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Features

- 20 OPERATORS STANDING BY**
SAG-AFTRA's new Contact Center has made getting help from the union easier than ever.
- 22 HEALTH PLANS MERGE**
One of the promises of merger is realized with the new SAG-AFTRA Health Plan.
- 26 MEET GABRIELLE CARTERIS**
The *90210* alum takes the reins of the union, and she's already off to a running start.
- 30 ENFORCING CONTRACTS**
The union never rests when making sure members get paid and have decent working conditions.
- 32 KNOW YOUR RIGHTS**
Working under a union contract gives you certain guarantees, and it pays to understand them.
- 34 ACTOR TO ACTOR**
President Carteris chats with Kerry Washington and the late Ken Howard's interview with Bob Odenkirk.

Departments

- | | |
|---|------------------------------------|
| 6 President's Letter | 16 Broadcast News |
| 8 Executive VP's Letter | 17 Scene Around |
| 10 Secretary-Treasurer's Letter | 18 #sagaftramembers |
| 12 National Executive Director's Letter | 38 On Location |
| 13 For Members | 45 Deals & Discounts |
| | 46 In Memoriam |
| | 48 Snapshot: <i>Virginia Payne</i> |



**"I'm not one [who] wants to be on the cover of every magazine — I just really love to act."
— KERRY WASHINGTON**

ACTION ITEMS @

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ON THE COVER: New SAG-AFTRA President Gabrielle Carteris. Photo by Emily Dryden.

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2015 ILCA Award Winner for Best Publication Design

CORRECTION In the Spring 2016 issue of SAG-AFTRA magazine, performer Kelvin Yu was misidentified in a photo with Dino-Ray Ramos accompanying the Diversity Since Day One article. SAG-AFTRA regrets the error.

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GABRIELLE CARTERIS

“Every moment is an organizing opportunity, every person a potential activist, every minute a chance to change the world.” — DOLORES HUERTA

Dear Member,

It is all in our hands. SAG-AFTRA's power lies in its members — members like you and me. The union derives its direction and its strength from the people who show up. That is the power of collective action and the principle of unity. We are stronger together than we are apart.

I have had the honor to serve our members as a national board member in both predecessor unions; Los Angeles Local President; SAG-AFTRA national vice president, Los Angeles; and executive vice president for two terms. I have had the privilege to see how one's service can have an impact on the lives of members. Chairing and serving on negotiating committees, attending wages and working conditions meetings and being a part of governing has made me a better union member and it inspires me to continue serving SAG-AFTRA members. **Working together and working hard, with respect for fellow members and staff: That's how we get things done.**

In recent months, I've attended local membership and Broadcast Steering Committee meetings, town halls and nationwide webinars, and visited television and movie sets in various cities. I heard from thousands of you about our vibrant and dynamic union, and often you

asked me, “What can I do?” The answer is simple: Get involved.

As chair of the TV/Theatrical Wages & Working Conditions (W&W) and Negotiations Committee, I want to hear from each of you in preparation for negotiations next year. W&W meetings to formulate the union's bargaining platform for the next TV/Theatrical Contract will begin later this year and, in September, we'll hold stakeholder group caucuses around the country for members working in film, television and new media. We will also be holding information sessions about the state of the union based on ongoing research. Our bargaining positions begin with your suggestions and experiences, so come to a meeting and help us understand what you need in your next contract.

One of the primary motivators for merging our legacy unions into SAG-AFTRA was the potential of a combined benefit plan. It may have seemed a monumental task, but of such singular importance to the membership that our union-side trustees began work on it almost immediately.

That goal will be realized in January 2017, when the newly merged SAG-AFTRA Health Plan becomes effective. While there is more to do and we are turning our attention to the next major goal, it is a remarkable accomplishment on behalf of SAG-AFTRA members and their families.

In May, we lost former Screen Actors Guild President William Schallert, who died at age 93, shortly after the deaths of former SAG President Anna Patty Duke Pearce and SAG-AFTRA President Ken Howard.

Bill was a wonderful performer, an astute leader and a true gentleman. During his 1979–81 tenure as president, he helped lead an early, unsuccessful attempt at merger between SAG and AFTRA. On March 30, 2012, I stood with fellow members in the James Cagney Boardroom in Los Angeles as the vote was announced. Bill rose from his chair, applauding the victory 30 years after his own effort to merge the unions. He had retired, but he never quit.

Union service is a transformative experience. It is working to make something that is already great even better. Alone we can do little; together we can do so much.

Join us, and together we will continue to make tremendous strides.

In strength and unity,

Gabrielle Carteris

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VIOLA DAVIS

OUTSTANDING LEAD ACTRESS
IN A DRAMA SERIES

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ENOUGH SAID."**

The Huffington Post

how
to
get
away
with

Murder

abc

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REBECCA DAMON

“I’m proud to belong to a membership that sets such a strong example for inclusiveness and equality.”

Dear Member,

Have you ever watched a favorite movie or television show and wondered why that scientist, engineer or inventor on screen is much more likely to be portrayed by a man than a woman? When I was young, opportunities were limited for girls to excel at math or science and there were very few role models on screen that showed women doing that kind of work. It is taking time, but I am happy to see evidence that we are changing the culture.

This June, at a SAG-AFTRA EEO & Diversity Department and Producers Guild of America panel, I spoke with the wonderfully talented Octavia Spencer about her role as a NASA mathematician in *Hidden Figures*, based on the true story of the women responsible for the calculations that helped John Glenn orbit Earth. What struck me most about the conversation was Octavia’s recounting that she initially thought the story was fiction. When she found out it was indeed true, she was hurt to realize that the roles these important women played had largely gone unrecognized.

It is time to begin changing the story.

Nowhere was this clearer than at the United State of Women Summit in Washington, D.C. The summit, which featured President Obama, first lady Michelle Obama, Vice President Joe Biden, Oprah Winfrey, Kerry Washington, Amy Poehler and Mariska Hargitay,

among many others, was inspirational and uplifting.

While it may not be happening as fast as we would like, signs of change are all around us. The number of women holding national legislative office in countries throughout the world has almost doubled since 1995 — although the numbers are still far too low. And here at SAG-AFTRA, which has long advocated for a greater representation of women in entertainment and in newsrooms, it is remarkable to note that this year, for the first time, the top three officers of the union are women.

We know that in our industry, women remain underrepresented, whether as television news anchors, in lead roles or as screenwriters and directors. But in talking with attendees at the summit, I was filled with hope. Change begins at home, and in addition to the strong representation of women among our union’s elected officers, women make up more than 55 percent of our National Board. I’m proud to belong to a membership that sets such a strong example for inclusiveness and equality.

Following the United State of Women Summit, I was privileged to join a group of influential media leaders for a panel session at the White House. Working with media companies, advertisers and diversity advocates from across the country, we delved deeply into issues of gender parity on screen and the importance of ensuring that all our stories are told. We will keep pushing until we see lasting change in our industry, our

communities, our nation and the world.

In that spirit, I want to thank the members and my fellow officers with whom I attended the NYC Pride March, particularly President Gabrielle Carteris; Secretary-Treasurer Jane Austin; Traci Godfrey, national co-chair of the LGBT Committee; and Kevin Scullin, New York LGBT Committee vice chair. This year’s event, the biggest ever, drawing over 30,000 marchers and 2 million spectators, was held just two weeks after the horrific mass shooting at a gay nightclub in Orlando, Florida. Emotions ran high as we all marched to show our solidarity with the victims and their families.

I also felt honored to march with Christine Bruno, New York Performers with Disabilities Committee chair, along with other SAG-AFTRA members, in the Second Annual Disability Pride parade. Still in its nascent stages, I look forward to seeing this important effort thrive in the coming years.

In a world that has been too often challenged by bigotry, divisiveness and acts of hatred, events like these are important reminders that people of goodwill acting together will ultimately set us on the right course.

Onward together,

Rebecca Damon

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THANK YOU TELEVISION ACADEMY MEMBERS FOR OUR 98 NOMINATIONS

EMMY 2016
HBO



JANE AUSTIN

“Prior to making decisions, I seek opinion and advice from varying constituents, often setting aside my own personal views.”

Dear Member,

It has been a year since you entrusted me to be your national officer. During the past 12 months, I have gained quite a bit of insight into leadership. I have seen both positive and negative impact derived from the way one leads. I have seen collaboration and detachment. My philosophy is to be inclusive, especially given the expansive needs of our diverse membership. In my view, a good leader solicits input and opinion from other elected representatives and has the same respect and faith given to those elected by the members who voted for them. Prior to making decisions, I seek opinion and advice from varying constituents, often setting aside my own personal views. I frequently call upon other union leaders for their counsel to help formulate the best plan of approach. This process, I believe, is serving our union well. I believe that all union leadership should follow suit.

Officers, national and local board directors, delegates, committee chairs and committee members are all volunteers. We

do not get paid for our service. We serve because we want to make a difference for the members. When we are not included in important decisions or restrained from serving our members to the best of our ability, it is tremendously frustrating.

As you know, contract enforcement is very high on my priority list. The contract department is moving forward with developing tools that members will have at their fingertips to educate them on all contracts as well as serve as a valuable tool on the set. The Background Committee and department have recently published a digest that is available in print and on the website. Soon, the Stunt & Safety Committee, along with staff, will develop a “one-sheet” that has the top contract violations listed and clear explanations of contract provisions. These terms are applicable to all performers that work the contracts.

At the national plenary in July, Chief Financial Officer Arianna Ozzanto and I presented the findings of our annual audit from PricewaterhouseCoopers. I am pleased to report that SAG-AFTRA

received an unqualified result, the best outcome possible. The National Board also received the fourth-quarter fiscal year-end 2016 actuals, which showed our union tracking above budget in revenue and below budget in expenses, for a variance of \$8.3 million in surplus.

In September, SAG-AFTRA is beginning the wages and working conditions meetings nationwide for the upcoming 2017 TV/Theatrical collective bargaining negotiations. I strongly encourage all members to attend and participate in these meetings in their locals, as it is the best way to let your voice and concerns be heard and be counted. We need to hear from all members on what issues are most important to you.

In solidarity,

A handwritten signature in black ink, appearing to read 'Jane Austin', with a long horizontal stroke extending to the right.

Jane Austin

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DAVID WHITE

“One of my key goals for SAG-AFTRA is for us to become ever-more nimble and responsive to our members.”

Dear Member,

We are in the full bloom of summer and a great deal has already occurred as we begin preparations for our upcoming TV/Theatrical negotiations.

First, our unified health plan: It was with extreme satisfaction that I first reported to our elected leadership in June that the respective boards of trustees for the SAG Health Plan and AFTRA Health Fund voted to merge into a single health plan effective Jan. 1, 2017. This is tremendous news for our membership on many fronts. Fully 65,000 souls who depend on these plans will become beneficiaries of a single, financially strengthened plan that offers automatic family coverage for all participants. The merger will immediately help thousands of our members seeking eligibility next year who currently contend with the scourge of split earnings when working under our television agreements. The new plan will offer first-class service for participants, provided by staff who are being trained — right now, as I write this letter — in the various features of the new plan, many of which are similar to the current SAG Health Plan model.

I hope that all of you who are interested in the details of the new plan were able to attend one of the many educational sessions we offered in partnership with

plan staff, or that you have taken a moment to peruse the comprehensive website dedicated to the merged plan, sagaetrahealth.org. The establishment of this single, unified plan represents the achievement of a major goal asserted by our membership even before our unions merged. It provides a robust foundation of health care for our membership, which the trustees can continue to improve upon, nurture and grow over time.

Second, our new member-care Contact Center: As you know, one of my key goals for SAG-AFTRA is for us to become ever-more nimble and responsive to our members and to the many employers, agents and other professionals who contact us each day with questions to answer and problems to resolve. I am quite pleased with another meaningful step towards fulfilling this objective, which is the opening of our Contact Center. We now have 15 dedicated representatives around the country who have received specialized training in best-in-class customer service technology. Within the first week of our opening in early summer, this team was answering nearly 1,000 calls, emails and online chats each day with members and others. Over 70 percent of incoming phone calls were answered within 30 seconds and most issues were resolved without the need for subsequent call transfers to other staff. Based on daily surveys and the appreciative feedback we have received

to date, this initiative is already successful and advances our goal to provide excellent service to members in every local and who may be working anywhere in the world.

Third, our continued — and growing — success in organizing campaigns: Just this week, we announced the groundbreaking vote by the professionals at La Raza and La Mega to join SAG-AFTRA. They are two Spanish-language radio stations that are owned by Spanish Broadcasting Systems, the largest publicly traded Hispanic-controlled media and entertainment company in the United States. This vote highlights a series of recent victories under our audiobook and broadcast agreements, as well as significant, positive organizing activity with members of our background, voiceover and commercial performer communities.

Finally, I am working closely with President Carteris and other leaders to prepare for upcoming negotiations. Be on the lookout for more news about this as we prepare for the member-led W&W process this fall.

I wish you a joyous and happy summer.

In unity and looking forward,

David White

For Members

► NEWS, INFORMATION AND BENEFITS ◀



SAG-AFTRA'S W&Ws NEED YOU!

SAG-AFTRA is gearing up for a critical period that will have a huge impact on members — and the union needs to hear from you.

With the television and theatrical contracts set to expire June 30 next year, the union will be holding a series of meetings to get member input on what should be in the next contracts. On July 17, the National Board approved the establishment of the National TV/Theatrical Contracts Negotiating Committee and appointed President Gabrielle Carteris as its chair.

Known as the wages and working conditions process, or W&W for short, the meetings are the most direct way members can influence the contracts under which they work. The negotiating committees and staff use the information gathered from these sessions to understand what contract provisions are most important to members. In the give-and-take process of negotiation, it's important to know the relative value members place on the various provisions to secure the best deal possible.

W&Ws are held for many of SAG-AFTRA's contracts, and the upcoming ones will focus on the Producer-SAG-AFTRA Codified Basic Agreement and the SAG-AFTRA Television Agreement, which are negotiated with the Alliance of Motion Picture and Television Producers.

The W&Ws will be taking place Oct. 24 – Dec. 2. Prior to that, in September, caucuses will be held for stakeholders, which include background actors, dancers, singers, stunt performers and others.

Check the page for your local at SAGAFTRA.org for dates and times of meetings. Notifications will also be emailed to members whose email address is on file.



TASK FORCE'S MISSION IS MEMBER ENGAGEMENT



National Board member Ellen Crawford joins Seattle Local members at their June 20 membership meeting.

Just 18 months after it was established, the President's Task Force on Education, Outreach and Engagement continues to expand, working to keep members involved with their union. The primary goal of the task force is to empower SAG-AFTRA members across the country through direct member-to-member outreach.

To translate this idea into a reality, members of the task force — including President Gabrielle Carteris; Executive Vice President Rebecca Damon; Vice President, Broadcasters Catherine Brown; Vice President, Recording Artists Dan Navarro; National Board member and Second Vice President, Los Angeles Ellen Crawford; National Board member Abby Dylan; and New York Local Board member and dancer Jamal Story — have traveled to locals across the country, working to expand members' union knowledge and facilitate engagement. Recent visits include Seattle, Missouri Valley, Utah, Nevada, Michigan, Philadelphia, New York and Washington-Mid Atlantic — with more meetings forthcoming.

The task force has been working with committees and members, creating discovery

Continues on page 44

TV/THEATRICAL WAGE RATE INCREASE

SAG-AFTRA wants to remind members that wage rates for work done under the 2014 TV/Theatrical Contracts increased July 1. Please consult the rate sheets for television and theatrical posted at sagaftra.org/productioncenter for details.

LILY TOMLIN NAMED LIFE ACHIEVEMENT RECIPIENT

Entertainment icon Lily Tomlin has been named the recipient of the SAG Life Achievement Award, the union's highest accolade.

Audiences nationwide were first exposed to Tomlin's comedic talents on *Rowan and Martin's Laugh-In*, in which she appeared from 1969-1973. A multitasking performer, she has found success on television, in film and on stage — not to mention writing and producing. In addition, she is well known for supporting philanthropic organizations, particularly those focused on animal welfare, civil rights, health care, the LGBT community and overcoming homelessness.

Tomlin will receive the award at the 23rd Annual Screen Actors Guild Awards®, which will be simulcast live nationwide on TNT and TBS on Sunday, Jan. 29, at 5 p.m. PT/8 p.m. ET.



NARRATORS CONVERGE ON CHICAGO



Audiobook narrators at the Audio Publishers Association Conference on May 13

More than 50 working SAG-AFTRA audiobook narrators gathered in Chicago during the Audio Publishers Association Conference in May to celebrate their community's organizing successes and to discuss bargaining and organizing priorities going forward. The agenda for the meeting, led by Audiobook Steering Committee Chair Richard Ferrone, included a presentation detailing union-covered earnings and employment trends in the industry, a recap of recently negotiated contracts and a discussion of adding members' SAG-AFTRA affiliation to end-title book credits.

SPOTLIGHT ON MOVIES IN D.C.



Former *Boston Globe* Assistant Managing Editor Ben Bradlee Jr., left, with member John Slattery, who portrayed him in Best Picture Oscar-winner *Spotlight* at the Anatomy of a Movie event in Washington, D.C., on June 8. The event brought together SAG-AFTRA members, members of sister unions, CreativeFuture and the Creative Rights Caucus to speak to government officials and their staffs about the filmmaking process from the moment an idea is born to when a film is released in theaters.



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★ SAGINDIE EVENT AT LA FILM FEST



SAG-AFTRA, SAGindie and the Writers Guild of America, West joined forces to celebrate filmmakers and performers at the LA Film Festival on June 7. From left, hosts WGA, West President Howard A. Rodman, Gloria Reuben and Amber Tamblyn; and National Director, SAGindie Darrien Michele Gipson.



23RD ANNUAL SAG AWARDS® CALENDAR

Monday, Oct. 3 Period to request paper final ballots in lieu of online voting begins

Monday, Oct. 24 Submissions close at 5 p.m. PT at sagawards.org/submissions

Thursday, Nov. 17 Nominations balloting opens

Thursday, Dec. 1 is the deadline for paying November 2016 dues and/or changing your address with SAG-AFTRA to be eligible for a final ballot.

Thursday, Dec. 8 Records pulled for final balloting

Sunday, Dec. 11 Nominations balloting closes at 5 p.m. PT

Wednesday, Dec. 14 Nominations announced

Monday, Dec. 19 Final voting opens

Friday, Jan. 13 Final day to request paper ballots in lieu of online voting

Friday, Jan. 27 Final votes must be cast online or ballots received by the elections firm by noon PT

Sunday, Jan. 29 23rd Annual Screen Actors Guild Awards®

FIGHTING TO SAVE LOCAL RADIO

SAG-AFTRA President Gabrielle Carteris joined employees at San Francisco's KNBR radio station on July 13 to demand that owner Cumulus Media pay a living wage. At a press conference in the shadow of AT&T Park, Carteris highlighted the injustices at the all-sports station, with longtime employees, including producers and show hosts, being paid far less than reasonable compensation — in many cases minimum wage.

“Covering teams like the 2014 World Series champion San Francisco Giants, or the 2016 NBA finalist Golden State Warriors, or the five-time Super Bowl champion 49ers might not sound like a minimum-wage job, but that’s the reality,” said Carteris.

KNBR ranks fifth in estimated 2015 revenue among the 453 Cumulus-owned and operated stations, generating an estimated \$25 million a year in broadcast radio advertising revenue, according to SNL Kagan, an independent market research group.

“I started at minimum wage. I’ve never received a raise or vacation pay. I have never received a day of holiday pay. The only pay increase I have received was the mandatory bump to the San Francisco minimum wage,” said Ryan Covay, a sports anchor, producer and host who has worked at KNBR for six years.

KNBR’s on and off-air employees voted to join SAG-AFTRA in November 2014. Since then, Cumulus has not engaged in

meaningful discussions about wages at the bargaining table and the last attempt at negotiations was in February.

Speakers included radio reporter and SAG-AFTRA National Board member Bob Butler; San Francisco-Northern California Local President Kathryn Howell; and state Assemblymember David Chiu.

Show your support by signing the petition for fair wages at savelocalradio.org.



San Francisco-Northern California Local President Kathryn Howell expresses solidarity with KNBR employees at a press conference on July 13.

BROADCAST STEERING COMMITTEE MEETS

There was a lot to talk about at the Broadcast Steering Committee meeting in New York City on June 25. The highlight of the gathering was the good news that Minnesota Public Radio employees voted to go union. The new bargaining unit includes both on and off-air employees who produce content for MPR. This election allows them to move forward to negotiate a first contract.

BSC members also heard a report from SAG-AFTRA staff about ongoing negotiations across the country where technological change and new media platforms continue to be the focus of member concern. Member leaders and staff continue to work through labor management committees and through the grievance and arbitration process to settle matters related to social media, workload, disciplinary concerns, layoffs and terminations. Members of the BSC also received a report on and discussed the Fair Play Fair Pay Act, legislation that creates a performance right for music artists.

Staff reported provisions of personal service contracts continue to change to create less favorable working conditions for members, specifically term agreements for lower-paid employees, which can prevent an employee from seeking other

Continues on page 44

SPANISH-LANGUAGE BROADCASTERS ORGANIZE

On-air talent at Los Angeles radio stations KLAX “La Raza” and KXOL “La Mega” voted Aug. 1 in favor of having SAG-AFTRA serve as their exclusive collective bargaining representative.

The new bargaining unit will be made up of 28 employees performing on-air services, including hosts, announcers, mixers, DJs, and other on-air services for the stations. Both stations are owned by Spanish Broadcasting System, a media corporation that operates Spanish-language radio stations in Los Angeles, San Francisco, New York, Chicago, Puerto Rico, Houston and Miami, and owns La Mega TV.

SAG-AFTRA represents Spanish-speaking broadcasters and journalists across the country, including Univision in Los Angeles (KMEX), New York (WXTV and Radio WADO) and San Francisco (KDTV), and Telemundo in New York (WNJU/TV), Philadelphia (WUSI/TV) and Chicago (WSNS/TV).

The successful vote is the latest milestone in SAG-AFTRA’s campaign to organize the Spanish-language media industries. Under the hashtag #SAGAFTRAUNIDOS, the union has been working with many of those employed by Spanish-language radio and television to advocate for fair treatment and improved working conditions.

SHOWING OUR PRIDE

From coast to coast this summer, SAG-AFTRA members celebrated LGBT pride — and solidarity with the victims of the Orlando shooting on June 12.

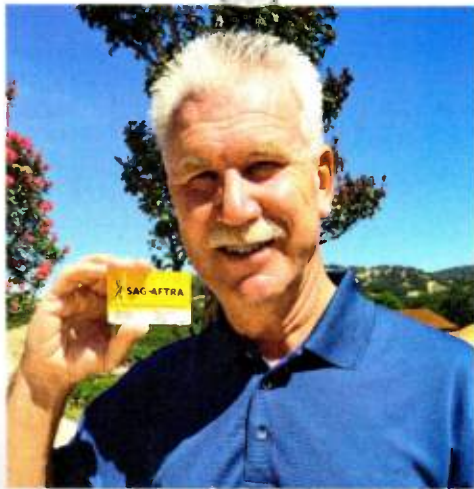


1. Portland Local VP Michele Mariana, left, and Portland Local President Duane Hanson, right, are joined by Hanson's daughter Desi to march in the Portland Pride Parade June 19. 2. From left, Executive Vice President Rebecca Damon, National LGBT Committee member Ray DeForest as Doris Dear (back), National LGBT Committee Co-Chair Traci Godfrey (bottom), President Gabrielle Carteris, Broadway and screen legend Charles Busch, National LGBT Committee member Kevin Scullin, Busch's colleague Kathie Carr and Secretary Treasurer Jane Austin at the NYC Pride Parade on June 26. Nearly 150 people marched in the SAG-AFTRA parade contingent. 3. SAG-AFTRA members donned stickers in a show of solidarity with the victims of the deadly shooting at a gay Orlando nightclub. 4. Seattle Local elected leaders, members and SAG-AFTRA staff joined forces with ILWU union members at the 42nd Annual Seattle Pride Parade on June 26 in downtown Seattle. 5. From left, Casting Director Matthew Lessall, actors Patricia Velasquez and Scott Turner, and National LGBT Committee Co-Chair Jason Stuart participated in a panel discussing the business of acting at this year's Outfest Los Angeles Film Festival on July 16. The SAG-AFTRA National LGBT Committee co-hosted a "Schmoozefest" networking brunch with SAGindie, welcoming members and filmmakers at the festival, which celebrates LGBT films.





I'm a proud SAG-AFTRA union member because I get to create indelible images and voices that can change the world
— Towanda Underdine



I jumped at the chance to join SAG-AFTRA — Vance Bjorklund



When I received my letter, I was so excited! — Nikki F...



I'm proud and grateful to be a member — Tony Russell



I'm proud to be a SAG-AFTRA member because each and every time I am on a set, I am treated with dignity and respect
— Michelle Peoples



Very proud to be a card carrying member! — Greg Grunberg



I couldn't be more proud to be a part of a community that has been supporting artists for over 80 years. — Shalitra Flowers



The earnings and working conditions of all actors are influenced by the strength of organized labor like SAG-AFTRA
— Kathryn Browning



I've used my membership to get better paying jobs!
— PJ Edwards

#sagaftramembers

Show us your card!

SAG-AFTRA members from coast to coast are proud that they are part of the world's greatest union representing performers and media professionals — and they are not afraid to show it. We'd like to hear your story. Send us a photo or video of you holding your card to sagaftra.org/mystory and you may just get featured in a future issue, on our website or in social media. Tell us how you earned your card and why you are proud to be a SAG-AFTRA member. Then share your story on social media with the tag #sagaftramember.



SAG-AFTRA helps actors like me. I look forward to a lifetime of membership! — Kaegan Baron



I have been a proud member since 2008. Let's keep supporting one another. — Marcus Thomas



I'm so thankful that SAG-AFTRA is in my corner. — Arden Goldberg



PHOTOS AND STORIES ARE SELECTED AT RANDOM.



I am proud to have my SAG-AFTRA card because SAG-AFTRA takes care of its members. — Tirthk Malik



SAG-AFTRA helped me when I needed it most. I have never forgotten that generosity and compassion. — Nate Di Palma

Open *for* Business



*With SAG-AFTRA's
New Contact Center,
Getting Answers Is
Easier Than Ever*



Top, Shanara Sanders, a Contact Center representative, takes an inbound call July 13 in the Los Angeles office. Above, SAG-AFTRA Chief Financial Officer Arianna Ozzanto, Executive Vice President Rebecca Damon, National Executive Director David White and Secretary-Treasurer Jane Austin attend a ceremonial ribbon-cutting event for the Los Angeles Contact Center.

On May 16, a nearly two-year effort that touched every department in the union came to fruition. That Monday at 6 a.m. Pacific Time, the SAG-AFTRA Contact Center took the first of what would become an average of nearly 750 calls, emails and web chats per day.

A 15-member staff who had been going through a bootcamp-like training for the previous four weeks were responding to three quarters of those contacts in 30 seconds or less. Call times dropped from six minutes to around four-and-a-half minutes. Members who couldn't be immediately helped with their membership, residuals, web support or cashing questions were transferred to a live person



SAG-AFTRA Executive Vice President Rebecca Damon and New York Local President Mike Hodge join the Contact Center's New York staff in a ceremonial ribbon-cutting.

who could be of assistance.

"It's a beautiful thing," said Gabrielle Carteris, SAG-AFTRA president. "This is the start of a new era in our union's ability to serve its membership."

The national Contact Center has long been a priority for SAG-AFTRA's leadership, in part, because having questions answered by phone is crucial for members. Some two-thirds of those in New York and Los Angeles picked it as their top communication preference in SAG-AFTRA's recent technology survey. Those in other locals prefer email, which is also a Contact Center option.

For the past three months, National Executive Director David White has been overseeing the finishing touches on the Contact Center, which was designed to accommodate all members' communication needs. He's pressed that goal at all-staff meetings as the operational structure of the center, which is split between New York and Los Angeles, was finalized.

In December, SAG-AFTRA hired Morgan Tennant to serve as national director of customer service. She directs 15 representatives — eight in Los Angeles and seven in New York. During training over the past few months, they've started at 7:30 a.m., watching each other attempt to handle different high-pressure situations.

White praised their dedication when the Contact Center was officially unveiled June 2 at a ribbon-cutting event at SAG-AFTRA Plaza in Los Angeles. He noted that operators had already handled a heavy call volume since the center had opened in a soft launch two weeks prior and that more than 97 percent of members were

satisfied with the service they received.

"That is exactly what we want," said White. "This is a significant piece of the puzzle for us to actually be the union that we know we can be."

Having 15 dedicated staff in the Contact Center will allow other staff to be more responsive to members' needs, White added. "That means the Membership Department isn't taking those calls, so they are now working on other high-priority projects.

"That means residuals is not taking those calls and that means the Los Angeles Local isn't taking those calls. And that means all of our staff is able to be more efficient on things that have been sitting on [their desks] because our Contact Center is, in an informed, trained manner, handling all that."

The June 2 ribbon-cutting was an emotional moment for White.

"I don't think that there is anyone who has been a part of this organization for the last three months who is not aware how important this is for me," he said. "Because this union, SAG-AFTRA, exists for one thing and that is for our membership. It exists to engage, support and serve our members, and that's it.

"We had a great big hole in our ability to do that and the Contact Center fills that hole. For me, this is not just a Contact Center. This is a member-care contact center," he said.

"This was a true partnership and collaboration across the organization. I am very excited to help kick off this new resource for our members," said Chief Financial Officer Arianna Ozzanto.

Meanwhile, White said the center will soon expand in scope, from handling simpler membership, residuals and cashing inquiries to answering contract questions, which will be more complex and require a deeper base of knowledge. The goal is to have immediate information at all levels. That will translate into improved service to members and a better, more responsive union overall.

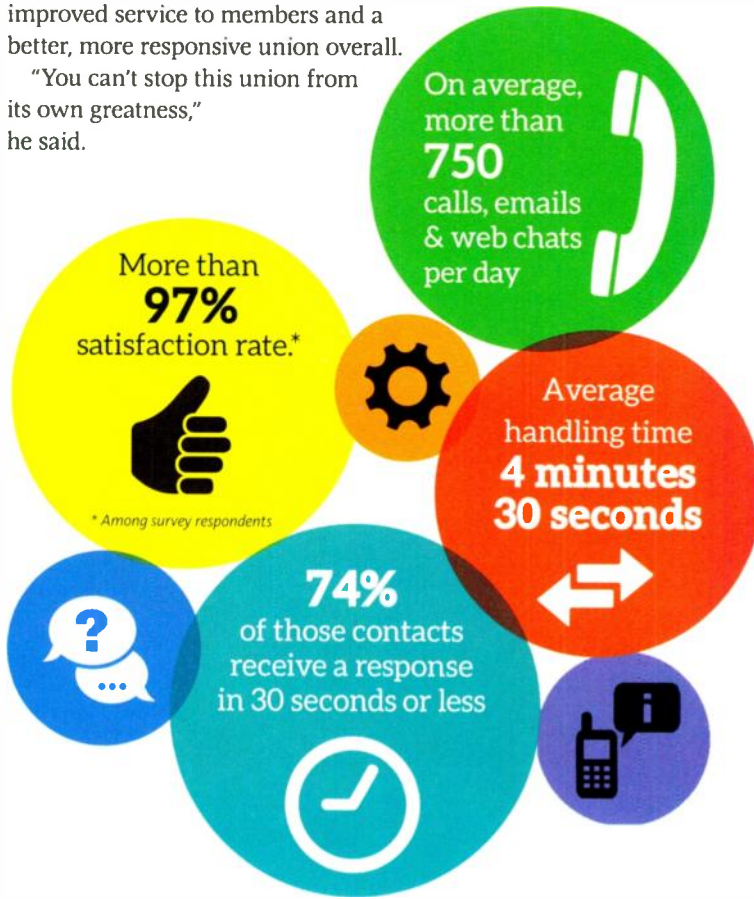
"You can't stop this union from its own greatness," he said.

The SAG-AFTRA Contact Center Is Live

The Contact Center team is trained to answer your questions or get you in touch with someone who can.



Extended hours of service are:
Monday through Friday
6 a.m. – 5 p.m. Pacific Time
9 a.m. – 8 p.m. Eastern Time.
 Visit SAGAFTRA.org or call toll free,
(855) SAG-AFTRA / (855) 724-2387.





Health Plans Merge

Starting Jan. 1, 2017, the SAG-Producers Health Plan and the AFTRA Health Fund will be merged. Trustees from both plans have been working since shortly after the merger of SAG and AFTRA on March 30, 2012, to find a way to bring the plans together. A June 8 announcement made it official.

The new SAG-AFTRA Health Plan will provide medical, hospital, mental health, prescription drug, dental, vision and other benefits to more than 65,000 eligible participants worldwide. It will be similar to the SAG Plan, offering two tiers, both of which will provide family coverage at all qualifying levels.

"Merging the plans was a complex undertaking, and our trustees understood it was crucial not to rush the process. Their painstaking review and careful consideration produced the best possible outcome. I thank and congratulate them for their hard work on a job well done," said SAG-AFTRA President Gabrielle

Carteris in a message to members.

For members who work as performers, the most significant difference with the new health plan is that earnings will be combined for eligibility.

“This is incredibly good news for all of our members and particularly for those who have had to contend with the debilitating reality of having their earnings split between two separate health plans. For many, this meant not reaching the minimum earnings threshold to qualify for participation in either plan. Having a single, merged health plan will end this problem,” said SAG-AFTRA National Executive Director David White.

**“This is
incredibly
good news
for all of our
members ...”**

-DAVID WHITE

Merging the health plans was one of the goals of merger, but extensive study was needed before the process of unifying the plans and funds could begin. *That’s because the plans are separate from the union and not administered by the union; the boards of trustees are comprised of representatives of labor and the employers who contribute to the plans.*

In designing a new plan to meet the needs of a merged union, trustees had the twin goals of maintaining a high level of health care for members and creating a plan that would be financially stable. The merger of the AFTRA and SAG plans expands the contribution base of both funds, reduces per capita administrative expenses and enhances the long-term sustainability of the funds.

A website, sagaftahealth.org, has been set up to help members get acquainted with the plan. It contains information for those currently enrolled in the SAG and AFTRA plans, as well as frequently

SAG-AFTRA Health Plan Highlights

- Eligible SAG, AFTRA and SAG-AFTRA earnings will be combined to meet earnings thresholds in the new SAG-AFTRA Health Plan.
- Family coverage is available at all qualifying levels.
- Premiums at all levels stay the same as under the Screen Actors Guild plan.
- The SAG-AFTRA Health Plan will offer two levels of coverage: Plan I and Plan II, each with separate benefits and earnings thresholds to qualify.
- Mental health and substance abuse benefits — including mental health prescription drug benefits — are included in both Plan I and Plan II.
- Dental coverage is comprehensive and includes fillings, root canals, crowns, etc.
- Within MPTF/UCLA Health Industry Network, all deductible levels stay the same as under the Screen Actors Guild plan.
- There is no office visit deductible after applying the copay for routine medical visits to in-network providers.
- Certain copays have been eliminated.
- The prescription drug deductible has decreased for Plan I participants.
- Eligibility is \$17,000 for Plan II and \$33,000 for Plan I. This increase is due to the constantly rising cost of health care. The overall cost is offset by the ability to combine earnings, the continuation of premiums, and the elimination of some copays and deductibles.

@ Visit sagaftahealth.org for details.

Frequently Asked Questions



Where can I get more information? Can I contact someone regarding these changes?

Sagaftahealth.org is the most up-to-date place for information. While current staff for the AFTRA and SAG plans are always happy to assist participants, they will not be able to provide more information than what is provided there. The website will be updated regularly to provide participants with information

Providers for the new SAG-AFTRA Health Plan.

Here is a sample of some of the answers that can be found on the health plan's website. Visit sagaftahealth.org for more.

Are my health benefits going to change (e.g. deductibles, copays, out-of-pocket limits, etc.)?

The SAG-AFTRA Health Plan will provide a full complement of benefits, including hospital, medical, prescription drug, mental health/substance abuse and dental coverage under both Plan I and Plan II. Some of the SAG-AFTRA Health Plan design features, such as deductibles and copays, will not be exactly the same as those provided under either the AFTRA or SAG plans.

For a more detailed review of the benefits, please refer to the comparison charts on sagaftahealth.org.

I have a surgery/procedure scheduled under my current plan later this year.

Can I still go ahead with that?

Yes. Both the AFTRA and SAG plans will continue to provide benefits under their current provisions through Dec. 31, 2016. All covered expenses incurred through that date will be paid under the terms of your current plan. If you are unsure and want to verify coverage, please call your current plan's office. Covered expenses incurred after Dec. 31, 2016 will be subject to the terms of the SAG-AFTRA Health Plan, even if the surgery or procedure was scheduled prior to Jan. 1, 2017.

For information regarding covered expenses under your current plan, refer to your current plan Summary Plan Description, or contact your current plan office.

Will the SAG-AFTRA Health Plan offer retiree health benefits?

Yes, the SAG-AFTRA Health Plan will offer retiree health benefits under Plan I, which includes family coverage.

as details about the SAG-AFTRA Health Plan are finalized. Please keep in mind that these are general summaries to help with a smooth transition. Ultimately, the formal terms of the SAG-AFTRA Health Plan will be governed by a new Summary Plan Description.

Where/when can I view the Summary Plan Description for the SAG-AFTRA Health Plan?

The SAG-AFTRA Health Plan Summary Plan Description is planned for distribution in late 2016. It will be posted online and copies will be mailed to participants as soon as it is available.

When will the SAG Pension Plan and the AFTRA Retirement Fund be merging?

At this time only the health plans are merging. The SAG Pension Plan and AFTRA Retirement Fund remain separate entities.

asked questions about eligibility, benefits, premiums and more.

For those not already in a benefit period under either the AFTRA or SAG plans that extends beyond Dec. 31, initial eligibility for the SAG-AFTRA Health Plan will be

determined by combined covered earnings from Oct. 1, 2015 through Sept. 30, 2016.

Representatives of the plan provided informational meetings for members in Los Angeles and New York. A webinar was held for members in all other

locals. An informational meeting to specifically address broadcasters will be announced soon.

 Visit sagaftahealth.org for details.



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Gabrielle Carteris is Making History

Union's New President Hits the Ground Running

It was her third trip to Washington, D.C., in almost as many months and her sixth to the East Coast since becoming president of SAG-AFTRA in April. But Gabrielle Carteris wasn't thinking about the time she'd spent on the road away from her youngest daughter or about the Los Angeles set of CBS's *Code Black*, where she'll return for a second season as Nurse Amy. Instead, as Carteris moved to the lectern inside a packed boardroom to accept her seat on the Executive Council at the AFL-CIO's national headquarters, the hyphenate mother actor-union leader thought of just one word: service.

Carteris' journey into union service began almost a decade earlier. She was in Canada shooting a Lifetime movie when, in a moment, her life changed. An injury that occurred during a fight scene left her partially paralyzed. "Thank God for my union," she recalled. "I took several years to get better, but I was fortunate to have a residual stream coming in from previous work for nearly 10 years after my injury."

Carteris is quick to point out that her right to receive residuals from



1. Carteris meets with U.S. Secretary of Labor Thomas Perez in Washington, D.C., on May 2. 2. Carteris with National Executive Director David White, director David O. Russell and Whoopi Goldberg at a dinner honoring A Call to Arts and the Ghetto Film School on March 30 in New York. 3. Carteris shows her SAG-AFTRA card alongside members of the Washington-Mid Atlantic Local during the local's annual membership meeting on May 2. 4. Carteris with AFL-CIO President Richard Trumka, after accepting her appointment to the AFL-CIO Executive Council. 5. Carteris speaks at a "Rebels and Rulebreakers" panel celebrating the women of Netflix on May 13.

Beverly Hills, 90210 and other film and television work was established through SAG-AFTRA's past negotiations.

"I had health coverage and support from my unions as I went through the legal process," she added. "I couldn't do it alone and I realized just how crucial a union is."

Soon after returning from Canada, Carteris was elected to AFTRA's Los Angeles Local Board. Later, she became one of a few leaders to serve jointly on both the AFTRA National Board and SAG National Board. In 2011, her service expanded when she was elected AFTRA's Los Angeles Local president and national 2nd vice president.

Meanwhile, Carteris shared the frustration felt by many union performers at that time, with her work split between two labor groups with shared goals. As a result, she started meeting regularly with performers, including Ken Howard, Ned Vaughn and others, who envisioned a robust, merged union. "I truly believe in merger," she said. "Many a night we sat at

my kitchen table and others to talk about how to reach the membership."

It was during one of these kitchen-table meetings at Carteris' home that the late Howard decided to run for the SAG presidency, a decision she strongly encouraged. "True leadership isn't just in what we do, but how we support others to do it as well," Carteris said. Following the 2012 merger, she served as co-president of the L.A. Local and national vice president, Los Angeles.

During Howard's presidency, at the inaugural SAG-AFTRA convention in 2013, Carteris was elected executive vice president, a position she held until April 2016, when the National Board elected her president in a historic vote.

During her first months in office, Carteris has seized every opportunity to meet with members. "It's really a humbling experience to be in this position as president," she said. "People do want to be a part of the conversation and they want to be heard and seen, and that's very

promising for our union."

Carteris describes her rigorous travel schedule as a "listening tour," visiting members nationwide to hear their concerns. She has spoken to the Broadcast Steering Committee in New York, sat down with local members in Philadelphia and New England and presided over P&H presentations in New York and Los Angeles, as well conducting webinars for members across the country. But it's not all meetings and boardrooms. She has joined members in New York's Pride March, toured NPR headquarters in Washington, D.C., and interviewed Kerry Washington in Los Angeles.

"I'm really excited by the members," she said. "Every time I travel — and I'm traveling a lot — I'm reminded of their commitment and I'm excited to see their willingness to jump in. As president, my job is to help the members and the union be effective."

One of Carteris' top priorities is organizing. In July, she flew to San Francisco to speak at a Save Local Radio rally outside ILWU Local 34 near AT&T Park to advocate for members at all-sports station KNBR, who are in talks with Cumulus Media over a first contract.

Steve Fishman, a producer at KNBR, said the members appreciated Carteris' show of support. "It means everything to be represented by this union and we at KNBR are happy to have the support of our national president," Fishman said.

An active president, Carteris crisscrosses the country working for members. She was the union's voice in D.C., where she





6. From left, Secretary-Treasurer Joanne Austin, National Board member and National LGBT Committee Co-Chair Traci Godfrey, National LGBT Committee member Ron Balaguer and member Kristen Browde join Carteris for the NYC Pride March on June 26. 7. Carteris speaks at a July 13 press conference, urging Cumulus Media, owner of San Francisco's KNBR radio station, to pay fair wages to its employees. 8. Labor leader and civil rights activist Dolores Huerta with Carteris at the California Federation of Labor's biennial convention on July 12. 9. Carteris and stunt performer Julie Michaels present a memento honoring Nancy Reagan to Joanne Drake, chief administrative officer of the Ronald Reagan Presidential Foundation on May 18.

was invited to sit on an exclusive panel on diversity at the White House, she addressed the California Federation of Labor's biennial convention in Oakland, and she spoke to audiences of network executives and agents in Los Angeles.

Carteris was also invited to address a conference organized by Netflix and Women In Film in May. Her speech, which got a standing ovation, focused on issues facing women, people of color and performers with different abilities in entertainment, an area where she's worked closely with the Geena Davis Institute.

Carteris has been successful in breaking a glass ceiling of sorts — her election meant that for the first time all three of SAG-AFTRA's top elected offices are held by women — and she's keenly aware of the example she's setting for her

own children.

Her eldest daughter graduated from college in the spring. Her youngest daughter is now 17. "I tell my own daughters when they are hesitant to go for something they want, when they are afraid to 'fail' or that they will do it 'wrong,' I say, 'You must stand up for what you believe. Don't let fear be your leader. Take chances, take risks to be and do without asking permission,'" she said. "Don't let others define you as 'just' women. The truth is, it's in the doing that we set examples and create models."

Setting examples and forging a connection with the next generation is what inspired Carteris to create an internship program with the Ghetto Film School, a bi-coastal media arts academy championed by a group of entertainment

industry leaders, including director David O. Russell. Interns from the program are now working in SAG-AFTRA's Los Angeles and New York offices. "Those are the storytellers of our future," she said. "They're going to be leading the industry in 10 to 15 years and they'll automatically see us as part of the picture."

Carteris is also looking ahead to the union's upcoming TV/Theatrical negotiations. She'll be chairing the wages and working conditions committee in preparation for those talks and has been struck by members' enthusiasm for the process. "It's an embarrassment of riches in terms of the number of people who want to be involved in the negotiating committee," she said. "I'm so excited by how many people say they want to be part of the conversation."

Q&A

What motivated you to want to become involved in your union?

I was invited to an AFTRA convention in Los Angeles and had concerns about the construct of a contract I was working. When I stood up in the room and asked how this contract came into existence, I was directed to the head of contracts at that time. I found the reasoning to be compelling and enlightening. I wanted to help build a stronger union and find ways to continue bettering what we had. Later, I was invited to replace a board member and I began to participate in the conversations and learn about how our unions worked. When I was asked to run for the board, I did so because I wanted to pay it forward. I had and have had a blessed career, and because of the union and the contracts that have been

built through time and on the backs of other members, I felt it was my turn. I love what we stand for as a union; I believe in the collective voice. I know that building strength and power is a process with many challenges, and we have a membership that can and is doing the work to keep us strong.

How would you describe your leadership style?

I see leadership as a process of growth. I am here for the membership and to help give them a voice. I believe in inclusion and communication. I work on expanding leadership and involving many members, not just a few. We have amazing leaders and leadership in this union and a large number of untapped members who I am inviting to become active.

You have served the union for quite a while; what's your proudest accomplishment to this point?

There have been several proud moments I have experienced in my time of service for both legacy unions and SAG-AFTRA. Being

a part of the team that helped to merge our unions is perhaps one of my proudest achievements, and seeing our health plans merge is another. I have been honored to work almost every contract our union has. The merging of the health plans is one more step toward making member participants whole and ending the frustration of split earnings for the same work under different contracts.

We are seeing members who are doing everything from producing to directing and starring in their work, on traditional platforms and emerging ones. I believe SAG-AFTRA is the union to help them grow their vision while giving them the contracts that will help protect them and allow them to work with dignity.

What are your interests outside of the union?

I have so many interests: spending time with my family and building memories is the most important. I love acting. Outside of these primary things, I love yoga, river rafting, camping and celebrating life!

Ready, SET, Go!



In June, President Carteris visited performers on a number of sets in New York to hear more about their working conditions and industry experiences. Clockwise from left, Carteris joins J.W. Cortés, Donal Logue and Ed Heavy on the set of *Gotham*; Carteris chats with the stunt team of the new Netflix show *Iron Fist* during a production break; Carteris with stunt coordinator Victor Pagua and two stunt performers on the set of the Hulu series *The Path*.

SAG-AFTRA TAKES A STAND



MEMBERS

Union Vigilant on Performer Contract Enforcement

As a voiceover performer, you don't want to hear the sound designer tell you, "Be careful. This can be dangerous. We'll probably blow you out with this one."

But that was the experience of one SAG-AFTRA member — we will call him Carson because he wishes to remain anonymous — while doing vocally stressful screams for a video game voiceover. And this callous disregard for Carson's safety came after he told the employer he had a session the following day that would require his full vocal range.

"What really sucks is this: I was furious at being relatively helpless in the situation," Carson said. "Something that should have been fun and collaborative was awful. It made me want to walk away from ever doing another game. It's not worth it to me. And that makes me sad.

"Since the session, I have told my agents that I will no longer audition for games that require that kind of vocal stress, which will ultimately limit me for certain jobs," he said.

Carson's experience is not unique. In the complex process of creating today's entertainment, performers' well-being can sometimes be collateral damage. But protecting performers' health and welfare is precisely the reason the union was formed

and the reason SAG-AFTRA contracts set limits on what a performer may be asked to do.

Still, not everyone follows the rules, and when contract provisions are violated or performers are put in dangerous situations, it is members' responsibility to report it to their union. That's when SAG-AFTRA can spring into action.

"For more than 80 years, SAG-AFTRA and its predecessor organizations have stood fast for our members. We enshrine hard-fought protections in our contracts, and enforcement is the pillar that holds up those protections and makes them meaningful," said Chief Contracts Officer Ray Rodriguez.

The union works every day to resolve members' issues, and most of the time, employers are cooperative and willing to abide by the contracts to which they have agreed. But from time to time, certain disputes require an escalated response. It is in this spirit that the union has undertaken a series of recent high-profile contract-enforcement actions.

When it comes to video game safety standards, Carson's case was not an isolated incident. The union has been hearing more and more complaints like these, and the results are disturbing. Otolaryngologist Warren Line Jr. and speech language