



- [What happens when you call the union office?](#)

When employees call the office, they will be speaking to one of the administrative staff. The admin staff are responsible for gathering information such as employee ID, name and where you work. Every call that comes into our office is logged into our database. The purpose of logging all calls is to measure volume, activity based on chapters or issues, and to keep a record of when employees call and the timeliness of our response. If you are calling to speak to a Contract Administration Representative because of a contract violation, discipline, or a worksite issue, the admin staff will rotate your call to the next available Contract Rep.

- [Why are calls for the Contract Administration Representatives rotated?](#)

Calls are rotated so that all of the Contract Administration Reps have a similar workload. If one has more members to assist than another, those members will have additional time to wait to get assistance. All of the reps have experience in all facets of MCPS and have the resource of their colleagues when there are situations they have not addressed before.

- [Why is there a 24 – 48 hour call back rule for calls that are rotated to Contract Reps?](#)

There are times when the rep is available when you call in. However, while the reps attempt to return calls in the order they were received, often times the calls are about meetings at OHRD or with supervisors that are within 24 hours. Those calls need to be given priority. In addition, there are often times when a rep finds out the day before that they will be attending a meeting with one of our members, making it impossible to always return calls within the same day. Contract Administration Representatives are also out of the office for negotiations, JLMC meetings and other Union business.

- **What is a grievance? What is a complaint?**

A grievance is a violation of the contract. When we find a violation of the contract, we attempt to contact the Administrator involved and resolve the problem, prior to filing a grievance. If that is not possible, we will file a grievance. Depending on the violation, the grievance could be filed at Step 1, which would send the grievance to the Administrator. If it is again denied, it would then go to MCPS Association Relations for a Step 2 hearing. At a Step 2 hearing, the member, the Union and a hearing examiner are involved. The facts of the case will be outlined and the hearing examiner will render a decision within 10 duty days. If denied, a Step 3 hearing will be scheduled. At this hearing, all parties involved, including the Administrator, will be at the hearing. A decision will be rendered by the hearing examiner within 10 days.

When a member calls and has worksite issues that do not fall under a violation of the contract, this is considered a complaint. The Rep will discuss the problem with the member. In some cases, the Rep will contact the Administrator involved to attempt to resolve the problem. Often times there are situations that we can explain to a supervisor and they will understand that while not a contract violation, the situation is still one that should be resolved.

In order for a Rep to handle either a grievance or a complaint, they will ask your permission to contact the employer. With very few exceptions, the Reps will not contact the employer without that permission. However, without permission, the Union is not going to be able to attempt to resolve any issue that you may call about.

- **What happens during an investigation?**

After a member and a Rep speak about a particular problem, if an investigation is required, the Rep will commence that process. During an investigation a Rep may do many things, including contacting supervisors, co-workers and visiting work sites. Sometimes a Rep will ask a member to assist with the investigation and ask their colleagues for statements, depending on the situation.

- [What should employees do if they are injured on the job?](#)

Employees should immediately report the injury to their supervisor, indicating that the injury occurred on-the-job.

If an employee chooses to treat with a Preferred Provider, they will receive 100% of their lost wages, for up to one year, once the claim has been approved by the Workers Comp insurance carrier.

If an employee chooses to treat with a physician who is not on the Preferred Provider list, they will receive 66% of their lost wages once the claim has been approved by the Workers Comp insurance carrier.

During the timeframe that the claim is pending with the Workers Comp insurance carrier, employees must use their own leave to cover their time off. Once the claim is approved, MCPS will credit all leave used back to the employee, if they use a Preferred Provider. Otherwise, they will credit 66% of the leave back to the employee.

- [Why is it important that employees check their work email?](#)

The Local 500 administrative staff have implemented a plan for follow-up. The process is to send emails to employees who call the union with various questions. A few follow-up examples are:

- Informational email about Sick Leave Bank benefits
- Contact information about their assigned Contract Administration Representative
- General union membership benefits

As technology advances, we are continuously trying different ways of communicating with our members. Please try to check your email frequently.

- [What is the Sick Leave Bank and how does it work?](#)

The Sick Leave Bank is a negotiated benefit between MCPS and SEIU Local 500. The purpose of the Sick Leave Bank is to provide continued sick leave pay benefits to members of the Bank for qualifying personal illness that is incapacitating to the point where one cannot perform their duties during regularly scheduled duty days.

Employees are eligible for up to 90 days of additional paid sick leave. Employees can apply for this benefit by contacting the union office and requesting a Sick Leave Bank packet of forms.

Completed Sick Leave Bank forms must be submitted on or before the deadline specified by the Committee. The role of the Local 500 admin staff is defined as the liaison between the union and MCPS. Our job is to insure that the paperwork is complete and to prepare the agenda for the Committee's review. The administrative staff are not part of the decision making process for reviewing, approving, or denying grant applications.

It's the employee's responsibility to make sure that all MCPS leave forms are complete and submitted to their worksite and to ERSC by the appropriate deadline. In order to be in an approved leave status with MCPS and to receive Sick Leave Bank benefits, forms 430-1 Leave Request and 440-35 Certification of Physician or HCP must be approved and on file.