



A Legacy of Unity, Strength, and Workplace Standards at Country Doctor

We formed our union at Carolyn Downs/Country Doctor to voice our experiences as frontline workers, and to ensure that our coworkers, patients, and community get the equitable treatment we all deserve, consistent with our mission. In August 2023, we won our first contract. Among our wins, we have fair compensation and equitable placement on a wage scale for all, a voice for all to share our ideas and be heard and plan for the future, and a process to hold management accountable when we are treated unfairly at work.

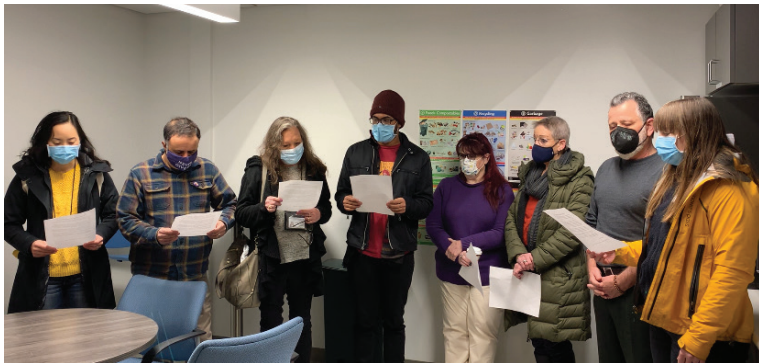
Investing in our strength as a union is the only way to continue to take on healthcare administrators who make unilateral decisions, to keep standards high, and to ensure we're a union where every member belongs and thrives.

Our story of union strength

Before we won our union, management could do whatever they wanted and we had no way to fight back. Now we have a contract that we all voted to ratify, and through our contract we can ensure policies are being implemented fairly, guaranteeing a process when that contract is not followed.



"Before we had a union, everything felt so confusing, temporary and unstable. We felt we could not live up to our mission and maintain our commitment to our patients and community with the constant fear of retaliation from management. So, we organized our union to protect our coworkers and hold management accountable. The union gives us a seat at the table with management, the space to communicate together in an organized way, and the the right to speak and act with real ownership over our work and our workplace." Justice Wornum, Clinic Operations Coordinator, Country Doctor



▶▶ The union difference at our clinics

Our 2023 contract wins

- ✓ A monthly labor-management committee where frontline workers and management can freely exchange information, ideas, and develop a racial justice workplan together to make our clinics a more equitable and inclusive place to work.
- ✓ A grievance process to address unfair disciplines, terminations, or violations of our contract without fear of retaliation.
- ✓ A process for everyone to have their prior experience reviewed and be placed on our new wage scale on the correct step according to their prior experience.
- ✓ New after-hours and bilingual premiums.
- ✓ Improved sick, retirement and transit benefits!
- ✓ A new education benefit that ALL employees can utilize for continuing education.

Joint Labor Management Committee

- ✓ Our first Joint Labor Management Committee met this past December to discuss how to build a bridge between frontline workers and management and to begin our shared work together. This committee will meet the third Thursday of each month

Committee participants: Teresa Mirante-Buker, SEIU co-chair, Alphonso Dennis, management co-chair, Farshid Soleimani, Joette Dawkins, Justice Wornum, Deanne Zink Aldesia Scott, Lorraine Hoover, Blanca Ruiz.



“Winning the right to a Labor Management Committee in our first contract was a must-have for the bargaining team. Our goal has always been to work with management to strengthen our ability to care for our community. Having a space to share our concerns and bring our frontline expertise is critical. As union leaders on the committee, we are committed to centering Racial Justice, equity and inclusion while honoring the legacy of Carolyn Downs as the last remaining community health center created by the Black Panthers.” **Teresa Mirante-Buker, Co-chair of the Joint Labor Management Committee, Carolyn Downs**

Credit for past experience

- ✓ Almost 70 of us moved up on the wage scale because of the new definition of prior experience in our contract.
- ✓ Folks who have been underpaid for years are finally on a step that more accurately reflects their prior experience and the expertise they bring to this work.



“Now that we have a union, we have a fair and transparent process for crediting our full work experience. I have been here since 2015 but have been doing this work since the mid-80s. I like my job, I like what I do, I adore my coworkers, and our mission is beautiful. It feels good to see my paycheck reflect my work history and commitment to this organization.” **Valerie Ward Leggett, CDFMC, Coding & Reimbursement Specialist**