The Association Representative (AR) Essential Checklist –
Starting with the Basic

The local AR is the first line of contact with a member, and should be trained to be an:
A. Organizer
B. Communicator
C. Problem Solver, and
D. An Advocate

As an Organizer they should:
- Have a broad knowledge of the Association and its programs
- Be Dedicated
- Believe in the Association
- Maintain good rapport with members

A Communicator should:
- Meet with the member(s) face-to-face
- Hold short meeting – 10-15 minutes
- Communicate all appropriate Executive business transactions at the meetings
- Be a good listener
- Communicate building issues to the local leadership or your region UniServ Director

Problem Solver: focuses on the problem as stated and uses that information and knowledge to achieve a solution.
1. A GRIEVANCE does not exist if:
   - an employee misrepresents facts
   - the complaint involves a personal dispute or something for which the school system is not responsible for
2. If the AR determines that a GRIEVANCE does exist, the AR passes it on to their local leadership/UniServ Director for further action

Advocate – CARDINAL RULES FOR ADVOCACY –(DND)
- Defend – don’t Judge
- Know your Rights
- Document Everything

Advocate – RESPONDING TO A MEMBER’S PROBLEM
- Warn members NOT to take any immediate action
- Advise members to write a chronological timeline of the event(s)

AR’s ESSENTIAL TOOLS
An AR’s job is to serve as a link between members and the association.

 Organizer – Put in Notebook
- Contact Information for Local Leadership, UniServ Director, and WEA
- District and WEA Policies
- Current Membership Contracts

Communicate
- Meet face-to-face with members
- Plan short meetings – have an agenda so meetings are quick
- Listen to members concerns and if appropriate respond or direct to local leadership/UniServ Director

Problem Solver
- Listen to the members concern, and know where you need to direct the issue

Advocate
- Get the facts, advise not to talk to others

(more on back)
- **DO NOT** discuss the issue with **ANYONE** other than their AR/Local Leaders/UniServ Director
- Your conversations with a member are **NOT** privileged – this only extends to the UniServ Director (and even then, not always such as in criminal cases)

**Advocate** - **CHILD ABUSE**

- A school employee who knows or suspects that child abuse is occurring **MUST** report it to the person in charge as soon as possible.
- This does not relieve individuals of their obligation to report on their own behalf unless a report has already been made or will be made

**Advocate** - **HOW TO REPRESENT A MEMBER**

<table>
<thead>
<tr>
<th>Get</th>
<th>Get as many facts as possible, but know when to stop the interview and refer it to the local leaders/UniServ Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Probe</td>
<td>Probe for as much detail as possible</td>
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<tr>
<td>Check</td>
<td>Check policies</td>
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<tr>
<td>Determine</td>
<td>Determine if there are similar incidents in the building</td>
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<tr>
<td>Request</td>
<td>Request that the member create a written chronology of the event(s)</td>
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</tbody>
</table>

**Advocate** - **TIPS FOR DEALING WITH ADMINISTRATORS/SUPERVISORS**

<table>
<thead>
<tr>
<th>Humble</th>
<th>Never Humble Yourself – You Are an Equal Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t be</td>
<td>Don’t be Argumentative</td>
</tr>
<tr>
<td>Don’t Make</td>
<td>Don’t Make Deals Immediately</td>
</tr>
<tr>
<td>Keep</td>
<td>Keep Notes of the Meeting</td>
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</tbody>
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Northwest Region UniServ Director – Elise Robillard – erobillard@wyoea.org – 307-275-5799  
Southeast Region UniServ Director – Greg Herold – gherold@wyoea.org – 307-921-8284  
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