



The **CONNECT**

"Growing our Union"

OCTOBER 2024

ISSUE NUMBER 20

PRINCIPLES

We hold as a sacred principle, that professional public school employees shall set a good example as faithful public servants, performing their duties to the public with honor to themselves, to the school system, and to their organization. We hold a liberal education for all people to be a preeminent goal for the common good. To achieve this goal, we have resolved to encourage and to stimulate our members to take an active interest in the civic affairs of their country and the District of Columbia, in order that they can work and vote intelligently and effectively for this goal.



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LETTER FROM THE PRESIDENT

Greetings CSO Members,

As we step into a new academic year, I am excited to welcome back our returning members and extend a special greeting to those joining us for the first time. Your dedication to the Council of School Officers (CSO) Union and unwavering commitment to the students of the District of Columbia Public Schools (DCPS) is both inspiring and essential.

This year, we face new opportunities to elevate our Union's impact and continue advocating for our members' professional growth and well-being. For our new members, I encourage you to visit our website to learn more about our mission and the resources available to you. I look forward to working with you as we navigate this journey together.

Reflecting on the past year, I am incredibly proud of the strides we have made as a Union. Our collective efforts have showcased the resilience and strength that define us. We have set a high standard for leadership and collaboration, and I am confident that this year will bring even greater achievements.

I am especially grateful for the continued support and engagement of our members. Your active participation and feedback are the driving forces behind our progress and innovation. We are more than just a Union—we are a community committed to excellence, equity, and positive change.

As we move forward, I encourage everyone to engage with colleagues who may not yet be a part of CSO. Our strength is amplified when we stand united, and expanding our membership is key to amplifying our voice and influence. Together, we can shape a brighter future for our schools, our city, and most importantly, our students.

Thank you for your ongoing support and commitment. Let's make this school year a remarkable chapter of growth, advocacy, and success for our Union and our community.

In Unity and Service,

Richard



CSO Membership Updates

CSO Spring Membership Meeting Recording
June 11, 2024



Upcoming Contract Negotiations

Colleagues, as we approach the end of our CBA in September, CSO is beginning the preparation for the negotiation of a new agreement. To ensure we are advocating and negotiating for the issues that are most important to our members, we will be holding several focused meetings to hear from you. Also, the CSO will be sending out a formal survey in the next several weeks. We believe that it may take at least six months or more to reach an agreement and as such we do not anticipate having an approved and fully implemented agreement until the beginning of next school year. As individual members have recommendations and ideas please send them to our ContactCSO@councilofschoolofficers.org. Last, if there is a member who has the ability and expertise to research, data, and number crunching, please reach out to us. Please know that CSO will work tirelessly to secure our members the best agreement possible. We respectfully need your trust and support. Together we can continue our positive contract trajectory!

Updated CSO Bylaws

The Bylaws Committee met in the spring to review CSO's existing governance structure document and to develop recommendations to ensure the bylaws meet the needs of today's union.

The meeting yielded concerns about the present election and meeting statues. The committee examined and deliberated and discovered the need to update these sections. And to make sure they are aligned to new modalities for voting for elections and meetings. The Bylaws Committee created amendments that were voted on by the membership and passed overwhelmingly. Members can see the changes to the bylaws on the CSO website. The key components of the changes are listed below.

The highlights of the changes are:

- **In order to preserve historical and institutional knowledge and to maintain continuity of Union business practices, all elected officials will have a 4-year staggered beginning in 2024. The Vice President and Treasurer will run in 2024, and President and Secretary will run in 2026. This transition will require that half of the Executive Board serve an extended 2-year term. See Section X Article 7**
- **Elections will be held electronically.**
- **Re-aligning executive board to the current alignment of the school system**

Please take the time to read the Bylaws so that you are aware of rules related to election and membership requirements.

<https://www.councilofschoolofficers.org/resources>

CSO Member Benefits

Open Enrollment

November 11, 2024 - December 9, 2024

PERDY Days: Personal Days

Please take advantage of the negotiated “Perdy Days” afforded to all CSO members. These five days can be utilized anytime within the school year (July 1 - June 30) with the approval of your supervisor. If there are questions, this benefit is found in Article 35 (A) of your CBA. Remember, these days DO NOT carry forward to a new school year.

Sick Leave Bank

We’re thrilled to inform you about an exclusive opportunity – the Sick Leave Bank. To be part of this beneficial program, you just need to enroll once and contribute one day of sick leave each year to the bank.

Before you can request leave from the Sick Leave Bank, it’s essential to complete and get approval for FMLA from DCPS. The bank can grant you leave when you’ve utilized all your sick leave.

For your convenience, we’ve outlined all the requirements in the Sick Leave Bank Guidelines available on the CSO website:

<https://www.councilofschoolofficers.org/resources>

We’re highly encourage all members to consider joining the Sick Leave Bank for added support and peace of mind.

Dental and Vision Usage

As a member of the CSO Union, you have access to highly valuable dental and vision benefits that were negotiated to provide you with comprehensive, affordable care. These benefits are to support your overall health and save you money eventually. Routine dental and vision check-ups can help detect and prevent problems before they become more serious, expensive issues. For example, regular dental cleanings can prevent costly procedures like root canals, while routine eye exams can detect early signs of vision impairment or health conditions like diabetes.

The cost of these benefits through the CSO Union is significantly lower compared to other administrative unions. For instance, while union administrators in cities like Baltimore and Philadelphia pay more for similar dental and vision packages, your negotiated rates ensure that you are getting high-quality coverage at a more affordable price. Failing to use these benefits not only puts your health at risk but also leaves money on the table, as the cost of dental or vision care out-of-pocket can quickly add up without insurance. Do not miss the preventative care and financial savings your CSO membership offers take full advantage of these benefits today to safeguard both your health and your wallet.



**NEGOTIATED
ENHANCED
VISION BENEFIT:
2ND PAIR OF
EYEGLASSES
EFFECTIVE 1/1/25**

Professional Development

As a dues-paying member of the Council of School Officers Union, you are encouraged to enhance your professional development by joining a professional organization or attending an educational conference. These opportunities provide invaluable benefits, such as access to cutting-edge research, networking with industry leaders, and gaining insights into best practices that can improve your effectiveness in your role. Whether it is expanding your knowledge through workshops or staying updated on the latest trends and policies, professional organizations and conferences can help sharpen your leadership skills and further your career. Take advantage of these benefits to invest in your professional future.

Professional Conference Registration Reimbursement

Each dues paying member can receive reimbursement for registration to a professional conference directly aligned to the specific job for which they are hired in DC Public Schools.

- Registration fee reimbursement will be up to \$300 per academic year.
- In order to request reimbursement, the member must provide proof of registration for the specific conference. A member will be afforded one (1) conference registration reimbursement each academic school year.
- In order to be eligible for reimbursement, all documents must be submitted within 45 business days after conclusion of the conference.

Professional Organization Membership Fees

Each dues paying member can receive payment for membership fees for a professional organization directly aligned to the specific job for which they are hired in DC Public Schools.

- Membership fees will be paid or reimbursed up to \$350 per academic school year.
- Each member will be afforded one (1) membership per academic school year.
- In order to be eligible for reimbursement, all documents must be submitted within 45 business days after payment of membership dues.

Tuition Reimbursement

Each dues paying member can receive tuition reimbursement directly aligned to the specific job function for which they are hired in DC Public Schools.

- Tuition reimbursement will be up to \$500 per semester or \$1000 per academic school year.
- In order to request reimbursement, the member must provide proof of paid registration for the specific class. A member can be afforded one (1) tuition reimbursement each semester (2 each academic school year).
- In order to be eligible for reimbursement, all documents must be submitted within 45 business days after the conclusion of the specific course.

Do you know your Contract?

Article 8

INVESTIGATIONS OF AN OFFICER

A. Except where doing so would compromise the integrity of an investigation, whenever an Officer becomes the subject of an investigation, the appropriate school system official shall notify the Officer, with a copy to the union, of the investigation and of the charge(s) against him or her in writing within five (5) work days of the District of Columbia Public Schools' initiation of the investigation. The Officer will be allowed ten (10) work days to provide any written response regarding the allegations.

B. Upon request, the District of Columbia Public Schools will provide the Council a list of all Officers then under investigation by the District of Columbia Public Schools within thirty (30) days of the request. Requests may not be made more than six (6) times a year. District of Columbia Public Schools' failure to provide the Council with a list within the timeframe stated above or its omission of an Officer from a given list shall not be grounds for a grievance, appeal, or a request to modify or reverse any disciplinary action based on an investigation.

C. The Officer shall have the right to be represented by a duly designated representative of the Council at any interview of the Officer. The investigation will not be held in abeyance if the Council does not provide a duly designated representative within a reasonable time period, understood to be within five (5) work days of the request for a representative to be present. Notwithstanding the foregoing, if the investigative body determines that any delay will have a deleterious effect on the investigation, the investigation may be held immediately.

D. If it is determined that the charges against the Officer are unsubstantiated, the Officer involved in the investigation will be notified in writing and, upon request, any materials placed in the official personnel file as a direct result of the investigation will be removed and will not be used in the Officer's future disciplinary action or performance evaluation.

E. Discipline shall be imposed in a timely manner. An employee shall receive notice of any proposed discipline no later than sixty (60) business days from the date the Agency knew of the misconduct giving rise to the discipline. The employee shall receive final notice of any disciplinary action no later than sixty (60) business days from receipt of the notice of proposed discipline. The deadlines set forth in this section may be extended by mutual written agreement.

F. Notwithstanding the foregoing timelines, the deadline for issuing proposed discipline may be suspended by the Agency in the event an entity entirely external to the Agency is conducting an investigation of the facts underlying the conduct that may lead to discipline. Once such outside investigation is completed, the Agency must issue any related proposed discipline no later than thirty-five (35) business days of receiving notice of the completion of such outside investigation.

Wellness

DCPS Employee Assistance Program

The District of Columbia Public Schools (DCPS) offers the Inova Employee Assistance (IEA) benefit for employees and their dependents. IEA is a free and confidential service available 24 hours per day/ 365 days of the year to DCPS employees and their immediate family members age 18 and older.

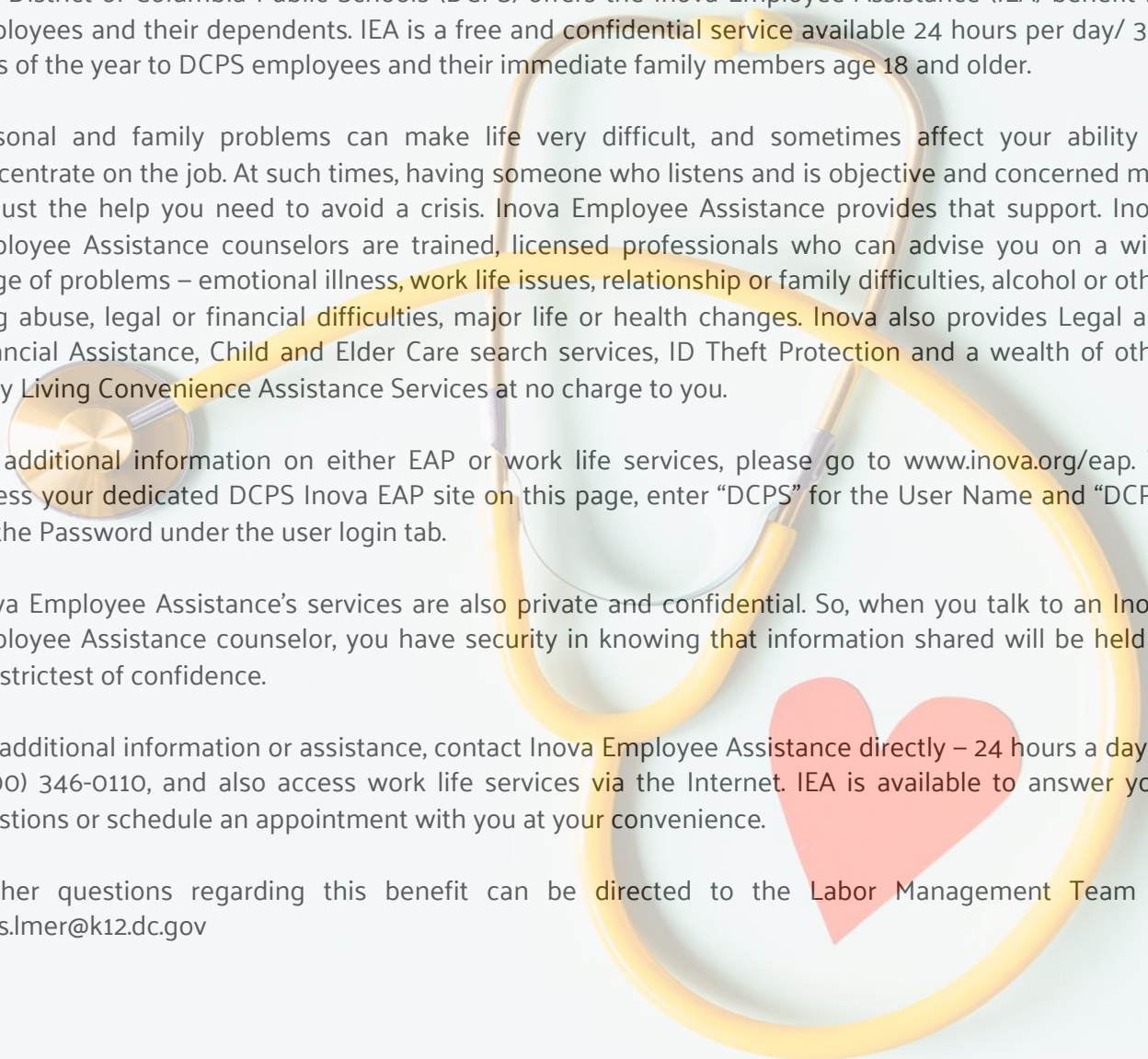
Personal and family problems can make life very difficult, and sometimes affect your ability to concentrate on the job. At such times, having someone who listens and is objective and concerned may be just the help you need to avoid a crisis. Inova Employee Assistance provides that support. Inova Employee Assistance counselors are trained, licensed professionals who can advise you on a wide range of problems – emotional illness, work life issues, relationship or family difficulties, alcohol or other drug abuse, legal or financial difficulties, major life or health changes. Inova also provides Legal and Financial Assistance, Child and Elder Care search services, ID Theft Protection and a wealth of other Daily Living Convenience Assistance Services at no charge to you.

For additional information on either EAP or work life services, please go to www.inova.org/eap. To access your dedicated DCPS Inova EAP site on this page, enter “DCPS” for the User Name and “DCPS” for the Password under the user login tab.

Inova Employee Assistance’s services are also private and confidential. So, when you talk to an Inova Employee Assistance counselor, you have security in knowing that information shared will be held in the strictest of confidence.

For additional information or assistance, contact Inova Employee Assistance directly – 24 hours a day at 1(800) 346-0110, and also access work life services via the Internet. IEA is available to answer your questions or schedule an appointment with you at your convenience.

Further questions regarding this benefit can be directed to the Labor Management Team at dcps.lmer@k12.dc.gov



CSO BOOK SCHOLARSHIP

The CSO Book Award is presented annually to three students from a DCPS high school. The award is a one-time scholarship for \$1000.00 to be placed in the student's account upon enrolling in college. We are very proud to announce that the recipients of the awards this year are featured below. The essays written by these students were exemplary in content and style. Congratulations to them and high regards to all the students who participated

Jadyn Settles
Benjamin Banneker Academic High School

Kamiyah Taylor
McKinley Technology High School

Ramazzi White
Cardozo Education Campus

UPCOMING CSO EVENTS

Fall Membership Meeting
October 16, 2024

CSO Holiday Party
December 2024

UPCOMING CONVENTIONS

American Speech-Language-Hearing Association (ASHA)
December 5-7, 2024
Seattle, Washington

National Alliance of Black School Educators (NABSE)
November 20-24, 2024
Atlanta, Georgia

National Association of School Psychologists (NASP)
February 18-21, 2025
Seattle, Washington

Council for Exceptional Children (CEC)
March 12 -15, 2025
Baltimore, Maryland

Association for Supervision and Curriculum Development (ASCD)
June 29-July 2, 2025
San Antonio, Texas

National Association of Elementary School Principals (NAESP)
July 11-13, 2025
Seattle, Washington

National Association of Secondary School Principals (NASSP)
July 11-13, 2025
Seattle, Washington

When you RSVP for a CSO event but are unable to attend without notice, it significantly impacts our organization's operations. The Council of School Officers invests resources in planning each event, including reserving space, catering, and other logistical expenses. When members don't attend as planned, these costs remain the same, and unfortunately, it results in a financial loss for CSO, meaning your hard earned dues are not utilized as efficiently as they could be. We kindly ask that if your plans change, you notify us in advance to help us manage resources wisely and ensure we make the most of our members' contributions.

Meet the CSO Executive Board

The governing body of your union, CSO, is our Executive Board. This body oversees the general operations of the union and makes critical operational and financial decisions concerning our organization.



PRESIDENT
RICHARD JACKSON



VICE PRESIDENT
ROBERT SAUNDERS



TREASURER
ARTHUR LINDER, SR.



SECRETARY
DELISA GREEN



COURTNEY ANDERSON MARCH



CHARLETTE BUTLER-STRICKLAND



TAMARA DUKES



WILLIAM HAITH



KIMBRIA JACKSON



ZACHARY LARSON



SONCYREE LEE



STACI MCDUFFIE



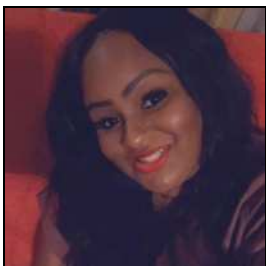
PHILLIP MORGAN, SR.



CHUNITA PILGRIM



NICOLE PITRE



KRYSTAL WILLINGHAM



PATRICIA BRISCOE



GWENDOLYN BROWN



ALLEN CHIN

Meet the CSO Field Representatives



RENEE JACKSON
Elementary and
Non-School Based
Field Representative



ROBERT SAUNDERS
CSO Vice President
High and Middle School
Field Representative

YOUR WEINGARTEN RIGHTS

“If this discussion could in any way lead to my being disciplined or terminated, or affect my personal working conditions, I request that my union representative be present at the meeting. Without representation, I choose not to answer any questions.” (This is my right under a U.S. Supreme Court Decision called Weingarten.)

The right of unionized employees to have a union representative present during investigatory interviews was announced by the U.S. Supreme Court in a 1975 case. These rights have become known as Weingarten Rights.

Employees have Weingarten Rights only during investigatory interviews. An investigatory interview occurs when a supervisor questions an employee to obtain information which could be used as a basis for discipline or asks an employee to defend his or her conduct.

If an employee has a reasonable belief that discipline or other adverse consequences may result from what he or she says, the employee has the right to request union representation. Management is not required to inform the employee of his/her Weingarten Rights; it is the employee’s responsibility to know and request.

When the employee makes the request for a union representative to be present, management has three options:

1. they can stop questioning until the representative arrives;
2. can call off the interview;
3. can tell the employee that they will call off the interview unless the employee voluntarily gives up his/her rights to a union representative **(an option the employee should always refuse.)**



Opening of School Convocation "Kickin' It with the CSO: Laced Up, Empowered, United."



Press
PLAY!

On Saturday, September 7, 2024, the CSO hosted its inaugural School Convocation, "Kickin' It with the CSO: Laced Up, Empowered, United." The event took place at the exquisite Yours Truly boutique hotel in Georgetown. We were pleased to have over 75 members in attendance for a fellowship, learning, and fun day.

The convocation featured sessions from our CSO members, Dr. Robert Saunders, Dr. Courtney Wilkerson, Dr. William Blake, Principal Tiffany Johnson, Ms. Delisa Green, and Rene Jackson. We also welcomed our colleagues from neighboring unions, Dr. Eric Minus, Karl Perry, and Robert Alston.

We were also thrilled to have a keynote address from Dr. Andrae Townsel, a former DCPS school leader and the first black superintendent of Calvert County Public Schools.

The convocation not only offered impactful sessions on self-care and leadership but also provided a unique and invaluable opportunity for school leaders to network, meet new colleagues, and, most importantly, relax and enjoy a much-needed break from the school's opening. We are looking forward to next year's convocation and we invite all interested parties to join in the planning.



Opening of School Convocation "Kickin' It with the CSO: Laced Up, Empowered, United."



Opening of School Convocation "Kickin' It with the CSO: Laced Up, Empowered, United."



CBC Coalition of Black Trade Unionists Labor Leaders Roundtable

The Council of School Officers (CSO) Union was well represented at the Congressional Black Caucus Black Labor Union Leaders Roundtable, with CSO President Richard Jackson and Vice President Robert Saunders in attendance. The roundtable, chaired by U.S. Representatives Steven Horsford and Ayanna Pressley, along with Coalition of Black Trade Unionists President Terry Melvin, focused on the vital role of unions in elections, advancing the Black Wealth Agenda, and promoting stronger alliances among labor organizations. Key union leaders such as Betty Pringle, President of the National Education Association, and Claude Cummings, President of the Communication Workers of America, were also present. The discussions highlighted the power of collective action in shaping political outcomes, driving economic empowerment for Black communities, and fostering unity among unions to strengthen their collective impact.



CSO End of the Year School Social

CSO hosted its End of the Year Celebration at Throw Social in northeast Washington, D.C., creating the perfect environment for members to relax and unwind before the summer break. The event was well attended by current CSO members, who enjoyed delicious food and lively conversations with colleagues from across the district. As the school year came to a close, this gathering provided an opportunity for members to reflect on their shared experiences, strengthen their professional bonds, and celebrate their hard work and dedication. With a fun atmosphere and the chance to connect outside of the workplace, the celebration served as a well-deserved break and a great start to the summer ahead.



Retiree's Corner

Barbara Childs Retirement



After 16 remarkable years of dedicated service as the Executive Vice President for the CSO, Barbara Childs has decided to retire. Her leadership, commitment, and passion for advocating on behalf of educators and school leaders have left an indelible mark on our organization and the entire educational community.

To honor her contributions and bid her a fond farewell, a celebration was held on July 11th at the Metrobar. Friends, colleagues, and members of the CSO gathered to reflect on her years of service and celebrate her accomplishments. The event was filled with heartfelt tributes, fond memories, and expressions of gratitude for Barbara's leadership.

Barbara's influence extended beyond her role, as she fostered a collaborative environment, championed the professional development of school officers, and consistently advocated for improved conditions for educators. Her work has helped shape the CSO into the strong, united voice it is today.

As we celebrate her retirement, we extend our deepest gratitude to Barbara Childs for her years of hard work and dedication. We wish her the very best as she embarks on this next chapter of her life, filled with the joys of retirement and new adventures ahead. Thank you, Barbara, for your tireless commitment to our schools and your unwavering leadership. You will be missed but never forgotten!

Dental Plan Now Available for 2025

We are pleased to announce that a comprehensive dental plan is now available for CSO retirees! CSO retirees can enroll in the same Aetna Freedom of Choice Plan that our active members currently enjoy.

The annual cost for the plan is \$582 for single coverage and \$1,029 for family coverage. Open enrollment will take place from November 11, 2024, to December 9, 2024, so be sure to mark your calendars.

Enrollment forms will be arriving in your mail and email soon, so keep an eye out for more details. Don't miss this opportunity to secure excellent dental, vision, and legal coverage for the coming year!

Retiree Engagement

We are looking forward to engaging our retired CSO members in more of the upcoming activities of the union. Your expertise and experience will surely be an asset to the overall growth of the union. For further information on the role you can play contact one of the below CSO Retirees.

Patricia B Briscoe
pbbdciaa@yahoo.com

Gwendolyn Brown
Bronxgal95@gmail.com

Barbara Childs
bchilds@csolocal4.org

Allen Chin
aec10@yahoo.com

Retiree's Corner

CSO RETIREE LUNCHEON



The Council of School Officers Union Local 4 held its annual Retirement Luncheon at Truluck's Restaurant in Washington, D.C. The gathering brought together a warm and lively group of attendees, including former and retired union members, as well as past and present union officials. Everyone enjoyed a delightful meal in a relaxed atmosphere, where conversation flowed freely. Laughter echoed throughout the luncheon as retired members shared fond memories and reminisced about the historical milestones and achievements in both D.C. Public Schools and the CSO. The gathering provided a meaningful opportunity to reconnect, reflect on past successes, and celebrate the legacy of the union's impact on education.



CSO Contacts

CSO EXECUTIVE BOARD MEMBERS

President

Richard Jackson

Vice President

Robert Saunders

Treasurer

Arthur Linder, Sr.

Secretary

Delisa Green

School Representatives

Courtney Anderson March
Charlette Butler-Strickland
Danitra Dorsey-Daniels
Tamara Dukes
William Haith
Kimbria Jackson
Zachary Larson
Soncyreè Lee
Staci McDuffie
Phillip Morgan
Chunita Pilgrim
Nicole Pitre
Krystal Willingham

Retirees

Patricia Briscoe
Gwendolyn Brown
Allen Chin

CSO FIELD REPRESENTATIVES

Elementary and Non-School Based Field Representative

Renee Jackson

High and Middle School Field Representative

Robert Saunders

CSO STAFF

Exec Board Liaison and Retiree Support

Elaine McCain

Special Events and Social Media Coordinator

Narida Thorne

Office Manager

Zanette Childs

[HTTPS://WWW.COUNCILOFSCHOOLOFFICERS.ORG](https://www.councilofschoolofficers.org)

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202-526-4700 (OFFICE) 202-526-8088 (FAX)

EMAIL: CONTACTCSO@COUNCILOFSCHOOLOFFICERS.ORG



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Save an extra 20%* on select products (including sale items), like teeth whitening products, mouthwash, toothpaste and toothbrushes.



At-home products

Save on blood pressure monitors, pedometers, activity trackers, pain relief devices and more.



Weight management

Save on weight loss programs and meal plans — and enjoy one-on-one support.



Aetna® oral care products brought to you by ZDental

Save on Sonic toothbrushes and replacement brush heads, oral health care kits and water flossers.



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Save on gym memberships, health coaching, fitness gear, wearable fitness devices, group fitness classes on demand and more.



To explore savings, scan the code
or visit go.aetna.com/dentaldiscounts

[Aetna.com](https://www.aetna.com)

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Start shopping for discounts:

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Register for, or
log into, your member
website.

Click “Health and
Wellness” and choose
“Health & Wellness
Discounts.”



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Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans. In Texas, the dental Preferred Provider Organization (PPO) is known as the Participating Dental Network (PDN).

DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third party vendors and providers. Aetna makes no payment to the third parties — you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts. Not available to NY policyholders.

Discount vendors and providers are not agents of Aetna and are solely responsible for the products and services they provide. Discount offers are not guaranteed and may be ended at any time. Aetna may get a fee when you buy these discounted products and services.

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Vision



**Craft your ideal
eye care experience**

Discover what your vision plan covers and
how to get the best value for your needs

**United
Healthcare**

See what's covered

Eye exam

Your plan includes a fully covered exam, subject to a copayment.

Your plan uses the UnitedHealthcare Vision Network. You'll get the most value from your coverage when you see any provider in this large, national network of optometrists and ophthalmologists, including both local doctors and well-known retail providers. Find a provider at myuhcvision.com.

Frame allowance*

When you use a network provider, you can spend a frame allowance to help buy any frame your eye doctor offers. You get a discount on any cost over the allowance amount.

Contact lens benefit*

You may have coverage for a fitting and follow-up visits depending on your plan design and lens choice. Sign in to myuhcvision.com to learn more about your specific benefit.

Lens options*

Popular lens options like UV protection or anti-reflective coating are available to you at price-protected amounts. Plus, standard scratch coating and polycarbonate lenses for dependent children are available at no cost.

Additional pairs of glasses*

Receive a 20% discount on additional pairs of eyeglasses, including prescription sunglasses.

* Plans may vary. Check your coverage at myuhcvision.com to verify benefits. Non-covered services and discounts may not be available from all providers. Please confirm cost and coverage with your provider before making your purchase.

Learn more

Sign in to myuhcvision.com

Get 24/7 access to details about your vision plan—including savings and discounts—and monthly vision health and wellness content.

Sign in to myuhc.com[®]

If you have a UnitedHealthcare health plan, you can access your vision and health plan benefits here by following these steps:

- Sign in to myuhc.com
- Go to **Coverage & Benefits**
- Scroll down to **Vision**
- Select **View vision plan**

Call toll-free

1-800-638-3120, TTY 711

If you don't have computer access or need language assistance or other help, call us Monday through Friday, 7 a.m. to 10 p.m. CT, or Saturday, 8 a.m. to 5:30 p.m. CT.



Take steps to protect your eyes — and your overall health

1 Find an eye doctor in the network

When it comes to shopping for eye care, you've got plenty of choices. The UnitedHealthcare Vision Network has over 165,000 access points for care nationally, from local doctors around the corner to well-known retail chains or specialty online retailers.*

Sign in to myuhcvision.com to search by provider name, specialty or location.

2 Schedule your eye exam

Regular visits to an eye doctor can help keep your eyes healthy and improve your overall health.

Get a complete eye exam

A dilated exam lets your doctor look inside your eye and check your eye health. The exam can also show early signs of conditions like diabetes or high blood pressure, even before other parts of your body are affected.

At your appointment, be sure to:

- Tell your doctor you have a UnitedHealthcare Vision plan
- Give your name and date of birth

You don't need your ID card to use your benefits. If you want an ID card, you can print it from your computer or save it to your mobile device at myuhcvision.com.

3 Discover more ways to save

Laser vision correction

Save up to 35% off the national average price of laser vision correction at more than 800 QualSight® LASIK locations nationwide.** Learn more at myuhcvision.com.

Contact lenses

Order contacts from major brands online to get 10% off your order and free shipping on orders \$99 or more. Visit uhcontacts.com to get started.

Eyeglasses and sunglasses

Shop a wide variety of frames, lenses and coatings—some available at no additional cost. Try on new styles using the virtual mirror and access 24/7 customer support. Visit uhcglASSES.com.

Hearing aids

Get preferred pricing on custom-programmed hearing aids, starting at \$699 each, through UnitedHealthcare Hearing. Learn more at myuhcvision.com.

Blue-light-blocking filters

Save up to 20% off blue-light-blocking screen filters for select smartphones, tablets and laptops from Eyesafe. Learn more at myuhcvision.com.

Network retail locations include:

1800 contacts[®]
EXPRESS^{™™}
EXAM

AMERICA'S BEST CONTACTS & EYEGLASSES

COSTCO
OPTICAL

EYEGLASS
WORLD

For Eyes
by GrandVision

GlassesUSA
.com

LENSCRAFTERS[®]

myeyeDR

OPTICAL

sam's club

Visionworks

United
Healthcare | uhcontacts.com
uhcglASSES.com

Walmart

WARBY PARKER

*Not all providers participate in all plans. Check with your provider before using your benefits. Network snapshot report (Internal report), 2023.

**Network location count as of October 2023.

***For virtual prescription renewal only, ExpressExam may not be available for all vision plans and is not in all states.

COUNCIL OF SCHOOL OFFICERS

We do not treat members differently because of sex, age, race, color, disability or national origin. If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator, UnitedHealthcare Civil Rights Grievance, P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, DC 20201

We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free phone number listed on your ID card, TTY 711, Monday through Friday, 8 a.m. to 8 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意: 如果您講中文 (Chinese), 我們免費為您提供語言協助服務。請撥打會員卡所列的免費會員電話號碼。

XIN LUU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어 (Korean)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng Tagalog (Tagalog), may makukuha kang mga libreng serbisyo ng tulung sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русским (Russian). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

فہم فرما سکتا ہے۔ اگر آپ بولتے ہیں تو ہم آپ کو مفت زبان سروس فراہم کر سکتے ہیں۔ براہ کرم اپنے پہچان کارڈ پر درج کردہ مفت ہیلپ لائن نمبر پر رابطہ کریں۔

ATANSYON: Si w pale Kreyòl ayisyen (Haitian Creole), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez français (French), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po polsku (Polish), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala português (Portuguesa), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ATTENZIONE: In caso la lingua parlata sia l'italiano (Italian), sono disponibili servizi di assistenza linguistica gratuiti. Per favore chiamate il numero di telefono verde indicato sulla vostra tessera identificativa.

ACHTUNG: Falls Sie Deutsch (German) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

注意事項: 日本語 (Japanese) を話される場合、無料の言語支援サービスをご利用いただけます。健康保険証に記載されているフリーダイヤルにお電話ください。

دیری کلمہ بہت مہیا ہے۔ اگر آپ اپنی پہچان کارڈ پر درج کردہ مفت ہیلپ لائن نمبر پر رابطہ کریں تو ہم آپ کو مفت زبان سروس فراہم کر سکتے ہیں۔ براہ کرم اپنے پہچان کارڈ پر درج کردہ مفت ہیلپ لائن نمبر پر رابطہ کریں۔

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, आपको भाषा सहायता सेवाएं, नसलुलुक उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री कोल नंबर पर कॉल करें।

CEEb TOOM: Yog koj hais Lus Hmroob (Hmong), muaj kev pab txhais lus pub dawb rau koj. Thov hu rau tus xov tooj hu deb dawb uas teev muaj nyob rau ntawm koj daim yuaj cim qhia lus kheej.

ចំណាំអង្គការ: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ (Khmer) សេវាជំនួយភាសាដទៃទៀតឥតគិតថ្លៃសម្រាប់អ្នកប្រើប្រាស់កាត់សម្រេចបាន។ សូមទូរស័ព្ទទៅលេខជំនួយសេវាអតិថិជនសម្រាប់ព័ត៌មានបន្ថែម។

PAKDAAR: Nu saritaem ti Ilocano (Ilocano), ti serbisyo para ti baddang ti lengguahe nga awanan payadna, ket sidadaan para kanyam. Maidawat nga awagan iti toll-free a numero ti telepono nga nakalista ayan iti identification card mo.

DÍÍ BAA'ÁKONÍNÍZIN: Diné (Navajo) bizaad hee yéniit'i go, saad hee áka'antida'awo'ígíí, t'áá'jik'eh, hee ná'ahót'i'. T'áá' shuqíí' ninaaltsoos nit'izí hee néé'hozhiniigí hinc'déé' t'áá'jik'ehgo héesh hee hane'í hixá'ígíí hee hodíinih.

OGOW: Haddii aad ku hadasho Soomaali (Somali), adeegyada taageerada luqadka, oo bilaash ah, ayaa heli karaa. Fadlan wac lambarka telefonka khadka bilaashka ee ku yaalla kaarkaaga aqoonsiga.

Learn more

Call 1-800-638-3120, TTY 711. ¿Habla español? Podemos ayudar.
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The examples provided are for general knowledge purposes only and should not be interpreted as a preference or recommendation of any particular provider, brand or company. We encourage members to choose providers based on their individual needs and preferences.

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