

**ENGAGING WITH REPRESENTED PROVIDERS
AND UNION REPRESENTATIVES (SUGGESTED TEMPLATE)**

1. **Remain professional and neutral. All providers and union representatives shall be treated the same as any other member of the public or person with a legitimate business relationship.**
2. When providers or union representatives have **questions about policies your agency regularly administers, furnish them with the usual information disseminated for those policies.** Avoid arguing or excessive justification; simply answer their questions directly. Your interactions should remain professional, courteous, and consistent with how you handle other individuals with legitimate business.
3. Refer providers to their exclusive representative, Child Care Providers United – California (CCPU), at info@childcareprovidersunited.org if they have questions about any of the following:
 - the union or union administered benefits
 - automatic dues deductions
 - the Memorandum of Understanding between the State of California and CCPU
 - information that was provided to them by CCPU

If a provider or a CCPU representative becomes argumentative or their needs exceed the support normally provided, please record their contact information and inquiry, and then forward the matter to your agency's designated point of contact for CCPU-related matters.

4. When a CCPU representative contacts you and has questions or concerns on behalf of providers, please record their contact information and inquiry, and then forward the matter to your agency's designated point of contact for CCPU-related matters.

Special instructions to agency-designated CCPU contact:

- Gather the CCPU representative's contact information, title, and nature of the inquiry, and contact ccddcollectivebargaining@dss.ca.gov (CDSS) or EEDFCCPCB@cde.ca.gov (CDE) as appropriate.
- Please be sure to verify a CCPU representative's authority to represent a matter before providing union access and/or privilege. To do so, send an email to CalHR at fccpcollectivebargaining@calhr.ca.gov that includes the person's name and the nature of the issue. Please be as detailed as possible in your description.