



The Community Minded Union

Locally Speaking

The People Minded Local

Representing: Verizon-NJ Commercial & Marketing, Occupational Center of Union County, North Haledon Police Dispatchers, Data-Tele, AT&T Mobility and American Labor Museum Botto House.

VOLUME 38, NUMBER 2

COMMUNICATIONS WORKERS OF AMERICA

LOCAL 1023, CRANFORD, NJ

DECEMBER 2009

CWA SAYS NO TO LAYOFFS! *Local Holds Rally In Newark*



CWA Rally outside of Verizon's Newark location to protest layoffs. CWA Local 1023 would like to express a huge "Thank You" to Vice President Chris Shelton, CWA Local Presidents and Staff Representatives who joined us in voicing our displeasure with Verizon.a

On October 20, 2009, 100 union members rallied outside 540 Broad St, Newark to protest the layoffs and pending layoffs of union members. This was one of several rallies that have occurred in the northeast recently in response to Verizon's announced job cuts. Aside from the obvious, what has upset union members and officials so much is that Verizon is laying off workers under the pretense that there is no work, when the work is being done by vendors and contractors. Two hundred sixty five engineers in Massachusetts are being targeted for layoffs while contractors do the work they would normally do. Recent internal documents suggest that Verizon is attempting to move as much work as they can to outside vendors and contractors and then layoff the employees who perform that work now. **This includes sending away billing calls that currently go to the CSSC.**

In NJ, union leaders point out that Verizon was given \$50M in tax breaks and a statewide franchise for FIOS under the promise that they would bring jobs to the state. Instead, workers are being laid off. Verizon made a 3.16B profit this year! The company says that the profitable parts of the company are the FIOS data and video division as well as wireless, and that landline is an albatross around the company's neck. Unfortunately for employees and its customers, Verizon doesn't care about either of them. Recently Ivan Seidenberg announced that the company's intention was to eventually get out of the copper business entirely and focus exclusively on FIOS and wireless. Seidenberg said he felt "liberated" once he realized that the company should not worry about landline service.

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The President's Corner



(Editor's note: The following commentary has been excerpted from President Forte's speech at the Newark Rally to protest the layoffs, held on October 20, 2009.)

CWA Local 1023 represents Commercial/Marketing call center employees here in New Jersey. Verizon has always paid a decent wage and benefits for a hard day's work. Our members have been able to make a decent middle class living here in New Jersey. The work is not glamorous. It is long days and long hours on a phone with back to back calls and when a worker gets a call, that worker has to try to sell the customer Verizon products, over and over again, for months and years on end.

Verizon has always been willing to allow us to work hard for a decent day's wage. In my 26 years working for Verizon, no one has ever been laid off. However, Verizon has recently started changing. A few months ago, Verizon started complaining that the business was not doing well, even though they are making billions in profit. On the same day they announced a \$3.16 billion profit for the second quarter of 2009, they announced they would lay off 8,000 workers across the country.

This is the company that took 50 million dollars in taxpayer money and tax incentives from the state of New Jersey in 2005 by telling the state legislature they would move good jobs to New Jersey. This is the company whose CEO, Ivan Seidenberg, made more than 20 million

dollars in salary and bonuses last year alone. And even though sales are rising this year, Verizon started saying it needed to lay off workers to make even more money.

In late September, they called in 24 employees. Management said Verizon would pay people for the day, but that they were laid off and they couldn't return to work the next day. At the time, none of the managers offered any sort of severance package. The workers were just told they were not welcome to come back to work in the morning.

Those 24 were consultants were medically restricted for duty and downgraded to clerks this year. They were mostly downgraded for stress-related issues, like depression. For example, one member was diagnosed with depression last year. was medically restricted and then callously laid off.

This is not any way to treat employees. These people have families. And yet there is more to come. Another 63 workers were laid off just last Friday. And Verizon is still not done. Even though they promised good jobs in New Jersey to get all of that taxpayer money three years ago, they're now selling buildings and shipping good American jobs overseas, and contracting work out of New Jersey to other parts of the country. This is not how a good employer should operate.

Today I ask Verizon: These people you laid off are hardworking people just trying to make a living. How many more billions do you need to make before that is enough? How many more jobs do we need to watch leave America because you need another billion dollars? Verizon: you've taken New Jersey's taxpayer dollars by promising to bring jobs here. Put these people back to work and act like a responsible company and good corporate citizen!

Fraternally Yours
Kathy



CWA Says No . . .

Continued from Front Page

Liberated! Can Ivan be more unsympathetic? When a company sees its profits sink and its business being eaten into, there are usually only a handful of reasons to explain it. One is the emergence of new technologies that change customers' needs. (Does anyone still send a telegram?) Another reason is mismanagement. And we are all witness to the failed leadership at this company on every level from the bottom to the top. Failure to recognize problems; failure to stand up and admit there are problems; promising members that all their problems will be solved once the sales numbers improve. How many in management truly believe that sales is service?

When it comes to layoffs, Verizon can claim that changes in technology and improvements in efficiency have reduced the need for workers. But technology creates more jobs than it eliminates. Why aren't surplus workers being trained to do the new work? And hasn't the company left out a major part of the story? The part about sending work to lower-paid, non-union workers in other states—even other countries?

There is something morally wrong when a CEO makes more in one day than a laid off worker makes in an entire year. Ivan Seidenberg made 20M last year which is just over \$50K a day. The clerks who were recently laid off throughout NJ made anywhere from \$40-60K IN A YEAR.

We understand that demand for landline service is diminishing, but at the same time demand is increasing in other parts of this company, and Ivan Seidenberg is determined that that work is to be done by non-union employees far from New Jersey. We are glad Ivan feels liberated. We would prefer that he feels some remorse about the members he dismissed who must now search for work in a harsh economy. We wish he would feel some responsibility towards the children of those workers who are facing hard times ahead.

President Obama stated in early November that until corporations begin hiring again, the economy will face a slow road to improvement. Ivan Seidenberg himself agreed with this statement when he said that the economy wouldn't turn around till companies started hiring. Then Seidenberg laid off 8000 workers.

Rallies have been held outside New England headquarters in Boston, and hand billing has been done in Braintree, Brockton, Dracut, Marlboro, New Bedford, Saugus, Springfield, Wakefield, Woburn, Pawtucket and other locations. There will be more rallies held thru the Verizon footprint. If a rally is being held in your area, please do what you can to attend. We realize that some of the rallies are held during working hours which might prevent some members from attending, but if the rally is held at your location and you're interested in saving your job, please come join us. Who knows who's next?

VERIZON HEALTH BENEFITS

By Sue Anderson

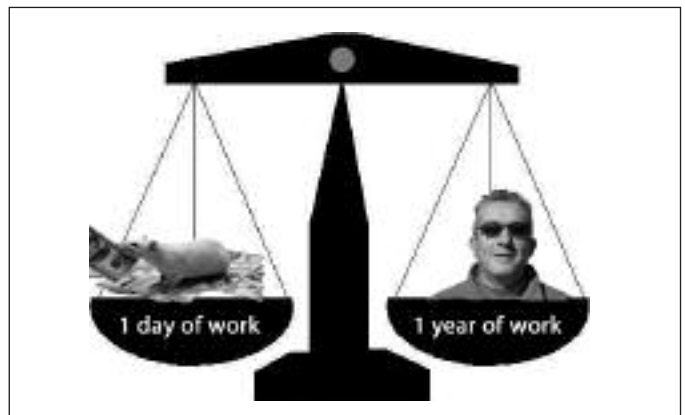
Benefits renewal (BR) for active employees will take place between October 15 and October 28, 2009. Members will also be able to make changes after this date until close of business December 31st, but must call the Benefits Center after the initial BR closes. Verizon Benefits Center (VBC) number is 877 489-2367. (October 1st & after call VBC for package to see what is available to you, if changing.)

There are some health plan changes for 2010, if you are in an HMO. Some HMO plans are being frozen. That means anyone in the plan, can stay in it, but if you leave the plan, you can't go back in it. And no one new can enroll in that HMO plan.

We as CWA union members employed with Verizon have 2 bargained for plans—the MCN (Managed Care Network) and MEP-PPO (Medical Expense Plan). Both are administered through Aetna Insurance Co. Depending what your zip code is, determines if you are in the MCN or the MEP-PPO plan. But you can always "opt-in" to the Aetna MCN plan. One of these plans are always available for you.

Verizon over the years has also offered HMO plans, as an alternative, for our members. Every year Verizon looks at ALL of their medical plans to see the cost, coverage, etc. The MCN & MEP-PPO they can't do anything about unless they go back to bargaining, but the HMO's they can change, terminate, freeze, etc.

For 2010 some HMO's will be frozen, terminated or consolidated (this applies to some retiree's too). If your plan is being terminated or dropped, you will receive a letter from Verizon by the middle of October. If you don't and are not sure, you can call the Verizon Benefit Center, John Petrini, Health Care Benefit Coordinator at 800 627-0200 or Sue Anderson, Retiree Health Care Benefit Coordinator at 888 324-4969.



Ivan makes more in one day than you make in a year

THE ANGRY CONSULTANT

Stress Can Kill You

If you think stress is bad here at Verizon, you could always be working for Orange, the French Telecom Company. Over the past two years, 28 workers have committed suicide because of the unbearable working conditions, and dozens more have tried. The job stress has been caused by Chief Executive Didier Lombard and his deputy Louis-Pierre Wenes. Wenes has been accused of creating inhuman working conditions, using terror as a management tool, assigning workers impossible to achieve targets and cranking up job pressure a gazillion percent. Entire departments have suddenly found themselves doing totally different types of work, jobs have been moved and moral has been non-existent. As a result of the suicides, the entire job rotation and cost cutting moves have been suspended, and many work locals are staffed with a full time psychiatrist or other social worker. In addition, Wenes has stepped down.

Workplace stress can be just as much a killer as suicide is. According to Dr. Scott Meit, Vice Chairman for Psychology in The Cleveland Clinic's Department of Psychiatry, work stress can cause anxiety, fatigue and irritability. The job performance of people under severe stress also suffers as a result. Patricia Pegg Jones of the Work Foundation says that working under severe stress leads to increased illness. In Japan, deaths among overworked employees are so common there is even a word to describe the phenomenon — "karoshi," or "death from overwork."

Verizon has laid off 8,000 employees so far with more set to lose their job by year's end. The remaining employees must pick up the slack and deal with needless stress caused by managers who don't know how to do their job. They give us performance goals that can't be met (only 11% of the state is making its sales objective), give us lackluster training, harass us daily, and give us conflicting priorities ("offer 22 different services!" then "lower your average handling time!") we are left disillusioned, confused, and insecure in our job knowledge and job performance. We all know co-workers who take medication for depression, anxiety and other illnesses caused by stress. Management is either blind, uncaring or both. Does someone have to die to wake up the management in this company?

I am no longer the cranky consultant. I am the ANGRY CONSULTANT. The company talks about the net promoter score and whether or not a customer would recommend us to their friends. What is Verizon's NPS among employees? Do you think this company has a strong devotion to its employees? Do you get respect? Are you treated as a human being? Are you valued? Is your input appreciated? Does your manager know how to do his or her job? Do you have confidence in your job

ability? If you require something to do your job correctly and don't get it, will your local management fight to get you what you need or will they put their tail between their legs and say "I know you need it, but that's not going to happen." If a friend was looking for work, how would you rate Verizon on a scale from 1 to 10?

NJ Monthly has recently named Verizon a "great place to work". The article talks about the diversity of the culture, the possibility of advancement into management, but most of all it mentions the great benefits and how flexible Verizon is with its work tours and scheduling. Said Dennis Bone, "You have to invest in people, compensation, training, and benefits that make this a place where people want to work and want to do a good job," says Bone. "It's part of our DNA as a company."

The article fails to mention that all the benefits we have come because of hard bargaining by the CWA. Verizon didn't just decide to give us medical and dental care, tuition assistance, up to five weeks vacation and so much more. We, the members, and the union leadership fought for everything we have, often going on strike to get it. The way the article reads, you'd think Dennis Bone was a wizard granting wishes and bestowing peace and happiness to all. In fact, this company not only fought the union at every turn, but consistently tries to force the union to give back the benefits we have earned.

The article also would have the reader believe that we are well trained and that our needs are always a consideration when Verizon makes decisions. Is there an employee out there who believes we are well trained? I think not. As for being flexible, Verizon is about as flexible as the whip it uses to drive us ever closer to the edge of the cliff. I am fed up with a company that tells you to do your job one way today, a different way tomorrow, and a third way on Friday without telling you how the process has changed. They constantly change tour start times, breaks and lunches, add overtime and cancel overtime at a moment's notice. Verizon doesn't care one bit about the impact these decisions have on our members, their spouses, their children or anyone else. We are numbers, nothing more.

Want to sound off? Take a look at our new website: VERIZONWORKERSUNITED.COM, and take some time out to express yourself. Believe me, you'll feel better if you do.

The Angry Consultant
(Formerly known as Cranky)



FORMER VERIZON PRESIDENT LARRY BABBIO ACCUSED OF FINANCIAL MISCONDUCT

The Attorney General of NJ, Anne Milgram, has accused key officials at Stevens Institute of Technology of misusing donor money and giving excessive compensation to its President, Harold Raveche. The AG is seeking the removal of the President as well as the chairman of the school's Board of Trustees, Larry Babbio. Mr Babbio is the former President of Verizon. He retired in 2007.

Mr Raveche's salary more than tripled to 1.1M from 1999 to 2008 and Mr Babbio is accused of receiving 1.8M in loans at below market rates, and then having half the loan amounts forgiven. The university itself is charged with having failed to correctly state its finances and failing to pay proper taxes, resulting in a \$750,000 fine.

The Attorney General has asked for the resignation of Mr Raveche and Mr Babbio specifically because of their inappropriate financial compensation and because of their direct involvement with the irregularities discovered during the review of the university's finances.



WANT IVAN SEIDENBERG TO PAY YOU TO BE A BETTER STEWARD? READ ON...

Founded in 1969 as the Center for Labor Studies, the NLC is a school where union leaders and activists can educate themselves in the field of labor relations to help themselves progress in union leadership. The NLC, located in Philadelphia, offers degrees specializing in labor related fields. Both a Bachelor of Arts degree and a Bachelor of Technical and Professional Studies degree are available and all courses are completed online. Up to 90 credits can be transferred in from another college (a minimum of 30 credits must be completed at the NLC to graduate). The NLC has fall, spring and summer programs and offers discounted rates to AFL-CIO members. The Bachelor of Arts program offers specialization in Labor Studies; Labor Education; Labor History; Political Economy of Labor; Union Leadership and Administration and Labor Safety and Health. The BTPS is a liberal arts degree with specialization in Leadership; Instructional Technology and Computer Skills; Occupational Safety and Health; Music and Arts; and Labor Studies.

Sign up for National Labor College and send the bill to Verizon.

For more information visit their website at www.ncl.edu or call an advisor at 301 431-5426 or 301 628-5600.



Stewards in Training

CWA LOCAL 1023 GRIEVANCE REPORT THROUGH 9/30/09

In any given time frame, one area may report a final decision on more or fewer grievances than another. This disparity is caused by the grievance process itself, since grievances are often pended for additional records, or are in the appeals process, or are still awaiting a disposition from management.

AREA ONE – JOY VAN PELT, CHIEF STEWARD

Absences and Tardies – 3 Won, 1 Lost, 2 Open
 Discrimination – 1 Open
 Appraisal – 1 Won, 1 Settled
 Observations – 1 Won
 Management Doing Production – 1 Won, 1 Open
 Vacations, EWD's, etc. – 1 Open
 Bypass U&T 2 – 2 Open
 Training – 1 Open
 Bypass, U&T's, ATS—Freeze on Transfers 4 Open
 Harrassment and Mutual Respect – 4 Won, 1 Open, 10 Withdrawn
 Health and Safety – 1 Open
 Working Conditions 1 – 1 Settled
 Suspension/Letter of Suspension – 1 Won, 2 Lost, 2 Open
 Unfair and Unequal Treatment – 1 Won, 1 Lost, 1 Settled, 9 Open
 In-Charge – 1 Won
 Surplus – 2 Open
 Seniority—Loan, Force Transfer – 1 Lost, 5 Open
Total for Area: 63

AREA TWO—JERRY ADAMO, CHIEF STEWARD

Absences and Tardies – 2 Settled, 3 Open, 1 Withdrawn
 Disability & Leave of Absence – 1 Open
 Dismissals – 5 Open
 Appraisal – 1 Settled, 3 Lost
 Observations – 14 Open
 Pay Treatment – 3 Open
 Management Doing Production
 Bypass, U&T's, ATS—Freeze on Transfers – 1 Open
 Weather Conditions – Inclement – 1 Settled, 6 Open
 Harrassment and Mutual Respect – 4 Won, 27 Settled, 1 Lost, 1 Withdrawn
 Working Conditions – 2 Open
 Suspension/Letter of Suspension – 17 settled, 6 Lost, 22 Open, 11 Withdrawn
 Unfair and Unequal Treatment – 1 Open, 1 Lost
 Death in Family – 1 Open
 Denial of Union Representation – 6 Open
 Pay Treatment – 1 Open
Total for Area: 149

AREA THREE – DANA HAZZARD, CHIEF STEWARD

Absences and Tardies – 3 Won, 8 Lost, 38 Open, 3 Withdrawn
 Disabilites, and Leave of Absence – 1 open
 Discrimination – 1 Won
 Dismissal – 7 Lost, 8 Settled, 11 Open

Appraisal – 2 Settled, 3 Open
 Observation – 1 Won, 1 Open, 1 Withdrawn
 Tour Selection – 1 Withdrawn
 Pay Treatment – 1 Settled
 Training – 2 Won, 1 Open
 Weather Conditions – 3 Open
 Harassment and Mutual Respect – 12 Won, 3 Lost, 8 Settled, 33 Open, 2 Withdrawn
 Code of Conduct – 1 Settled, 1 Open
 Suspension/Letter of Suspension – 10 Won, 9 Lost, 11 Settled, 51 Open, 4 Withdrawn
 Unfair and Unequal Treatment – 2 Won, 2 Open, 2 Withdrawn
 Seniority—Loan, Force Transfer – 3 Open
 Denial of Union Representation – 1 Open
 Layoff – 4 Open
Total for Area: 255

AREA FOUR – CHARLENE JOHNSON, CHIEF STEWARD

Absence & Tardies – 1 Training – 1 Won, 4 Open
 Weather Conditions – 4 Open
 Harassment and Mutual Respect – 7 Won, 1 Lost, 4 Settled, 5 Open, 1 Withdrawn
 Working Conditions, Adherence – 1 Won, 3 Open, 1 Withdrawn
 Mandatory Overtime – 1 Won, 1 Open
 Code of Conduct – 1 Open
 Suspension/Letter of Suspension – 1 Lost, 1 Settled, 9 Open, 5 Withdrawn
 Unfair and Unequal Treatment – 1 Won, 1 Lost, 1 Settled, 6 Open
 In-Charge – 1 Won
 Equalization of Overtime – 2 Open
Total for Area: 84

AREA FIVE—DINORAH SANTIAGO, CHIEF STEWARD

Absences and Tardies – 2 Won, 1 Lost, 5 Open
 Demotions – 1 Open, 1 Withdrawn
 Dismissals – 1 Lost, 2 Open, 1 Withdrawn
 Appraisal – 2 Open
 Management Doing Production – 3 Open
 Vacation, EWD, etc. – 2 Open
 Tour Selection – 1 Open
 Pay Treatment – 1 Won, 2 Open
 Weather Conditions—Inclement – 4 Settled
 Harassment and Mutual Respect – 2 Won, 34 Open, 1 Settled
 Health and Safety – 1 Open
 Working Conditions, Adherence — 4 Open
 Code of Conduct – 2 Won
 Suspension/Letter of Suspension – 4 Lost, 18 Open, 1 Settled, 2 Withdrawn
 Unfair and Unequal Treatment – 16 Open
 Denial of Union Representation – 6 Open
Total for Area: 121
Total Grievances For All Area: 675

BE OUR EYES AND EARS

No union can fight for the rights of the members without the members bringing issues to the leadership's attention—with documentation. Union members should get in the habit of staying in touch with their chief steward when they see problems that need to be addressed. Often these can be taken up with the company at stress meetings, or in specific cases by immediate contact with the director or appropriate company manager. From time to time we will ask members to be alert for certain problems and to provide examples to their chief steward. But we need proof. Otherwise the issue will go nowhere.

The Local has received many complaints about various computer systems not working properly. The union has brought this issue up to the company at stress meetings and the company denies that any problems exist. We need members to document specific examples and provide details to their chief steward. Although this is most prevalent in Consumer, any member experiencing computer issues should immediately alert the chief, or a steward if the chief is not available. Two simple examples would be to say, "CoFFEE was down from 10:30 to 12:45 on 7/27", or "I tried to access the customer account and the account came up in Spanish and I could not read the bill". Provide the telephone number. **Under no circumstances should you print out customer records or orders.** If there is a specific customer account, simply give us the telephone number and/or order number, and a brief description of the issue.

A second situation we need examples for is lack of management and support staff (i.e. floor support, trainers and knowledgeable team leaders). There are many cases where people come out of training and there are insufficient trainers available to assist members (and sometimes there are none at all). If you can't get IHD and there are no managers available to provide assistance, we need to know about it. If you need to close for a system issue or any other reason that requires manager approval, and there's no one available, we need it documented. There are cases on file where there was no help to be found and as a result a member was disciplined for not following a process because supervisory support was unavailable



CWA 1023 JOINS THE FIGHT AGAINST VERIZON'S FMLA ABUSES

CWA has filed a lawsuit charging Verizon Communications with denying workers the rights and protections of the Family and Medical Leave Act. The lawsuit covers workers in our district.

CWA and individual workers have laid out extensive complaints against Verizon. "Verizon has created a number of arbitrary administrative procedures that it requires workers to follow if they want to be certified for FMLA, but these procedures are not part of the FMLA law. They shouldn't be used to deny workers their rightful FMLA benefits, but that's exactly what Verizon is doing," said CWA General Counsel Mary O'Melveny.

FMLA provides workers at companies with 50 or more employees with up to 12 weeks of unpaid leave per year for the birth or adoption of a child; care of a spouse, parent or a child under 18 for a serious health condition; care of a child over 18 with mental or physical disabilities, and an employee's own illness.

Verizon's policies are a real Catch-22:

- If a worker followed verbal instructions from the company's absence reporting center, and those instructions were wrong, though the worker didn't know it, the claim is denied.
- If a worker couldn't file the full report on time, because her doctor was on vacation or unavailable, the claim is denied. If another physician in the same office completed the report, but didn't spell out the relationship between the two medical providers, the claim is denied.
- If information was missing from the claim, for example, the doctor's office didn't complete an item, the claim is denied.
- If a supervisor makes an error in reporting a worker's claim, it's denied.

At Verizon, as far as FMLA is concerned, once a claim is denied twice, a worker loses her FMLA rights. (Reprinted from the CWA Newsletter, November, 2009)



Congratulations Retirees

James Cali – SRC, **Jeanne Danatzko** – MASST, **Manuel Diaz** – OCUC, **Trudy Dinsenhacher** – Madison Retention, **Patricia Fagan** – SRC, **Janet Foley** – SRC, **Barry Giambalvo** – Newark VPS, **Patricia Kessell** – SRC, **Brenda Lapierre-Davis** – SRC, **Vincent Manginelli** – Madison Retention, **Marilyn Mezo** – Teaneck CSSC, **Roberta Ortiz** – New Brunswick CTS, **John Rego** – MSSC, **Dorothy Resinger** – Madison FiOS, **Toni Smith** – MASST, **Sharon Sweeney** – SRC, **Patricia Tierney** – SRC, **Efrain Vargas-Hernandez** – SRC

Welcome New Members

Nicole Chalmers – AT&T Mobility, **Leonard Conio** – DataTele Contractors, **Nicole Dalu** – AT&T Mobility, **Austin Eisele** – AT&T Mobility, **Joseph Esposito** – DataTele Contractors, **David Fontaine** – AT&T Mobility, **Neil Harvey** – DataTele Contractors, **David Jaggie** – DataTele Contractors, **Sol Keller** – DataTele Contractors, **Laurie Kurn** – AT&T Mobility, **Mario LaGuardia** – DataTele Contractors, **Michael LaRosa** – AT&T Mobility, **Guiseppe Matera** – DataTele Contractors, **Emily McCann** – AT&T Mobility, **Mark Mindlin** – AT&T Mobility, **Joel Modesti** – AT&T Mobility, **Lisa Muranelli** – AT&T Mobility, **Eleni Pandis** – AT&T Mobility, **Melissa Pollard** – AT&T Mobility, **Francisco Torres** – AT&T Mobility, **Natalio Villegas** – DataTele Contractor

MOVING?

Please remember to give your new address and phone number to the Local Office when you move.

- ✓ You can call: (908) 709-1023
- ✓ You can Fax: (908) 276-8921
- ✓ You can e-mail; cwa1023@verizon.net
- ✓ You can send by mail:

CWA Local 1023

118 South Avenue East, Cranford, NJ 07016

Attention Members!

Check out the Local's Website at:

www.cwalocal1023.net

QUOTE OF THE MONTH

"...If the workers want to share the profits, it's called communism. When management wants to share the profits, it's called a bonus"

– Phil Donahue

The Community Minded Union

Locally Speaking

The People Minded Local

The voice of local 1023 endeavors to provide factual, informative and relevant comment on matters of interest to the Membership. Reprint permission is granted to All Union Publications, with credit to the author. All inquiries concerning this publication should be referred to the Editor.

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