



Electronic Monitoring & Recording: The Ever-changing Faces of SEIU Management

SEIU 521 Managers can't make up their minds when it comes to recording their employees' telephone conversations. At first, they claimed it would only be for the purpose of signing up new members. Now, they want use the recordings to monitor employees and potentially discipline employees.



SEIU's Statements on December 4, 2020

- “The purpose [of recording] is to have a...legal agreement,” said Debbie Narvaez, Chief of Staff
- When CWA asked, “Would this be used to discipline staff,” Narvaez stated, “We had not considered that.”
- “When we talk about voice authorization, it is for making sure we can record a membership & COPE sign-up.” (D. Narvaez)
- When CWA stated, “You said the intent is not to monitor,” Narvaez said, “Right.”
- “Tell me who is saying [you will be monitored and disciplined], and we will nip this in the bud.” (D. Narvaez)
- “There’s not even an option to listen. Reason we need to record is you’re reading the membership card . . . So we need an electronic record. That’s the only purpose,” said Robert Klimczak, External Organizing Director.
- “What we are saying is the voice authorization is to record the member when the member is signing up. It is not for discipline; it is not to monitor you; it is not to time you. The purpose is to record the agreement between the employee and the union.” (D. Narvaez)
- “It’s not our intent to go through every call and play ‘gotcha’ . . . Again, there is no malicious intent here.” (D. Narvaez)



SEIU's Statements on December 16, 2020

As stated via letter from Chief of Staff D. Narvaez to CWA:

- “SEIU Local 521 may monitor these calls for quality assurance and training purposes.”
- “SEIU Local 521 records conversations (both audio and visual) between staff and SEIU 521 represented workers and reviews such recordings when appropriate...”
- “Like many other organizations, including the public agencies that employ the vast majority of SEIU Local 521 represented workers, we know that one important tool...is the routine recording of these conversations.”
- “By recording and monitoring the calls, we can address the complaints or concerns of SEIU Local 521 represented workers and resolve them appropriately.”
- “It is not the intent of SEIU Local 521 to use these recordings as an independent basis for discipline except in instances of gross misconduct.”

In California, it is a violation of the law for SEIU 521 to intentionally use a recording device to eavesdrop on any telephone call without consent of all parties on the call. Not only will SEIU lie to get what they want, apparently they are willing to break the law!