

**JOINT LABOR-MANAGEMENT COMMUNICATION**  
**From members of the newly-formed**  
**Penn-Jersey / Northeastern Pennsylvania Regional Collections Joint Leadership Team (JLT)**

On April 14 and 15, a group of management and union leaders, as well as bargaining unit employees from the Penn-Jersey / Northeastern Pennsylvania Regions gathered to form a Regional Collections Labor-Management Joint Leadership Team (JLT). The launch of this team is part of a national initiative to establish collaborative processes focused on improving Red Cross Biomedical Services performance and the quality of work life for its employees. An additional JLT meeting kicked off in the Greater Alleghenies and Greater Chesapeake and Potomac Blood Regions on April 1 and 2. These “pilot” JLTs will help determine how to expand collaborative structures and processes across the organization in the future. Shaun Gilmore, President of Red Cross Biomedical Services, opened both meetings with a presentation on the state of the Red Cross.

We appreciated the open and honest dialogue from all parties. The team discussed the need for increasing communication across the regions. The opportunity to engage each other amicably, in the same room, was extremely valuable. We also acknowledged that there is a lot of work to be done together and agreed on the difference between compromise and collaboration. Agreements were made to work together on solving issues before they become problems.

Attendees made a commitment to build an ongoing collaborative process, and identified several areas of shared interest we will work on together. The group will start with resolving persistent employee issues and improving the effectiveness of training and education. We agreed to meet on a regular basis in the future, and scheduled sessions for May and June to continue discussing how to address these opportunities.

We want to encourage employees/members to contact us with questions about the meeting and the collaborative process.

**Meeting Attendees:**

**Management:** Robert Kessler, Penn Jersey – Northeastern Pennsylvania Region CEO; Guy Triano, Director of Donor Recruitment; Amy Keen, Director of Acquisition, Planning & Scheduling; Chaz Allen, Director of Apheresis; Cindy Clapper, Director of Manufacturing; Teresita Espada, Manager of Volunteer Administration; Kim Norris, Manager Collections; Mike Citrino, HR Relationship Manager; Lordston Foster, Senior HR Advisor; Jennifer Davailus, HR Advisor.

**Labor Union Officials:** Julie Daloisio, Communication Workers of America (CWA) President Local 13500; Eric Horne, CWA Chief Steward Northeastern Pennsylvania Region; Renee Conyers, Health Professionals Allied Employees (HPAE) Co-President Local 5103; Judy Merkowsky, HP AE Co-President Local 5103; Marcus Presley, Staff Representative HP AE Local 5103; Rocky Bryan Jr., International Brotherhood of Teamsters (IBT) President Local 929; John Preston, IBT Secretary Treasurer Local 929; Dave Citrino, IBT Local 929 Chief Steward; Lou Agre, International Union of Operating Engineers (IUOE) Local 542 Organizer; Rich Franzini, IUOE Local 542 Business Representative; Jim Lewis, IUOE Local 542 Business Representative; Brian Glackin, IUOE Local 542 Steward.

**National-Level Joint Leadership Team:** Shaun Gilmore, Biomedical Services President; Ken Hurley, Red Cross Biomed Labor Relations Vice President; Marge Krueger, Administrative Director CWA; and John Abraham, Director American Federation of Teachers (AFT). This group provided updates on the current state of the business, and background on the collaborative process that kicked off at the national level in September 2014.