quiet room" | Empty private office with computer and telephone | No sinks in these offices, but break room is close by | In the break room fridge, close to the pumping rooms | |
| Pacific Tower Dental | "Quiet operatories" | Two empty patient rooms with computer, telephone. Sidelights are covered | Yes, sink is in offices | In the break room fridge, close to the pumping rooms | |
| Meridian | Public health pumping room, two "phone rooms" on second floor | | No sinks in these offices, but break room is close by | In the break room fridge, close to the pumping rooms | |
| Pike | Conference room, CDE office/BH office | Private spaces with chair, table, and computer | No sinks in these offices, but break room is close by | In the break room fridge, on second floor | |
| Lake City | Consult room | Private spaces with chair, table, and telephone | No sinks in these offices, but break room is close by | In the breakroom fridge | |
| Ballard | Exam room | One of three site exam rooms, private with table and telephone | Yes, but also close to breakroom | In the break room fridge | Very small clinic, no designated staff breakroom space, but kitchenette available. Could be other room within the Nyer Urness facility |
| SVdP | Front CA office/admin space | private office | No sinks in these offices, but break room is close by | in the break room fridge | |
| REACH | Building office space | Sole NCH space | Mostly, or access to site kitchen | Site kitchen | Located within permanent supportive housing building. NCH occupies one room. Also has admin space and time at Pike |
| HHOT | Building office space | Sole NCH space | Mostly, or access to site kitchen | Site kitchen | Located within permanent supportive housing building, NCH occupies one room. Also has admin space and time at Pike |

Neighborcare Health Pumping Station Locations

| | | | | |
|------------------------|--|---|--|--|
| Magnuson | BH office or Mercy Housing office | Private office | No, but sink close by | Staff kitchenette |
| High Point | 1. Second floor dental conference room 2. Behavioral Health office 146 or 148 | 1. Private space with chair, table, window coverings, locking door 2. Private space with chair, table, computer, phone, window coverings, locking door | 1. No sink in conference room, but kitchen is close by 2. No sink in offices, but near other rooms with sinks | In the break room fridge, on second floor |
| Georgetown Dental | Extra storage room or CAs office | Private space with locking door, outlet | No sink in room, but locker room is close by | In the break room fridge, close to the pumping rooms |
| Providence St. Peter | Private room | Private space with chair, table and locking door | No sink in office, but break room is close by | In the break room fridge, close to the pumping rooms |
| New Horizons | New Horizons office space | Private office | No, but sink close by | Site kitchen |
| Patient Contact Center | Small Conference Room | Office Space | No, but sink close by | In the break room fridge, close to the pumping rooms |



“There is unequivocal evidence that breast milk provides uniquely essential nutrition and protects against a variety of diseases and conditions in infants. Breastfeeding also has critical health benefits to the breastfeeding parent. As health care professionals, evidence-based practice is to encourage and support breastfeeding as long as there are no physical or mental health contraindications for the parent or baby.

NCH as a health care organization, therefore should absolutely without any question provide staff with the same breastfeeding support that is recommended for our patients.

This includes adequate time and schedule adjustments for individual pumping needs as well as safe, private, clean spaces that have access to water and refrigeration.

Breastfeeding staff should not face barriers or be penalized in any form, including negative productivity reviews, for providing life sustaining nutrients to their child. Rather breastfeeding should be strongly celebrated and advocated. Accommodations should be widely accepted and offered to all staff when appropriate.” **Elisa Apostle, ARNP, Columbia City**

If you have any questions/concerns related to your lactation break time or pumping locations, please contact Elisa Apostle, ARNP CC, Delegate: elisaa@neighborcare.org

Implementing Our Contract Joint Labor Management Update

Another way that we have a seat at the table because of our union contract is through our Joint Labor Management Committee. Our committee is meeting the third Tuesday of every month and is a place where we focus on system-wide concerns and issues. This month, we had an in-depth conversation around COVID-19 questions and concerns that have been raised by many of our co-workers.

If you have a concern that you think is appropriate for the Joint Labor Management Committee, please reach out to a committee member.



“Joint Labor Management meets once a month. This is a way to bring up questions and concerns in between bargaining with management. This is a great opportunity to start a successful partnership and be able to work together, be honest with each other and to solve problems so we can create a good environment for everyone.” **Renee Hopkins, Dental Assistant, Rainier Beach**

Committee Members

Ginger Hartzell
Med Clerk, Lake City

Renee Hopkins
Dental Assistant, Rainier Beach

Valentina Warner
MD, Rainier Beach

Juanita Lyles
MA2, Pike

Liza Redding
BHC, Pike

Dalila Cruz
PSR, Meridian

Jo Saltmarsh

RN2, 45th

Elisa Apostle
ARNP Columbia City

45th St Clinic Medical Clerk and Medical Assistants United for a Respectful Work Environment

When we as workers and union members are faced with issues and concerns in our workplace, it is important that we come together and address our concerns collectively.



“A fair, inclusive, and respectful workplace is vital to the success of any organization. Therefore, we have gathered as a team and union to voice our concerns about our work

environment. We are committed to our patients and Neighborcare's service commitments. That's why we are taking action--to improve morale and trust and to ensure our concerns are being heard and change occurs.” **Lucero Leon Robles, MAI**

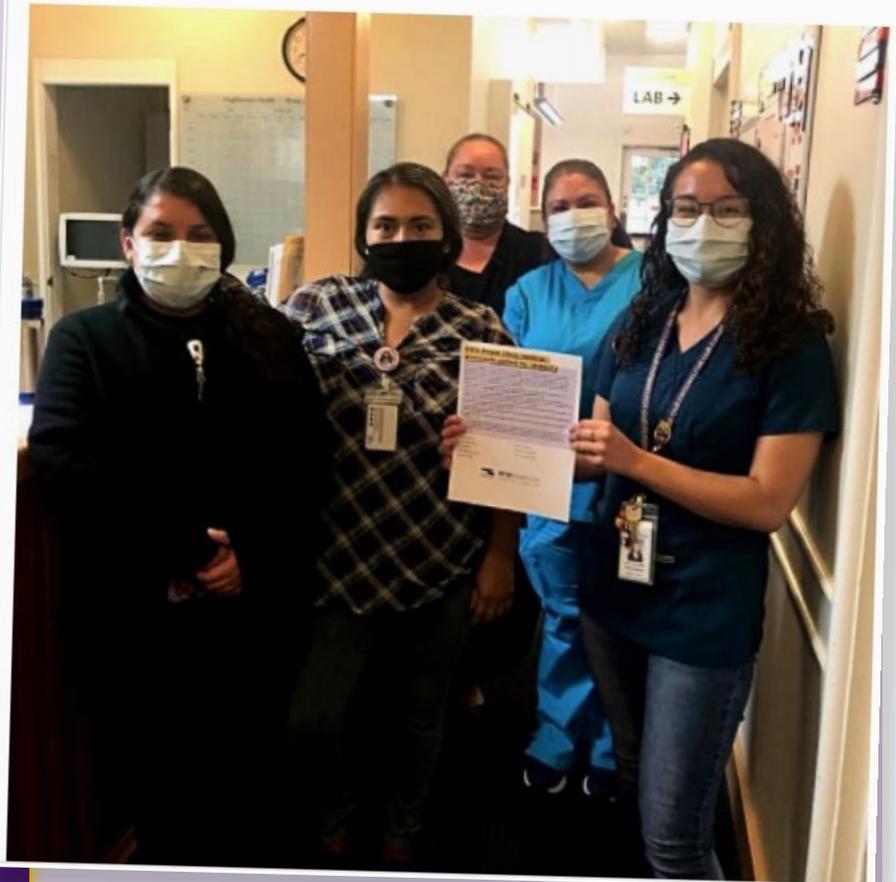
Don't forget that our contract is now online at:
1199nw.org/3hF1mMI



SEIU Healthcare 1199NW
Sep 16

The medical assistants and medical clerk of Neighborcare Health 45th Street Clinic marched on the boss to present a petition that calls for urgently needed improvements to our work environment. We demanded consistent communication, safe staffing, appropriate training and respect for our union voice.

We expect our supervisor to respond to our requests within seven days with a detailed plan of collaboration. Neighborcare, work with us to create a respectful environment for all!



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