
HOW TO EFFECTIVELY GET
YOUR POINTS ACROSS.

GRIEVANCE
PRESENTATIONS

LAND ACKNOWLEDGMENT

With a genuine desire for collective healing, understanding, and partnership with SEIU 503, we offer this Land Acknowledgement to respectfully recognize the land and Indigenous people.

SEIU 503 recognizes the Klamath tribe of the Southern Oregon plateau; the Burns Paiute of the high-desert east; the Coquille of Southern Oregon's coastal forests; the Confederated Tribes of Grand Ronde in the northern Coast Range; the Cow Creek Band of Umpqua in the Southern Oregon foothills; the Confederated Tribes of Umatilla in the Blue Mountains; the Confederated Tribes of Siletz in Oregon's northern rainforests; the Confederated Tribes of Coos, Lower Umpqua, and Siuslaw on the windblown southern coast; and the Confederated Tribes of Warm Springs on the sunny eastern slopes of the Oregon Cascades. And we would like to recognize all the other indigenous communities who have not been federally recognized.

The Acknowledgement recognizes that lasting progress begins and continues with a growing understanding of harms and works to challenge the legacies of Colonialism in order to move in the true spirit of community.

To implement the Land Acknowledgement is to respect those whose relationship to the land precedes ours and to collectively engage in fundamental measures that advance justice for Indigenous people of the region—past, present, and future.

We acknowledge that our Union's history, like many others, is fundamentally tied to colonial practices. Finally, we respectfully acknowledge and honor past, present, and future Indigenous workers of SEIU 503.

CODE OF CONDUCT

There is a prohibition against harassment and other exclusionary behavior. This includes, but is not limited to:

Violent threats or language directed against another person

Discriminatory jokes and language

Ableist jokes and language

Sexually explicit or violent behavior and language

Offensive comments related to gender, gender identity and expression, sexual orientation, disability, mental illness, neurotype, physical appearance, body, age, race, ethnicity, nationality, language, family status, economic status, immigration status, or religion

Unwelcome sexual attention

Advocating for or encouraging any of the above behavior

Repeated harassment of others

Deliberate intimidation

Deliberate misgendering or use of rejected names to describe groups of people

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PREPARING FOR YOUR MEETING

ORGANIZING YOUR EVIDENCE - NO 2 GRIEVANCES ARE THE SAME

Most grievances will have anywhere from one to three meetings a steward will have to prepare themselves and the grievant to attend.


- Organizing of your evidence is crucial
- Create a PowerPoint to present or checklist for yourself
- It helps to streamline and flow your concepts
- It helps to keep the meeting in line and on time
- It keeps questions from management to a minimum/You have connected the dots for them

HOW TO COLLECT YOUR EVIDENCE

Request for Information:

This is one of the ways that a steward can collect information from management.

The grievant may also have evidence that will be useful.

 **INFORMATION REQUEST FORM**

Name of Member(s): _____ Job Classification: _____
Name of Group (if applicable): _____
Name of Agency: _____ Work Location: _____
Name of Supervisor: _____ Date Filed: _____
Filed with: *(if other than supervisor)* _____

Steward for this Information Request: _____
Steward's Home Address: _____
Name Work Phone
Street City Zip

As a Steward representing the member above, I am requesting the information listed below. This is information necessary for the union's investigation:

- Personnel file
- Payroll Records for _____
- Time Clock Records from _____ to _____
- Injury Reports
- Copies of any notes, statements, or documents used or written as part of any investigation
- Copies of any supervisor's file that exists on this member
- Witness Statements
- Any other documents related to _____
- Other information _____

This information should be provided to the Steward as soon as possible, but no later than the end of the day on _____.

Signature of Steward: _____ Date: _____

HELPFUL TYPES OF EVIDENCE FOR YOUR GRIEVANCE

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1. Documents
 2. Emails
 3. Witnesses
 4. Performance evals
 5. Payroll records
 6. Time captures
 7. Member Files
- These are a few examples.

MORE IS NOT NECESSARILY BETTER



Pay close attention to what is going into your grievance file.



You only need pertinent information that upholds the statement of your grievance and what you want the remedy to be.

THE 2 TYPES OF GRIEVANCES DIFFERENCES IN EVIDENCE

Contract interpretation:

Any other violation of the collective bargaining agreement. Union has burden of proof on evidence.

Just cause:

Also known as disciplinary grievance. Always cites the Discipline and Discharge Article of the contract. Management has burden of proof on evidence.

BEST PRACTICES OF GROUPING MATERIALS

Depending on the type of grievance there are a few ways a steward can group or flow the material that they use at their meetings:

1. If it is a Just Cause case it can be by charge the worker was to have alleged to have violated.
2. If it is a Just Cause it can be chronologically.
3. If a contract violation the type of evidence could be relevant and grouped together.
4. There could be combinations.

PREPPING THE GRIEVANT

Before the meeting

Do:

- Discuss the case with the grievant before the hearing.
- Request information and prepare it for presentation.
- Devise a strategy with the grievant.
- Discuss with the grievant the arguments you will present.
- Tell the grievant what you expect management to say.
- Decide what the grievant should say (if anything).
- Ask the grievant to stay calm, reasonable, and stick with the facts.
- Have a plan for calling a caucus, if necessary.

Don't:

- Don't go to the meeting without discussing the presentation with the grievant.
- Don't go into the meeting without an agreement between you and the grievant on how to handle problems that may arise.

In the meeting

Do:

- Stick to your presentation plan.
- Stick to the facts.
- Address management's actions.
- Keep it brief and to the point
- Stay calm and reasonable.
- Show a united union front.
- Call for a caucus if your united front shows some cracks.
- Get firm commitments on dates and actions. Ask for a follow up in writing.

After the meeting

Do:

- Debrief the meeting with the grievant
- Reach out to the Contract Enforcement Team to keep apprised of status
- Save your meeting notes in your grievance file

A GRIEVANCE MEETING IS A UNION MEETING

There are a couple of rules to follow since this is our meeting:

1. Set the tone of how the meetings should go. This is our meeting do not let management take it over.
 1. We are equals in these meetings
2. As the steward start the meeting giving a slight overview of why the contract was violated whether Just Cause or Contract Interpretation
3. Let the Grievant also have a voice, do not do all the talking. Prepare the grievant it is their story, and they should be able to tell it.
4. The Steward should give a summary at the end of the presentation, once again hitting the high notes of the case.

TECHNOLOGY AND PRESENTATION TIPS

- With the new and expanded way technology is being used in the workplace are there ways to incorporate it into your presentation?
- Power Points

Utilizing meeting modalities

- Hybrid or distance meetings
 - ZOOM
 - TEAMS
 - Google Chat

CLARIFYING NEXT STEPS

At the Meeting with Management

- Before you leave the meeting always talk about the timeline and when the response is expected and if an extension is going to be needed with management.

Debriefing with Grievant(s)

- Always take time to meet with the Grievant(s) after the meeting.
- How did the meeting go?
- Was there anything that was not said?
- Did anything come up that we need more information on? Another RFI Needed?



ARBITRATION SCREENING PRESENTATIONS



WHAT IS ARBITRATION SCREENING?

What is Arbitration?

Arbitration is the final step of the grievance process in most of the collective bargaining agreements held by our union. Arguments from both sides are heard by an arbitrator.

Why screen first?

Arbitration is binding and precedent setting. It's also expensive! To make sure we are taking strong cases forward, all cases to be screened by a panel of union members before they can be moved to arbitration.

Possible outcomes from screening

Approved to progress to Arbitrator, Rescreen/need more information, Denied.

PREPPING FOR ARB SCREENING

- Keep good records
- Involve the grievant
- Remember your audience
- Work with your CET organizer to prepare your packet
- Create a power point or other visuals
- Is your case Disciplinary or Contract Interpretation?



ORGANIZING YOUR EVIDENCE

What to Include

- Worksheet summarizing your case
- Overall timeline
- Grievance filings and denials
- Communications with management/HR about timelines and extensions
- Supporting documents/evidence from RFIs ex: depending on the type of case could be paystubs, work schedules, emails, disciplinary letters, witness statements etc)

SEIU LOCAL 503 GRIEVANCE AND ARBITRATION FILE FORM
SEIU LOCAL 503 INTERNAL USE ONLY

Document Checklist

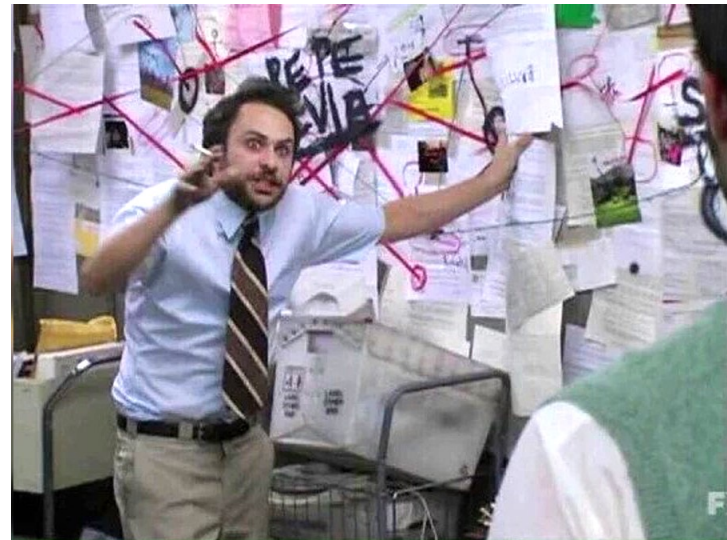
The following documents should be attached and included in the packet for the arbitration screener panel to review. The failure to include relevant information may result in a denial of the grievance or a conditional denial with a limited time frame to produce the documents to the screeners to review. Initial below if the record is attached, does not exist, or exists but is not attached (e.g. if an information request was submitted on a specified date, but the Employer has failed to respond to the request). **Please organize records in chronological order from earliest to latest.**

Document Description	Attached (Initial)	Does Not Exist	Exists but not attached (Explain why, in attached sheet if necessary)
Statement of Grievance Form		<input checked="" type="checkbox"/>	
Copies of all responses from Employer at each step of the grievance procedure			
Copies of all communications appealing the grievance to the next step of the grievance procedure			
Copies of agreed upon extensions for the union or the employer, if any exist			
Copies of any other communications with management related to the grievance, pre- or post-filing of the grievance			
Copies of <i>all</i> pertinent articles of the collective bargaining agreement, including grievance procedure article which should <i>always</i> be included		<input checked="" type="checkbox"/>	
Contract interpretation grievances: Review if management rights article should be included			
Disciplinary grievances: Copy of disciplinary actions (e.g. letter of reprimand, pre-dismissal letter and dismissal letter)			
Disciplinary grievances: Personnel file, including any past disciplinary records, performance evaluations, or other relevant information (Do not include any protected information such as W-2s or health insurance forms)			
Disciplinary grievances: Copies of any policies alleged to have been violated; records of any training or prior notice or expectation given alleged to have been violated			
Disciplinary grievances: Grievant's rebuttal or statement or steward's notes regarding same			

ORGANIZING YOUR EVIDENCE CONT...

What NOT to Include

- Hundreds of pages. We want screeners to see only what's important.
- Lengthy or duplicate emails or materials. Take screenshots of the specific thing you want to draw attention to.
- Disorganized content. Create a table of contents and organize materials in a linear way.



PRESENTATION TIPS

- Keep it concise and to the point.
- Explain the problem, articles violated and the remedy
- Highlight any key pieces of evidence that build our case.
- Leave plenty of time for conversations/questions



PRESENTATION TIPS CONT..

- Underscore how this case would help to build our union.
- Encourage the grievant to attend
- Give a full picture of the strengths and weakness of the case- No surprises!
- Give a summary at the end

SEIU LOCAL 503 GRIEVANCE AND ARBITRATION FILE FORM
SEIU LOCAL 503 INTERNAL USE ONLY

Case Analysis

It is critical that the panel and legal department understand the analysis of the case. Fill out these items and write a narrative for their consideration. Without this information, the screeners will not have adequate information to evaluate the merits of your grievance and may reject the grievance for arbitration on that basis. Facts and details are extremely important in arbitrations. Make your answers as thoughtful and complete as possible. In consideration of this necessity please indicate the following:

Disciplinary Cases

1. What were the allegations or actions the employee is accused of?

2. Does the grievant dispute that what the employer alleges occurred? If yes, explain. If not, what is the basis for the grievance?

Contract Interpretation Cases

1. What is the contract article or language in dispute?

All Cases (Discipline and contract interpretation)

What are our arguments for how the contract has been violated?



QUESTIONS?

For more info, reach out to your chief steward or contract enforcement organizer