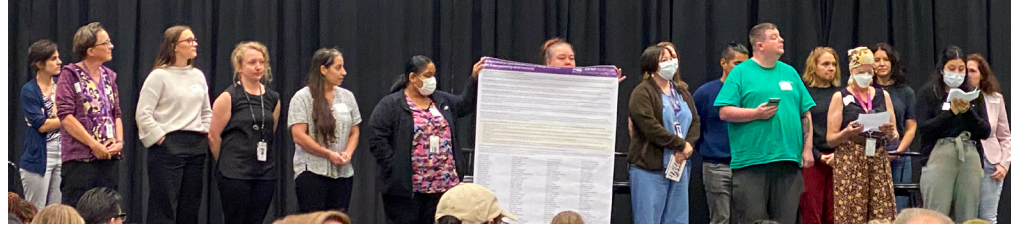


**We Took Action and Won a Majority of Our Demands
for a Better Neighborcare!**
Transparency and Honesty from Our Leadership is Essential

As a union, we have the power to take collective action when we feel like we are not being heard individually. That's why a supermajority of us signed a petition sounding the alarm that the actions of senior leadership, our CEO, and Board are moving Neighborcare in the wrong direction. While we have made a lot of progress on our immediate demands, we have more work to do to fight for the organizational respect we deserve as frontline workers.



Our Demands and the CEO's Responses

Our Demands	CEO's Response
<p>Conduct an ongoing series of all-staff Town Halls where we can engage with our CEO. We want to be able to ask all our questions and receive meaningful answers. We are not interested in canned responses or FAQ/generic responses.</p>	<p>YES</p> <p><i>"I will be putting together an engagement plan to increase engagement and presence across the organization. These engagements will consist of various means of connecting with staff while providing insights and updates on important and relevant topics impacting Neighborcare. The plan will focus on additional opportunities for staff to engage with me and the broader SLT. As we continue finalizing the 2024 budget planning cycle and updates to the strategic plan, we will also develop the detailed engagement plan, focusing on having it available and distributed by the first week of November."</i></p>
<p>Create and make public a calendar of when you will be rounding in the clinics. Take our feedback about what days and what times work best for our break schedule so that we can have time to engage with you.</p>	<p>YES</p> <p><i>"SLT rounding calendar will be added to the Neighborcare intranet for increased visibility and awareness. Additional opportunities for group engagements and periods for staff to connect directly with SLT team members will be identified in the engagement plan that will be developed and distributed."</i></p>
<p>After rounding at each clinic, follow up with staff afterwards by providing responses to questions, concerns, and needs that are raised during these visits. Be clear in the plan to address the issues that are identified.</p>	<p>YES</p> <p><i>"I value the feedback gained from staff during rounding, the engagement survey, and other mechanisms used to collect feedback. As feedback and questions are provided, the SLT will strive to respond accordingly to close the loop with staff. Depending on the question or issue raised, it is often appropriate to respond to a broad audience as the topic is relevant to many across Neighborcare. As always, we will be as clear and transparent as possible in our responses."</i></p>
<p>Immediately meet with union leadership and delegates and come prepared with a vision of how you will repair the fractured labor partnership.</p>	<p>NO</p> <p><i>"I have empowered and entrusted the Interim HR Officer and COO to engage on my behalf as effective partners working with union leadership and delegates."</i></p>
<p>Conduct a series of open forums with the Board of Directors. We want to know who our Board is, and we want to ensure that frontline feedback is received and expect the Board to be accountable.</p>	<p>NO</p> <p><i>"The Board is not responsible for aspects directly related to our day-to-day operations."</i></p>
<p>We call on the Board to immediately form a hiring committee that includes frontline represented caregivers and non-represented leaders from across the system so that we can have a voice in choosing the leadership that is right for us, anytime there are hiring decisions that need to be made at the top (including CEO, CFO, COO, and SLT positions). Make this the ongoing policy.</p>	<p>YES</p> <p>Management will adhere to our contractual standard (article 6.16) to be involved in hiring decisions and received a verbal commitment that union delegates will be invited to join important hiring panels.</p>

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We delivered our demands for greater transparency and respect for our union to leadership and all of our coworkers at the all-staff meeting in September and asked for a response to our demands within 2 weeks

At the 2-week marker, we still had not received a response, so many of us sent an email blast to members of SLT and the Board expressing our disappointment and reiterating our demands

Melvin Jones, Interim Chief Human Resources Officer, sent a response to the 6 delegates on the Joint Labor Management Committee (JLMC) the evening of September 27, but refused to forward that communication to the full 450+ union employees at Neighborcare

Our JLMC continues to meet on the third Wednesday every month to hold management accountable to all of these commitments and repair the mistrust that led to this action

We will continue to build our union by taking action around our collective values and enforcing our contractual wins.

Meet our newest delegate: Rachel Townsend, High Point Interpreter

“To me, being a delegate means using my voice to raise the voices of my colleagues so that we can find solutions, improve working conditions, and become stronger together. We all deserve fair and equitable treatment, and I am excited to be a part of making that a reality for everyone.” - Rachel Townsend, HP Spanish Interpreter



Rachel joins other clinic workers from across our union in becoming our newest delegates. If you'd like to nominate someone to become a delegate for your clinic, please reach out to Tasha Fekeshazy, organizer with our union!

Training Fund Celebrates 15 Years

Our SEIU 1199NW Multiemployer Training Fund is celebrating its 15th anniversary this month!

If you're a Medical Assistant and interested in going back to school or other educational opportunities, please reach out to a navigator at the Training Fund:

Dahabo Guyo - 206-331-7560
dguyo@healthcareerfund.org

Apply for a \$500 childcare grant through the Training Fund!



Scan the QR code to apply for first-come first-served childcare cost coverage
www.tfaforms.com/4991480



• Must live and work in Seattle
• Covers costs between May 4-December 31, 2022

For questions and additional resources, contact members@healthcareerfund.org

Last Chance to Make Sure Your Credit for Past Experience is Counted!

If you missed your initial credit for past experience review phase, you have one last chance to do so. HR will be accepting and reviewing CPE forms between October 20 - November 17.

Even if you think your previous experience will not count, please submit it! Submit completed forms to:
hr@neighborcare.org

Scan to
download
the form



1199nw.org/3Flum4K



“Everyone has the right to a transparent process. If you do not understand the math or rationale behind the scores on the form, please reach out for support!” - Hayley Nicholas, JLMC Union Co-chair and Delegate