

Welcome to the Union

WHAT EXACTLY IS A UNION?

A union is nothing more complicated than a group of workers who have banded together to promote their common interests. One person standing alone may be weak, but all of us joined together have strength.

The union speaks with one voice on behalf of all of the employees in what is known as the “bargaining unit.” This means the employer loses the powerful advantage of dealing only with individuals, one-on-one, with every worker subject to the employer’s whim. With union representation in place, the employer has to reckon with all of us, united in the union as the collective voice of all of the workers.

Of course a group of union members does not consist of people with 100 percent identical interests and needs. The union’s voice also is heard for all the different smaller groups of employees in the workplace, whether those groupings are based on shift, work classification, age, how much money people earn, or any other employment-related factors.



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Published by Union Communication Services, Inc.

165 Conduit St.

Annapolis MD 21401

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www.unionist.com

My Union, Everyone's Benefits

In the different roles that unions play, they end up protecting all employees — in fact, all Americans. In the legislative arena, many laws that benefit everyone would not have been passed without the efforts of organized labor. Examples include the establishment of our Social Security system, workplace health and safety and discrimination laws, and unemployment compensation benefits.

Some of organized labor's proudest moments have come at those times in American history where unions took the lead in a fight to improve our society. Every American knows that Martin Luther King, Jr. was gunned down in Memphis in 1968. But how many know that what brought Dr. King to Memphis was his support for sanitation workers who were on strike for union recognition? Dr. King traveled to Memphis because he understood that the union fight to improve wages and benefits was a part of the larger struggle to create a society where Americans of all races would be treated equally.

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HOW YOUR UNION OPERATES

The heart and soul of any union is its members, and they are pulled together by a network of first-line union representatives, often called stewards. Stewards are the “eyes and ears” of the union, keeping track of what’s happening in the workplace on a day-to-day basis.

Your steward is your first point of contact when you have a question about whether your workplace rights have been violated or when you have an idea about some union action that might improve conditions. Don’t expect a co-worker who has become a union stew-

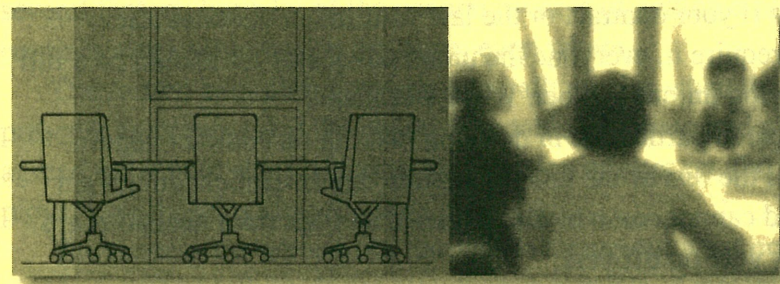
ard to be an expert on all aspects of workplace rights. But understand that it is a steward’s responsibility to do what it takes to find out, if necessary, what action may be appropriate to challenge an employer initiative and to safeguard employees’ rights.

Unions in the same area often work together to help each other out. For example, Central Labor Councils are networks of the different unions that represent employees in a particular city or county or larger geographical area. These councils often work together on legislative matters and support one another in organizing drives or in battles with a local employer.

You most likely are part of a national union, too. (If your union is called an “international,” this means that there are members outside of the fifty states, most often Canada or Puerto Rico.)

The American Federation of Labor – Congress of Industrial Organizations (AFL-CIO) is an umbrella organization of almost sixty American unions, representing more than 11 million workers. The newer Change to Win federation consists of five unions who represent some 5.5 million workers. Just as businesses band together in chambers of commerce, through the AFL-CIO and Change to Win most American unions at the national level work together on a wide range of common concerns.

And unions combine their efforts across national borders. In order to respond effectively to the challenges facing employees of multinational corporations worldwide, American unions participate in international trade union groups representing workers from 155 countries.





YOUR RIGHTS AND RESPONSIBILITIES

The Duty of Fair Representation

Just as the union has right to speak collectively for everyone in the bargaining unit, it also has an obligation to represent the interests of each individual. This requirement is called the duty of fair representation, or DFR. When a given issue arises, different individuals or groups within the bargaining unit may well have different and conflicting stakes in possible outcomes. For example, in contract negotiations should the union push for raises calculated as a percentage of salary or for raises as a flat dollar amount? In whatever course of action the union chooses, the law says that it's obligated to act fairly in how it decides which direction to go, recognizing that there's no magical solution that is perfect for everyone.

Union Membership: The Right Thing to Do

Even if your contract or the law your union operates under doesn't require it, everyone the union advocates for should be a full dues-paying union member. Why? Because:

- You get to participate in decision making on contract negotiations and the rest of the union's agenda; non-members do not get input and cannot come to meetings where important decisions are made, or vote on officers;

- You send a message to the employer that the individual employees are standing united and behind their leaders in fighting for better wages, benefits and working conditions;
- Information is power, and being a member puts you in the loop;
- Plus, it's the fair thing: everyone benefits from the union's work, so everyone should make their financial contribution.

Internal Union Rights

Union members enjoy a broad set of rights similar in many ways to the rights found in the First Amendment to the U.S. Constitution. The Labor Management Reporting and Disclosure Act (LMRDA), administered by the Department of Labor, has a "Bill of Rights of Members of Labor Organizations" that contains an "equal rights" provision, guaranteeing all union members the right to nominate candidates for union office, to vote in union elections, and to attend and participate in union meetings. Your union's constitution and bylaws also speak to member rights.

***Information
is power,
and being
a member
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in the loop.***

YOUR UNION CONTRACT

Exactly how the bargaining process shapes up is determined by several factors, but a lot of the general process of getting a new contract looks pretty much the same, everywhere.

The formal bargaining process generally begins when the union presents its proposals at the negotiating table, at a time and place agreed to by both sides. Either at that session or later on, the employer usually brings in proposals of its own.

The process the union goes through to figure out what proposals to present usually includes looking at a number of factors:

- what problems arose under the existing contract;
- how to balance the needs and expectations of various groups of employees represented by the union;
- what the union itself needs so it can function as an effective advocate for its members (like getting time off for union stewards so they can process grievances);
- and the reality of what's happening in other workplaces, or in society generally (things like inflation, health care costs, and whether your employer is facing hard times or is doing well).

To get information needed for bargaining, the union may hold meetings to ask you and your co-workers directly what problems you'd like your negotiators to tackle in bargaining. Some unions use a written survey to determine what the top priorities should be.

Throughout negotiations, unions look for ways to demonstrate that the members stand behind their bargaining team, to create pressure on the employer.

The bargaining process always includes face-to-face sessions, conducted in a fairly formal way. The bargainers present proposals and the facts, figures and arguments that justify them.

The law doesn't dictate the specifics of what the parties must agree to in the course of negotiations. But there is a "duty to bargain in good faith," which requires each party to be willing to meet with the other at reasonable times and places, and to be reasonably flexible in modifying its positions.

Bargaining a contract from start to finish can take quite a bit of time, with agreements being reached point by point until the entire new contract is in place. Often the parties can't reach final agreement at the table, and a mediator will be brought in to work with both sides to try to find areas of compromise. If common ground can't be found, the union can call a strike — if members have voted to do so — in the hope that the employer's loss of production or ability to provide services to customers will force a softening of its

bargaining position. On the employer side of the equation, it may seek to turn up the heat on the union by closing the facility and "locking out" the workers.

Even when the parties reach agreement at the table on all items, these "tentative agreements" are usually not a done deal until the members vote to ratify. (Almost always, only dues-paying members of the union get to vote on accepting or rejecting the contract.)

But the real power in bargaining lies away from the table. Each side constantly evaluates whether it can hold firm in its positions or whether it must compromise, based on its assessment of how much each side can exert pressure on the other if agreement is not reached. So throughout negotiations, unions look for ways to demonstrate that the members stand behind their bargaining team, to create pressure on the employer.

EXPLAINING "GRIEVANCES"

Virtually every union contract contains a grievance/arbitration procedure, which is the way the union and the employer tackle disagreements about workplace rights covered by the contract. A conversation between your steward and a management official may be all that it takes to solve a problem. But sometimes a steward will have to set in motion a formal challenge to an employer action, the most common type being a contract grievance. Filing a grievance is

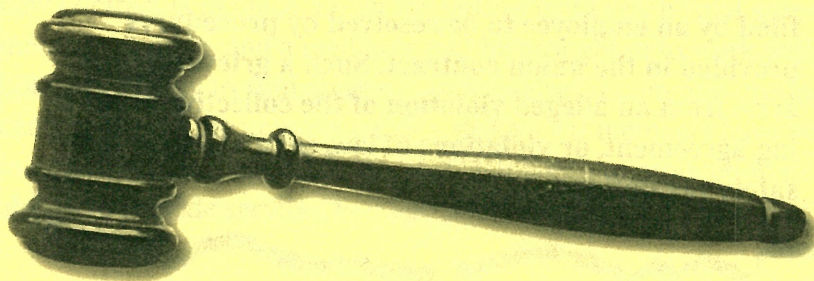
In a labor union, a grievance is the subject of a complaint filed by an employee to be resolved by procedures provided in the union contract. Such a grievance may arise from an alleged violation of the collective bargaining agreement, or violations of law, such as workplace safety regulations...

the equivalent of starting a lawsuit: you put in writing what you believe another party has done that is contrary to the law, and you specify what action will be necessary to correct the situation.

Some contracts provide that you can use the contract grievance procedure to challenge any area of concern connected to your workplace life. But more commonly, a grievance will be defined in a more narrow fashion, covering only challenges to specific provisions in the contract.

Individual members of the bargaining unit — that is, you and your co-workers — can initiate grievances under the contract if you believe that the terms of the collective bargaining agreement have been violated. And unions themselves also initiate grievances to challenge employer conduct that negatively affects everyone in the bargaining unit or one particular group of employees.

All grievance procedures require going through a series of steps, usually including one or more face-to-face meetings, with the procedures getting more formal as you go through each of the steps. If the dispute remains unresolved, then the last step of the grievance process — arbitration — is the equivalent of appearing before a judge to argue the case out and obtain a final resolution, one way or the other. In a labor union, a grievance is the subject of a complaint filed by an employee to be resolved by procedures provided in the union contract. Such a grievance may arise from an alleged violation of the collective bargaining agreement, or violations of law, such as workplace safety regulations...



WORKPLACE RIGHTS

As a union member, your workplace rights come from a number of different sources, not just from the collective bargaining agreement. You and your co-workers have other rights, including those found in:

- Laws and regulations at the federal, state or local level. Some — such as wage and hour laws, health and safety statutes, and laws against discrimination — apply to both unionized and non-unionized workplaces. Others come into play only in workplaces where the employees are organizing into a union or already have unionized;
- Employer handbooks and regulations;
- Unwritten laws: it may be that the way things are in your workplace — established “past practices” — are actually enforceable under the contract or in another legal forum.

The Basic Labor Law Framework

In the private sector, the National Labor Relations Act is the law establishing union rights for most, though not all, employees. The Act states: “Employees shall have the right to self-organization, to form, join, or assist labor organizations, to bargain collectively through representatives of their own choosing, and to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, and shall also have the right to refrain from any or all such activities...”

Certain actions on the part of an employer or a union that interfere with those rights are defined as unfair labor practices. The basic categories of employer conduct that are illegal include:

- statements or actions that interfere with, restrain, or coerce union activity;
- domination of unions (that is, any form of a “company union,” where the employer really controls the union);
- discrimination against employees who engage in union activity;
- retaliation against individuals who file unfair labor practice

charges or who cooperate with the National Labor Relations Board in pursuing such charges;

- refusal to engage in good faith bargaining with the union.

Other Laws

Many parts of workplace life are regulated by other legislation as well, such as:

- **Wages and hours:** the Fair Labor Standards Act is the federal law setting the minimum wage and standards for overtime pay at the national level. When a state or local law sets more favorable standards, those will govern;
- **Discrimination:** A variety of statutes outlaw a number of different kinds of discrimination against both job applicants and current employees.
- **Business closings:** the 1989 federal Worker Adjustment and Retraining Notification Act (WARN) requires larger employers to give sixty days' advance notice before closing a facility or conducting a mass layoff;
- **Family and Medical Leave:** the 1993 the Family and Medical Leave Act (FMLA) says that workers in workplaces of 50 or more people are legally entitled to take unpaid leave because of any of the following: the birth, care, or adoption or foster care of a child; the care of an immediate family member with a serious health condition; or the employee's own serious health condition. This law also gives returning employees the right to go back to their old jobs, or to equivalent positions, without being penalized;
- **Health and safety:** The federal Occupational Safety and Health Administration (OSHA) covers most private sector workplaces, with some more specialized agencies having jurisdiction over particular industries such as coal mining. Other laws and agencies, such as the Environmental Protection Agency, play a role as well;
- **ERISA:** The federal pension law governs virtually all private employer-provided pension and retirement benefit plans and provides important protections.

- **Immigration laws:** To control the hiring of undocumented workers, federal law sets forth requirements as to what personal identification documents your employer can insist upon seeing, and when;

- **Workers' Compensation:** If you are injured or disabled in connection with your job, you receive a set payment for your loss and reimbursement for any medical expenses, and you are eligible for weekly disability payments.

IF YOU GET IN TROUBLE

Whether you're "innocent" or "guilty," one day you may find yourself called into your supervisor's office to answer questions. Your first thought may be "I haven't done anything wrong, so there's no harm in answering a few questions." But many workers find themselves in hot water when an over-eager supervisor or company investigator deliberately twists perfectly innocent answers to questions or takes answers out of context to create a misleading impression. So better safe than sorry; educate yourself now about your basic rights in this area, so you can use them if you have to.

Unfortunately, there's no workplace equivalent of the *Miranda* right to remain silent, or even notification of the right to have a lawyer (or union steward, in your case) present. If you're asked questions about a work-related matter, you do have to give answers. But you can — and should — provide yourself with the protection you will have if a union representative is present:

- your steward can learn beforehand what the questioning is going to be about;
- you can consult with your steward privately

"If the discussion I am being asked to enter could in any way lead to my discipline or termination or impact my personal working conditions, I ask that a union steward, representative or officer be present. Unless I have this union representation I respectfully choose not to participate in this discussion."

(This is my right under a Supreme Court decision called Weingarten)

before the questioning starts;

- your steward can keep a written record of the meeting and serve as a witness afterward about what you said; and
- your steward can make sure the questioning stays within reasonable bounds.

Your rights to union representation are known as “Weingarten Rights,” after a Supreme Court ruling. Under *Weingarten* you have the legal right to have a union representative (but not a lawyer) present during a meeting with the management if ALL of the following conditions are met:

1. The meeting is part of an investigation.
2. Disciplinary action may result from the meeting.
3. You “reasonably believe” that disciplinary action may result.
4. You make a request for representation.

YOUR ROLE IN THE UNION

The decision you have to make, as an individual represented by a union, is really no different from your obligations as a member of society. You can choose not to keep informed about union issues and not to participate in the daily life of the union. Then, just as with what happens in the larger society, you can gripe about who’s running the union and the decisions they make. But there is an alternative, of course: since your union is nothing more than a collection of individual members, you can choose to become involved, and in so doing shape what your union is and what it does.

So if you want to “own” your union, and to share in the members’ responsibility of running it, what can you do?

- **Educate yourself:** Take the time to learn about the union and the issues it is dealing with on behalf of the members. If you don’t have a copy of the union contract, get one and look through it, at least enough to get a good idea about what topics are covered and what the specifics are.

- **Check out** your union’s website and print publications. Attend union meetings.

- **Be a set of “eyes and ears”:** “The union” can’t take any action unless it knows what the facts are, so part of your job as a union member is to be on the lookout for things in the workplace that the union needs to know about, and to pass along the necessary information.

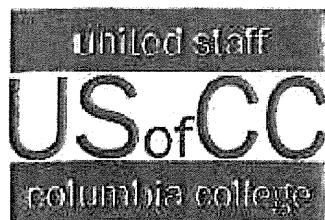
- **Show solidarity:** “An injury to one is an injury to all” is not just an abstract notion. So if your co-workers on the night shift are getting cheated out of their differential, the test is whether you and your co-workers on the day shift make it your business to make sure that the union can do what’s needed to take on the employer.

- **Be a union emissary:** There are a lot of popular misconceptions about what unions are and what they do. Let friends and neighbors know about your own experiences as a unionized employee can be the most effective way possible to correct popular distortions about the labor movement.

- **Get involved:** Part of the work that unions do is accomplished by paid union staff members or consultants and by stewards and union officers, who may get some time off or some additional compensation to do their union work. But the resources of any union are limited. A union’s real power is unleashed when individual members take it upon themselves to pitch in and each does a little something to contribute to the larger effort.

Unions are every working person’s best defense against employer excesses and mistakes, and they are the way our collective voice is heard. Take what you have learned from this pamphlet, and use it as a starting point to become a voice and presence in your union. The union is you and your co-workers; you have it within your power to make your union an ever-more-effective fighter for workplace rights and justice.

The decision you have to make, as an individual represented by a union, is really no different from your obligations as a member of society.



Accomplishments

of The United Staff of Columbia College Chicago

Job Security and Protection—90 Day Notice

Under the contract, the College is required to provide 90-day notice to any employee whose job is eliminated.

Strict Caps on Employee Health Insurance Cost Increases

- In the four years following the first union contract, USofCC limited yearly increases in member insurance costs to \$5.00 per month.
- For years 2013-14 and 2014-15, Union has averted any of the large insurance increases initially proposed by the College.

Severance Pay/Job Interviews

Under our contract, the College must also provide two weeks' severance pay to employees whose position has been eliminated, along with 12 paid days to interview for other positions.

Improvements for Part-Time Staff

Increased benefits and salary increases for part timers:

- Ability to take limited personal days/shutdown days
- Receive annual salary increases identical to, and at same time, as full-time staff.
- Compensation for snow days.
- Vacation days (pro-rated).

Overtime

After the union began raising concerns to HR about this issue, time and ½ overtime pay is being consistently provided to bargaining unit members who work more than 40 hours per week.

Job Study/Establishment of Salary Scale

USofCC negotiated an agreement with College to study unit members' job duties, establish a salary schedule with labor grades, and put aside \$250,000 for potential job upgrades.

Grievances

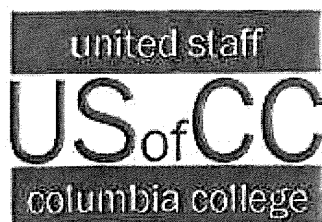
Have won or settled more than a dozen grievances, including an unjust termination of an employee in HHSS, denial of overtime pay for numerous employees, lack of 90-day notice provided to part-time employees in Science & Math, and failure to make full payments for an employee's overnight trip.

Paid Time Off

2013 – Negotiated an extended 2-week winter break shutdown

Protected Contractual Rights



- Prevented College from changing vacation accrual procedure to limit those at the max.
- Averted College's attempt to take away paid day off on July 4, 2015 because holiday fell on a Saturday.



US of CC

A Big Difference for Us

What happens with a union and without?

Issue 	Without US of CC 	With US of CC
Decisions to change our wages, hours, benefits and working conditions	Columbia College makes changes "at will"; it has unilateral decision-making authority.	Columbia College cannot make any changes until bargaining has been concluded. All tentative agreements between the College and US of CC must be ratified by the members.
You are called to a meeting with your supervisor about a "problem" that might lead to a reprimand or worse.	There is no right to representation at such meetings; you go into the meeting alone.	You have a right to union representation at this meeting (Weingarten Rights).
You have a work-related grievance.	Columbia College makes the final decision on all grievances.	All grievances that cannot be resolved with the College are subject to third-party, binding arbitration.
You are threatened with suspension or firing.	You can be suspended or fired at the will of the College.	Collective bargaining agreement governs disciplinary procedures; you have access to IEA-NEA legal services.
Resources	You rely on the "good will" of your supervisor to do the right thing.	Individual members as well as US of CC leaders have direct access to professional advice and assistance from IEA.
Guarantees	There are no guarantees.	You are guaranteed: <ol style="list-style-type: none"> 1) an organization that will advocate on your behalf 2) rights and protections under the National Labor Relations Act, and 3) participation in future decisions that impact your employment.
Position Elimination / Layoff	See you later!	Members get 90 day notice, 12 paid days to interview for other positions, and 2 weeks severance.

Welcome to Region 67

Over the last several years, higher education membership in the IEA-NEA has grown dramatically. In our region alone, IEA-NEA Region 67, we now represent over 3,500 higher education faculty members and professional staff in Chicago and nearby suburbs.

Why has our organization grown so much?

Because as professional staff and faculty, we are asserting our rights to representation, respect and professional recognition that come through union membership and collective bargaining.

In years past, higher education faculty and professional staff were too often treated as mere cogs in the wheel of higher education, necessary for delivering education to students but unimportant in the overall decision-making within our colleges and universities. Too often we were denied the professional voice we had earned. Too often we were excluded from decisions about our own wages, hours and working conditions – a disrespectful practice that led to institutional instability as well as our own employment insecurity.

Historically, we who deliver the most important programs and services for our colleges, universities and students have been woefully underpaid and underrepresented – often forced to cobble together multiple jobs just to make ends meet.

Through our region and the IEA, we are changing that. We are bringing the strong voice of advocacy for faculty and professional staff to colleges and universities. We are bringing professionalism and unity. We are advocating for better wages, job security, higher standards of service, and recognition that talented higher education faculty and professional staff make a difference in the lives of students every day.

We are advocating for you. We are advocating for us. We are advocating for higher education.

If you're already a member, we thank you and invite you to get involved. If you haven't joined yet, take a look at the information here. Talk to your colleagues. Join us.

Together, we can make a difference.

In solidarity,

Region 67 Executive Committee

Arvis Averette, Region 67 Chair
Joe Fedorko, RAFO President
Loretta Ragsdell, CCCLOC President
Bill Justiz, TCAFA President
Marilyn Craig, MCAFA President
Tanya Harasym, USofCC President

EDUCATION SUPPORT PROFESSIONALS

Connecting

For

Action

To Build

Power

For great learning conditions, work and communities



**We make up more than
40 percent of the total K-12
education workforce**



► Yes, You Can

Run for elective office on the local, state and national level (local president, vice president, treasurer, region chair, statewide ESP Council, NEA Director or serve as a Building or Association Rep or on an IEA Committee).



► Yes, IEA and the ESP Council Can

Support you through Leadership Trainings, Professional Development and Network Opportunities, the IEA One Conference/ESP Job Classification Forums, Summer Leadership Academy, Professional Development Conference, Representative Assembly (ESP RA Opening Hearing/ESP PD session), NEA ESP Leaders for Tomorrow Program, ESP National Conference, Midwest Leadership Summit.



► Yes, We Can — Together

Run an ESP Listening Tour, Fight for A Living Wage of \$15; get involved in political campaign during an election cycle, support our Union Brothers and Sisters fighting outsourcing or bring help to their communities (one ESP local sponsors a Book Bus!), help out campaigns of candidates for School Board, and tell stories about great ESPs we see together by publishing them in the IEA ESP Insider.



Get connected today to the action with other ESPs through any of your IEA ESP Council Members (they are featured on the website at www.ieanea.org or through Arlene Criglar, ESP Program Office, ph. 847/241-2805, and email: arlene.criglar@ieanea.org).



<https://ieanea.org/members/esp/>

IEA Member Benefits

IEA membership makes a real difference for you, for your profession and for students in Illinois. Education professionals must work together and speak with one voice to make education better for all Illinois students.

As an Illinois Education Association member, you gain access to a full range of services provided by more than 200 staff members working collaboratively to respond to your professional needs.

When you join IEA, you receive...

LIABILITY INSURANCE

If you are sued for on-the-job related issues, IEA liability insurance will provide you with an attorney and \$1 million in coverage.

LEGAL ASSISTANCE

The Association's legal advice goes far beyond liability insurance and attorneys. Any time you have a question about your employment rights or benefits, ask the local UniServ Director. If you need legal assistance, IEA's attorneys are the best in the state in employment-related law and school law.

PROFESSIONAL DEVELOPMENT

IEA offers its members training sessions on all aspects of education, human and civil rights, political action, communications, negotiations, grievance handling, gender equity and almost any other area of concern to members.

REPRESENTATION

Whether it's the Illinois Board of Higher Education (IBHE), a legislative committee or an education coalition, when decisions about education professionals and students are being made, IEA is there representing your views.

LOBBYING

IEA-NEA is often considered to be the single most effective voice for education professional in Springfield, in Washington, D.C., and in local communities.

NETWORKING

Through the Association and especially the IEA website and the NEA website you will be connected to other higher education employees from across the state and nation who are dealing with the same joys and frustrations.

ELECTRONIC AND PRINT

COMMUNICATIONS

All Association members receive regular - national, state and local print and electronic publication with the latest information about education developments. These include the NEA Today, the IEA Advocate and the Insider.

DISCOUNTS

The Access Saver is a group discount program especially for IEA members. Use your membership card for discounts at more than 100,000 locations, saving you up to 50 percent on purchases you make every day. Go to the IEA website

<http://www.ireanea.org>

and click on the membership card for a listing of participating businesses and services. Be sure to check back frequently, as merchants are frequently added to the program.



Illinois Education Association

The advocacy organization for all public education employees

YOUR DUES DOLLARS

UNISERV FIELD SERVICES

Deliver assistance to public school and university employees and their local associations through staff located in regional offices throughout the state that are responsible for delivering the resources of the organization that includes assistance in bargaining, grievance and employee rights, adjudication, crisis preparation, school reform, professional development and certification issues, and the development of strong local affiliates through organizational development.

PSRP

Provide funding for the professional staff defined benefit retirement plan.

LEGAL DEFENSE AND ADVICE

At various levels involving the protection and enforcement of rights of members and affiliates, including legal training of staff and \$1 million of employment liability protection for each member provided through NEA and IEA.

FIXED COSTS, INSURANCE, INTEREST AND TAXES

Provides for operation and maintenance of Association buildings and equipment.

REGIONAL AND LOCAL

Provides funding for IEA and NEA representative assemblies and for program and training development funds for utilization in regions, as well as ESP and Higher Education Councils.

PROGRAM DEVELOPMENT

Provides the infrastructure for the Association's training, professional development, and information technology needs, staff professional development, and hardware/software maintenance and training. Offers direct assistance and training to ESP, higher education, retired, and student members. Also includes the in-house printing, office telephones and Professional Development Center components.

BUSINESS SERVICES/MEMBERSHIP

Provides for maintenance of all Association financial records and reporting, employee records, and membership records.

MEMBERSHIP COMMUNICATIONS

To enhance the image of public education as well as regular internal reports to members, leaders and affiliates through printed and electronic media.

OFFICERS AND STATE COMMITTEES

Provides leadership for formulating and implementing Association goals, objectives and programs.

RESEARCH

Provides access to and analysis of school funding data for bargaining. Designs, applies, and analyzes survey data and instruments for staff and local leaders, especially with respect to bargaining and building local capacity. Works with other departments and external partners in the areas of school funding, school reform, and tax reform. Provide general research assistance to various workgroups within IEA.

GOVERNMENT RELATIONS

To lobby the General Assembly, Governor, Executive Officers and State Board of Education to enhance the fiscal and general well being of our members, while lobbying the Attorney General and the State Board of Education to produce opinions and/or legal action directly beneficial to active or retired members.

EXECUTIVE DIRECTOR'S OFFICE

Management of the Association including staff, employee personnel records, fiscal, coordination of programs and budget, and service delivery, as well as the relationship between the Association and state government officials.

Illinois Education Association – Region 67

312 407-0227

230 W. Monroe St, Suite 2460

Chicago, IL 60606

QUESTIONS & ANSWERS ABOUT UNION DUES AND AGENCY/FAIR SHARE FEES

Q. WHAT RIGHTS AND BENEFITS DO FULL UNION MEMBERS HAVE THAT AGENCY FEE OR FAIR SHARE PAYERS DO NOT?

- The right to vote on whether or not to ratify (accept) a union contract;
- The right to elect union representatives and run for union office;
- The right to receive special union-only benefits, including the Attorney referral program;
- Enrollment in the IEA-NEA member benefits program.

Q. WHAT IS AN AGENCY FEE OR FAIR SHARE PAYER?

An Agency Fee or Fair Share payer is an employee covered under the Union contract who does not join the Union but pays his/her fair share of the Union's cost for collective bargaining and union representation activities.

Q. DOES THE NUMBER OF FULL UNION MEMBERS MATTER WHEN THE UNION BARGAINS A CONTRACT?

Absolutely. More Union members means a stronger union, and the stronger the Union, the better the contract. If management sees that a large portion of employees are agency fee payers, they will be less inclined to give employees the fair contract and good pay raise that IEA members deserve.

Q. WHAT IS THE DIFFERENCE IN THE ACTUAL COST BETWEEN AGENCY FEES AND UNION DUES?

The difference is minimal—84 cents per paycheck or about \$20/year.

Q. WHAT IS THE REASON THAT NON-MEMBERS (AGENCY FEE PAYERS) PAY SLIGHTLY LESS?

The U.S. Supreme Court has ruled that the costs associated with the Union's involvement in political election campaigns are non-chargeable expenses and cannot be a required fee for employees who don't join the Union.

Q. IS THIS FAIR?

No. The law was an early attempt to limit the political strength of unions. It ignores that Union spending to elect pro-worker candidates has led to major benefits and improvements for ALL U.S. workers—including passage of the Family Leave Act, the Americans with Disability Act, Minimum Wage and Overtime laws, Social Security and Medicare.

Q. HOW MUCH ARE MY DUES?

This varies depending on the local union. Generally, IEA has one of the lowest dues structures among all labor unions, and a whopping 90.2% of all dues contributions goes to support funding for representation and collective bargaining for our unit members.

Q. ARE USofCC DUES TAX DEDUCTIBLE?

Yes, if you itemize your tax return.

WEINGARTEN RIGHTS 101

What to know and what to do in the event of an investigatory interview with your employer.

WHAT IS THE RIGHT?

In 1975, the U.S. Supreme Court held that an employer's denial of an employee's request for a union representative to accompany and assist her in an investigatory interview that she reasonably believed might result in disciplinary action constituted an unfair labor practice. *NLRB v. J. Weingarten, Inc.*, 420 U.S. 251 (1975)

WHAT IS AN INVESTIGATORY INTERVIEW?

An investigatory interview occurs when a supervisor questions an employee to obtain information that could be used as a basis for discipline or asks an employee to defend his or her conduct. Remember, not every conversation with a supervisor qualifies as an "investigatory interview." Consider: Is the investigation about your OR about a co-worker?

HOW TO INVOKE THE RIGHT.

If an employee has a reasonable belief that discipline or other adverse consequences may result from what he or she says, the employee has the right to request union representation. Management is not required to inform the employee of his/her Weingarten rights; it is the employee's responsibility to make a clear request for union representation before or during the interview. You cannot be disciplined for making such a request or coerced into waiving your Weingarten right.

WHAT HAPPENS NEXT?

When an employee asks for representation, the employer must choose from among three options:

1. Grant the request and delay questioning until the union representative arrives;
 2. Deny the request and end the interview immediately; or
 3. Give the employee a choice of:
 - a) having the interview with representation; or
 - b) ending the interview.
- If the employer denies the request for union representation and continues to ask questions, it commits an unfair labor practice and the employee has a right to refuse to answer.

WHAT IS MY REPRESENTATIVE'S ROLE?

Employers sometimes assert that the only function of a representative at an investigatory interview is to observe the discussion - to be a silent witness. Case law does not support this position. Instead, the representative must be allowed to advise and assist the employee in presenting the facts.

BUY BACK YOUR DUES!

Education Support Professional members pay \$366.50 to join the Illinois Education Association-NEA. This may seem like a lot of money, however, once you understand **WHAT that \$366.50 does for you** and your career, you know that becoming a member is the right thing to do. Luckily, this membership brings members hundreds of different benefits that they can use to help buy back dues. **Here is a breakdown of how one IEA member could have bought back dues this year so far.**



Benefits Used	Money Saved	Notes
NEA Cash Rewards World MasterCard	\$600 monthly groceries = \$12 saved \$200 monthly gas = \$6 saved Avg. monthly credit card bill is \$1500 for daily purchases = \$15 saved January-June savings: \$398 total savings (Including my \$200 bonus!)	1% cash back on purchases <i>everywhere, every time</i> ; 2% cash back at grocery stores; 3% cash back on gas. *\$100 cash rewards bonus available *low APR and no annual fee
Purchased plane ticket to Austin, TX and used our NEA website to book.	Saved \$50 on round trip ticket.	Our NEA website partners with Expedia to give us an extra discount. You HAVE to use the NEA website to receive it. Expedia.com will not do it.
Rental Car for trip to Florida.	Saved \$150 on mini-van.	These are name brand businesses like Hertz, Avis, and Enterprise.
Purchased my laptop for grad school.	Price was reduced \$100 compared to local store prices.	Purchase your laptop through our shopping tab and save! Delivery was quick!
Restaurant Certificates. Spend \$5 and receive a \$25 gift card is a monthly special that we receive. I always buy one, if not more, a month!	January-June savings: \$160 saved for 8 gift certificates so far this year!	NEA partners with <i>Restaurant.com</i> to bring you the best deals. Just browse through the restaurants and purchase your gift certificate at a discounted rate!
Magazine Subscription	\$10 for two-year subscription to TWO magazines. This normally goes roughly \$30 for EACH magazine. Total Savings: \$50	Later, NEA offered me two more magazines for FREE for two years as a reward for using my benefits. Cha-Ching!
Movie Tickets. Members save 35% ALWAYS off movie tickets. That is roughly 3.60 for a \$10.50 regular ticket.	Total Savings: \$110	You must purchase these through our NEA website. They are for any movie, any time! You will always save 35%! I use this all the time when going to the movies with my friends and family members. I have bought about 30 tickets with this deal just this year!
WOWpoints: When making a purchase, you also earn WOW-points that can be used towards future purchases. They are as good as cash and never expire. 100 WOWpoints = \$1. ALWAYS! Just another extra incentive to use this program.	\$9 waiting to be used on my next purchase!	I can use this WOWmoney to purchase TWO more restaurant certificates once I reach \$10! Each certificate is worth \$25 so my WOWmoney would save me another \$40 . *Credit Card purchases do not count in this program. Only purchases you make through the NEA website.
Total Savings January-June 2016	\$1,027 in savings on purchases I would have made anyway!	Dues are \$366.50, so really my membership paid me \$660.50 in savings!



Please note: These expenses are an example of how an IEA member can save enough money in purchases to actually recoup annual dues dollars and more.

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CONNECT
 We're here **844-432-1800** for you!
 IEAConnect@ieaneaa.org

FOR HIGHER EDUCATION PROFESSIONALS

From financial security to a better work-life balance, NEA Member Benefits can guide you through life's challenges. Check out our sampling of resources that will make your life better.

LEARN THE 7 SECRETS

to lowering APRs and increasing your buying power.

neamb.com/secrets-of-interest



This simple strategy may drive HIGHER RETURNS

from a famously

SAFE INVESTMENT

neamb.com/safe-yields

5-MINUTE RETIREMENT CHECKUP

Find out quickly if you're on track and, if not, what you need to do. Visit

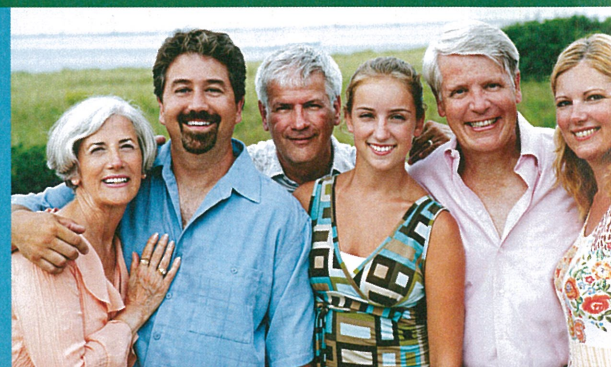
neamb.com/checkup



OVER 25 WAYS

to protect you and your family

Find a range of insurance plans, all at special group rates. Offerings include everything from life and disability insurance to auto, home and even pet insurance. neamb.com/protect-us



NEA® Auto Buying Program

On average, members save \$3,279 off MSRP

neamb.com/real-car-savings



NEA Click & Save®

Online savings on everything from sport coats to space heaters

neamb.com/everyday-savings



Protect your identity

Claim your free trial and 10% savings at

neamb.com/protect-my-ID

6 BUDGET-BUSTING travel fees you can avoid

Every day, smart people sit down with a budget and plan a vacation, then get caught off-guard by hidden fees and unexpected costs. Here are some surprisingly easy fees to avoid:

neamb.com/no-fees-4-me

HERE'S HOW HIGHER EDUCATION PROFESSIONALS use NEA Member Benefits to enhance their finances and lives.

WAYS TO PROTECT YOU & YOUR FAMILY

- **NEA® Life Insurance Program:** With a wide range of plans, offered at preferred rates by the NEA Members Insurance Trust, for you and your spouse.
neamb.com/group-insurance-rates
- **NEA Income Protection® Plan:** Provides income if you are unable to work due to illness or injury.
neamb.com/income-protection
- **NEA® Auto & Home Insurance Program:** Members save an average \$495 per year on auto insurance. neamb.com/auto-and-home
- **Smishing? Doxing?** ID thieves are always coming up with new scams. Here are the latest to look out for.
neamb.com/safe-id

HELP TO MANAGE YOUR FINANCES

- **NEA® Home Financing Program:** Get access to competitive rates and exceptional service on home purchases and refinances.
neamb.com/finance-my-home
- **NEA® Savings Program:** Get more for your money through a wide variety of savings products. Discover Bank, Member FDIC. neamb.com/savings
- **23 Financial Mistakes to Avoid:** Free guide helps you avoid pitfalls in everything from credit scores to savings.
neamb.com/make-no-mistake
- **NEA Retirement E-Newsletter:** This monthly email contains valuable tips for all stages of retirement planning, plus FREE Kiplinger's Retirement Report.
neamb.com/retire-smart

SAVINGS TO STRETCH YOUR BUDGET

- **Expect more from your wallet:** Get a cash rewards bonus offer and earn cash rewards automatically with the NEA® Cash Rewards Credit Card.
neamb.com/card-privileges
- **Can You Save Money Shopping for Groceries Online?** The answer may surprise you.
neamb.com/unexpected-savings
- **NEA® Vehicle Protection Program:** Save \$100 on extended auto service contracts through industry leaders.
neamb.com/vehicle-protection
- **Put \$1,000 a year in your pocket:** Savings from these member-only programs really add up.
neamb.com/year-round-savings

IDEAS FOR WORK-LIFE BALANCE

- **Achieve more:** The free, monthly NEA Achieve! e-newsletter can help you save time and money, manage your finances, stay healthy and more.
neamb.com/achieve-more
- **Who needs a personal trainer:** Use these features of your gym membership to get the same results without the hefty price tag.
neamb.com/gym-membership-secrets
- **Vacation savings to fit your schedule:** Save 10% on inspirational, adventurous guided vacations, even when class is not in session. neamb.com/lets-go
- **Time management tips for a work-life balance:** Excel on campus and at home with these helpful productivity ideas. neamb.com/balance

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Join the conversation

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450



Your IEA membership guarantees representation at the bargaining table and ensures you have access to free legal services should the need ever arise.

UniServ Directors – IEA's front-line

UniServ Directors (UDs), located at 22 offices statewide, are IEA's front-line support for your local association. UD's advocate for your best professional interests and support your efforts to provide high-quality education. Your working conditions are your students' learning conditions. Like you, IEA wants both to be the best they can be.

Contract negotiations

As a public education employee, your union, as your exclusive bargaining representative, has the legal right to negotiate the terms of your employment. Your contract is the basis for most of your employee rights. It spells out your working hours, evaluation process, work/life benefits, job responsibilities, use of social media and school safety.

Your UD supports your local representatives as they negotiate contracts representing your – and ultimately your students' – best interests.



Other areas of expertise

UDs also help your local association, at no additional cost, with:

- Contract interpretation
- Grievance processing
- Job security protection
- Training programs to meet local needs
- Employee counseling for work-related problems
- Arbitration case presentations
- Unemployment information
- Bargaining crisis preparation
- Retirement concerns
- Public relation programs development
- Governance matters assistance
- Civil rights violations process
- IEA-NEA benefits access

Legal services – protects members

Protecting your rights as a public school employee is at the core of IEA's mission. IEA employs nine in-house attorneys and legal support staff, and when needed, calls on highly skilled outside legal expertise – all available to you at no additional cost.

Legal Services staff are experts in education law who work directly with your UD and local leadership on issues such as:

- Wage and hour laws
- Unfair labor practices
- Layoff and recall
- Retirement
- Fringe benefits
- Unemployment compensation
- Education funding
- Negotiation
- Discrimination
- Health and safety
- Civil rights
- Contract enforcement

Financial safeguard – Educators Employment Liability (EEL) Program

Working with children is one of life's greatest privileges... and riskiest propositions. Education environments can expose even the best teachers and staff to situations that may give rise to legal actions.

Your IEA membership automatically provides you \$1 million professional liability insurance coverage through the Educators Employment Liability program. This coverage includes attorneys fees, so you won't have to pay out of your own pocket to defend yourself from employment-related civil lawsuits.



Training

Legal Services provides extensive training to your local representatives – and you. We ensure teachers understand laws governing their employment and how to steer clear of potential legal situations. When you know your rights and responsibilities, we can often locally resolve, and even entirely avoid, costly and time consuming legal action.

We also provide extensive training to UD's on recent education laws and how to identify potential legal issues. Your UD is prepared to evaluate any legal aspect of your work and provide guidance on your options.

Get to know your legal rights

IEA offers "live" training sessions and education-specific legal video courses through the online learning portal, accessible through the Members Only link at www.ieanea.org.

It could happen to anyone


Legal actions can happen to anyone, even the best employees and staff, through no fault of their own. Here are true stories of how IEA Legal Services has protected IEA members.

Threatened teacher is protected

Administrators determined that a high school student's online threat to kill his teacher wasn't serious, opting (without informing the teacher of the threat) to give the student a one-day, in-school suspension. IEA Legal Services, acting on the teacher's behalf, obtained an order of protection against the student and convinced the court to direct the district to present a plan explaining how the student would be escorted on school property to ensure no contact with the threatened teacher.

Classroom aide gets her job back

A guest in an early childhood classroom falsely accused a classroom aide of slapping a child. The child had spit on the aide who, in response, raised her hand to block herself and to signal the child to stop. The aide wiped the child's chin and then took his hand to walk to the sink. The classroom teacher and another aide did not witness the event. The school's special education director and principal interviewed the accuser and the aide, who stated she did not slap the child. Still the school board voted to dismiss the aide. IEA Legal Services arbitrated the case and won an award reinstating the aide to her job with full back pay and benefits.



**Collective bargaining
and advocacy**

**Liability insurance
protection**


**Professional staff
assistance**

**Representation and
legal services**

**Lobbying in Illinois
and Washington, DC**

Leadership development

**Publications —
communications**



Contact Us

For additional information or assistance:

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Champaign	217-384-2906
Chicago	312-407-0227
Decatur	217-875-9353
Edwardsville	618-656-0010
Effingham	217-342-2187
Elgin	847-428-7640
Libertyville	847-932-4140
Lombard	630-495-3250
Matteson.....	708-228-5556
Moline	309-797-4126
Morris.....	815-942-6220
Mt. Vernon	618-244-0015
Naperville	630-369-1555
Palatine.....	847-359-0300
Peoria	309-691-2288
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Rushville.....	217-322-2101
Skokie.....	847-329-7756
Springfield	217-787-7060
Sterling.....	815-626-3884

www.ieaneaa.org



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CONNECT

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7/2015

**We build power
and unity through
the Illinois
Education
Association-NEA**



Higher Education



We build power and unity through the Illinois Education Association-NEA

Collective bargaining and advocacy

Higher education faculty and professional staff members in Illinois have a legal right to advocate for their interests through collective bargaining and local advocacy efforts.

IEA's recognized local unions are working hard through negotiations to raise wages, increase benefits, provide job security and improve working conditions in higher education. More local unions are forming every year as higher education professionals assert their rightful role at their workplaces.



Liability insurance protection

If you are sued for actions within the scope of your employment, the IEA liability insurance program protects you with up to \$1 million in liability insurance coverage. This valuable protection is provided as a part of membership at no additional cost.

Professional staff assistance

If you have an employment question or need a representative, the IEA is there for you. Professional staff representatives are available to assist you with advocacy, representation, questions on retirement, insurance and salary, and other employment issues. These professional staff representatives assist directly with local organizing efforts and collective bargaining.

Representation and legal services

If your employment rights are violated at work, where do you turn for help? IEA members know they have a legal right to representation when involved in an employment dispute. Through membership, the IEA provides access to local association advocates as well as a full-time IEA staff person who is available to answer questions and assert your rights. If legal representation from an attorney is required, the IEA employs the best in the state in higher education and employment-related law.

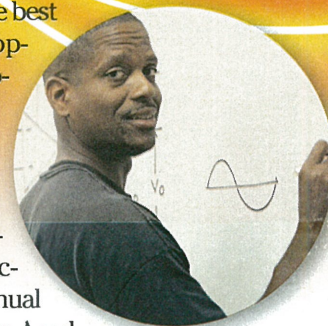
Lobbying in Illinois and Washington, DC

Higher education laws govern and influence every policy in colleges and universities as well as what you do and how you're treated as higher education faculty and professional staff. The IEA and NEA fight in our state and nation's capitols to pass and enforce good laws to protect, promote and defend higher education and those who work in it. Through local political action committees of members just like you, the association also works to elect candidates who support higher education to local and state political offices.



Leadership development

The IEA and NEA annually sponsor some of the best leadership development training programs in the nation for higher education members and advocates. Your membership provides you with access to the IEA's annual Summer Leadership Academy, regional training programs, the NEA's Emerging Leaders Academy and many other leadership development opportunities.



Publications — communications

All association members receive regular national, state and local print and electronic publications related to higher education. These include the *NEA Today* magazine, the *IEA Advocate* magazine, the *NEA Higher Education Advocate* (five times a year), the nationally recognized professional journal *Thought and Action*, the *Almanac of Higher Education* and other publications. Activists may sign up to receive action alerts via electronic newsletters and e-mail communications at www.subscribenea.com. When registering on the site, please use the this code—NEAHigherEd to subscribe at no cost.



With your smartphone scan this code to visit the higher education section of the IEA website.

The NEA Attorney Referral Program

For over 150 years, NEA members have come to rely on their Association for support and service in a wide variety of areas. That commitment to service continues today.



The NEA's Attorney Referral Program provides members with legal advice on personal matters. Each eligible member is entitled to two 30-minute consultation sessions free during each membership year. And if you need additional legal help, the NEA's Attorney Referral Program lets you get that help at rates below participating attorneys' usual fees.

Clear Evidence — NEA delivers for members

NEA has for many years provided members full legal protection in employment-related matters. But in today's complex world, simply having legal help for employment-related matters isn't enough. At one time or another, each of us needs legal counsel on personal matters that are important to us and our families.

That's why NEA created the NEA Attorney Referral Program. This unique program is designed to make sure that every NEA member in participating states has access to affordable legal advice.

Who can participate

All Unified Members and their spouses and dependent children are eligible for the NEA Attorney Referral Program.

What the program provides

Your national and state Associations have identified attorneys throughout the state who have agreed to handle certain personal legal matters at a substantially reduced rate.

Eligible members are entitled to two, free 30-minute consultation sessions with any of these Association-approved attorneys. During the two free sessions, you may discuss any legal matter except income tax preparation. Beginning January 1, 2013 the program year will be from Jan-Dec.

In addition to free consultations, members may have specific legal work performed in five "core" areas at a 30 percent reduction of participating attorneys' normal fees.

NEA is committed to making sure that qualified and competent attorneys participate in the NEA Attorney Referral Program. Before any attorneys can become a part of the program, they must be approved by both the NEA and your state Association. Also, they must agree to provide service to members at times that are convenient to members — times outside the normal working day.

Participating attorneys must agree to discuss fees before they render services. They must be willing to accept payment of their fees by installment payment plan or by credit card.

The NEA Attorney Referral Program — designed to deliver for NEA members.

The 'Core' Areas

NEA has identified five "core" areas of personal legal service for coverage under the NEA Attorney Referral Program:

Wills and Estates

At a 30 percent discount rate, you can have a participating attorney prepare your will, assist with estate planning, provide legal assistance if you are named the executor or administrator of an estate, or offer legal counsel in guardianship proceedings.



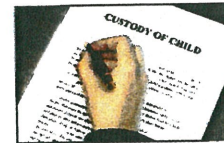
Real Estate

Participating attorneys will provide assistance with the purchase or sale of residential property, disputes with landlords, property line controversies, and problems with zoning laws or land use regulations.



Domestic Relations

Need representation in proceedings for annulment, divorce, separation, alimony, custody, child support, guardianship, adoption, paternity, or name change? All are covered under the Program discount.



Consumer Protection

Participating attorneys will provide assistance at the discounted fee for disputes with creditors or finance agencies and proceedings with retailers concerning defective merchandise, as well as bankruptcy issues.



Traffic Violations

You can receive legal representation, at a 30 percent discount, to handle charges of operating under the influence, reckless driving, or other offenses involving the potential loss of license, a jail sentence, or financial liability in excess of \$500.

Remember, if you are an eligible NEA member, your spouse and dependent children may also receive, upon your request, the NEA Attorney Referral Program discount rates from participating attorneys.



What isn't covered

While NEA and your state Association provide additional programs to help with job-related legal problems, the NEA Attorney Referral Program covers almost every type of personal legal problem you might face. There are, however, a few areas where participating attorneys are not required to give members the 30 percent discount.

Problems such as business dealings and preparation of a defense in Internal Revenue Service income tax matters are not covered under the 30 percent discount.

The 30 percent discount also does not apply to the defense of criminal violations, other than traffic violations covered by the Program.

Participating attorneys are not permitted to represent a member in any matter in which the adverse party is the NEA, an NEA affiliate, or another NEA member — except in separation or divorce proceedings.

Of course, court costs, filing and service fees, and attorney out-of-pocket expenses are not ordinarily discounted.

It's also important to note that if you obtain your own attorney, you won't receive the discount rate, even if that attorney later becomes a participant in the NEA Attorney Referral Program.

How you can take advantage of this valuable service for NEA members

The names, addresses, and telephone numbers of the NEA-approved law firms participating in the program in your state are listed in this brochure. You may contact the attorney directly — identifying yourself as an NEA member who is taking advantage of the NEA Attorney Referral Program.

Remember, although each participating attorney has agreed to provide, two, free 30-minute consultation sessions, you should discuss the fees you will be charged before the session begins with the attorney. That will help you avoid any misunderstandings.

For further information about the NEA Attorney Referral Program, contact IEA Legal Services, or your local UniServ office.

NEA-IEA Attorney Referral Program

A = Wills & Estates
B = Real Estate
C = Domestic Relations
D = Consumer Protection
E = Traffic Violations
F = All Areas

1. **Bement & Stubblefield, LLC (F)**
 5140 North Illinois St.
 Fairview Heights, IL 62208
 618-277-8260 (Swansea)
 618-281-6636 (Columbia)
 618-244-1550 (Mt. Vernon)
 gbement@bementandstubblefield.com
 www.bementandstubblefield.com
2. **Cooke & Lewis, Ltd. (ABE)**
 21 S. Clark Street
 Suite 3375
 Chicago, IL 60603
 312-641-1221
 roncooke@cookeandlewisltd.com
 www.cookandlewisltd.com
3. **Denby, Meno, Bloomer, Denby (ABCE)**
 5 Hoch Street
 P.O. Box 616
 Carlinville, IL 62626
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 pbloomer@dmbdlaw.com
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4. **Giamanco Law Partners, Ltd. (A, D, E)**
 340 Quadrangle Drive
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 www.glawpartners.com
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 www.mahrtlaw.com
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20. Roscich & Martel Law Firm, LLC (F)

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21. Schiffman Law Offices, P.C. (CE)

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22. Stephens, Fiddes, McGill & Associates (F)

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info@sfmlegal.com

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23. Law Offices of Croft C. Waddington, P.C. (ABE)

1111 Burlington #110
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630-969-8181
croft@waddingtonlaw.com

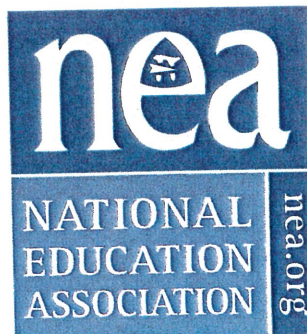
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wkclawfirm.com

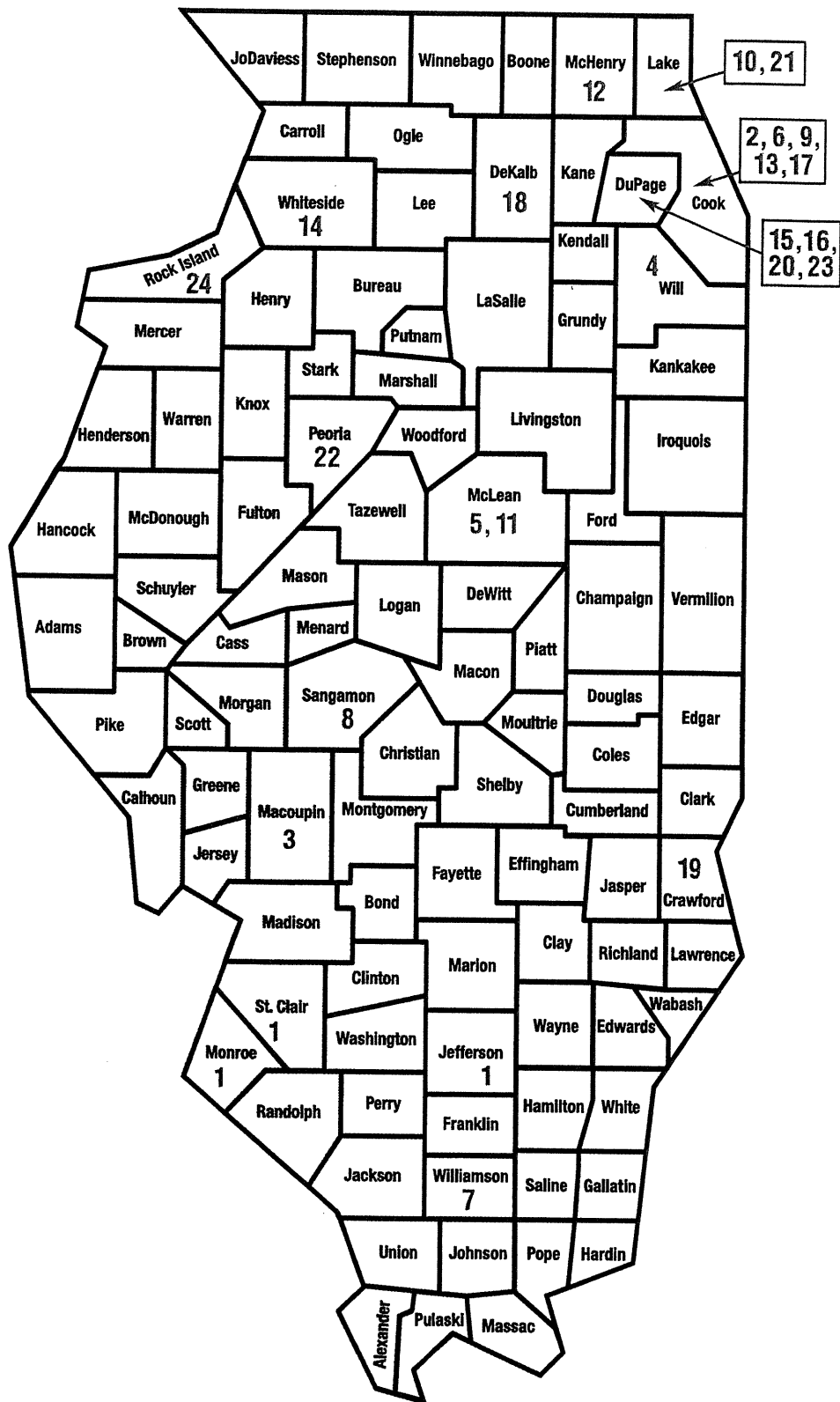
Note: Rates vary from firm to firm. Make sure you have an agreed-upon rate and understand the fee structure before you authorize commencement of work. Some covered services may be provided on a flat rate as opposed to an hourly rate basis. A law firm's flat rates may vary, however, if you live outside of that firm's normal geographic area of practice. Finally, all listed law firms may not provide services in every one of the five "core" areas.

* The free consultation benefit allows you to discuss your problem with an attorney to determine whether you need additional legal services. Do not expect the attorney to draft or review documents during a consultation. If you ask the attorney to provide additional services, such as preparing a will, you will be billed at discounted program rates.

** Spanish speaking



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12/2017