



Membership Information for
**EDUCATION SUPPORT
PROFESSIONALS**



Welcome!

Welcome to the Massachusetts Teachers Association. In joining the MTA, you are becoming a part of a community of education workers with a deep commitment to the well-being of our students and our Commonwealth—and to the vital role of unions in supporting public education and workplace democracy.

Working as an Education Support Professional (ESP) is exciting, rewarding and satisfying. It can be difficult, draining and sometimes heart-wrenching, but it is never boring. While you may do your work alone, you are always a part of a larger community committed to public education.

The Massachusetts Teachers Association is here to work with you now and through your retirement years. Here are some ways we work together:

Contract Bargaining: Students' learning conditions are your working conditions. Contract bargaining is where we fight for both. As a member of the MTA, you'll develop the tools and skills you need for effective bargaining and coalition building.

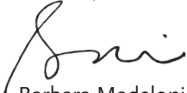
Political Action: As public education workers, we have a responsibility to build our collective power to defend public education, workplace rights and the social and economic well-being of our communities. We will work with you to take local, statewide and national action to address injustice and threats to the common good. From school committees to state policy to broader national movements, we organize to make our voices — and those of students, parents and the community — very powerful.

Professional Development: You'll discover that you need to continually update your own skills. The MTA offers professional development opportunities and holds a statewide ESP Conference each spring. In addition, the Department of Elementary and Secondary Education and public higher education institutions offer professional development opportunities. We can help you find the information you need to take advantage of these opportunities.

Please contact your local president to learn more about how you can be active in the MTA. Visit our website, www.massteacher.org, the ESP section of our website, www.massteacher.org/esp, and our Facebook page, facebook.com/massteacher. Become an active member of the MTA family!

Thank you for choosing a career in public education. We look forward to helping you in this challenging and exciting work.

Sincerely,



Barbara Madeloni
President

Massachusetts Teachers Association



Erik J. Champy
Vice President

Massachusetts Teachers Association

The MTA Strategic Action Plan

The MTA is on the move, systematically educating, organizing and mobilizing our 110,000 members to meet the challenges of today and the needs of tomorrow.

By engaging and activating our members under the guidance of our Strategic Action Plan, we are building our organizational power and our strength.

One key priority is to increase the voice of educators in the policy, political, legislative and regulatory processes at the local and state levels as we advocate for quality public education and improved working conditions.

All members — including those new to the MTA — are strongly encouraged to be active in the union. For information, please consult your local president or your field representative.

Working together, we can make a difference and help shape a bright future for our students, our members and public education.



Visit the MTA at:

- » massteacher.org
- » twitter.com/massteacher
- » facebook.com/massteacher
- » youtube.com/massteacher
- » flickr.com/mtacommunications

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Reasons to Join Your Association

As you begin the year in education, one of the actions you should take right away is to join your local association, the Massachusetts Teachers Association and the National Education Association.

Here are some of the reasons:

Local Support. Your local association represents you and your interests at the school, district and campus levels. It advocates for you at the state level, as well. For example, it bargains your contract and represents members who have grievances with management. It is your first line of defense.

If you have a problem or a question, this is where you begin. A strong and viable local association is essential. We encourage you to get involved in your local association. In addition, we encourage you to get involved in the MTA. Please consult your local leaders about participating in the MTA Annual Meeting, which sets the association's course each year.

Networking. Through the MTA's website, www.massteacher.org, and NEA's website, www.nea.org, you will be connected to other school employees from across the state and nation. Information specifically for ESPs is at www.massteacher.org/esp.

Information. The MTA is your best source of accurate, timely information. It keeps on top of all current laws, regulations and policies about education. Information is as close as a toll-free telephone call for any member (800.392.6175 within Massachusetts). Information is also provided on MTA's website and is updated on a regular basis.

Legal Assistance. MTA members receive legal assistance on employment-related matters in accordance with MTA's Legal Services Policy. MTA's nine full-time attorneys argue hundreds of cases each year on behalf of individual members and local associations.

Local UniServ. Each local has an MTA field (UniServ) representative to assist the local leadership and its members on any issue dealing with employment. Any time you have a question about your employment rights or benefits, ask your local president, who can contact your UniServ field representative for assistance. If your local president is unavailable, you may contact your UniServ representative directly. Contact information for MTA's regional offices is printed at the end of this guide.

Discounts. Your MTA membership comes with more than 40 benefit programs and services offered through MTA Benefits. MTAB has programs to meet most of your everyday needs, from eyewear to car rental discounts, life insurance to mortgages. You'll be amazed at how quickly your savings add up when you take advantage of your benefits. In addition, MTAB's extensive discount programs enable you to stretch your hard-earned dollars. Visit www.mtabenefits.com today.

Liability Insurance. All MTA members are protected by \$1,000,000 in coverage if they are sued in connection with their employment.

Lobbying. The 110,000-member MTA is recognized as the most effective voice on Beacon Hill for employees of the state's public schools, colleges and universities. The NEA represents the interests of 3 million members on Capitol Hill.

Professional Development. The association provides its members with training in all aspects of education: human and civil rights, political action, communications, negotiations, classroom management and almost any other area of concern to members. Our workshops are of consistently high quality and are offered at no cost or low cost to members. The MTA also holds an annual Summer Conference at which there are numerous workshops designed specifically for ESPs. Please consult your local leaders for information.

Public Relations. We work continuously to enhance the image of public education and those who work in it through an aggressive public relations campaign throughout the state. Public relations assistance is also provided to local associations upon request. We are advocates for public education in all media.

Publications. All association members receive the award-winning *MTA Today* with the latest information about education developments, news of interest and feature stories. The MTA also communicates individually with its members through direct mail concerning issues such as privatization, political action, budget crises, collective bargaining and education-related legislation.

Representation. Wherever statewide decisions are being made— through a legislative committee, the state Board of Elementary and Secondary Education, the state Board of Higher Education or an educational coalition— and whenever decisions about school employees and students are being made, MTA members are there representing educators' views.

Fair Labor Standards Act

Education Support Professionals are covered by the federal Fair Labor Standards Act, which sets the federal minimum wage, overtime pay and other workplace standards for school employees.

The FLSA mandates that an employee must be paid for the entire “workday” even if it extends beyond the scheduled duty day set by the employer. “Workday” is defined as the time between when the employee begins his or her principal activity and when he or she ceases such activity. For example, if you work time that is not part of your regular schedule, such as “bus duty,” you should still be paid for that time.

It is important to note that the FLSA sets the *floor* for workplace standards, not the *ceiling*. It is quite possible that your employer — through employment policies or a union contract — is providing more favorable standards, in which case the employer’s standards prevail.

In addition, covered employees under the FLSA are eligible for overtime pay at a rate of 1.5 times the regular rate of pay. Overtime pay is based on work performed beyond 40 hours a week. However, some union contracts base it on daily hours as well. Coverage for overtime purposes under the FLSA is not guaranteed; in fact, many school employees are not covered under the FLSA for overtime purposes, which means they are not eligible for those benefits.

To qualify for overtime pay, employees must pass a two-part test. The first part examines the type of work the employee performs as a primary function of her or his job duty. The second test reviews the salary amount an employee earns. Employees who perform qualifying job duties and who do not earn a salary above a specified amount will be eligible for overtime. Due to the complexity and specificity of these rules, it is best to consult your union representative to determine whether your job is the type for which overtime pay is mandated under the FLSA.

Protect Yourself: Make a Professional Papers File

You never know when something unforeseen could affect your position, salary, reputation or financial status. It is always a good idea to have a file of items related to your employment. You may be required to produce any or all of the documents listed below. Once a problem occurs, there usually is not enough time to search for all of your records.

Members are urged to keep an up-to-date “Professional Papers” file of documents related to employment. This information provides an organized record if a crisis arises. If a problem does arise, you should contact your local association president immediately. Check the items once they are complete.

- Your letter of employment
- Record of educational background, including certificates and licenses
- Records relating to retirement benefits
- Your salary schedule and yearly salary notice
- Any letters of praise or reprimand
- All evaluations
- Records of any job-related seminars, workshops or conferences you attend
- Brief accounts of conferences arising out of your employment
- Proof of your membership in your local association, MTA and NEA
- Job history
- Your employment contract and any supplemental contracts
- Sick leave records
- Copies of your work schedule, job description and assignments
- Any correspondence to or from the school administration
- Documentation of awards, honors or commendations you receive
- Record of any incidents that may increase liability, such as disciplinary actions, accidents, etc.
- Your local association’s negotiated contract

In addition to saving these papers, you may want to read and file your employer's personnel policies and any other general policies that have been issued. Many of these documents probably will be in your personnel file. You should review your personnel file on a regular basis.

Weingarten Rights: The Right to Representation

Weingarten rights, as established in a 1975 United States Supreme Court decision — *NLRB v. Weingarten, Inc.* — guarantee an employee the right to union representation during an investigatory interview when the worker so requests. The Massachusetts Department of Labor Relations has adopted the Weingarten rules for public employees covered by Massachusetts General Laws, Chapter 150E. These rights are based upon private- and public-sector collective bargaining laws.

Which situations give rise to Weingarten rights?

- > When the employee has a reasonable expectation that discipline may result — for example, when the meeting is part of the employer's disciplinary procedure.
- > When the purpose of the meeting or interview is to investigate an employee's allegedly inadequate work performance or other misconduct and when discipline of any kind is a possible result.
- > When the purpose of the interview or meeting is to elicit facts or the employee's "side of the story," or to obtain admissions or other evidence to determine whether discipline is warranted, OR to support a disciplinary decision already made.
- > When the employee is required to explain or defend his/her conduct in a situation that the employee reasonably fears could affect his/her working conditions or job security.

It is not clear whether this right includes non-disciplinary situations, such as Reductions in Force (RIF). However, if a situation occurs that you believe could affect your employment, you are entitled to union representation. Do not be shy about this. *Protect yourself!*

Which situations DO NOT give rise to Weingarten rights?

- > When the meeting or discussion is merely for the purpose of conveying work instructions, training or needed corrections.
- > When the purpose of the meeting is to inform the employee about a disciplinary decision that has already been made and no information is sought from the employee.
- > When the employer has clearly and overtly assured the employee, prior to the interview, that no discipline or adverse consequences will result from the interview.
- > When the employee initiates further discussion after the employer has notified the employee of disciplinary action.

YOUR WEINGARTEN RIGHTS

An employee in a unionized workplace who is called into a meeting with his or her employer that may lead to disciplinary action is entitled to union representation upon request. Because the law does not specifically require a supervisor to inform employees of this right at or before such a meeting, the employee must state that he or she wants a union representative present. Once the request is made, the meeting must terminate until a representative is present. Faculty and staff cannot lawfully be disciplined for invoking this or any other union right.

For a Q&A on Weingarten rights, go to massteacher.org/weingarten.

Insurance: Protection Is Automatic with Your MTA/NEA Membership

The Educators Employment Liability Insurance Program gives you financial protection and expert legal representation in the event that you are faced with a lawsuit related to your employment. The program provides:

- > \$1,000,000 in liability insurance.
- > \$300,000 in liability insurance for civil rights claims.
- > \$35,000 reimbursement for legal fees and costs related to charges that you violated a criminal statute in connection with your education employment. You must be found innocent or the charges must be dropped to qualify for reimbursement.
- > \$1,000 per bond in bail bond protection in the event you are jailed in connection with your employment.
- > \$500 for damages to your personal property when damages are caused by an assault in the course of your employment.

There is an exclusion in this liability protection for transportation employees. While driving a school vehicle, the transportation employee is covered by the school district's vehicle insurance policy, not by this coverage. However, the employee is covered by this policy when a school bus is stopped—for example, when students are entering or exiting the bus.

NEA Complimentary Life Insurance (Formerly Known as NEA DUES-TAB)

This free insurance is a guaranteed benefit to active members who are employed in the field of education. Your coverage is completely automatic and provides four levels of coverage. (1) Basic life insurance coverage up to \$1,000. The amount depends on the length of the member's continuous association membership. (2) Accidental death and dismemberment insurance coverage equal to five times the basic life insurance coverage, up to \$5,000. (3) A special benefit that pays \$50,000 for accidental death or dismemberment that occurs on the job or while acting on association business in the capacity of an association leader. (NEA Retired members are now also eligible to receive a \$50,000 benefit for covered events while acting on association business in the capacity of an association leader.) (4) A \$150,000 homicide benefit.

All you have to do is register the name of your beneficiary to enroll in the program. Call toll-free: 800.637.4636 or visit <http://www.neamb.com/insurance/nea-complimentary-life-insurance.htm>.

Grievance Processing Basics

1. What is a grievance?

The exact definition of a grievance is set out in the grievance procedure of your collective bargaining agreement (contract). Only those matters that are contained within this definition constitute a grievance. Most commonly, a grievance is defined as a violation, misinterpretation or misapplication of the collective bargaining agreement. It is important to review the grievance definition before filing a grievance.

2. Who can file a grievance?

The collective bargaining agreement generally defines who can file a grievance. Typically, a grievant is defined as an employee, a group of employees or the local association. A grievance filed on behalf of a group is normally called a class action grievance.

3. Why grieve?

Filing a grievance allows an employee or the local association to address problems affecting the work environment. The local association has a strong interest in enforcing the negotiated terms of the contract and does so through the grievance process.

4. When do you file a grievance?

Timelines for filing a grievance are set forth in the collective bargaining agreement and must be strictly followed. Often there is only a short time in which to investigate and file the grievance. Make sure you contact your local association grievance officer in a timely manner to see if you should file a grievance to protect your rights. Failure to file a grievance within the contract's time limits can result in the claim being lost as "untimely filed." You can always withdraw a grievance if new information is learned.

5. How do you file a grievance?

Timeliness is of the essence. First of all, do not "go it alone." Contact your local association president or grievance officer. Check the grievance procedure in the contract to determine who gets the grievance and when.

6. What are the grievance steps?

A grievance procedure usually contains steps or levels at which grievances are processed. Examples of steps in a public school are: immediate supervisor or principal, superintendent, school committee and arbitration. In a higher

education institution, the steps may be supervisor, intermediate supervisor, campus chief executive officer or designee, president or designee and arbitration.

7. If it is not a grievance, what are the alternatives?

If it is determined that there is no grievance, a remedy may be found in one or more of the following ways:

- > Unfair labor practice.
- > Alternative dispute resolution.
- > Civil action.
- > Equal Employment Opportunity Commission, Department of Labor and other agencies.
- > Bargaining (either mid-term or wait for successor bargaining).
- > Organizational activities (community action, political action, lobbying school board members, etc.).

8. What information is needed for a grievance?

Remember to review the entire grievance procedure and follow it. Check the time limits and use the appropriate form(s). If there is no form, consult with your local association president or grievance officer regarding filing procedures.

The actual grievance should include the following basic information:

1. Date of the incident.
2. Date the grievance is filed.
3. Sections of the contract violated.
4. Description of the complaint.
5. Remedy requested.

9. Do all grievances result in arbitration?

No. The grievance procedure is an extension of the collective bargaining process. Many grievances can be “worked out”—or bargained. A grievance reflects a problem. Problems can often be resolved. What is the nature of the problem? Is it a contract dispute? Is it a personality conflict? Is it a power struggle? Does the organization need to justify its existence or send a message to the employer? Is the grievance winnable? Is it a “frivolous” grievance? Is it really necessary to take this specific grievance to arbitration?

Material Safety Data Sheets

The Massachusetts Right-to-Know law applies to public-sector employees in Massachusetts, including school and higher education employees. The Right-to-Know law is similar to the federal Hazard Communication Standard administered by the Occupational Safety and Health Administration (OSHA), which regulates private-sector workplaces. The Right-to-Know law requires that information on chemical hazards be given to employees who may be exposed to toxic or hazardous chemicals in the workplace. The law requires employers to label containers of chemicals, provide written instructions or training to employees on chemical hazards and safe work procedures and give employees access to Material Safety Data Sheets (MSDSs).

MSDSs are the primary instruments for transmitting detailed information about any and all chemicals used in the work environment. Many Education Support Professionals will work with or handle chemicals in the course of their employment. MSDSs will be sent to the employer by the company producing the chemical. These sheets should be sent with the first shipment of any chemical and with the first shipment after an MSDS has been updated. These MSDSs must be kept on file and be readily available at all regular work sites and storage facilities.

Many employers are remiss when it comes to providing training and making this information readily available for viewing by employees. However, this should not prevent you from asking your supervisor to show you a copy of all MSDSs. Carefully look through all of those sheets and determine which chemicals are used by you or other employees in your work area. Ask for a copy of all those data sheets.

If a student is exposed to a chemical for which you are responsible or that is used in your work area, and that student suffers an adverse reaction, you are legally immune from liability under state law for any negligent or wrongful acts, as long as you were working within the scope of your duties and pursuant to school directives, unless your conduct is deemed grossly negligent or reckless.

An MSDS often contains at least nine sections of very important information that you should know:

1. **Name of Product** including the name of the chemical and/or trade name.
2. **Hazardous Ingredients** including the names of all the chemicals that can be harmful.
3. **Physical and Chemical Characteristics** including appearance, odor, boiling point, solubility in water, vapor pressure, etc.
4. **Fire and Explosion Hazard Data** including the temperature at which the product ignites (flashpoint), extinguishing media, special firefighting procedures and unusual fire and explosion hazards.
5. **Health Hazard Data** including symptoms of overexposure (skin rash, dizziness, headache, etc.) and emergency first aid procedures.
6. **Reactivity Data** including information about the stability of the chemical and how it reacts to heat and sunlight, conditions to avoid, other chemicals with which this chemical is incompatible, hazardous decomposition products, etc.
7. **Spill or Leak Procedures** including steps to be taken in case the material is released or spilled and waste-disposal method.
8. **Special Protection Information** including information about respiratory protection, ventilation required and personal protection items necessary for safe use (rubber gloves, respirator, eye protection and other protective equipment).
9. **Special Precautions** including precautions to be taken in handling and storing this chemical and any other precaution that the company producing the chemical believes the consumer should know.

In addition, the company that manufactured the chemical will often have information at the bottom of the MSDS regarding how to make contact with the company in an emergency medical situation. The chemical company will often include a cover letter reviewing information on how best to use this product. Take the time to ask for and to read all MSDSs for any chemicals for which you are responsible or that may be used in your work area.

MTA Offices and Service Centers

MTA Headquarters

2 Heritage Drive, 8th Floor
 Quincy, MA 02171-2119
 617.878.8000
 800.392.6175
 Fax: 617.742.7046
 MTA website: massteacher.org

Higher Education

2 Heritage Drive, 8th Floor
 Quincy, MA 02171-2119
 617.878.8236
 800.392.6175
 Fax: 617.248.0194

Auburn Service Center

48 Sword Street
 Auburn, MA 01501
 508.791.2121/2
 800.542.5504
 Fax: 508.753.4503

Holyoke Service Center

55 Bobala Road, Suite 3
 Holyoke, MA 01040
 413.535.2415
 800.432.1117
 Fax: 413.535.0196

Lynnfield Service Center

50 Salem Street
 Building B, Suite #9
 Lynnfield, MA 01940
 781.246.9779
 800.421.3332
 Fax: 781.246.9774

Metro Service Center

2 Heritage Drive, 8th Floor
 Quincy, MA 02171-2119
 781.380.1410
 800.479.1410
 Fax: 781.380.1441

Pittsfield Service Center

188 East Street
 Pittsfield, MA 01201-6124
 413.499.0257
 800.464.8088
 Fax: 413.442.4099

Raynham Service Center

756 Orchard Street, 3rd Floor
 Raynham, MA 02767
 508.822.5371
 800.336.1118
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