

What do you do when a member comes to you with a problem?

- 1. Get all the facts – use good listening skills**
- 2. Stress confidentiality – get permission to use the member’s name if you need to call the local UniServ Representative for advice**
- 3. Don’t judge – you are the advocate**
- 4. Don’t promise anything**
- 5. Check the Collective Bargaining Agreement**
- 6. Give the UniServ Representative a call**
- 7. Don’t go it alone – when in doubt, ask???**
- 8. Give the principal/administrator an opportunity to make it right (suggest the member discuss it with the administrator before you become involved)**
- 9. Remember – you are an equal with the administrator**
- 10. Get the district’s side**
- 11. State the local’s position and the desired resolution**
- 12. Follow up (with member, administrator, UniServ Rep and/or President)**

(Issues relating to discipline and accusations MUST be called in to the Association office IMMEDIATELY...see information on the back)

WHEN TO CALL SEA IMMEDIATELY!

If a member is notified of possible disciplinary action

---Insist they call the SEA office to speak to a UniServ Representative (206-283-8443)

Professional Conduct – Accusations

---Should a member be involved in a situation which may result in accusations about their professional conduct, you must advise them to immediately call the office (206-283-8443)

---In situations such as these, members must NOT share any information with you. If the case goes to court, you could be subpoenaed to testify against the member.

---The member must not talk to anyone involved in the accusations---colleagues, students, parents, etc. To do so, may place the case in more jeopardy.