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

As 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)

(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>
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</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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Advocate - TIPS FOR DEALING WITH ADMINISTRATORS/SUPERVISORS

| Humble | Never Humble Yourself — You Are an Equal Party |
| Don’t be | Don’t be Argumentative |
| Don’t Make | Don’t Make Deals Immediately |
| Keep | Keep Notes of the Meeting |

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Southeast Region UniServ Director – Greg Herold – gherold@wyoea.org – 307-921-8284
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