



# THE EAGLE

LOCAL 1103

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February 2012

## CWA Local 1103 Members are the 99%



***"Members fight on because they believe in this fight, and they believe in their families."***

***Kevin Sheil, President***

*President's column*



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Write to your congressperson!



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# PRESIDENT'S COLUMN

*Sisters and Brothers,*

*A lot has happened in this Local within the last 6 months, including a major strike, three contract agreements and an election. I want to express my gratitude to you for electing me President of CWA Local 1103. It is an honor to represent you, and it is an honor to represent you as President of this great Local. The election produced a new Vice President, John Gentile, and a new Business Agent, Kevin Campo, along with the re-election of Secretary/Treasurer Doug Sheahan, and Business Agents Joe Mayhew, Anthony Pugliese and Kevin Scrobola. On their behalf, thank you.*

*It is important to me that we **all** get off on the right foot. I know that this Local has built a reputation among our peers and our enemies for being in the forefront of every major issue and fight. It is my duty to build upon that legacy, but first I intend to reunite this Local and put it back on the right path.*

*So, how do we do that?*

*This Local will subscribe to and advance the principles of the CWA Triangle—Legislative, Representation, and Organizing... we will connect political action to building our union through organizing and workplace representation.*

***Legislative/Political** --- I hear it from time to time that we, as a Local, focus too much on political action and not enough on other issues. To be clear, I am committed to insuring that this Local has a strong, balanced legislative program. We can live with eyes closed, or we can open them up and pay*

*attention to what is causing workers' to be in this situation. A proactive, local legislative program, or LPAT, forces us to talk about the causes rather than just the symptoms of the disease. We must go beyond addressing the symptoms and search for the causes of the disease and fight or correct them as soon as they are uncovered. A well-oiled legislative machine gives us the ability to do just that.*

***Representation**--- There isn't a day that goes by that this Executive Board and I are not focused on our Members, and that is why day-to-day representation will always be important. Our Members expect it and our Members deserve it. This Local has won or settled seven consecutive grievances in or at Arbitration, including five terminations and two 30 day suspensions. This is above and beyond all the cases that are settled or sustained for our*

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## THE EAGLE

**Proud To Be 1103**  
Official Publication of the  
**Communications Workers of America Local 1103**

**OFFICERS / STEWARDS**

Kevin Sheil .....President  
John Gentile.....Vice President  
Douglas Sheahan.....Secretary/Treasurer

**BUSINESS AGENTS / STEWARDS**

Kevin Campo                      Mark Crumm  
Joe Mayhew                      Anthony Pugliese                      Kevin Scrobola

**STAFF**

Fran Gottron .....Organizer

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**EDITOR: Kevin Sheil**

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**\* Here is a Bill We can ALL get behind.**  
**\* Fight for good American jobs.**  
**\* Write a letter to your Congressperson today**  
***DO IT !!***

Dear Representative (insert name here):

As a Member of the Communications Workers of America and a constituent, I strongly urge you to support HR 3596, The Call Center Worker and Consumer Protection Act.

(Select one or more from below)

This bill would stop corporate welfare from going to companies that ship our jobs overseas. And it would ensure that consumers that are worried about identity theft know what countries their calls are going to and can request that they be transferred to a US call center.

Many of us work in call centers that are increasingly being relocated off-shore. With a weak economy, we need to keep good paying jobs in the United States. This legislation would protect US workers and consumers. Tax payer money should not be going to companies that ship our jobs overseas.

We cannot afford to keep shipping our jobs overseas and jeopardizing consumers because of foreign call center identity theft.

With the growing concern about privacy of personal information and identity theft, we cannot expect personal data to be secure overseas. This bill would help protect that.

This bill provides incentives to prevent bad corporate behavior while protecting consumers. Oversea call center agents would be required to disclose their location and, upon request, a transfer to a professional call center agent in the United States.

Please let me know if you will support HR 3596, The United States Call Center Worker and Consumer Protection Act.

Thank you,  
Your Name (\*Required)  
Your Mailing Address (\*Required)  
Your Email & Phone Number (\*Preferred)

Members at lower levels of the grievance procedure by our Business Agents, Chief Stewards or Stewards. This information is not being provided so that we can taunt an employer, or keep score or pound our chest, it is to point out something positive that frankly has been overlooked or not properly credited. Membership representation will be a priority for this Executive Board and me.

**Organizing**--As you know, this is the toughest time in the history of our union and the U.S. labor movement. As a Local, we have lost over 300 members in two years due to layoffs and early retirement incentives. We lost almost one quarter of our Local's membership. We cannot and will not decay into a service-model union only. I, along with this Executive Board, will increase our commitment to local union organizing, and will give our efforts the support and resources that have been lacking. The Local 1103 Executive Board knows that if workers learn through struggle, if we can get the union movement to begin organizing the working class again, our newest members will be more active.

In addition to the CWA Triangle, I, along with this Executive Board, will commit to three additional core fundamentals. WE are committed to strengthening our Local through an increase in Membership participation. WE tie it together with education, ownership, and Membership inclusion through diversity.

**Education**—We are dedicated to building the strongest most knowledgeable steward body in all of the labor movement. We have started that process; in the last year we have trained over 100 Stewards and Chief Stewards. We have had many and various types of programs from mobilization training to grievance training to advanced steward training.

We have an obligation to continue training our leaders, and we will keep that commitment.

**Ownership**—We need a new vocabulary. We have lost the narrative about what Unions are and what they can do. We will reclaim that. Our Members are stakeholders in this Union. This is not a vending machine Local; you don't stick money in a machine-your dues- and out comes a contract or a good grievance answer. A Member's responsibility to this union doesn't end with the payment of dues. There is a connection between your effort and our goals. If there is a problem, we must own it, all of us. It is no longer acceptable to allow the few to carry the burden of the many. As an owner, we must play a part in finding solutions to our problems. We think it's time we move away from the casual or social club mentality of membership and toward a mentality of ownership, where our members also become proprietors of this establishment called the UNION. We **will** get our Members to take ownership, to take responsibility, because it is in their interest.

**Diversity**- We sincerely believe that this Local's true greatness is restricted by racial, gender, cultural and generational differences. Not in any kind of overt, systemic manner, and certainly not in ideology, but in practical terms and application. When it comes to diversity we need to decide what our values are. Are we afraid to talk about racial segregation and racial discrimination? Can we talk about women's issues in the workplace and the unique challenges that a working woman may encounter? Do we talk about class or do we buy into the notion that any talk about class is class warfare and that is bad or un-American? The Executive Board and I believe you have to talk about these things, but we also have to be committed to action and change. Diversity in the workplace didn't happen overnight, and di-

*iversity within our Union won't either. In order to best serve our Members and to get more Members involved, we have to recruit Members from many different backgrounds into positions of leadership, but not Members just because they happen to come from different backgrounds, Members from different backgrounds who are good union activists. In addition, we will continue partnering with like-minded community groups and organizations, including the NAACP, NOW and others. It is also my intention to evaluate our Local committees to determine value and gauge Membership interest and with the Executive Board's support, make them relevant. If we are able to demonstrate to our Members that we have*

*the ability to see clearly and beyond our differences, we will become a tighter, more inclusive Local.*

***Finally**, in pursuit of our shared goals, we must work together to maximize our power. I am encouraging all of you to support each other, to support your Stewards and Chief Stewards, as well as support this Executive Board. I believe that we are in charge of our own destiny and responsible for that of CWA Local 1103's. Through disciplined hard work, the fundamentals outlined and Membership unity, this Local will be back on the right trajectory.*

**Kevin Sheil,  
President**

\* \* \*

*“Retired 1103 President Bob McCracken enjoys the holidays with old friends.”*



*“1103 RMC gather to celebrate the holidays.”*



## LETTERS TO THE LOCAL

Dear CWA local 1103,

I would like to thank the Executive Board and Members of CWA 1103 for the scholarship that I received. I appreciate it very much; this scholarship will help me with my expenses. I can't tell you how much I truly appreciate it. I am currently attending Mount Saint Mary college and did well my first semester. I'm looking to move forward next year and transfer to a school that is a better fit for my major. I again thank you for the scholarship.

Sincerely,  
Michael Marek  
\*\*\*



Dear Kevin Sheil,

I want to start out by congratulating you on your election to President of the Local. Sorry that I am a little late but I now operate in a slower mode than I did at Verizon (and that was slow). I know that you will be a GREAT LEADER and will do everything possible to get all the guys a fair contract.

I want you to know that you were always very honest, open minded to suggestions, and handled matters very efficiently and thoroughly with the utmost respect. I always spoke very highly of you and I am very proud to be not only a fellow union brother of yours but a good friend.

I have to tell you living down here is great and I am so glad to be away from that cold weather and snow. I still keep in touch with some of the guys.

My kids are still living up in New York so maybe one of these days when we fly up I'll stop by the hall and visit. Again GOOD LUCK in negotiations with VERIZON and may our local stand strong and win this fight.

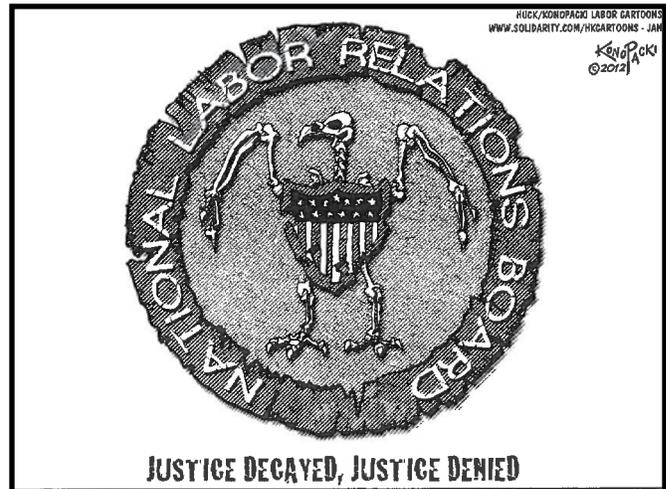
Thank you once again for attending my retirement party last April.

Mike Budnar  
\*\*\*

Dear President Sheil,

I just want to congratulate you on your election for President of our union. I always believe that any organization needs new blood, new ideas, and I'm sure that you are the one that will make the difference.

Good luck,  
Gustavo Bonilla  
\*\*\*





## The Retiree's Corner..

Happy New Year to all!

2012 will be a challenging time for all CWA members. Verizon is intent on decreasing or taking away the benefits we have earned. They want to pit retirees against active members. We cannot sit back and allow this very profitable company to get away with this. We must get out and join with our brothers and sisters to show Verizon they cannot and will not win in the face of solidarity! Remember solidarity means acting together as one. We were one when we marched with our brothers and sisters on the picket lines in August, we were one when we gathered with our active members to hand bill Verizon Wireless stores, we were one when we marched with District 1 from Zuccoti Park to Verizon's headquarters protesting corporate greed, and we were one when together with Santa Claus, Scrooge and Grinch we held a holiday vigil at the New Rochelle home of one of Verizon's Board of Directors protesting Verizon's greed, inflated executive salaries and incentives. But remember, the one thing we all want is a fair and equitable contract for all CWA members both active and retired.

On December 1, your RMC Executive Board attended the Local 1103 General Membership meeting which was chaired, for the last time, by outgoing President, Joe Barca. We wish Joe all the best in his future endeavors and know he will continue to be an invaluable asset to our chapter as he has always been in the past.

At the meeting, your RMC had a 50/50 raffle drawing, which was won by Sal Ceraldi. Sal generously donated his winnings to Mark Graff, who was fired by Verizon for so-called strike activities.

On December 13, our annual Holiday Luncheon was held at The Travelers Rest, in Ossining, N.Y. All attendees had a great time due in no small part to the management and staff at this fine establishment.

It was good to see the familiar faces along with many new ones. We were especially thrilled and honored to have Flo Wonsor attend our luncheon this year. She was unable to attend the Tommy Wonsor Appreciation Day held this past September due to sickness. She was presented with a gift certificate to Rosie's Bistro in Bronxville, NY.

Along with the great food and company, we gave away a full roster of fabulous prizes that were made possible by the generous donations of the following 1103 service providers: 10-15 Associates, Dr. Pinker and Marvin Anderman. In addition, Travelers Rest and 2nd V.P. Bill Tegmier were gracious enough to donate gift certificates and 2 bottles of wine respectively.

**Following is a list of the winners and the prizes won:**

Door Prize- \$50 American Express Card – Rachel Esteroff  
50/50 Raffle (total collected \$300) – Joe Mayhew  
\*Joe returned his \$150 share of the 50/50 winnings back to the Chapter  
Travelers Restaurant \$25 Gift Certificate – Carol McCracken  
Travelers Restaurant \$25 Gift Certificate – Elizabeth Bohan  
Travelers Restaurant \$25 Gift Certificate – Delores Townsend  
Travelers Restaurant \$25 Gift Certificate – Elizabeth Bohan  
Shop-Rite \$25 Gift Card – Lisa Cherry  
Shop-Rite \$25 Gift Card – Jeanette Spoor  
\*Jeanette donated her card to one of the two-fired Verizon workers  
Shop-Rite \$25 Gift Card– John Savoy  
Shop-Rite \$25 Gift Card – Bill Crocitto  
\*Bill donated his card to one of the two-fired Verizon workers  
\$25 Gift Certificate – Diane Guaragno  
\$25 Gift Certificate – Sharon Martin  
\$25 Gift Certificate – John Savoy  
Wine - Ed Caperna  
Wine- Joan Visceglia

... continued on back cover

**Have a Drug,  
Alcohol or  
Gambling Problem ?**

**Call  
Headquarters  
939-8203 or 8204**

**Ask to be put in  
contact with  
Tom O'Halloran**

  
**All Information  
is Confidential**



**COMMUNICATIONS WORKERS OF AMERICA - LOCAL 1103**

(AFFILIATED WITH A.F.L.-C.I.O.-C.L.C.)

345 WESTCHESTER AVENUE • PORT CHESTER, NY 10573



PERIODICAL

**\* \* \***

*Retiree article ... continued from page 7*

On behalf of the Executive Board, we would like to thank everyone for his/her continued support of our Retired Members Chapter (RMC) in 2011. As January 2012 begins, so does our annual Chapter / Council dues drive. We hope you will continue to support us in our fight to retain both our healthcare and pension benefits. You can pay for your chapter dues by either using a check or using PayPal on our website, [cwalocal1103rmc.org](http://cwalocal1103rmc.org). We suggest that if you have not paid your one time \$25 payment to the CWA Retired Members Council that you send that check to us and we will forward it onto the District Council. Remember that membership in the District Council is mandatory to be a chapter member. Please mail all payments to:

Chapter dues \$20- CWA Local 1103 RMC  
Council dues \$25- CWA Retired Members Council

**CWA Local 1103 RMC  
345 Westchester Ave  
Port Chester, NY 10573**

Please be watching your e-mails and future mailings for our chapter's lottery which we hope to begin in March of this year.

Be safe, be healthy and be active.

*Jeanette Spoor - President  
CWA Local 1103 RMC*