

# COLLECTIVE BARGAINING AGREEMENT



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*By and Between*

**EAST HAVEN BOARD OF EDUCATION**

*and the*

**UNITED PUBLIC SERVICE EMPLOYEES UNION  
LOCAL 424 – UNIT 52  
EAST HAVEN BOE CUSTODIANS, MAINTAINERS &  
SECURITY GUARDS**

**July 1, 2025 to June 30, 2029**

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## PREAMBLE

This Agreement entered into, by and between the East Haven Board of Education, hereinafter referred to as the "Board," and the Custodians, Maintainers and Security Guards, United Public Service Employees Union, hereinafter referred to as the "Union," in order to increase the general efficiency in the school system, and to maintain the existing harmonious relationship between the Board and its employees, and to promote the morale, equal rights, well-being and security of its employees. The Board and the Union hereby bind themselves into this mutual agreement as follows:

## ARTICLE 1 RECOGNITION

**Section 1** - The Board hereby recognizes the Union as the sole and exclusive representative of all Custodians, Maintenance employees and Security Guards, excluding temporary and substitute employees, as defined below, for the purpose of negotiations relative to wages and benefits, hours of work and working conditions.

**Section 2** - No individual employee in the bargaining unit or representative, agent or employee of the Board may enter into any separate agreement or understanding which will be inconsistent with the terms of this Agreement. Any such separate inconsistent agreement will not be binding upon the parties, unless expressly adopted in writing and mutually agreed upon between the Board and the Union.

### Section 3

- A. Temporary employees shall be defined as employees who work for more than seven (7) consecutive days in a position that is available due to the injury, illness, other authorized leave or temporary acting status of the current employee.
- B. Substitutes shall be defined as employees who work on an occasional basis for seven (7) consecutive days or less.

**Section 4**- The use of temporary and substitute employees shall not be used to prejudice the Union's sole and exclusive claim to jurisdiction over bargaining unit work.

## ARTICLE 2 UNION SECURITY

**Section 1** - Each employee covered by this Agreement may become a member of the Union. The Board shall upon written notification to the Board by the employee authorizing said deduction, deduct from the pay issued to each active employee the regular monthly dues required for all Union members.

**Section 2** - The Board agrees to post a copy of this Agreement on the Board's website within thirty (30) days after the Agreement has been approved. The UPSEU Office shall receive a signed copy from the Board, within sixty (60) days after the Agreement has been approved.

**Section 3** - The Union agrees to save the Board harmless from any damages, fees, costs or assessments incurred by reason of the carrying out of the deduction provisions of this article, including the claim of an assignment of wages to the Union for membership dues.

## ARTICLE 3 SENIORITY

**Section 1** - The Board shall establish a seniority list and this shall be brought up to date at the beginning of each school year and a copy with the salary schedule sent to each employee by mail. There shall be two separate seniority lists, one for the Custodians and Maintainers and one for Security Guards.

**Section 2** - All employees shall serve a probationary period of four (4) months, except that the Superintendent or designee may, upon consultation with the Union, extend the probationary period for up to eight (8) months. Employees shall have no seniority rights during this probationary period but shall be subject to all other clauses of this Agreement, except that a probationary employee will not be able to file a grievance regarding his or her termination during the probation period. Upon completion of the probationary period, an employee shall be considered permanent and shall have his or her seniority calculated from the initial date of hire. Seniority is defined as continuous length of service within the bargaining unit.

### Section 3

- A. When a vacancy exists for custodians and maintainers, it shall be filled in accordance with the rules and regulations of the East Haven Civil Service Commission. All vacancies shall be posted on the bulletin board. The probationary period for a promotional vacancy shall be four (4) months.
- B. When a vacancy exists for security guards it shall be posted for ten (10) working days, prior to filling. Should two candidates for a position possess equal qualifications, the internal candidate with the most seniority shall be selected. All postings shall include the work hours and days of the position. The Union President shall receive a copy of all letters of hire from the Superintendent of Schools.

**Section 4** - If an employee fills a vacancy and qualifies within the provisions as set forth in this Agreement, he or she shall receive the full salary of this position beginning on the date the employee begins work in the new position.

**Section 5** - All vacancies in the schools covering Custodial and Maintenance work, with the exception of contract services, shall be available to regular employees and shall be posted pursuant to the rules and regulations of the Civil Service Commission of the Town of East Haven.

**Section 6** - "Vacancy" as used in this Article is defined as an opening in a permanent position.

The Board reserves the right to fill temporary positions on an emergency basis without regard to seniority for periods not to exceed thirty (30) calendar days.

**Section 7** - A full-time employee is defined as an employee who regularly works twenty (20) hours or more per week.

**Section 8** - A part-time employee is defined as an employee who regularly works less than twenty (20) hours per week.

## **ARTICLE 4** **HOURS OF WORK**

**Section 1** - The weekly work schedule for custodians and maintainers shall be five (5) consecutive days of not less than eight (8) hours Monday through Friday.

**Section 2** - Failure of employee to comply with work schedules, employee reporting late, employee absenting himself from work, or employee not performing his/her daily duties may be subject to discipline.

**Section 3** – Custodians, Maintainers and Security Guards working normal evening shift shall be compensated an additional five (5%) percent of their base salary, during such period that said shift is actually being worked.

- A. Time and one-half (1 ½) shall be paid for all hours worked in excess of eight (8) hours per day. If an employee is absent on Friday due to illness, the employee substituting in that job shall work Saturday overtime in that school.
- B. Time and one-half (1 ½) shall be paid for all hours worked on Saturday as such.
- C. Double time shall be paid for all hours worked on Sunday as such.
- D. Any employee called back to work after his/her regular working hours shall be paid a minimum of two (2) hours of pay at the applicable rate.
- E. To be eligible to work overtime on any workday, an employee must work his or her regular schedule that workday. To be eligible to work weekend or holiday overtime, an employee must work the last regular workday before the weekend or holiday. Employees scheduled to go on vacation may work overtime on the weekend before the first scheduled vacation day and must return to work and work one (1) regular scheduled workday before he or she is eligible to work overtime.

**Section 4** - Double time shall be paid to custodians and maintainers for all hours worked on a holiday in addition to regular pay for the holiday.

**Section 5** - All custodians and maintainers shall report to work on all school days, whether or not school is canceled due to weather conditions. Any individual failing to report will be docked a day's pay unless excused within this Agreement.

**Section 6 - Hours of Work:**

**A. Custodians and Maintenance Employees:**

Elementary Custodians                    8 ½ hours scheduled between 7:00 a.m. - 5:00 p.m.  
(unpaid ½ hour lunch period)

Subject to Article 4, Section 7, elementary custodians shall be assigned a regular schedule within the above-cited hours. Except in an emergency, an employee shall be given two (2) weeks' notice of schedule change.

Middle School Custodians                    6:00 a.m. - 2:00 p.m. (Lunch included)  
    8:00 a.m. - 4:00 p.m. (Lunch included)  
    12:00 p.m. - 8:00 p.m. (Lunch included)

The parties agree that lunch will only be included for Ralph Solli Sr. and no other employees in this bargaining unit. Upon Ralph Solli Sr.'s retirement or resignation, no employee shall be paid for lunch and this provision shall read as follows:

Middle School Custodians                    6:00 a.m. - 2:30 p.m. (unpaid ½ hour lunch period)  
    8:00 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)  
    12:00 p.m. - 8:00 p.m. (unpaid ½ hour lunch period)

East Haven Academy                            7:30 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)  
Senior High Custodians                            6:00 a.m. - 2:00 p.m. (unpaid ½ hour lunch period)  
    9:00 a.m. - 5:00 p.m. (unpaid ½ hour lunch period)  
    12:00 p.m. - 8:00 p.m. (unpaid ½ hour lunch period)  
    3:00 p.m. - 11:00 p.m. (unpaid ½ hour lunch period))

Pool Custodians                                    8:00 a.m. - 4:30 p.m. (unpaid ½ hour lunch period)

Maintenance    7:30 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)

Working Foreman                                    7:30 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)

Mail Courier    7:30 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)

Summer Working Hours (ALL)                    7:30 a.m. - 4:00 p.m. (unpaid ½ hour lunch period)

**B. Security Guards:**

The regular work year for Security Guards is the student school year when students are attending school, which is normally Monday through Friday. Non-regular school days are when school is not in session for students. When the administration determines it is necessary to provide security outside of the regular school day or school year it shall provide a schedule of needed coverage to the Chief Steward.

Morning Security Guard shifts shall

commence between the hours of: 6:00 a.m. - 12:00 p.m.

Evening Security Guard shifts shall  
Commence between the hours of: 2:00 p.m. - 6:00 p.m.

**Section 7-** Changes in schedule or work hours may be made by the Working Coordinator of Maintenance for custodians and maintenance employees and by the building principal for security employees, at his discretion, as required by the needs of the school system, provided that such changes shall not be made for the purpose of avoiding payment of overtime.

## **ARTICLE 5** **EXTRA WORK**

**Section 1** - All extra and overtime work assignments in elementary schools for custodians shall be handled by Custodian in charge of same. Time and one-half shall be paid for these functions plus a minimum of one (1) hour cleanup time.

**Section 2** - All extra and overtime work in Middle Schools shall have a custodian when activity is not school sponsored. This work shall be made available to Custodians of these buildings by seniority before being offered to others. Time and one-half (1 ½) shall be paid for these functions plus the interval of time necessary for clean up after a function. If none of these people are available, the Chief Steward will assign the work according to the seniority list, this involuntary extra work and overtime shall be assigned to employees who are not already scheduled to work. Such assignments shall be to the least senior employee who has not already worked an involuntary assignment.

**Section 3** - Regular school custodians and maintainers shall be assigned for extra work in the schools before any other outside employee can be assigned this extra work. A supervisor may be assigned to any or all of these activities if conditions warrant (providing a regular Custodian is also assigned).

**Section 4** - Irrespective of the number of functions taking place at an elementary school, the Custodian assigned to such, shall be paid as though there were only a single function taking place.

**Section 5** - There shall be a minimum of one custodian in each wing of the Middle School and Annex, to perform the extra work, when more than one function of over one hundred fifty (150) adults each is taking place and both wings are being used. Except that an extra custodian will be required when there is a middle school dance with seventy-five (75) people or more or at any dinner function with seventy-five (75) people or more.

**Section 6** - Custodians who work a shift that ends after five o'clock in the afternoon (5:00 p.m.) shall be entitled to preference for all overtime on weekends and holidays.

**Section 7** - Extra-duty or overtime work for Security Guards will be assigned as follows:

Security Guards called to work extra duty or overtime work will be offered on a rotating basis with the most senior member in the building being asked first, and then the next

senior member being asked.

Once the seniority list has been exhausted in a building, and there is still a need for additional Security Guards, the most senior Security Guard in all remaining buildings will be offered the opportunity to work overtime. Thereafter, the next senior Security Guard will be offered the assignment on a rotating basis until the seniority list has been exhausted.

If no members of the bargaining unit are available for the extra-duty assignment forty-eight (48) hours prior to the event, the Board may provide coverage with other non-bargaining unit personnel.

**Section 8 - Security Guards** who are assigned to work events outside their normal work day shall be paid time and one half (1 ½) and paid double time for work performed on Sundays.

## **ARTICLE 6** **HOLIDAYS & LEAVE**

### **Section 1**

A. The following shall be paid holidays for custodian and maintenance employees:

New Year's Day	Martin Luther King Day	Presidents Day*
Good Friday*	Memorial Day	Veteran's Day*
Fourth of July	Labor Day	Christmas Day
Columbus Day*	Election Day*	Juneteenth**
Thanksgiving Day	Day after Thanksgiving	

Employees shall also be entitled to a floating holiday annually, which must be approved in advance by Chief of Operations and Fiscal Oversight.

\* If schools are closed. Should school be in session on a holiday, employees may take another day as a floating holiday with at least one week of notice. The Administration may deny an employee request for a floating holiday to ensure coverage for the schools. Any conflict between employees for a requested floating holiday shall be resolved via seniority.

\*\* If normal work year extends into such date.

B. If schools are closed on Election Day and the schoolhouse is used as a polling place, a building custodian will be on duty. If schools are not closed and schoolhouse is used as a polling place, building custodian will receive normal day's pay and will be compensated at the rate of time and one-half (1 ½) for each hour on duty beyond their regular shift.

### **Section 2 - Vacations**

A. After one (1) year of employment, all 12-month full-time employees are entitled to

two (2) weeks of vacation with pay.

- B. Full-time 12-month custodian and maintenance employees will accumulate additional vacation days in addition to what has already been earned, at the rate of one (1) day per year to a maximum of four (4) weeks. Employees with twenty (20) or more years of service will be entitled to five (5) weeks of vacation. Employees hired on or after June 30, 2021 shall not be eligible for five (5) weeks of vacation.
- C. All 12-month employees eligible for vacation must take their vacations between school closing and August 15 except where mutually agreed upon between the Union and the Superintendent or designee. Employees with more than two (2) weeks' vacation may take one-half ( $\frac{1}{2}$ ) of accrued vacation at any time during the school year, but not during Christmas, February and April shutdowns, except when mutually agreed upon between the Union and the Superintendent or designee. Maintenance employees may take their vacation at any time during the year. No more than two (2) Maintenance employees may be on vacation at the same time unless mutually agreed upon between the Union and the Superintendent or designee.
- D. Each 12-month employee eligible for vacation may choose his/her weeks of vacation subject to the above limitations except that the Superintendent or designee may limit the number of employees on vacation at any given time. In the event of a conflict between such employees over the choice of weeks of vacation time, preference shall be given on the basis of seniority.
- E. No vacation may be carried over without the approval of the Superintendent and under no circumstance shall vacation be carried over beyond June 30th of the next year. Such vacation days shall be taken in half (1/2) day or full-day increments.

### Section 3 - Sick Leave

- A. Custodian and maintenance employees shall be entitled to one and one-quarter (1  $\frac{1}{4}$ ) days of sick leave per month worked. Such employees may accumulate up to one hundred and ninety-five (195) days annually, but may only carry one hundred and eighty (180) days into the following year. All custodian and maintenance employees working less than twenty (20) hours per week shall be entitled to three quarters (3/4) day of sick leave per month worked, cumulative to ninety (90) days.
- B. Security Guards shall be entitled to ten (10) days of sick leave annually, cumulative to fifty (50) days.
- C. Sick leave will continue to accumulate during leaves of absence with pay and when employee is on authorized sick leave or vacation.
- D. The Board may require a Doctor's certificate at Board expense after an employee has been out of work on sick leave for any three (3) consecutive days of work, or when there is a pattern of sick day usage which gives rise to suspicion of the misuse or abuse of sick days, provided that the employee have been notified in writing of

such suspicion, with a copy of the notice sent to the Union.

- E.
  1. Effective July 1, 1984, any custodian and maintenance employee who retires or the heirs of an employee who dies while employed by the Board shall be entitled to be paid for one-half ( $\frac{1}{2}$ ) of the accumulated sick leave, which the employee has at the time of retirement or death, whichever situation is applicable. Said payment shall be calculated using the employee's rate of pay at the time of retirement or death, whichever situation is applicable.
  2. Effective July 1, 1985, the entitlement shall be increased to three quarters ( $\frac{3}{4}$ ) of the accumulated sick leave.
  3. Effective July 1, 1986, the entitlement shall be increased to one hundred (100%) percent of the accumulated sick leave to a maximum of one hundred fifty (150) days.
  4. Effective upon implementation of the Agreement (1/29/03), all new custodian and maintenance hires shall be entitled to be paid for one quarter ( $\frac{1}{4}$ ) of the accumulated sick leave, which the employee has at the time of retirement or death, whichever is applicable. Said payment shall be calculated using the employee's rate of pay at the time of retirement or death, whichever situation is applicable.
  5. Effective July 7, 2015, new hires will not be eligible for sick leave payout upon retirement or death.

Custodian and maintenance employees hired before July 7, 2015, are grandfathered with the benefits set forth in Article 6 E of the Collective Bargaining Agreement.

#### Section 4 - Special Leave

- A. Bereavement leave up to four (4) days with pay is available due to an occurrence of a death in the employee's immediate family. Immediate family members shall mean an employee's spouse, parent, child, sibling, grandparents, grandchildren, aunts, uncles or immediate in-laws (i.e., spouse's parents).
- B. Each custodian and maintenance employee shall be entitled to two (2) days off with pay per year to conduct personal business. Each custodian and maintenance employee may use one (1) additional day per year, charged to sick leave, to conduct personal business. Security Guards are entitled to up to two (2) days per year to conduct personal business. In order to utilize these days, employees must submit a written request, to the Superintendent or his/her designee at least forty-eight (48) hours prior to the requested day. In the case of emergency which prevents prior notice, an employee will contact the Superintendent or his/her designee as soon as reasonably possible. Personal days may not be accumulated from year to year.
- C. Any employee who is called for jury duty and is required to serve shall receive the

necessary leave to fulfill this obligation. Upon jury service, an employee shall receive a rate of pay equal to the difference between his/her scheduled day's pay and the stipend for jury service. Employees will notify their supervisor promptly upon notification of jury duty service.

D. Other absences without loss of pay may be authorized in emergencies by the Coordinator of Maintenance for custodian and maintenance employees and shall not be charged to sick leave.

## **ARTICLE 7 CUSTODIAL DUTIES**

**Section 1** - Any custodian required to work on Maintenance duties, other than light maintenance, instead of his/her normal custodial duties, shall be compensated on the basis of the salary paid to the Maintenance employee of the school system, for the specific skill she/he performs during this period.

### **Section 2**

- A. Custodians are required to do light maintenance work at the discretion of the Coordinator of Maintenance and the principal of the school. Such work shall be compensated at the Custodian's regular rate of pay.
- B. Any employee required to perform the duties of a higher classification for more than one day, he/she shall be compensated at the salary of the higher classification at his or her current step level beginning with the third consecutive day and will receive retroactive pay back to the first day that the employee was required to perform the duties of a higher classification.

**Section 3** - The duties and responsibilities of employees covered by this Agreement are as described in Schedule A attached to this Agreement and made a part thereof, provided however, that employees already classified on the effective date of this Agreement shall not have their classification diminished as the result of present inability to meet the requirements of Schedule A.

**Section 4** - Schedule A attached to this Agreement shall not be modified unilaterally.

## **ARTICLE 8 WAGE & FRINGE BENEFITS**

### **Section 1 - Wage Schedules**

Effective and retroactive to July 1, 2025, the wage schedule in effect on June 30, 2025 shall be increased by \$2.00 per hour for custodians and maintenance employees and \$2.50 per hour for security guards and in school suspension.

Effective July 1, 2026, the wage schedule in effect on June 30, 2026 shall be increased by 2.5% for all employees.

Effective July 1, 2027, the wage schedule in effect on June 30, 2027 shall be increased by

2.5% for all employees.

Effective July 1, 2028, the wage schedule in effect on June 30, 2028 shall be increased by 2.5% for all employees.

<u>2025-26</u>						
Classification		Base	1st Year	2nd Year	3rd Year	4th Year
Custodian, Crib Attendant	<i>Hourly Rate</i>	\$26.29	\$27.16	\$28.05	\$29.05	\$29.98
	<i>Salary</i>	\$54,894	\$56,710	\$58,568	\$60,656	\$62,598
Head Custodian - Middle School	<i>Hourly Rate</i>	\$29.46	\$30.88	\$32.32	\$33.94	\$35.32
	<i>Salary</i>	\$61,512	\$64,477	\$67,484	\$70,867	\$73,748
Head Custodian - High School	<i>Hourly Rate</i>	\$29.81	\$31.01	\$32.45	\$34.05	\$35.45
	<i>Salary</i>	\$62,243	\$64,749	\$67,756	\$71,096	\$74,020
Maintenance	<i>Hourly Rate</i>	\$29.70	\$30.53	\$31.41	\$32.42	\$33.30
	<i>Salary</i>	\$62,014	\$63,747	\$65,584	\$67,693	\$69,530
Maintenance Specialist	<i>Hourly Rate</i>	\$33.00	\$33.91	\$34.74	\$35.73	\$36.63
	<i>Salary</i>	\$68,904	\$70,804	\$72,537	\$74,604	\$76,483
Working Foreman - Bldg. & Grounds	<i>Hourly Rate</i>	\$33.11	\$33.97	\$34.84	\$35.85	\$36.70
	<i>Salary</i>	\$69,134	\$70,929	\$72,746	\$74,855	\$76,630
Working Coordinator of Maintenance	<i>Hourly Rate</i>					\$47.96
	<i>Salary</i>					\$100,140
Security Guards	<i>Hourly Rate</i>	\$21.74				
In School Suspension	<i>Hourly Rate</i>	\$22.82				

<u>2026-27</u>						
Classification		Base	1st Year	2nd Year	3rd Year	4th Year
Custodian, Crib Attendant	<i>Hourly Rate</i>	\$26.95	\$27.84	\$28.75	\$29.78	\$30.73
	<i>Salary</i>	\$56,266	\$58,128	\$60,033	\$62,173	\$64,163
Head Custodian - Middle School	<i>Hourly Rate</i>	\$30.20	\$31.65	\$33.13	\$34.79	\$36.20
	<i>Salary</i>	\$63,050	\$66,089	\$69,171	\$72,638	\$75,592
Head Custodian - High School	<i>Hourly Rate</i>	\$30.56	\$31.79	\$33.26	\$34.90	\$36.34
	<i>Salary</i>	\$63,799	\$66,368	\$69,449	\$72,874	\$75,870
Maintenance	<i>Hourly Rate</i>	\$30.44	\$31.29	\$32.20	\$33.23	\$34.13
	<i>Salary</i>	\$63,564	\$65,340	\$67,224	\$69,385	\$71,269
Maintenance Specialist	<i>Hourly Rate</i>	\$33.83	\$34.76	\$35.61	\$36.62	\$37.55
	<i>Salary</i>	\$70,627	\$72,574	\$74,351	\$76,469	\$78,396
Working Foreman - Bldg. & Grounds	<i>Hourly Rate</i>	\$33.94	\$34.82	\$35.71	\$36.75	\$37.62
	<i>Salary</i>	\$70,862	\$72,703	\$74,565	\$76,726	\$78,545

<b>2026-27</b>						
<b>Classification</b>		<b>Base</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>4th Year</b>
Working Coordinator of Maintenance	<i>Hourly Rate</i>					\$49.16
	<i>Salary</i>					\$102,644
Security Guards	<i>Hourly Rate</i>	\$22.28				
In School Suspension	<i>Hourly Rate</i>	\$23.39				

<b>2027-28</b>						
<b>Classification</b>		<b>Base</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>4th Year</b>
Custodian, Crib Attendant	<i>Hourly Rate</i>	\$27.62	\$28.53	\$29.47	\$30.52	\$31.50
	<i>Salary</i>	\$57,673	\$59,581	\$61,533	\$63,727	\$65,767
Head Custodian - Middle School	<i>Hourly Rate</i>	\$30.95	\$32.44	\$33.96	\$35.66	\$37.11
	<i>Salary</i>	\$64,627	\$67,742	\$70,901	\$74,454	\$77,482
Head Custodian - High School	<i>Hourly Rate</i>	\$31.32	\$32.58	\$34.09	\$35.77	\$37.24
	<i>Salary</i>	\$65,394	\$68,027	\$71,186	\$74,696	\$77,767
Maintenance	<i>Hourly Rate</i>	\$31.20	\$32.08	\$33.00	\$34.06	\$34.99
	<i>Salary</i>	\$65,153	\$66,974	\$68,904	\$71,120	\$73,050
Maintenance Specialist	<i>Hourly Rate</i>	\$34.67	\$35.63	\$36.50	\$37.54	\$38.48
	<i>Salary</i>	\$72,392	\$74,389	\$76,209	\$78,381	\$80,355
Working Foreman - Bldg. & Grounds	<i>Hourly Rate</i>	\$34.79	\$35.69	\$36.60	\$37.66	\$38.56
	<i>Salary</i>	\$72,634	\$74,520	\$76,429	\$78,644	\$80,509
Working Coordinator of Maintenance	<i>Hourly Rate</i>					\$50.39
	<i>Salary</i>					\$105,210
Security Guards	<i>Hourly Rate</i>	\$22.84				
In School Suspension	<i>Hourly Rate</i>	\$23.98				

<b>2028-29</b>						
<b>Classification</b>		<b>Base</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>4th Year</b>
Custodian, Crib Attendant	<i>Hourly Rate</i>	\$28.31	\$29.25	\$30.21	\$31.28	\$32.29
	<i>Salary</i>	\$59,114	\$61,071	\$63,072	\$65,320	\$67,411
Head Custodian - Middle School	<i>Hourly Rate</i>	\$31.73	\$33.25	\$34.81	\$36.55	\$38.04
	<i>Salary</i>	\$66,242	\$69,435	\$72,673	\$76,316	\$79,419
Head Custodian - High School	<i>Hourly Rate</i>	\$32.10	\$33.39	\$34.95	\$36.67	\$38.18
	<i>Salary</i>	\$67,029	\$69,727	\$72,965	\$76,563	\$79,711
Maintenance	<i>Hourly Rate</i>	\$31.98	\$32.88	\$33.83	\$34.91	\$35.86
	<i>Salary</i>	\$66,782	\$68,648	\$70,627	\$72,898	\$74,877
Maintenance Specialist	<i>Hourly Rate</i>	\$35.54	\$36.52	\$37.41	\$38.48	\$39.45

2028-29						
Classification		Base	1st Year	2nd Year	3rd Year	4th Year
	Salary	\$74,202	\$76,248	\$78,115	\$80,341	\$82,364
Working Foreman - Bldg. & Grounds	Hourly Rate	\$35.66	\$36.58	\$37.52	\$38.61	\$39.52
	Salary	\$74,449	\$76,383	\$78,339	\$80,610	\$82,522
Working Coordinator of Maintenance	Hourly Rate					\$51.65
	Salary					\$107,840
Security Guards	Hourly Rate	\$23.41				
In School Suspension	Hourly Rate	\$24.57				

**Section 2-** Wages for ten (10) and twelve (12) month employees will be paid biweekly on alternate Fridays, unless conflicts due to a holiday occur in which case paychecks will be issued on the day immediately preceding the holiday.

**Section 3-** Wages for the Board of Education overtime will be paid in the next pay period.

**Section 4 -** A stipend of \$350/month for gas mileage when using personal vehicle or the provision of a district vehicle may be provided to the Working Coordinator of Maintenance. Effective and retroactive to July 1, 2021, and thereafter on July 1<sup>st</sup> of each year, a stipend of \$3,500 shall be provided to Cindy Russo. The parties agree that no other employee can obtain this stipend upon Cindy Russo's resignation/retirement/termination from employment with East Haven Public Schools.

#### **Section 5- Workers' Compensation**

- A. Custodian and maintenance employees shall receive Workers' Compensation if they are injured on the job and shall receive from the Board the difference of Workers' Compensation and their regular pay for a maximum of twelve (12) months. Security Guards who are injured on the job shall receive Workers' Compensation and shall receive from the Board the difference of Workers' Compensation and their regular pay for a maximum of six (6) months. When the amount of the check is not enough to cover all deductions, Board will use its discretion in forwarding deductions in absence of prior direction from employee. Such payment shall not be deducted from their sick leave. However, if employee is not eligible for Workers' Compensation, time off shall be deducted from sick leave.
- B. In the event that there is paid to any employee by the Board any sum of money which is not subsequently adjusted because of Workers' Compensation payments are either denied or less than anticipated, any such deficit may be deducted from accumulated sick leave.

**Section 6 -** Health insurance benefits shall continue to be provided for employees on Workers' Compensation as set forth in Article 8.

**Section 7 -** The Board agrees that each employee covered by this Agreement shall have the privilege of subscribing to a comprehensive group health plan to be established hereafter at such

employee's option in lieu of the group insurance plan for hospital, medical, surgical and related services. The Board shall remit to the said plan an amount up to but not exceeding that which it is paying for said employee at the time of change provided the employee pays the applicable employee premium cost share set forth in this Agreement. Employees hired on or after June 30, 2021 shall not be eligible for this benefit.

**Section 8- All employees shall be covered by Unemployment Compensation.**

**Section 9 - Fringe Benefits**

All employees and eligible dependents shall be covered for the following medical insurance:

- A. The Board shall maintain a High Deductible Health Plan/Health Savings Account Plan which includes the following components. The HDHP/HSA shall be the Public Sector HDHP with a post-deductible prescription drug co-pays of \$5/\$15/\$30, with a mail order co-pay of \$10/\$30/\$60. Security guards are eligible to participate in the HDHP/HSA as set forth below.

The Board will contribute fifty percent (50%) of the applicable HSA deductible amount per plan year for each custodian and maintenance employee who elects coverage under the HDHP/HSA plan. The Board will contribute forty-five percent (45%) of the applicable HSA deductible amount per plan year for each security guard who elects individual coverage under the HDHP/HSA plan. One-half (½) of the Board's contribution towards the HSA deductible shall be deposited by September 15, and the remaining amount shall be deposited on the first payroll following January 1<sup>st</sup>. Eligible employees who are hired during the school year will receive a pro-rated amount equal to their time of insurance coverage for that first year.

The parties acknowledge that the Board's contribution toward the funding of the HSA deductible is not an element of the underlying insurance plan, but rather relates to the manner in which the deductible shall be funded for actively employed custodians/maintainers. The Board shall have no obligation to fund any portion of the HSA deductible for retirees or other individuals upon their separation from employment with the Board. The HDHP/HSA plan year is July 1 through June 30.

Features of the HDHP/HSA plan:

- Combined In-Network/Out-of-Network Annual Deductible (individual/ family) \$2000/4000
- Co-insurance 100% In-Network after deductible, subject to co-insurance maximum
- Co-insurance 80% Out-of-Network after deductible, subject to co-insurance maximum
- In-Network Preventive Care not subject to deductible, covered at 100%
- Out-of-Network Preventive Care subject to deductible and co-insurance, subject to co-insurance maximum

- In-Network cost share maximum \$3000/6000
- Out-of-Network cost share maximum \$4000/8000
- Unlimited In-Network and Out-of-Network lifetime maximum
- Prescription drug post deductible co-pay of \$5/\$15/\$30, with a mail order co-pay of \$10/\$30/\$60

The Board shall contribute to the cost of the Century Preferred Plan up to the dollar amount that the Board must pay towards the cost of the High Deductible Health Plan/Health Savings Account Plan. If the cost of the Century Preferred Plan is greater than that, the employee shall pay, by payroll deduction, the additional amount necessary to pay the premium/subscription charge in full.

Security guards who work at least thirty (30) hours per week are eligible for individual coverage with the HDHP/HSA plan, as set forth above, and may purchase dependent coverage at group cost. Security guards work at least twenty (20) hours but less than thirty (30) hours per week may purchase individual coverage with the HDHP/HSA plan, at no cost to the Board.

B. The Board shall offer a High Deductible Plan with a Health Reimbursement Account ("HRA") option for employees who are not eligible to participate in an HSA. The plan itself will have the same benefits and deductibles as the HDHP/HSA. However, it will feature an HRA that will reimburse eligible claims that are applied to the medical plan deductible up to the same total dollar amount as would otherwise have been contributed to a participant in the HSA at the same enrollment coverage. HRA participants can roll over funds remaining on the I-IRA account up to the deductible or amount permitted by IRS regulations.

C. All bargaining unit members shall pay the following premium cost share for the High Deductible Health Plan/Health Savings Account Plan as follows:

	Custodians	Security (30 hrs/wk Individual Cvg)
7/1/25 upon ratification	19.5%	19.0%
7/1/26	20.0%	19.0%
7/1/27	20.5%	19.5%
7/1/28	21.0%	20.0%

D. The parties agree to "grandfather" Ralph Solli Sr. into the Blue Cross Century Preferred Plus Plan under the terms of the 2017-2021 contract (buy-up) and Vinny Consiglio into the BlueCare HMO under the terms of the 2017-2021 contract for the remainder of their employment with the Board.

#### LIFE INSURANCE:

F. The Board will pay the cost of individual coverage of Life Insurance Group Plan, equal to two times (2 x) the custodian and maintenance employee's annual wage.

- G. In the event a custodian and maintenance employee experiences an illness and uses up their accumulated sick leave and other paid leave provisions, their normal hospital, surgical life insurance and major medical costs shall be assumed by the Board for a maximum of one (1) year beyond the date of their final paid leave. The Board reserves the right to ask and receive medical evidence substantiating disability or illness. Employees hired on or after June 30, 2021 shall not be eligible for this benefit.
- H. All custodian and maintenance employees are covered under the Connecticut Municipal Employees Retirement Fund A, Part B, subject to the CMERF rules and regulations.
- I. The Board shall pay one-half ( $\frac{1}{2}$ ) the expense of the Blue Cross Full Service Dental Plan including the A, B, C and D Riders for custodian and maintenance employees. The Board will introduce the new Essential Choice Dental Plan no later than July 1, 2026.

**Section 10-** The medical insurance benefits described in Section 9A above shall be subject to the Blue Cross/Blue Shield Managed Benefits program as described in Appendix A (attached).

## **ARTICLE 9 NON-DISCRIMINATION**

**Section 1** - The Board agrees that it will not discriminate in the hiring of employees or in their training, upgrading, promotion, transfer, layoff, discipline, discharge or otherwise because of race, color, creed, national origin, marital status, sex, age or Union activity.

**Section 2** - The Union agrees that it will not discriminate because of race, creed, color, national origin, marital status, age or lack of Union activity.

## **ARTICLE 10 UNION ACTIVITIES**

**Section 1** - Union activities shall be carried on in such a manner as will not disrupt operations; however, this provision is not intended to exclude normal Union activities.

**Section 2** - The Union shall notify the Board of current Union Officers and the Steward(s) responsible for processing grievances.

**Section 3** - Not more than two (2) Union officers shall be allowed time not to exceed three (3) days per calendar year to attend National or State Union conventions and conferences. Not more than one officer shall be away from the same building at the same time, and two (2) weeks advance notice of such absences shall be given to the Human Resource Coordinator and/or the Business Manager.

#### **Section 4 - Procedure for Resolving a Problem**

- A. Area steward will make every effort to solve problem as it arises.
- B. In the event area Steward cannot solve a problem, he/she will relay it to the Chief Steward.
- C. The Chief Steward will notify the proper administrator and apprise him of the problem.
- D. If immediate Administrator cannot resolve problem, then Step 1 of the grievance procedure will begin.
- E. In no event will any school building be left unattended.
- F. Stewards and Officers shall have the right to process and represent an employee with a grievance. Employees shall notify their supervisor in advance of such meeting.

#### **Section 5 - Negotiations**

- A. If negotiations between the Board and the Union are scheduled during the hours of a regularly scheduled work day, not more than three (3) bargaining unit members as designated by the Union shall be relieved from their duties as necessary, without loss of pay, in order to attend the negotiation meeting with the Board.
- B. No individual employee in the bargaining unit or representative, agent, or employee of the Board may enter into any separate agreement or understanding, which will be inconsistent with the terms of this agreement. Any such separate, inconsistent agreement will not be binding upon the parties, unless expressly adopted in writing and mutually agreed upon by the Board and the Union.
- C. The Board and the Union shall reserve the right to seek legal counsel at any time.

### **ARTICLE 11**

#### **GRIEVANCE PROCEDURE**

**Section 1** - A grievance shall be defined as any complaint by an employee or a group of employees, concerning the interpretation, application, claim of breach or violation of this Agreement which may arise under this Agreement between the parties.

#### **Section 2 - Time Limits**

- A. Since it is important that grievances be processed as rapidly as possible, the number of days indicated at each step shall be considered as a maximum. The time limits specified may, however, be extended by written agreement of the parties in interest.
- B. If the Union and an employee does not file a grievance in writing within thirty (30) days after the employee knew or should have known of the act or conditions on

which the grievance is based, then the grievance shall be considered to have been waived.

- C. Failure by the aggrieved employee and the Union at any level to appeal a grievance to the next level within the specified time limits shall be deemed to be acceptance of the decision rendered at that level,
- D. Failure by the supervisor involved to render his/her decision within the specified time limits shall be considered as movement of the grievance to the next level,

**Section 3** - At any or all steps in this Article, the aggrieved may have representation of his or her choosing.

**Section 4** - Grievances may be processed directly with the party whose action resulted in the grievance and in such instances the previous steps of this grievance procedure may be omitted.

#### **Section 5 - Formal Procedure**

Step 1 - The grievant and a Union representative shall first present his or her grievance to his immediate supervisor who shall make careful inquiry into the facts and circumstances of grievant's complaint. The supervisor shall attempt to resolve the problem promptly and fairly and shall give his answer in writing to the employee within three (3) working days from the date the grievance is submitted to him.

Step 2 - A grievant and a Union representative who are dissatisfied with the decision of his supervisor, may, within five (5) working days after the receipt of the answer in Step 1, hereof, submit his grievance in writing to the Superintendent of Schools. The Superintendent of Schools shall make a separate investigation and inform the employee in writing of his/her decision and the reasons therefore within five (5) working days after the receipt of the written grievance from the employee.

Step 3 - If the grievant and a Union representative are dissatisfied with the decision of the Superintendent of School or the Superintendent's designee, they may obtain a review by the Board of Education by submitting a request in writing to the Board of Education for review of the decision at Step 2 within seven (7) workdays of the receipt by the employee of the decision in Step 2 thereof. The Board of Education, or a designated subcommittee, shall conduct an informal hearing within twenty (20) days of receiving the grievance and shall hear the position of the grievant or any other person whom the Board of Education deems necessary to make its decision. The Board of Education shall within fifteen (15) working days after said hearing, inform the grievant of its decision in writing.

Step 4 - If the grievant and the Union representative are dissatisfied with the Step 3 decision, they may request the State Board of Mediation and Arbitration to provide arbitration services, which request for arbitration service shall be made to the State Board of Mediation and Arbitration in writing not more than thirty (30) days after the receipt of the Step 3 decision, with copy to the Board.

Step 5 - The Arbitration Panel shall hear and decide only one (1) grievance in each case and

shall be bound by and must comply with all the terms of this Agreement. The arbitration panel shall have no power to add to, delete from, or modify in any way of the provisions of this Agreement. The decision of the Arbitration Panel shall be binding upon the Board, the Union, and the employees during the life of this Agreement unless the same is contrary to law.

Step 6 - The Arbitration Panel shall have the authority to grant damages and awards for specific grievances, violations, or breaches of this Agreement.

## **ARTICLE 12 DISCIPLINARY PROCEDURE**

**Section 1** - Disciplinary action shall be applied in a fair manner.

**Section 2** - Disciplinary action may include (a) a verbal warning; (b) a written warning; (c) suspension without pay; and (d) discharge.

**Section 3** - All suspensions and discharges must be stated in writing when affected and a copy given to the employee and the Union President. Also, written warnings shall be similarly furnished the employee and the Union President.

**Section 4** - If the Employer has reason to reprimand an employee, it shall be done in a manner that will not embarrass the employee before other employees, students, or the public.

**Section 5** - An employee shall be given a copy of all performance evaluations, written complaints or disciplinary materials which are placed in his/her personnel file. Employees may submit a written response or comments regarding any materials placed in his/her personnel file, and this response or comments shall be placed in his/her personnel file along with the referenced materials. Employees may be asked to sign performance evaluations. Said signature will be evidence that the employee has been presented a copy of his/her evaluation, and not necessarily that the employee agrees with the evaluation.

Anonymous complaints will not be placed in an employee's personnel file. This shall not preclude the Administration from investigating anonymous complaints and filing documentation resulting from that investigation. Employees will be allowed to review his/her personnel file upon three (3) working days' notice.

## **ARTICLE 13 PRIOR PRACTICE**

**Section 1** - Nothing in this Agreement shall be construed as abridging any right, benefit, or privilege that employees have enjoyed heretofore, unless it is specifically stated that said practice has been superseded by a provision of this Agreement. Proof of said right, benefit, or privilege shall be produced by the Union to the Board. This provision shall only apply to security guards as of June 28, 2016.

## **ARTICLE 14 MANAGEMENT RIGHTS**

**Section 1** - The Union recognizes that the Board retains all rights, responsibilities, and management prerogatives that it had prior to the signing of this Agreement, except as such rights, responsibilities and management prerogatives (whether exercised or not), have been specifically relinquished or abridged in this Agreement, and subject to the rules and regulations of the Civil Service Commission of the Town of East Haven.

## **ARTICLE 15 NO STRIKE OR LOCKOUT**

**Section 1** - The Union agrees that differences or disagreements shall be resolved by peaceful and appropriate means without interruption of the school system. The Union, therefore, agrees that it will not, during the term of this Agreement or any extension thereof, investigate, support or authorize a strike, work stoppage, work slowdown, sit in, picketing or other concerted refusal to perform work or any interference with the efficient operation of the school system. The Union further agrees that any of its members participating in any of the prohibited activities set forth above may be summarily discharged by the Board without resort to the grievance procedure.

**Section 2**- The Board agrees that there shall be no lockout of employees during the term of this Agreement.

**Section 3** - The Union agrees that it will use its best efforts to cause its member employees, individually and collectively, to perform and render legal and efficient work and services on behalf of the Board and that neither its representatives nor its members will intimidate, coerce or discriminate against any employee in any manner at any time.

**Section 4** - The Board agrees that it shall not require members of the Union to cross picket lines of any Union where, in so doing, the employees would be caused to jeopardize their health or safety.

## **ARTICLE 16 SUB-CONTRACT LIMITATION**

**Section 1**- Recognizing that the Board currently subcontracts certain custodial cleaning and maintenance assignments, it is agreed that such additional, future subcontracts or custodial, maintenance, and cleaning assignments can be made only if the current members of the bargaining unit are protected in their employment in those areas. This Article shall be void and of no effect in the event of a strike, slowdown or walkout.

The Board may sub-contract security services hours outside of the regular work day as long as these sub-contracted services do not displace the employment of current security guards.

## **Section 2**

- A. Article 16, Section 1 of this Agreement to the contrary notwithstanding, the Board of Education agrees that it will at all times budget for, maintain, and fill the following bargaining unit full-time positions and that it shall fill these such positions which become vacant in a timely fashion (in accordance with Civil Service rules and procedures):
  - 1. Four (4) maintenance positions including Working Foreman.
- B. The Union agrees that the cutting of grass and maintenance of lawns at school buildings, which has heretofore been work solely and exclusively performed by members of the bargaining unit represented by UPSEU, shall be subcontracted out and, for the period that items (1) are adhered to, shall not be considered bargaining unit work.
- C. If the East Haven Board of Education fails to maintain the bargaining unit staffing levels specified in 1A, the subcontracting of the work in item 2 shall not prejudice the claim of UPSEU to sole and exclusive jurisdiction over this work.

## **ARTICLE 17** **EARLY RETIREMENT INCENTIVE PLAN**

**Section 1** - The Board of Education makes the following retirement incentive plans available to those employees hired on or before June 30, 1990 (listed in Appendix A):

Plan A - Any custodian and maintenance employee age 60 or over with at least 20 years of service in the East Haven Public Schools who chooses to accept a Normal Retirement benefit from the State, the Board will continue to pay CMS, BC, and Major Medical coverage through its group policies throughout the employee's lifetime.

Plan B - Any custodian and maintenance employee age 60 or over with at least 10 years of service in the East Haven Public Schools who chooses to accept a Proratable Retirement benefit from the State, the Board will continue to pay CMS, BC, and Major Medical coverage through its group policies throughout the employee's lifetime.

Plan C - Any custodian and maintenance employee age 55 or over with at least 25 years of service in the East Haven Public Schools who chooses to accept an Early Retirement benefit from the State, the Board will continue to pay CMS, BC, and Major Medical coverage through its group policies throughout the employee's lifetime.

Plan D - Any custodian and maintenance employee with at least 25 years of service in the East Haven Public Schools who chooses to accept a Retirement benefit from the State, the Board will continue to pay CMS, BC, and Major Medical coverage through its group policies throughout the employee's lifetime.

All custodian and maintenance employees hired prior to June 30, 1990 who have retiree insurance under Plans A-D of Article 17 will pay premium cost share equal to the percentage in effect for current employees and the plan in effect for current employees, and both percentage and plan may change from year to year to reflect the plan of current employees.

**Section 2** - Retired custodian and maintenance employees eligible for Social Security at age sixty-five (65) will be provided a Blue Cross/Blue Shield insurance which provides supplemental medical coverage to Medicare A and B. Medicare A and B 'Will become primary insurers and Blue Cross/Blue Shield will supplement Medicare coverage. The retired employees shall continue to pay for the Medicare Part B coverage as per current practice.

**Section 3** - Custodian and maintenance employees who avail themselves of these retirement plans must notify the Superintendent of Schools on or before January 1st of the year in which they plan to retire.

**Section 4** - All custodian and maintenance employees hired after June 30, 1990 and retires under the terms and conditions of Article 17 shall pay one hundred (100%) percent of the Board of Education cost as it changes from year to year. Further, plans under which they are covered shall be the same plan as current employees as it changes from year to year. Upon age sixty-five (65) they are subject to Article 17, Section 2 (Medicare language).

## **ARTICLE 18** **LAYOFF AND RECALL**

**Section 1** - Layoffs within classification shall be made in reverse order of seniority. As set forth in Article 3 Section 1, custodian and maintenance employees and security guards will be considered separately for the purposes of layoff and recall.

Layoffs shall take effect as follows:

- A. Part-time employees - less than twenty (20) hours.
- B. Employees working twenty (20) hours a week but less than forty (40) hours per week.
- C. Probationary employees working forty (40) hours per week.
- D. An employee scheduled for layoff may, if he/she so desires, replace the least senior employee in the same or a lower job classification provided he/she possesses the skill required to perform the job and has greater seniority than the employee he/she replaces.

**Section 2** - Employees shall be given two (2) weeks' notice of layoff.

**Section 3** - An employee covered under this Agreement who is laid off in good standing shall retain recall rights for two (2) years following the layoff, and upon return to service shall be credited with all past accumulated service for the purpose of determining seniority rights.

**Section 4** - Laid off employees, within classification, shall be recalled in reverse order of layoff, and no new employee shall be hired in these classifications until all laid off employees in those

classifications have been given an opportunity to return to work. Employees who are recalled must respond affirmatively within ten (10) work days after receipt of notice via certified mail or forfeit their right to recall. It is the employee's responsibility to keep the Board of Education office informed of his/her address, email address and telephone number. If the recalled employee was full-time at the time of layoff, refusal of a less than full-time position will not result in removal from the Recall List.

## **ARTICLE 19 SEVERABILITY**

If any portion of this Agreement is ruled invalid for any reason by any authority of competent legal jurisdiction, that portion of the agreement shall be deleted and the remainder of this Agreement shall remain in full force and effect.

## **ARTICLE 20 UNIFORM SHIRTS**

The Board shall buy Security Guards five (5) security shirts per year at the Board's expense.

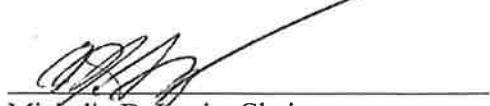
## **ARTICLE 21 DURATION**

**Section 1** - In the event that any provision of this Agreement, is or at any time becomes, contrary to law or contrary to applicable regulations of the State and Federal Governments, then such provision shall not be applicable or performed or enforced except to the extent permitted by law by such regulations; provided, however, all other provisions of this Agreement shall continue in full force and effect.

**Section 2** - This Agreement shall terminate on June 30, 2029 provided, however, that it shall be automatically renewed for an additional period of twelve (12) months unless negotiations for a new Agreement are requested in writing by either party not less than six (6) months prior to the expiration date of this Agreement.

IN WITNESS WHEREOF, the parties have caused their names to be signed on this \_\_\_\_\_ day of December, 2025.

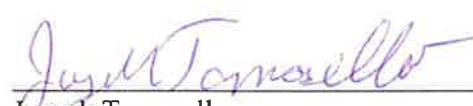
FOR THE BOARD:

  
Michel DeLucia, Chairperson,  
Board of Education

  
Alan L. DeLucia  
Chief Negotiator

FOR THE UNION:

  
John Dottori  
Co-President, Local 424-Unit 52

  
Joseph Tomasello  
Co-President, Local 424-Unit 52

  
Kevin Boyle, Jr.  
President, UPSEU

  
Dan Bonfiglio,  
UPSEU Labor Relations Representative

**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description**  
**Maintenance Specialist**

**General Statements of Duties:**

Perform routine work requiring the application of the skills and practices of one or more of the trades in the maintenance and repair of school properties; does related work as required.

**Supervision Received:**

Receives work assignments from Supervisor of Buildings and Grounds; may work under supervision of maintenance man of higher grade.

**Supervision Exercised:**

May act as lead man in area of specialty.

**Examples of Duties:**

Performs routine tasks related to the maintenance trades such as carpentry, plumbing, painting and masonry; replaces planking; repairs windows, sills, and doors, mixes cement; lays brick; patches plaster, paints walls, floors, stairs, etc., lays tiles; repairs roofs; repairs sanitary and heating fixtures; repairs fireboxes; mows lawns; plows snow; sands grounds; lays out athletic field and installs new equipment; drives truck; delivers supplies; may be assigned custodial duties.

**Minimum Qualifications**

**Knowledge, Skill and Ability:**

Knowledge of the methods, equipment and materials used in a specific trade or trades; ability to use tools and equipment usual to one or more of the trades; ability to follow oral instructions.

**Experience and Training:**

Not less than two (2) years' employment in various phases of one of the skilled trades. Possession of a current license with the State of Connecticut at all times in one of the following areas:

P-1	Plumbing
E-1	Electrician
S-1	HVAC
D-1	Cooling and Refrigeration
G-1	Gas piping installation and repair
B-1	Gas and oil burner installation and repair

**East Haven is an equal opportunity employer. Females, minorities, handicapped and veterans are encouraged to apply.**

**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description**  
**Building Maintenance Man**

**General Statements of Duties:**

Perform routine work requiring the application of the skills and practices of one or more of the trades in the maintenance and repair of school properties; does related work as required.

**Supervision Received:**

Receives work assignments from Supervisor of Buildings and Grounds; may work under supervision of maintenance man of higher grade.

**Supervision Exercised:**

May act as lead man in area of specialty.

**Examples of Duties:**

Perform routine tasks related to the maintenance trades such as carpentry, plumbing, painting and masonry; replaces planking; repairs windows, sills, and doors, mixes cement; lays brick; patches plaster, paints walls, floors, stairs, etc., lays tile; repairs roofs; repairs sanitary and heating fixtures; repairs fireboxes; mows lawns; plows snow; sands grounds; lays out athletic field and installs new equipment; drives truck; delivers supplies; may be assigned custodial duties.

**Minimum Qualifications**

**Knowledge, Skill and Ability:**

Knowledge of the methods, equipment and materials used in a specific trade or trades; ability to use tools and equipment usual to one or more of the trades; ability to follow oral instructions.

**East Haven is an equal opportunity employer. Females, minorities, handicapped and veterans are encouraged to apply.**

**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description of**  
**Mail Courier**

**Job Title:** Mail Courier/Custodial & Maintenance Coverage

**Reports To:** Working Coordinator of Maintenance

**Location:** All schools

**Level:** District Wide

**Education and experience:** Graduate from high school or equivalency experience. Considerable experience as a school based custodian and simple maintenance tasks, valid CT Driver's License.

**Position Summary:**

Full time 12 months position per East Haven BOE Custodians, Maintainers & Security Bargaining Unit.

This position requires the daily interoffice sorting and transport of mail, packages, equipment and materials within and between all East Haven schools, town hall, and other locations as necessary. It also requires providing coverage for any internal custodial or maintenance personnel as needed secondary to interoffice mail duties and responsibilities.

**Minimum Qualification/Skills and Knowledge Requirements:**

- Walk, lift, reach, stoop, stand, grasp, balance, climb, kneel and crouch and move heavy objects in and out of vehicle and to and from vehicle and school buildings.
- Drive and work in various inside and outside environments being subjected to weather changes, noise, vibrations, job hazards and atmospheric conditions.
- Operate motor vehicles, hand tools, and job specific equipment and tools
- Safely work in a variety of school and district situations.

**Job Responsibilities:**

- Provides pickup and delivery of internal mail to all district and/or town and state sites on a designated schedule
- Performs pre-delivery sorting, inspection, and determines necessary routing for delivery of mail and packages
- Delivers special packages, books, and other school materials as required
- Assists in transporting parts and materials for equipment repair and replacement
- Performs maintenance, repairs, and modifications when covering for maintenance personnel
- Performs custodial duties at schools when covering for custodial personnel
- Assists other crews as needed
- Performs any other duties and responsibilities as assigned by supervisor and/or Superintendent.

### **Physical and Mental Demands/Work Environment**

The physical demands and environmental characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Ability to see and read objects closely, as wiring, labels on equipment, reading/proofreading a report, using a computer monitor, filing and/or retrieving information from a filing system.
- Ability to hear normal sounds with background noise, as in using a telephone or radio, distinguish verbal communication and communicate through speech, including using a radio.
- Ability to learn and acquire an understanding of new information, methodologies and techniques and how they apply to school goals and operations.
- Ability to work in office or school setting (indoors and outdoors) subject to interruptions and heavy work volume expectations.
- May be exposed to changing temperatures and weather, humidity, noise and dust.
- Ability to get from one location in the office or work sites(s) to other locations in primary office or work sites.
- Ability to sit for long periods of time.
- Ability to reach and bend, and push/pull or lift objects less than thirty (30) pounds.
- Ability to perform manipulative skills such as writing, collating, using a keyboard and/or calculator with speed and accuracy for long periods of time.
- Ability to concentrate on detail and issue with some interruption, pressure and changing priorities.
- Memory to perform multiple and diverse tasks over long periods of time and the ability to remember information that has been previously learned.
- Ability to use knowledge and reasoning to solve routine problems.
- Ability to learn and apply new information, technology and legislation applicable to departmental activities.
- Ability to distinguish between public and confidential information and handle appropriately.

#### **Disclaimers**

- The job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the job description provided that such duties are characteristic of that classification. This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.
- Connecticut requires that any person (teachers, administrators, special service staff members, teachers' aids, custodians, cafeteria employees, etc.) who is hired by a local or regional board of education submit to a state and national criminal history record check within the first 30 days of the date of employment. The process includes the checking of fingerprints by the State Police bureau of Identification and the F.B.I. The results of the criminal history record checks (both state and federal) are reported to the employing school district. If the district receives notice of a conviction of a crime by a person holding a certificate, authorization or permit issued by the State Board of Education, the district shall notify the Bureau of Certification and Professional Development.

**East Haven Public Schools is an equal opportunity employer. Minorities, females, handicapped, and veterans are encouraged to apply.**

**Revised and Approved on June 2018**

**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description of**  
**Working Foreman**

**General Statement of Duties:**

In addition to the routine work of a Building Maintenance man, the Foreman will supervise the buildings and grounds operation whether the Supervisor of Buildings and Grounds is absent or on vacation. Also, the Foreman will aid the Supervisor of Buildings and Grounds in the supervision of all work to be done by the maintenance men whenever possible.

**Supervision Received:**

Receives work assignments from Supervisor of Buildings and Grounds or the Office of the Superintendent of Schools.

**Supervision Exercised:**

Will oversee the maintenance operation of all schools whenever the Director of Building and Grounds is absent or on vacation.

**Minimum Qualifications Knowledge, Skill and Ability:**

Knowledge of methods, equipment and materials which are used in the maintenance operation of the schools, ability to follow oral and written directions, ability to establish and maintain effective working relationships with associates.

**Experience and Training:**

This position will be filled from the maintenance personnel based on qualifications and seniority of not less than five (5) years in building and maintenance for the East Haven school system.

**Work Schedule:**

In addition to the schedule of a maintenance man, the Foreman will be on call when needed.

**Salary:**

Maintenance man pay plus a \$1,000 differential annually. All overtime work to be computed as per the Custodians/Board Working Agreement.

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**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description**  
**Pool Custodian**

**General Statement of Duties:**

Operation and cleaning of all pool areas, including the swimming pool, gallery, pool office, pool locker rooms, corridor, and stairwell leading to Pool Area.

**Supervision Received:**

Reports directly to the Head Custodian of High School.

**Supervision Exercised:**

Responsible for all machinery and equipment in the pool area and in the laundry, in terms of operation and cleanliness.

**Examples of Duties:**

Controls all proper sanitary conditions throughout the area. Maintain proper chemical levels in the swimming pool. Care and operation of all equipment including pumps, heaters, filters, strainers, water level, etc. in connection with filtration and sanitary care of the pool. Responsible for, and operates all washing and drying equipment in the laundry. Cleaning (minimum requirements).

1. Wash down pool decks and locker rooms as required to maintain proper sanitary levels.
2. Vacuum pool as required; clean overflow when necessary.
3. Clean pool offices daily.
4. Clean filter room and areas in the pool as needed, drinking fountains, ceramic tile, windows, bleachers, stairwell and corridor leading to pool.
5. Additional duties as assigned.

**Minimum Qualifications as to  
Knowledge, Skill and Ability:**

Knowledge of pumping, filtering and heating equipment used in a swimming pool area. Also, knowledge concerning sanitation in the area and control the pH of the pool water.

**Experience and Training:**

Must be an accomplished swimmer. Experience in caring for a swimming pool and its equipment is beneficial. Additional training to be provided at Board expense.

**Health:**

Good physical condition commensurate with the physical requirements of the position. Physical examination and chest x-ray required.

Additional Requirements:

In addition to the above the applicants must be of good moral character and integrity and possess personal qualifications of courtesy, alertness and good judgment requisite for the position.

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**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description**  
**Head Custodian**

**General Statement of Duties:**

As Head Custodian in the Middle or Senior High supervises custodial care and cleaning activities for school buildings and grounds; performs a variety of custodial and minor maintenance tasks; does related work as required.

**Supervision Received:**

Works under the general direction of the Supervisor of Buildings and Grounds who checks work to ensure maintenance of established standards.

**Supervision Exercised:**

Supervises an assigned crew of custodians and matrons.

**Examples of Duties:**

In the Middle or Senior High School is responsible for cleaning an assigned section of buildings: supervises a crew of custodians and matrons performing housekeeping functions such as cleaning lavatories and locker rooms, moving and dusting, washing, polishing furniture; washing windows, washing venetian blinds, dusting and washing walls and lockers, collecting and disposing of rubbish and cleaning and upkeep of grounds and walks; inspects the work to ensure compliance with sanitary standards; inspects work performed by commercial floor cleaning service to determine compliance with standards; receipt storage and distribution of supplies, requisitions and maintains inventory of cleaning supplies, prepares halls and auditoriums for meetings and special events; tends and adjusts heating plant; calibrates and installs thermostats; shovels snow and sands walk; cuts grass and trims shrubs; locks and unlocks premises, notifies maintenance department of need for major repairs: performs minor preventive repair tasks; daily sweeps portion of the school cafeteria and removes garbage after the final serving.

**Minimum Qualifications**

**Knowledge Skill and Ability:**

Through knowledge of the methods, materials and equipment used in the building care and cleaning ability to follow written and oral instructions; supervisory ability; sufficient physical strength and stamina to perform the duties required of the class.

**Experience and Training:**

Not less than three (3) years' employment in building care and cleaning or maintenance operations, or in lieu thereof related experience and/or training that could be expected to provide the required knowledge, skill and ability listed above.

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**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**  
**Job Description**  
**Custodian**

**General Statement of Duties:**

As custodian in charge of an elementary, middle, and high school, cleans and is responsible for the conditions of the entire building including floors and stairways; does related duties as required.

**Supervision Received:**

Works under the general direction of the supervisor of Buildings and Grounds; work is subject to periodic checks to ensure maintenance of established standards.

**Example of Duties:**

In an elementary, middle and high school sweeps, mops, washes and waxes interior floors and stairways; washes windows; moves, dusts and washes furniture; prepares rooms and halls for meetings; cleans lavatories; arranges cafeteria dining area for lunch; sweeps cafeteria floor and removes garbage after final serving; delivers milk to classrooms; collects and disposes of rubbish; receives, requisitions and maintains inventory of cleaning supplies; receives, stores and delivers supplies; responds to emergency calls from teachers; operates hand and power equipment such as mowers and floor scrubbers; tends, adjusts and cleans heating plant; locks and unlocks premises; performs minor preventative repair tasks; notifies maintenance department of need for major repairs; shovels snow sands walks; cuts grass; trims shrubs; raises and lowers flag; adjusts clock and bell system; checks building on weekends to ensure proper functioning of heating plant.

**Minimum Qualifications Knowledge, Skill and Ability:**

Some knowledge of materials, methods and equipment used in building custodial work, ability to follow written and oral instruction; ability to maintain cooperative relationships with those contacted in work; ability to plan work schedules and work independently; sufficient physical strength and stamina to perform the duties required of the class.

**Experience and Training:**

Graduation from High School or one (1) year's employment in building care and cleaning operations.

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**SCHEDULE A**  
**EAST HAVEN BOARD OF EDUCATION**

**Job Description**  
**Working Coordinator of Maintenance**

**Job Title:** Working Coordinator of Maintenance

**Reports To:** Business Manager and Superintendent of Schools

**Location:** Central Office

**Level:** Districtwide

**Education/Experience:**

- Has previous experience as a grounds person and working leader in the field of building maintenance and/or construction/or in a related field of employment.
- Holds a valid CT driver's license for Board of Education vehicles.

**Position Summary:** The Coordinator of Maintenance is responsible for all services related to the support of the instructional and maintenance programs. He/she will maintain all school buildings, grounds, and equipment in a safe, clean, and orderly condition. Takes all steps necessary to protect school property, eliminate safety hazards and meet daily needs. He/she is responsible for storage, distribution, and details related to school, supplies and equipment, upkeep of equipment, and for the storage of the District Food Service stores.

**Minimum Qualifications/Skills and Knowledge Requirements:**

- The Head of Maintenance and Operations provides all required training programs for District custodians.
- Prepares work task schedules, assigns and inspects the work of custodians assigned to evening and night duty. Assures that work is performed in accordance with established schedules and in a proper and thorough manner and works alongside other employees within the bargaining unit.
- Trains new custodial personnel. Determines the need for custodial supplies and requisitions supplies and equipment as needed.
- Inspects buildings and grounds for fire hazards, sanitary, and safe conditions. Reports any incidents of vandalism to the Business Manager/ Superintendent.
- Operates heating and lighting systems and submits work orders for repairs.
- Performs minor building and hardware maintenance.
- Keeps tools and equipment in a clean and safe working condition.
- Manages a rotating overtime schedule for the grounds and maintenance department and certifies overtime records.
- Plans for and oversees maintenance of all school grounds and facilities.
- Performs grounds and maintenance department tasks as necessary and as assigned.
- Provides quality control for department projects.

- Assists in the development and implementation of a district-wide improvement program for grounds and maintenance operation as well as assist the Superintendent in the prioritizing the capital request submitted to the Town.
- Requests the purchase of supplies and equipment as needed.
- Maintains inventory control of supplies, materials and equipment.
- Prepares, submits, and files State and Federal reports as required.
- Participates in interviewing all grounds and maintenance applicants to ensure minimum standards are met.
- Contributes information for the preparation of the annual budget of the District's grounds and maintenance operation, and then requests the purchase of supplies, equipment, and materials as required and as provided for in the budget.

**Hours of Work:**

Working hours are eight (8) hours per day, 40 hours per week. Times to be assigned according to District needs. The Head of Maintenance and Operations is on emergency call, 24 hours per day. The term "on emergency call" is understood to mean that the Head of Maintenance and Operations may be asked to respond to an emergency situation at the school, at any time, provided he/she is available for such service.

**Terms of Employment:**

Twelve-month year. Salary as established by the negotiated agreement between the East Haven Board of Education and East Haven Custodial Union.

**Evaluation:**

Performance will be evaluated in accordance with provisions of the Board's policy on the Evaluation of Support Personnel and the terms of the negotiated agreement between the East Haven Board of Education and East Haven Custodial Union.

This job description is not, nor is it intended to be, a complete statement of all duties, functions, and responsibilities which comprises this position.

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6/16/2015

## APPENDIX A

### EMPLOYEE ELIGIBILITY - EARLY RETIREMENT INCENTIVE PLAN

Employees eligible (hired on or before 30 June 1990) for the **Early Retirement Incentive Plan** benefit described in **Article 17**.

**NAME**

Ralph Solli

**DATE OF HIRE**

1 July 1987

**APPENDIX B**

**EAST HAVEN SCHOOL CUSTODIANS & MAINTAINERS UNION**

**MUNICIPAL PLUS CENTURY PREFERRED PLAN**

<b>SUMMARY COVERED SERVICES</b>	<b>IN NETWORK</b>	<b>OUT OF NETWORK</b>
Inpatient hospital services; semiprivate room, physicians and surgeons charges, maternity charges for mother and child, diagnostic and lab fees, PT and OT drugs, Operating room, dialysis, etc.	Covered in full above \$250 copay per admission subject to preadmission review, second surgical opinion, concurrent review and managed care non-compliance penalties, Medical excellence program on an optional basis.	Thirty days per year covered at 80 percent of reasonable and customary above deductible to stop loss, then at 100% of reasonable fee. Subject to preadmission review, second surgical opinion, concurrent review and managed care non-compliance penalties.
Outpatient hospital services; Operating and recovery room, lab, and x-ray, Dialysis, radiation and chemo, etc.	Covered in full above \$150 copay subject to preadmission review, second surgical opinion, concurrent review and managed care noncompliance penalties.	Covered at 80 percent of reasonable and customary above deductible to stop loss, then at 100% of reasonable fee. Subject to preadmission review second surgical opinion, concurrent review and managed care non-compliance penalties.
<b>Inpatient Mental Health and Substance Abuse</b> Mental Health Inpatient	Covered in full above \$250 copay per admission for up to 60 days per year subject to preadmission review, concurrent review and managed care non-compliance penalties. Half days substituted on a 2 for 1 basis.	Covered at 80 percent of reasonable fee above deductible to stop loss, then at 100% of reasonable fee for up to 60 days per year. Subject to preadmission review, concurrent review and non-compliance penalties. Does not accrue to out of pocket maximum,
Substance Abuse Inpatient	Covered in full above \$250 copay per admission for up to 45 days per year subject to preadmission review, second surgical opinion, concurrent review and managed care non-compliance penalties. Half days substituted on a 2 for 1 basis.	Covered for up to 45 days per year at 80 percent of 80 reasonable and customary above deductions to stop loss, then at 100% of reasonable fee. Subject to preadmission review, second surgical opinion, concurrent review and managed care non-compliance penalties. Does not accrue to out of pocket maximum.
Ambulance (land and air)	Covered in full.	Covered in full.

**APPENDIX B**  
**EAST HAVEN SCHOOL CUSTODIANS & MAINTAINERS UNION**  
**MUNICIPAL PLUS CENTURY PREFERRED PLAN**

<b>SUMMARY COVERED SERVICES</b>	<b>IN NETWORK</b>	<b>OUT OF NETWORK</b>
Emergency and Urgent Care Emergency Room	Emergency room visits covered in full above a \$100 copay if the condition meets the sudden and serious requirements. Failure to meet the sudden and serious requirements results in the treatment being treated as an out of network usage subject to deductible and coinsurance. Treatment on the direction of a physician is to be treated as in network. \$100 copay is waived if the individual is admitted.	Emergency room visits covered at reasonable fee above a \$100 copay if the condition meets the sudden and serious requirements. Failure to meet the sudden and serious requirements results in treatment being treated as an out of network usage subject to deductible and coinsurance. Treatment on the direction of a physician is to be treated as in network. \$100 copay is waived if the individual is admitted.
Walk-in-care (walk-in-center, urgent care center of physician's office)	Covered in full above \$25 copay.	Covered at reasonable fee above \$25 copay if sudden and serious. Otherwise treated as an out of network usage. Subject to deductible and coinsurance.
Physician Services Medical Care (clinical indications of illness)	Covered in full above \$25 copay. No annual or lifetime maximum.	Covered at 80 percent of reasonable fee above deductible to stop loss, then at 100% of reasonable fee. No annual or lifetime maximum.
Allergy Care	Covered in full above \$25 copay for examination. No copay for injections. 80 injections in 3-year period maximum. Subject to case management.	Covered at 80 percent of reasonable fee above deductible to stop loss then at 100% of reasonable fee. Injections at 80 percent of reasonable fee above deductible to stop loss, then at 100% or reasonable fee. Subject to case management.
Well Child Care (no clinical indication or history)	Covered in full above \$0 copay. Subject to age based schedule. To 6 months once per month; then to one year every two months; then to two years every three months; then to three years every six months, then once per year to age 18.	Covered at 80 percent of reasonable fee above deductible to stop loss. Subject to age based schedule. To 6 months once per month; then to one year every two months; then to two years every three months; then to three years every six months, then once per year to age 18.

**APPENDIX B**  
**EAST HAVEN SCHOOL CUSTODIANS & MAINTAINERS UNION**  
**MUNICIPAL PLUS CENTURY PREFERRED PLAN**

<b>SUMMARY COVERED SERVICES</b>	<b>IN NETWORK</b>	<b>OUT OF NETWORK</b>
Physician Services (Cont.) Adult Physical Examination (no clinical indication or history)	Covered in full above \$0 copay. Subject to age-based schedule. One exam between ages 35 and 40, then every two years to age 50, then every year.	Covered at 80 percent of reasonable fee above deductible to stop loss. Subject to age based schedule. Every three years to age 30; then every two years to age 50; then every year.
Routine Mammography (no clinical indication or history)	Covered in full above \$0 copay. Subject to age-based schedule. One exam baseline between age 35 and 40, then one exam annually after age 40.	Covered at 80 percent of reasonable fee above deductible to stop loss, Subject to age based schedule. One exam between ages 35 and 40, then every two years to age 50, then every year.
Routine Gynecological (no clinical indications or history)	Covered in full above \$0 copay, Limited to one examination per year.	Covered at 80 percent or reasonable fee above deductible to stop loss. Limited to one examination per year.
Vision and Hearing Screening	Covered in full above \$25 copay. Limited to one hearing exam per member per calendar year and one vision exam every two years.	Covered at 80 percent of reasonable fee above deductible to stop loss. Limited to one of each per year.
Outpatient Therapy Coverages Speech Therapy, OT, PT and Chiropractic Services	Covered in full above \$0 copay. Maximum of 50 combined visits per member per calendar year. Subject to case management after first visit. After maximum is reached further benefits are available on out of network basis.	Covered at 80 percent of reasonable fee above deductible to stop loss. Maximum of 50 combined visits per member per calendar year. Subject to case management after first visit.
Electroshock Therapy	Covered above \$25 copay for up to 15 visits per member per calendar year. Subject to case management.	Covered at 80 percent of reasonable fee above deductible to stop loss for up to 15 visits per member per calendar year. Subject to case management.
Prescription Drug Benefits	Covered subject to \$10/\$25/\$40 copay. \$3,000 annual maximum.  Mail order covered at two (2) times copayments for 90-day supply.	Covered at 80% of reasonable fee above deductible to stop loss, then at reasonable fee.

## APPENDIX B

### EAST HAVEN SCHOOL CUSTODIANS & MAINTAINERS UNION MUNICIPAL PLUS CENTURY PREFERRED PLAN

SUMMARY COVERED SERVICES	IN NETWORK	OUT OF NETWORK
	MD override on use of brand versus generic only in the event of medical necessity, safety checks, and step therapy, with an annual maximum of \$3,000.	
Maternity Care (Prenatal and Post Natal)	Covered in full after \$25 copay (first visit only).	Covered at 80% of reasonable fee above deductible, up to 30 visits per year. Does not accrue to coinsurance max.
Outpatient Mental Health And Substance Abuse	Covered in full after \$25 copay up to 30 visits per year.	Covered to 80% of reasonable fee above deductible, up to 30 visits per year. Does not accrue to coinsurance max.
Durable Medical Equipment And Prostheses	Covered in full subject to case management and buy lease decision.	Covered at 80% of reasonable fee above deductible to stop loss subject to case management and buy lease decision.
Home Health and Hospice Home Health Aid	Covered in full after \$25 copay for 80 days per year subject to case management.	Covered at 80% of reasonable fee above deductible to stop loss for up to 80 days per year, subject to case management.
Nursing and Therapeutic Services	Covered in full for 200 days per year subject to case management.	Covered at 80% of reasonable fee above deductible to stop loss for up to 200 days per year, subject to case management.
Hospice Care	Covered in full for up to last 6 months of life subject to case management.	Covered at 80% of reasonable fee above deductible to stop loss for up to 60 days per year, subject to case management.
Skilled Nursing Facility	Covered in full for 120 days per year subject to case management.	Covered at 80% of reasonable fee above deductible to stop loss for up to 120 days per year, subject to case management.
Vision End	No exam, \$50 frames, lenses at \$60 single, \$120 bi, \$180 tri. Contacts \$60/\$225.	No exam, \$50 frames, lenses at \$60 single, \$120 bi, \$180 tri. Contacts \$60/\$225.

**APPENDIX B**  
**EAST HAVEN SCHOOL CUSTODIANS & MAINTAINERS UNION**  
**MUNICIPAL PLUS CENTURY PREFERRED PLAN**

<b>SUMMARY COVERED SERVICES</b>	<b>IN NETWORK</b>	<b>OUT OF NETWORK</b>
Eligibility	Insured, spouse and unmarried dependents to age 26.	Insured, spouse and unmarried dependents to age 26.
Noncompliance Penalties	\$400 per event.	\$400 per event.
Deductible	Generally not applicable to in network services.	\$200/400/500 individual, 1+1, Family.
Coinsurance	Coinsurance Generally not applicable to in network services.	maximum of per individual, 1+1, family.
Maximum out of Pocket	Sum of copays plus costs of deductible and copays in out of pocket rolls and noncompliance penalties.	Sum of copays, deductibles, coinsurance and amounts above reasonable fee schedule and noncompliance penalties.
Payment Basis	Negotiated fees no balance billing.	90th percentile of reasonable fee.

\*Plan Language based upon Blue Cross Municipal Plus Plan; the above appendix is printed as a guide.

\*Lifetime Maximum: Unlimited in network/\$1 million out of network.

Summary of Benefits and Coverage: What this Plan Covers & What You Pay For Covered Services  
 East Haven BOE BlueCare POE \$5, \$2/7 Rx- #801322-161

Coverage Period: 07/01/2010– 06/30/2020  
 Coverage for: Individual + Family | Plan Type: HMO



The Summary of Benefits and Coverage (SBC) document will help you choose a health plan. The SBC shows you how you and the plan will share the cost for covered health care services. NOTE: Information about the cost of this plan (called the premium) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, <https://eoc.anthem.com/eocdps/asc>. For general definitions of common terms, such as allowed amount, balance billing, coinsurance, copayment, deductible, provider, or other undefined terms see the Glossary. You can view the Glossary at [www.healthcare.gov/sbc-glossary/](http://www.healthcare.gov/sbc-glossary/) or call (800) 922-4621 to request a copy.

Important Questions	Answers	Why This Matters
What is the overall deductible?	\$0.	See the Common Medical Events chart below for your costs for services this <u>plan</u> covers.
Are there services covered before you meet your deductible?	No.	You will have to meet the <u>deductible</u> before the <u>plan</u> pays for any services.
Are there other deductibles for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services.
What is the <u>out-of-pocket</u> limit for this plan?	\$6,600 /single or \$13,200 /family for In-Network Providers.	The <u>out-of-pocket limit</u> is the most you could pay in a year for covered services. If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
What is not included in the <u>out-of-pocket</u> limit?	Pre-Authorization Penalties, Prescription Drugs, Premiums, Balance Billing charges, and Health Care this <u>plan</u> doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> . If you have other family members in this <u>plan</u> , they have to meet their own <u>out-of-pocket limits</u> until the overall family <u>out-of-pocket limit</u> has been met.
Will you pay less if you use a <u>network</u> provider?	Yes, BlueCare Health Plan. See <a href="http://www.anthem.com">www.anthem.com</a> or call (800) 922-6621 for a list of <u>network</u> providers.	This <u>plan</u> uses a <u>provider network</u> . You will pay less if you use a <u>provider</u> in the <u>plan's</u> <u>network</u> . You will pay the most if you use an <u>out-of-network provider</u> , and you might receive a bill from a <u>provider</u> for the difference between the <u>provider's</u> charge and what your <u>plan</u> pays ( <u>balance billing</u> ). Be aware your <u>network provider</u> might use an <u>out-of-network provider</u> for some services (such as lab work). Check with your <u>provider</u> before you get services.
Do you need a referral to see a <u>specialist</u> ?	Yes.	This <u>plan</u> will pay some or all of the costs to see a <u>specialist</u> for covered services but only if you have a <u>referral</u> before you see the <u>specialist</u> .

All copayment and coinsurance costs shown in this chart are after your deductible has been met, if a deductible applies.

Common Medical Event	Services You May Need	What You Will Pay Participating Provider (You will pay the least)	What You Will Pay Non-Participating Provider (You will pay the most)	Limitations, Exceptions, & Other Information
If you visit a health care provider's office or clinic	<u>Primary care visit to treat an injury or illness</u> <u>Specialist visit</u> <u>Preventive care / screening / immunization</u>	\$5/visit \$5/visit No charge	Not covered Not covered Not covered	— none — — none — You may have to pay for services that aren't preventive. Ask your provider if the services needed are preventive. Then check what your plan will pay for.
	<u>Diagnostic test (x-ray, blood work)</u>	Lab – Office No charge X-Ray – Office No charge	Lab – Office Not covered X-Ray – Office Not covered	Lab – Office — none — X-Ray – Office — none —
	<u>Imaging (CT/PET scans, MRIs)</u>	No charge	Not covered	— none —
	<u>If you need drugs to treat your illness or condition</u> More information about prescription drug coverage is available at <a href="http://www.anthem.com/pharmacyinformation/">http://www.anthem.com/pharmacyinformation/</a>	\$2/prescription (retail) and \$0/prescription (home delivery)	20% coinsurance (retail) and 20% coinsurance (home delivery)	Unlimited Annual Maximum
	<u>Brand</u>	\$7/prescription (retail) and \$0/prescription (home delivery)	20% coinsurance (retail) and 20% coinsurance (home delivery)	
	<u>National</u>			
	<u>If you have outpatient surgery</u>	Facility fee (e.g., ambulatory surgery center)	No charge	Not covered — none —
	<u>Emergency room care</u>	Physician / surgeon fees	No charge	Not covered — none —
	<u>Emergency medical transportation</u>	Emergency medical transportation	No charge	Not covered Copay waived if admitted — none —
	<u>Urgent care</u>	Urgent care	\$25/visit	Not covered — none —

\* For more information about limitations and exceptions, see plan or policy document at <https://eoc.anthem.com/eoccdps/aso>.

Common Medical Event	Services You May Need	Participating Provider (You will pay the least)	Non-Participating Provider	What You Will Pay (You will pay the most)	Limitations, Exemptions, & Other Important Information
If you have a hospital stay	Facility fee (e.g. hospital room) Physician/surgeon fees	No charge No charge	Not covered Not covered	Failure to obtain pre-authorization may result in non-coverage or reduced benefits.	
If you need mental health, behavioral health, or substance abuse services	Outpatient services Inpatient services Office visits Childbirth/delivery professional services If you are pregnant	Office Visit \$5/visit Other Outpatient \$5/visit No charge \$5/visit No charge No charge	Office Visit Not covered Other Outpatient Not covered Not covered Not covered Not covered	Failure to obtain pre-authorization may result in non-coverage or reduced benefits. Failure to obtain pre-authorization may result in non-coverage or reduced benefits. Copay applies to initial visit only. There may be other levels of cost share that are contingent on how services are provided. Failure to obtain pre-authorization may result in non-coverage or reduced benefits. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound). ——none—— *See Therapy Services section. 90 days limit/benefit period. Failure to obtain pre-authorization may result in non-coverage or reduced benefits.	
If you need help recovering or have other special health needs	Skilled nursing care Durable medical equipment Hospice services If your child needs dental or eye care	No charge 20% coinsurance No charge No charge	Not covered Not covered Not covered	——none—— ——none—— *See Vision Services section. *See Dental Services section.	

\* For more information about limitations and exceptions, see [Plan](#) or policy document at <https://eoc.anthem.com/eoccdps/aso>.

## Excluded Services & Other Covered Services:

Services Your Plan Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other excluded services.)

- Cosmetic surgery
- Non-emergency care when traveling outside the U.S.
- Dental care (adult)
- Routine foot care unless you have been diagnosed with diabetes.
- Long-term care
- Weight loss programs

Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your plan document.)

- Acupuncture
- Bariatric surgery
- PT/OT/ST & Chiropractic care Unlimited visits
- Heating aids
- Infertility treatment Age and cycle limitations apply.
- Routine eye care (adult) 1 exam/benefit period.

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Health and Human Services, Center for Consumer Information and Insurance Oversight, at 1-877-267-2323 x61565 or [www.hcio.cms.gov](http://www.hcio.cms.gov). Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance Marketplace. For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your plan for a denial of a claim. This complaint is called a grievance or appeal. For more information about your rights, look at the explanation of benefits you will receive for that medical claim. Your plan documents also provide complete information to submit a claim, appeal or a grievance for any reason to your plan. For more information about your rights, this notice, or assistance, contact:

ATTN: Grievances and Appeals, P.O. Box 1038, North Haven, CT 06473-4201

**Does this plan provide Minimum Essential Coverage?** Yes

If you don't have Minimum Essential Coverage for a month, you will have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

**Does this plan meet the Minimum Value Standards?** Yes

If your plan doesn't meet the Minimum Value Standards, you may be eligible for a premium tax credit to help you pay for a plan through the Marketplace.

————— To see examples of how this plan might cover costs for a sample medical situation, see the next section.

\* For more information about limitations and exceptions, see plan or policy document at <https://eoc.anthem.com/eocdps/aso>.

**About these Coverage Examples:**

 This is not a cost estimator. Treatments shown are just examples of how this **plan** might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your **providers** charge, and many other factors. Focus on the **cost sharing** amounts (**deductibles**, **copayments** and **coinsurance**) and **excluded services** under the **plan**. Use this information to compare the portion of costs you might pay under different health **plans**. Please note these coverage examples are based on self-only coverage.

Peg is Having a Baby (9 months of in-network pre-natal care and a hospital delivery)	
■ The plan's overall deductible	\$0
■ Specialist copayment	\$20
■ Hospital (facility) copayment	\$100
■ Other coinsurance	0%

This EXAMPLE event includes services like:

**Specialist** office visits (*pre-natal care*)  
Childbirth/Delivery Professional Services  
Childbirth/Delivery Facility Services  
**Diagnostic tests** (*ultrasound and blood work*)  
**Specialist visit** (*neonatologist*)

Total Example Cost	\$12,840
<b>Cost Sharing</b>	

In this example, Peg would pay:

Total Example Cost	\$12,840
<b>Cost Sharing</b>	

*What is covered*

Deductibles	\$0
Copayments	\$268
Coinsurance	\$0
Limits or exclusions	\$60
The total Peg would pay is	\$328

Managing Joe's Type 2 Diabetes (a year of routine in-network care of a well-controlled condition)	
■ The plan's overall deductible	\$0
■ Specialist copayment	\$20
■ Hospital (facility) copayment	\$100
■ Other coinsurance	0%

This EXAMPLE event includes services like:

**Primary care physician** office visits (*including disease education*)  
**Diagnostic tests** (*blood work*)  
**Prescription drugs**  
**Durable medical equipment** (*glucose meter*)  
**Rehabilitation services** (*physical therapy*)

Total Example Cost	\$7,460
<b>Cost Sharing</b>	

In this example, Joe would pay:

Total Example Cost	\$7,460
<b>Cost Sharing</b>	

*What isn't covered*

Deductibles	\$0
Copayments	\$596
Coinsurance	\$0
Limits or exclusions	\$21
The total Joe would pay is	\$257

Mia's Simple Fracture (in-network emergency room visit and follow-up care)	
■ The plan's overall deductible	\$0
■ Specialist copayment	\$20
■ Hospital (facility) copayment	\$100
■ Other coinsurance	0%

This EXAMPLE event includes services like:

**Emergency room care** (*including medical supplies*)  
**Diagnostic test** (*CT scan*)  
**Durable medical equipment** (*crutches*)  
**Rehabilitation services** (*physical therapy*)

Total Example Cost	\$2,010
<b>Cost Sharing</b>	

In this example, Mia would pay:

Total Example Cost	\$2,010
<b>Cost Sharing</b>	

*What isn't covered*

Deductibles	\$0
Copayments	\$210
Coinsurance	\$47
Limits or exclusions	\$0
The total Mia would pay is	\$257

The **plan** would be responsible for the other costs of these EXAMPLE covered services.

Albanian (Shop): Nëse ketë pretje në lidhje me këtë dokument, keni të drejtë të merrni këtë informacion në gjithëpëri. Për të kontaktohu me një përkthyes, telefononi (800) 922-6621.

(العربي): لا تكون لغتك التي استعملت يمثل هذا النكتة، فيحيى الله الحصري على المساعدة والتعليمات بعنوان نور معاشر. اللحدت إلى سيرتهم، أنتهز على (800) 922-6621.

Armenian (հայերեն). Եթե այս փաստաթղթը են կապված հարցեր ունեք, դրա իրավունք ունեք անվետ սահմանով օգտագործություն եւ ընդունություն ձեռ լեզուի: Թարգմանի են իրական համար զանգվածային հեռուստ հեռախոսահանուրով՝ (ՏԸ) 922-6621:

**Bassa (Bàssə Wùqù):** Mì dìyì dìyì-dìe-dìe-bé bá cée-dé-niá ke dìyìní, C mìò nì dìyì-bá dìyì-bá-dé-bé mì ká gbo-kpá-kpá ká bá kpá dé mì bá díyì-wùqùn

**Bengali (বাংলা):** যদি এই লিখিপ্রজ্ঞ বিষয়ে আপনার কেবলে ইম থাকে, তাহলি আপনার ভাষায় বিগম্ন সহিয়া পাওয়ার ৩ তত্ত্ব পাওয়ার অধিকার আপনার আছে। একজন দোতারীর মাঝে কথা শুন জল (৫০০) ১২২-৫৬২১ -তে কল করুন।

**Burmese (မြန်မာ):** ရှေ့စာရွက်တေတာ်သူနှင့် တစ်သက်ရှုံး သင့်တွင် အော်လုပ်သူများရှိခဲ့တဲ့ အချက်အလက်တွင် အကျိုးအညွတ် အောင်ကြောင့် လောက်ချေပါတယ် (800, ၁၁၂-၂၃၁၁။ သို့ ဒေါ်ဆိပ်။)

Chinese (中文)：如果您對本文件有任何疑問，您有權使用您的語言免費獲得協助和資訊。如需與譯員通話，請致電 (300) 922-6621。

**Dinka (Dinka):** Ni nong thiecc ne ke de m thore, ke nua nong loj be yi kuon. Ku wut alicu be gess rik nua ac thion du ke ciri wtu tauac ke puy. Te kar nua ba iam wene tan te thok genic, ke tim cel (800) 922-6651.

Dutén (Nederlands): Bij vragen over dit document heeft u recht op dup en informatie in uw taal zonder bijzondere kosten. Als u een tolk wilt spreken belt u (300) 922-6621.

Farsi: فارسی: دو سوی رتی که سو اس بسیار بسیار این سند را دارید. اینست که املاک است و یکم که زیارت مسادیتیان دریافت کنید. بعد این مقتضی یا یک مترجیم نهاده. بنا شماره ۸۰۰ (۹۲۲-۶۶۳۲) تا ۸۰۰ (۹۲۲-۶۶۳۱) تا بیرون میگوید.

French (Français) : Si vous avez des questions sur ce document, vous avez la possibilité d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour parler à un interprète,appelez le (800) 922-6621.

## Language Access Services:

German (Deutsch): Wenn Sie Fragen zu diesem Dokument haben, haben Sie Anspruch auf kostenfreie Hilfe und Information in Ihrer Sprache. Um mir einen Dolmetscher zu sprechen, bitte wählen Sie (800) 922-6621.

**Greek (Ελληνικά)** Αν έχετε τηγάνια χρησιμείς αρχεία με το πρόγραμμα έτη προγράμμα. έχετε το δικαιώμα να λάβετε βοήθεια και συγχρόνως έτη για μάθηση των δικαιωμάτων. Για να μην γίνεται με απότομο διεργατήρια, τηλεφωνήστε μας στο (800) 922-6621.

Haitian Creole (Kreyòl Ayisyen): Si on gen nevpòt kesyon son dokiman sa 2 ou gen dva pon jwenn èd ak enfomasyon nan lang ou gratis. Pon pale ak von entèpèt nele (800) 922-6621.

**Hindustan Times** (हिन्दी): अगर आपके पास इस दस्तावेज के बारे में कोई प्रश्न है, तो आपको जिस इन्डियन अपली भाषा में मट्टद और जानकारी प्राप्त करने का अधिकार है।

Hmong (White Hmong): Yogi koi muai jis nung dab tsi **tsing tsing** daim ntaw no, koi muai cai tau **tsais** kev pab thiab jis chia hais na koi hom his van tsim xam tus noi Tshawn ran than nrog tus neeg **tsais** jis. Hu **zot** tooi kai (800; 922-6621).

Isgbo (Igbo): O biri u na i nwere ariperi o bula gbasara gbasara n' i nwere leke inweta enyemaka na ozi n'asụri gị na akwụsịghị pụpụ o bula ka gị na ọkọwa okwu kwuo okwu kpo (S00) 9222-6621.

**Ilokano (Ilokano):** Nu addaan ka in animanen a saludod panggep ti daryov a dokumento, adda karbengsan a makaala ti tilong ken impormasyon babaen ti lengnahan nga awan ti bayad na. Tapco makarungtong ti maysa nga tagipatnis, aurasan ti (800) 922-6621.

Indonesia (Bahasa Indonesia): Jika Anda memiliki pertanyaan mengenai dokumen ini, Anda memiliki hak untuk mendapatkan bantuan dan informasi dalam bahasa Anda tanpa biaya. Untuk berbicara dengan interpreter lama, hubungi (800) 922-6621.

Italian (Italiano): In caso di eventuali domande sul presente documento, ha il diritto di ricevere assistenza e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, chiama il numero (800) 922-6621.

Japanese (日本語): この文言につけるかご不明瞭点があれば、お手に日本語の言語で無料で支援を受け情報を得る権利があります。通訳と話すには、(300) 922-6621 にお電話ください。

Language Access Services

**Khmer (ខ្មែរ):** និគ្គរបាយនៃប្រើប្រាស់នូវប្រព័ន្ធអនុញ្ញាតក្នុងប្រព័ន្ធអនុញ្ញាត: អ្នកចាប់បើកស្នើសុំប្រព័ន្ធនេះយកមកនូវការប្រើប្រាស់នូវប្រព័ន្ធអនុញ្ញាត។

Kirundi (Kirundi); Ujize ikibazo ico aico cose kuni ~~ni~~ inyandiko. nūse ubukenganzia bwo buwoka ubufasha nni nusini ntwave aza giciro. Kungia nnyigishe nusiseanzia akura (80) 922-6621.

**Korean (한국어):** 본 문서에 대해 어폐한 문의사항이라도 있을 경우, 귀하에게는 귀하가 사용하는 언어로 무료로 도움 및 정보를 얻을 권리가 있습니다. 통역사와 이야기하려면 (800) 922-6621로 문의하십시오.

Lao (ເຍກອງວາວ): ທ່ານຕ່າມມີຄ່າງາມໃດກ່າງວ່າເປັນວະຍານນີ້, ທ່ານມີຮູດໄດ້ຮັບຄວາມຈຸ່ວຍເຫຼືອ ແລະ ຂັ້ນນັ້ນເປັນຍາວາຂອງທ່ານໃດຍັບຮອຍຄ່າ. ເພື່ອໃຫ້ວົນກັບວ່າມີຄວາມເຫັນ (800) 922-6621.

Navajo (Dine): Dii naaltsoos bila'ísgii lahgo bina'idiidgo na beshóódzá díó beecahóó'i' rää ni nizaa k'ehjí beec nii hodonih f'aadco bááh ihníigóó. Áá'zí bahúc'ísgii há' bichí'i hadceczdih níinzingo kój' hodiníih (800) 922-6621.

**Nepali (जनाली):** यदि यो भाग जनार तथा हार्मो केही प्रश्नहरू द्वारा भये, आणि भाषामा तिश्वल महेयोग तथा जनकारी प्राप्त गर्न पाउने ह्य तथा हार्मोम द्वा दोभाषेनग करा जानि, यहो कल जनहोस (800) ९२२-६६२१

Pennsylvania Durch (Deutsch): Wann du Frooge inwer selle Document hoescht, du hoeschr die Recht um Hilfe um Information zu spiege in dei Schprooch  
mianus Koscht Um mit en Iwwersetze zu schweize, nü (300) 922-6621 aa.

Polish (polski): W przypadku jakichkolwiek pytań związanych z niniejszym dokumentem masz prawo do bezpłatnego wytłuskania pomocy oraz informacji o swoim języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer (800) 92-6621.

**Português (português):** Se tiver quaisquer dúvidas acerca deste documento, tem o direito de solicitar ainda é informações no seu idioma, sem qualquer custo. Para falar com um intérprete, ligue para (800) 922-6621.

## Language Access Services:

Romanian (Română): Dacă aveți întrebări referitoare la acest document, aveți dreptul să primiți ajutor și informații în limba dumneavoastră în mod gratuit. Pentru a vă adresa unui interlocutor, consultați rețeaua (800) 922-6621.

Russian (Русский): сс.э. г.эс есть какое-либо запросы в отношении этого документа, вы имеете право на бесплатное получение копии в письменном виде. Чтобы связаться с нашим переводчиком, позвоните по тел. (800) 922-6621.

**Samoan (Samoa):** Afai e iai ni ou fesili e uiga i lelei tusi, e iai lori 'ata e manua se fesoasoani ma faamatalaga i lori lava gagana e aumua ma se totogi. Ina ia talanoa i se tagata faalito, vili (800) 922-6621.

**Serbian (Srpski):** Ukoliko imate bilo kakvih pitanja u vezi sa ovim dokumentom, imate pravo da dobijete pomoć i informacije na vašem jeziku bez ikakvih troškova. Za razgovor sa prevodocem, pozovite (800) 922-5621.

**Spanish (Español):** Si tiene preguntas acerca de este documento, tiene derecho a recibir ayuda e información en su idioma, sin costos. Para hablar con un intérprete, llame al (800) 922-6621.

Tagalog (Tagalog): Kung maroon kang anumang katanungan tungkol sa dokumentong ito, maray katapatan kung hunning ng tulong at impormasyon sa iyon wika nang walang bayad. Makipag-usap sa isang tagapagpalitwana: tawagan ang (800) 922-6621.

Україніан (УкрАйнська) якщо у вас виникають запитання з приводом цього локтєнта, ви маєте право безкоштовно отримати інформацію відповідного рівного урядової. Шоб отримати посилання постачальника, зв'язтеся з нами за телефоном (800) 922-6621.

لینیز: اردو (Linen): اگر اس سٹیٹریو کے پذیرے میں اب کا کوئی سوال ہے، تو ابھی گھر میں مخت ملبوسات حاصل کرنے کے لئے مترجم سے بات کرنے کے لئے اسے گھر میں کلک کوئی۔

Vietnamese (Tiếng Việt). Nếu quý vị có bất kỳ thắc mắc nào về tài liệu này, quý vị có quyền nhận sự trợ giúp và thông tin bằng ngôn ngữ của quý vị hoan toàn miễn phí. Để trao đổi với một thông dịch viên, hãy gọi (800) 922-6621.

גראט (Gratt) (אידיש): איזיב איר האט שאשיות וווען דעם דאקדומען, האט איר ד ווועט צו באקיידעם אונטערמאכער אונדערלאָן שפֿראָן צו דערן צי.

Yoruba (Yorùbá): Tí o bí ní ènìkéèn ñbere nipa àkóṣéle ṣù, o ni ètò láti ọpà iṣàwò ànì kòmìn ní èdè rẹ lópèé. Bá wá ògbuiò kàn sòò, p.e (800) 922-6621.

### Language Access Services:

It's important we treat you fairly.

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA20022-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by calling 1-800-566-1019 (TDD: 1-800-537-7697) or online at <https://oasportal.hhs.gov/oasportal/jbohr/sf>. Complaint forms are available at <http://www.hhs.gov/oas/office/file/index.html>.