

Union ★
Update

OPEIU
Local



For Local 8 Members at Crisis Connections

November 3, 2023

Recording Calls

We recently became aware that CC is recording all incoming calls, except for those on the Warm Line. While it was previously known that some lines, like 211 and 988, were being recorded, we were surprised to learn of the apparent expansion of this practice to other departments including Crisis Services and WRHL. We aren't yet sure exactly when this began or why, and our Union Reps are continuing to seek more information from CC. CC has said that they are contractually obligated to record incoming calls for all lines for safety and liability, that this has been a historical practice, and that staff are aware calls are recorded.

This isn't in alignment with our understanding. We believe many employees and volunteers may not be aware their calls are being recorded and felt this was important information to circulate.

If you have any questions or concerns regarding the ethics, legality, or impacts of this change, or about how to respond to callers when asked if their call is being recorded, please direct those to your supervisor.

Requesting Time Off on Recognized Holidays in the Crisis Services Department

Upon hearing from Crisis Services employees that they had been told they needed to have and/or use PTO to take a holiday off, we went to HR to clarify the process. The established process for Crisis Services is outlined below. If you have any questions about PTO/Holidays pertaining to your department, please reach out to a steward or one of our Union Reps, Valarie Peaphon and Phoebe Feldsher.

If you are regularly scheduled to work a designated holiday and want to request that day off, then you would:

1. Submit a request for “PTO” (if you have PTO accrued) or for “Leave Without Pay” (if you do not have PTO available) in Paylocity.
2. Management will approve or deny requests based on staffing and coverage needs. If approved, the time off will be updated in When 2 Work and the PTO will automatically populate on your timesheet.
3. Prior to processing payroll, management will delete the PTO from your timesheet to ensure that PTO is not deducted from your bank. On the end, you should only see “Holiday Off” (if applicable, based on FTE) entered for the holiday.

In summary:

You DON'T need to have or use PTO in order to take a holiday off!

You DO need approval to take leave on a holiday if it is a day you are normally scheduled to work.

Do Not Assume Privacy or Confidentiality

Please remember that the employer can monitor your activity on CC computers, phones, and systems (e.g., Teams chat platforms– both public and private, work email, etc.). Be aware there is not an expectation of privacy when utilizing CC property or systems.

Employee Handbook

HR has been working to create a thorough resource for employees with information on common policies. We've completed a detailed review on our end and are happy to report that CC was able to meaningfully address our questions and incorporate our recommended edits.

Questions, Concerns, or Ideas

As always, if you have a question, concern, or complaint, you can reach out to a Union Steward or Union Rep for assistance. We can lend guidance, offer support, or provide resources regarding relevant policies, contractual provisions, and applicable laws. If you are unsure on how to proceed in any given situation or uncomfortable taking action alone, we can advise and assist you in approaching the appropriate person at CC in management, HR, or Payroll.

If you have ideas on how to improve conditions at CC, we want to hear them! Please share suggestions with our Union Reps at Valarie@opeiu8.org or Phoebe@opeiu8.org.



OFFICE AND PROFESSIONAL EMPLOYEES INTERNATIONAL UNION LOCAL 8

1-800-600-2433 or 206-441-8880 ★ Fax: 206-441-0207 ★ www.opeiu8.org

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