

THE DO'S AND DON'TS OF PICKETING

1. It is your constitutional right to picket your employer and pass out handbills during a strike. Your picketing is a form of free speech protected by the First Amendment.
2. Your right to strike, to picket, to handbill, and to engage in other forms of concerted activities as a worker are also guaranteed by Section 7 of the National Labor Relations Act.
3. When you are picketing:
 - a. Ask workers who have not yet honored the picket lines to do so, even if they are not members of the Union. Section 7 protects them from employer discipline when they refuse to cross a picket line.
 - b. Ask the public to not patronize the employer, and ask persons making deliveries to the employer to honor your picket line.
 - c. Communicate with customers in a courteous manner and thank them for their support. Tell them about the concessions the company is unfairly demanding from workers.
 - d. Cooperate with Police Officers and obey their instructions. They can legally ask you for your name, address, and identification. For good reason, they can search your car or you. (Don't let them do this automatically – make them give you a good reason). Obtain Officer's name, department affiliation, badge number, and report information about Police actions to strike headquarters.
 - e. Picket only where assigned by your CWA Local and picket captain.
 - f. Maintain peaceful and orderly picketing. CWA does not encourage or condone violence, vandalism or other criminal behavior. Use good judgment – if you see a situation developing which may invite hostility or physical violence, walk away from it. Someone will be on duty in Strike Headquarters to deal with arrests, emergencies, etc.
 - g. Keep moving and maintain adequate space between pickets to allow for access through company entrances and gates.
 - h. Do not use foul or abusive language to customers or others in vicinity of picket lines.
 - i. Do not threaten customers or others.
 - j. Do not physically touch any persons approaching or crossing picket lines.

- k. Do not make any statements to Police, Reporters, TV/radio, managers or Security Agents. Refer all questions to the President of the Local or Officer in charge, through Strike Headquarters.
 - l. Do not litter. Keep the area clean. If there is no place for trash, ask the picket captain or "Refreshment Run" member to remove it for you. Report illegally parked cars of managers or scabs to police for ticketing or towing.
 - m. Do not bring alcoholic beverages, weapons or bring any non-prescription drugs with you to picket duty.
 - n. Picket only the employer being struck and the workers performing the work of the employer being struck. Do not picket gates "reserved" for employees of so-called "neutral" employers. Ask picket captain if you have questions about reserve gates.
 - o. Thank everyone for their support.
 - p. Report any incident involving threatening or dangerous behavior by strike-breakers to picket captain and/or Local union. Make note as to what happened (date, time, place, description of individuals, witness names).
 - q. Do not interfere with traffic beyond what pedestrians normally are entitled to do.
 - r. Do not argue with other pickets. If you have a problem, talk to the picket captain.
 - s. You should try to identify scabs and make a written notation of date(s) and time(s) that they cross your line. Forms are available from the picket captain to create these records.
4. If you have any questions regarding where you can picket or how you can conduct strike activities, contact your picket captain or strike headquarters.

**CWA LOCAL 9423 – 24 HOUR HOTLINE
877-292-9423**

**CWA LOCAL 9423 – STRIKE HEADQUARTERS
408-278-9449
408-278-9446**

TO ALL MEMBERS:

IN THE EVENT OF A WORK STOPPAGE

1. Unless you know that a work stoppage is in progress, report to your regular work location at the time your normal work shift would begin. If there is a picket line, you must not cross that line to work. You will not be expected to report to work until the strike is terminated.
2. As CWA members you have signed a card agreeing to abide by the rules of the Union. CWA Constitution and Local By-Laws prohibit crossing a sanctioned picket line, and require you to stand your assigned picket duty. Access to member relief funds is contingent upon performance of assigned picket duty.
3. Your picket assignment is enclosed. If you do not receive your assignment, contact the Union office.
 - If you are unable to perform your picket duty for any reason, YOU ARE RESPONSIBLE for notifying Strike Headquarters in advance, to protect your membership and eligibility for strike assistance.
 - It is the responsibility of each member to know his or her picket assignment and to report to picket captains on arrival and leaving, to assure proper records for member relief benefits.
4. You must not abandon a posted picket location until end of assignment. (Wear comfortable shoes and clothing, hats, jackets, etc.)
5. Leaves of absence and disabilities might not be honored by the company for their scheduled duration. Employees returning during a work stoppage will be automatically listed as "ON STRIKE"
6. Any member willing to perform extra duty in the Union office should contact the Strike Headquarters. This will be strictly voluntary.
7. Any further questions should be submitted to the Union office Strike Headquarters.
8. The Local Hotline recorders will be updated as information is available to us.

COMMUNITY SERVICES PREPARATION PACKAGE

Enclosed you will find:

- Paychecks stop-bill don't brochure
- Sample letter to creditors
- Credit Union information
- Plan in advance information
- Community Services/Job Agencies
- Member Relief Fund Rules
- Community Service hours for further assistance
- Member application for assistance

We hope that this information packet answers your questions and concerns.

PAYCHECKS STOP - BILLS DON'T

WHAT TO DO

One reality of being unemployed is the stack of bills that continue to accumulate, even though your income is greatly reduced or you have no income at all.

If you are having trouble paying bills or loans, or anticipate that this will soon be the case, your AFL-CIO Community Services Representative advises that you contact your creditors immediately.

Don't wait until your payments are late or bills overdue. The worst thing you can do is nothing! Your creditors have no way of knowing why you cannot make your payments unless you tell them.

By contacting these creditors, explaining your situation and your desire to keep payments current, you will most likely be able to work out an alternative or reduced-payment plan.

This advice applies to mortgages, insurance premiums, utility bills, installment payments, rent, loans, etc.

It is helpful to keep records of who you spoke to and when. Also, follow phone calls with a letter, keeping a copy for yourself.

It is also a good idea to formulate a budget, balancing your income with your expenses.

In general, your creditors would rather work something out with you than lose you as a customer. Reduced payments are better than no payments, as far as they are concerned.

CONTACT YOUR CREDITORS!

SAMPLE LETTER TO CREDITORS

(Date)

(Name of Creditor, Bank, Loan Company, etc.)

(Address)

(City, State, Zip)

To Whom It May Concern,

I, _____, am currently experiencing a change in (your name) my financial situation, due to a labor dispute at my place of employment. This is to advise you that my payments may be reduced or delayed. I would like to discuss this matter with you to determine what arrangements can be made. I would appreciate any assistance you can give me until I resume employment. I do intend to pay all my debts as originally obligated. If you have any further questions, please feel free to contact me at your convenience.

Respectfully yours,

(Signed)

(Account or Loan Number)

(Address)

(City)

(State)

(Zip)

(Phone Number)

CREDIT UNION INFORMATION

There is an extension policy in place for loans with both Credit Unions for members of CWA Local 9423.

CEFCU

670 Lincoln Avenue
San Jose, CA 95125
408-955-1300

Member Services

408-955-1300

PATELCO Credit Union

5050 Hopyard Road
Pleasanton, CA 94588

Consumer Loans

800-358-8228

Or call your local branch

You may want to contact your Credit Union **now** in anticipation of a strike.

The following options can be accessed if you need financial support:

- Sign-up for an early withdrawal from your employee savings plan (once on strike employees are not eligible to withdraw funds).
- Apply for a loan ahead of time if you can.
- Apply for a Union MasterCard prior to strike and enroll in account- secure statement balance at eighty-four (84) cents per one-hundred dollars (\$100.00 of the balance).

Skip payment request may be obtained by contacting:

Capitol One
1-800-955-7070

PLAN IN ADVANCE

HOME MORTGAGE - Generally this is the largest and most important payment made each month. Contact your lender and try to work out a new payment plan. There are some HUD-approved relief provisions for FHA mortgages. Contact your mortgager before payment is due.

PROPERTY TAXES - Call the tax collector to find out if the payment may be delayed, and how much the penalties will be.

RENT - Contact your landlord before rent is due. Try to reduce or defer rent temporarily, until you are back to work.

UTILITIES - Go to the utility office and explain your situation. Try to reduce payments or spread them out over a period of several months. Financial assistance is sometimes available.

AUTO LOANS - If your loan cannot be deferred, talk to your loan officer about re-financing to reduce the size of your payments.

AUTO INSURANCE - Contact your agent to see if premiums can be spread out. You might increase your deductible or discuss other ways to reduce the premium.

HEALTH INSURANCE - Find out how long your current health insurance will continue, and how much time you have to re-apply for a personal policy with the same company, or to make other arrangements.

INSTALLMENT LOANS - Attempt to work out an alternative payment plan. Find out what kind of account you have, what the minimum payments are to keep your account current, and what rights you have with the creditor.

USING YOUR CREDIT CARDS - Indiscriminate use of credit cards is not recommended, but your card might buy you time while you are unemployed or involved in a labor dispute. Remember, though, that you will have to pay for using this credit at high annual interest rates.

DO..... CONTACT YOUR CREDITORS. IF YOU HAVE A GOOD CREDIT RECORD, MOST CREDITORS WILL WORK WITH YOU TO MAKE ALTERNATIVE ARRANGEMENTS.

DON'T.... DON'T TRY TO PAY ALL YOUR BILLS IN FULL AT ONCE. YOU MAY NEED THAT MONEY TO PROVIDE THE BASIC NECESSITIES DURING YOUR UNEMPLOYMENT. TRY TO STRETCH WHAT YOU HAVE AS FAR AS IT WILL GO.

Community Services Information

Utility Assistance

REACH

The REACH Program provides financial assistance to pay overdue PG&E bills. Low-income households, senior citizens and individuals with disabilities who have received either 15 day or 48 hour notices may qualify.

Call 2-1-1 for information about services in your area.....2-1-1

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP is an energy rebate program administered by the California Department of Community Services and Development. Qualified low-income applicants will have a certain amount of money deducted from their utility bill once a year. For more information

Visit their website at www.csd.ca.gov and click on LIHEAP under Programs or call..... 1-866-675-6623

California Alternate Rates for Energy (CARE)

CARE provides a 20% discount on monthly bills for qualified low- or fixed-income households and housing facilities.

Eligibility is based on the number of people living in your home and your total annual household income.

Visit their website at www.pge.com/care or call 1-866-PGE-CARE (1-866-743-2273)

Food Assistance

Supplemental Nutrition Assistance Program (SNAP) (Formerly known as Food Stamps)

Helps low-income individuals and families buy the food they need for good health. Benefits are provided on an electronic benefits transfer (EBT) card. You may be eligible even if you work or receive unemployment benefits.

Visit their website at www.fns.usda.gov/FSP or

Call 2-1-1 for information about services in your area.....2-1-1

In San Mateo County call HELPLINK, Monday-Friday, 8:30-5:30..... 1-800-273-6222

Food Pantries /Commodity Food/Emergency Food Boxes

Food Pantries, Commodity Food and Emergency Food Box programs provide free food on a weekly, monthly, and emergency basis. The food varies according to government surplus or donations and the frequency varies by county and participating agency.

Call 2-1-1 for information about services in your area.....2-1-1

In San Mateo County call HELPLINK, Monday-Friday, 8:30-5:30..... 1-800-273-6222

Meal Sites

Agencies and faith-based organizations provide free meals for anyone in need on a daily, weekly or monthly basis.

Call 2-1-1 for information about services in your area.....2-1-1

In San Mateo County call HELPLINK, Monday-Friday, 8:30-5:30..... 1-800-273-6222

Medi-Cal

Medi-Cal is state-funded health insurance for low-income families, seniors or individuals with a disability. Visit their website at www.dhcs.ca.gov/services/medi-cal/Pages/MCIndividual.aspx or

Call 2-1-1 for information about services in your area.....2-1-1

In San Mateo County call HELPLINK, Monday-Friday, 8:30-5:30..... 1-800-273-6222

Healthy Families

Healthy Families is the State Children's Health Insurance Program (SCHIP) that provides qualified Californians with prescription drug coverage and medical, dental, vision and emergency care. It is available to California residents, ages 18 and under, in families with incomes of up to 250% of the federal poverty level who meet federal eligibility guidelines do not have health insurance and who do not qualify for no-cost Medi-Cal.

Visit their website at www.healthyfamilies.ca.gov or call..... 1-800-880-5305

Temporary Employment Agencies

West Valley Staffing	San Jose/Peninsula Areas	408-735-1420
Select Staffing	Salinas	831-775-0712
Kelly Services	Capitola	831-477-7537
Personnel Express Services	Santa Cruz	831-462-1202
San Luis Personal Services	San Luis Obispo	805-5441800

Healthy Kids

Healthy Kids is a locally operated insurance program that provides low-cost, comprehensive medical, dental, and vision coverage to children, ages 18 and under, who do not qualify for Medi-Cal or Healthy Families due to eligibility or income status. Visit their website at www.cchi4kids.org/localchis.php.

CalKids

California Kids (CalKids) is an independent non-profit organization that provides premium-subsidized, comprehensive preventive and primary health care services to children ages 2 through 18.

Housing Assistance

There are also agencies that can provide mortgage foreclosure assistance, landlord/tenant counseling, rental assistance to help you maintain your current housing, housing referrals and emergency shelter. Government housing, or Section 8, subsidized housing is available for low-income individuals and families, however, both programs have long waiting lists. Information about these programs varies according to where you live.

Call 2-1-1 for information about services in your area211

Temporary Employment Agencies

www.manpower.com to find the location nearest you.

MEMBERS RELIEF FUND INFORMATION PACKET

The purpose of the "Members Relief fund" shall be for the relief of strikers and victims of bargaining strategy.

Starting on the 15th day, a flat payout will commence for all strikers.

Enclosed please find the **CWA Member Relief Fund Striker Certification Form**.

Please fill-out the form and return to CWA Local 9423. **This form must be on file with the Strike Headquarters in the event of a strike and in order to receive benefits.** Members that honor the picket line and fulfill assigned strike assignments may be entitled to funds on the 15th day of a strike. It is imperative that the form be returned to the office no later than five (5) working days of receiving this letter.

Please call Local 9423 with any questions and/or concerns.

MEMBER RELIEF FUND RULES

Must be represented by CWA Local 9423.

Must be a striker (not working).

Must have verification form signed by picket captain or "person" in charge of your picket assignment.

Assistance may be considered on a needs basis, along with the flat payout-after fifteen (15) calendar days from the start of a strike.

Insurance assistance may be considered after attempts to defer payments.

In the event medical benefits are suspended, assistance may be considered after review by the Community Services Committee.

Because of limited availability of funds, needs basis will be determined by using the following criteria:

- Is there other family income?
- Does the striker have readily accessible assets?
- Is the striker currently employed (i.e. second (2nd) job, temp.).
- Can the striker defer payments or extend credit?

COMMUNITY SERVICES

HOURS DURING THE STRIKE

DAY	TIME
MONDAY Last Names (A - L)	8:00AM - 11:00AM
TUESDAY Last Names (M-Z)	3:00PM - 6:00PM
WEDNESDAY Last Names (M-Z)	8:00aAM - 11:00AM
THURSDAY Last Names (A - L)	3:00PM - 6:00PM
FRIDAY	
SATURDAY	10:00AM - 3:00PM
SUNDAY	

FOR ASSISTANCE **OUTSIDE POSTED HOURS** PLEASE CALL
STRIKE HEADQUARTERS ON (408) 278-9449 OR (408) 278-9446
FOR AVAILABILITY

1/2012

opelu29/af1-cio

CommHours

COMMUNITY SERVICES

HOURS DURING THE STRIKE

DAY	TIME
TUESDAY Last Names (A - L)	3:00PM - 6:00PM
THURSDAY Last Names (M-Z)	3:00PM - 6:00PM
SATURDAY	10:00AM - 3:00PM

FOR ASSISTANCE OUTSIDE POSTED HOURS PLEASE CALL
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FOR AVAILABILITY

12/2012

cpelu28/afj-cto/ks

CommHours



*CWA MEMBERS' RELIEF FUND
STRIKER CERTIFICATION FORM*

Local: _____

Bargaining Unit: _____

NAME: _____

ADDRESS: _____

SOCIAL SECURITY #: _____

PHONE (Home): _____

(Cell): _____

E-Mail: _____

EMPLOYER: _____

WORKSITE: _____

STEWARD'S NAME: _____

I certify that I am eligible to receive strike benefits under the rules of the Members' Relief Fund. I understand that if I am found ineligible under the rules, I will return any payments I am not entitled to.

Eligibility Verified

Striker's Signature

Date

Original: CWA District Fund Agent
Copy: Local Union