

TEAMSTERS TEAMSTERS LOCAL 727 LOCAL 727

MEMBER NEWSLETTER

Summer 2025 Edition

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John Coli, Jr., Secretary-Treasurer TeamstersLocal727.org 1300 W. Higgins Rd, Suite 111 Park Ridge, IL 60068













Union Files Grievance Over Freeman's Clear Violation of CBA Over Bargaining Unit Work



In late Spring, Freeman management began moving its AV equipment into its newly purchased or leased warehouse located at 9140 W. 55th in violation of the long-time CBA. The new warehouse is located a mere two miles from the McCook warehouse where the equipment has been handled by Local 727 members for the last three years.

In another clear violation of the CBA, management chose to use non-union Freeman employees to circumvent the use of 727 members to perform this work, going so far as to fly nonunion employees in from Texas. Local 727 will not sit idly by while Freeman is in clear violation of our collective bargaining agreement and the historical practices and recognition thereunder.

"Freeman can make all the excuses they want, but the fact is we've been handling their in-house work since 2022, and even longer elsewhere in the city. Their claim that they are not part of Freeman is absurd, especially since their name and every piece of their equipment has the word "Freeman" on it. They think moving to a nice, new warehouse two miles away gives them the right to ignore our contract and grievance from nearly three years ago. We will not back down and we are ready to fight for our work!" said Mike DeSantis, Chief Union Steward.

The Union has filed a grievance and will take any and all legal actions necessary to remedy this situation and get our members back to doing the work that they are entitled to.

Chicago Tribune Members RATIFY NEW FOUR-YEAR AGREEMENT



ON JUNE 12TH, TRIBUNE MEMBERS OVERWHELMINGLY RATIFIED A NEW FOUR-YEAR AGREEMENT.

Included in the tentative agreement is:

- Three-year term
- 9% increase to wages over the life of agreement
- An additional \$250 to the 20-year vacation bonus (all eligible drivers will receive this bonus in 2025)
- Two additional sick days (with access to one of those days immediately following ratification)
- One additional bidded vacation spot
- Preservation of tractor-trailer pay
- Preservation of vacation accrual when off on short or long term leave
- All split runs shall be paid at the wage rate worked at the time of the split
- Requirement that the Company must confirm a drivers' interest in additional 6th and 7th day opportunities during call
- Perfect attendance shall continue to accrue while out on workers' comp
- Vacated runs must be posted within 15 days
- Enhanced severance package

Additionally, the Company's contributions on behalf of members and their families for healthcare benefits shall be increased, ensuring that the bargaining unit and their families will remain covered by the top-notch Local 727 healthcare, including clinic access. The Union committee reluctantly agreed to an attendance policy in exchange for two additional sick days and modified language to protect the bargaining unit.

"Our goal during these negotiations was not only to increase wages, but also to preserve, clarify, and enhance practices and contract language and we were definitely successful in that," said John Coli, Jr. "This bargaining committee stood firm throughout the process and should be very proud of the work they did."

> "Our goal during these negotiations was not only to increase wages, but also to preserve, clarify, and enhance practices and contract language"

> > -JOHN COLI, JR.

CVS Pharmacists RATIFY NEW FOUR-YEAR DEAL

On June 4th, CVS Pharmacists ratified a new four-year contract which will result in CVS Pharmacists becoming the highest paid union retail pharmacists in Local 727 as well as in the Chicagoland market. The contract includes a 12.25% overall increase to wages over the four years of the agreement along with increasing the New Graduate hourly rate to \$64.55. All wages are retroactive to April 8, 2025. Pharmacists will also receive a one-time ratification bonus of

\$1000. Additionally, CVS agreed to significantly increase the hourly wages for Pharmacy Students effective June 8, 2025.

Although CVS initially proposed to remove this bargaining unit from access to the benefits they are currently entitled to under the Local 727 Legal & Education Fund, the parties were ultimately able to come to an agreement that maintains this benefit in its entirety.

The new contract also includes a guaranteed payout of up to forty hours of unused vacation time at years end as well as removing punitive language from the contract that allowed CVS to withhold a vacation payout in the event of termination for "gross misconduct."

> Finally, CVS agreed that the Family Bereavement Leave Act shall apply to this bargaining unit; this new law entitles eligible employees to take up to ten unpaid workdays of bereavement leave.

The parties also agreed to schedule a joint labor-management meeting within ninety days of ratification to discuss current issues with staffing.



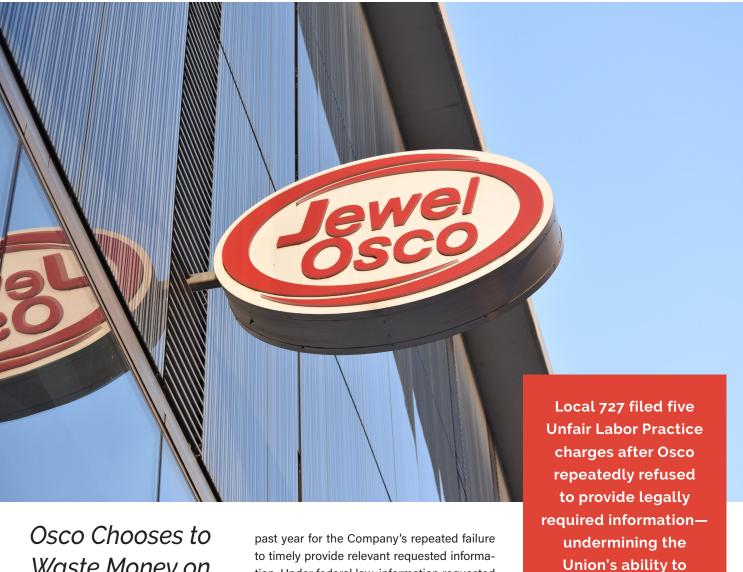


Teamsters Local 727 Welcomes **New SCR CPS Shop Stewards**

Earlier this year, Local 727 welcomed its three newest shop stewards who represent the 400-plus CPS drivers and aides at SCR Medical Transportation. Aides Esther Cade and Eunita Edison, along with driver Donte Cazares, each have the right and responsibility to access a number of member-related issues at SCR, including investigating potential grievances, on-the-job contract enforcement, and keeping members informed of and engaged with their Union.

Ms. Cade is a two-year former member of Service Employees International Union Healthcare Illinois & Indiana. Mr. Cazares, a five-year SCR employee, played an integral part in organizing the Union at SCR, as well as being a member of the Union bargaining committee during the months of contentious contract negotiations. Ms. Edison has over 20 years' experience as a former member and shop steward of the American Federation of Government Employees Local 1395.

"Especially for a new bargaining unit, the collective years of experience of our new SCR CPS stewards are second to none," said John Coli Jr. "The fact is SCR is still up to its same old tricks at every turn and is trying to skirt around the contract that so many of these members fought extremely hard to win. Having these three incredible folks on the ground in the shop day-in and day-out will remind SCR that it's no longer business as usual. It'll remind them that SCR is a Teamster shop."



Osco Chooses to
Waste Money on
Overpriced Lawyers
Instead of Simply
DOING WHAT
IS RIGHT by Their
Employees

On May 19th, Region 13 of the National Labor Relations Board issued a Consolidated Complaint and Notice of Hearing to Osco in response to five separate Unfair Labor Practice charges ("ULPs") Teamsters Local 727 filed against Osco multiple times over the past year for the Company's repeated failure to timely provide relevant requested information. Under federal law, information requested by a union is necessary for, and relevant to, the union's performance of its duties as the exclusive collective bargaining representative of this bargaining unit. In simpler terms, Local 727 takes pride in its duty to investigate compliance with the law and CBA which often requires information from the Company.

Although Region 13 issued a Consolidated Complaint and Notice of Hearing, the parties are encouraged to resolve the case prior to hearing. On June 3rd, Osco filed its answer to the complaint through its legal counsel, Adam Tuzzo of Littler Mendelson, which stated that instead of resolving the matter and providing the relevant information and/or agreeing to a settlement, the Company has decided to waste time and money raising outlandish constitu-

tional arguments aimed at dismantling the federal agency that is in place to protect their employee's rights.

protect its members.

"Osco is yet again making a foolish choice to spend money on overpriced legal counsel instead of just doing the what is right by their hardworking employees," said John Coli, Jr. "It's insult to injury when a company that already does so much to try and undercut pharmacists' wages and asks for concessions from their employees like what we saw during the recent negotiations goes out of their way to spend money on high-priced law firms known for union busting. It's disgraceful."



Local 727 Members **RETURN TO HAWTHORNE** RACE COURSE

On March 27th, Spring was definitely in the air throughout Chicagoland. In addition to being opening day for major league baseball, dozens of our very own Local 727 members were working across town in the Program Seller Booth, Starting Gate, and Valet departments at Hawthorne Race Course in Stickney for the tracks opening day. This year's 2025 Thoroughbred Horse racing meet includes seventy-eight live racing dates and will run until November 3rd.

TEAMSTERS LOCAL 727 FIGHTS TO **SECURE FUNDING** FOR PACE AND OTHER **PUBLIC** TRANSIT



Photo credit: Michael Courier/Actors' Equity Association.

Since early 2025, Teamsters Local 727 has been participating in a coalition of over thirty area labor unions called the "Labor Alliance for Public Transportation," created to enhance the safety and efficiency of transportation options and to address the upcoming fiscal cliff in our public transportation agencies. Illinois is facing a critical funding crisis in public transportation that may impact Pace, CTA, and Metra and the vital role they play in our communities. Teamsters Local 727 has

worked hard to secure strong collective bargaining agreements for the paratransit industry to protect wages, benefits, and working conditions.

In May, Enterna Williams, paratransit operator at SCR Medical Transportation and proud Teamsters Local 727 member, was a featured guest on WGN Radio 720 AM's "The Workers' Mic: Spotlight on Transit," where she shared about her work advocating for 'United We Move' in the Illinois General Assembly.

MEMBER SPOTLIGHT

Mike DeSantis

Proudly Graduates from the DePaul Labor Education Program



Mike DeSantis, fifteen-year member of Teamsters Local 727 and one of the Chief Stewards at the Freeman Warehouse recently completed the Labor Education Program at Depaul University.

"I have gained invaluable experience on the job, but these classes provided a wealth of knowledge," said Mr. DeSantis. "This program is a roadmap to becoming a better leader and is a reminder that there is strength in solidarity. It also gave me the opportunity to make new connections with members of various unions across different ranks to hear their stories and learn from their perspectives," he continued. "In these challenging times for the labor movement, it's more important than ever to educate ourselves."

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SCR UNLAWFULLY

RESTRICTS UNION AGENT ACCESS TO

MEMBERS AT CHICAGO LOCATION

In early March, Teamsters Local 727 filed yet another unfair labor practice (ULP) charge with Region 13 of the National Labor Relations Board against SCR Medical Transportation LLC, a subsidiary of Beacon Mobility Corp., concerning its Chicago location. The ULP charge alleged that SCR: 1) unlawfully surveilled employees' union activities; 2) made unilateral changes to the terms and conditions of employment; and 3) unlawfully refused to grant the Union access to its facility.

On March 14th, Business Agent Patrick Malone visited SCR's facility at 8801 S. Greenwood Avenue in Chicago, IL to ensure SCR's compliance with the Union contract, as is allowed under federal Law and the CBA. While speaking with members in the lunchroom adjacent to the location's call center, SCR HR Manager Lisa Maurer approached Patrick, stating that he had failed to sign in upon his arrival. Patrick obliged and followed her to the front office to do so. After Patrick signed in, Ms. Maurer refused to allow Patrick to access the facility any further and

denied his reentry to the lunchroom, instructing a security guard to physically block him.

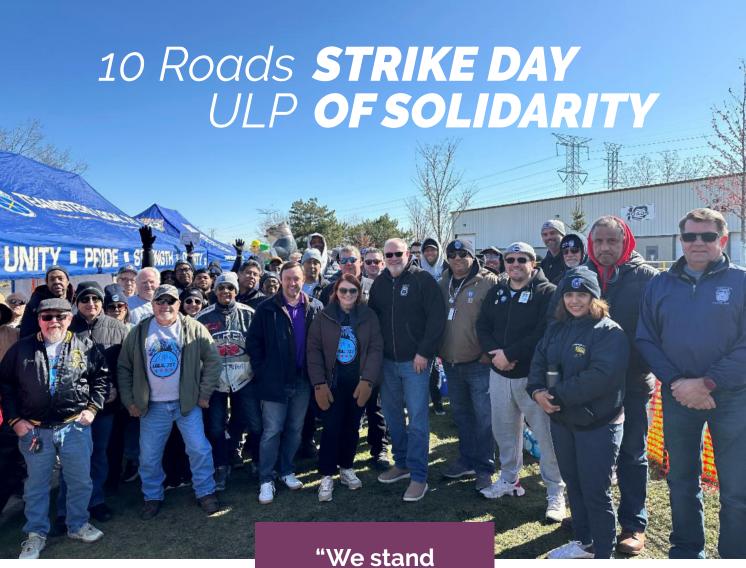
Local 727 Business Manager and Recording Secretary, Caleen Carter-Patton, reminded the Company that the National Labor Relations Act prohibits an employer from taking actions which interferes, restrains, or coerces employees' exercise of Section 7 rights, which undoubtedly includes engaging in this way with Union Agents.

"Denying a Union Agent access to members is bla-

"Denying a Union Agent access to members is blatantly in breach of their CBA and also breaks federal labor law. SCR's lawlessness will not be tolerated by Teamsters 727. Our members will never be silenced, and certainly not by this group of incompetent, Unionbusting managers."

- JOHN COLI, JR.

tantly in breach of their CBA and also breaks federal labor law," said John Coli, Jr. "SCR's lawlessness will not be tolerated by Teamsters 727. Our members will never be silenced, and certainly not by this group of incompetent, Union-busting managers. They think that they can bury their heads in the sand and that the Union will go away," he continued. "SCR needs to know that these members fought like hell to win their Union, and it's not going anywhere!"



On April 8th, Teamsters Local 727 10 Roads members gathered for a Day of Solidarity at the Romeoville strike line. John Coli Jr. led the rally, uniting both union members and supporters alike in a show of strength against the unacceptable contract proposals from Ten Roads management.

Coli expressed pride in the unwavering commitment and solidarity displayed by the members of Local 727. "Our strength is in our unity and our resolve," he said to the crowd of 10 Roads drivers and other Local 727 members who came out in solidarity. "We will continue to fight against Ten Roads' unlawful and anti-Union behavior and will not accept anything less than what we are owed." He concluded by

together not just as individuals, but as a collective force demanding the respect we deserve."

- DANNY AVALYN

introducing Danny Avalyn, the chief negotiator for the Teamsters National Bargaining Committee and Vice President, Central Region, of International Brotherhood of Teamsters.

"Today, we stand together not just as individuals, but as a collective force demanding the respect we deserve," Avalyn proclaimed. He recognized the members of Local 727 as leading the charge in the national effort for a contract, emphasizing their pivotal role in setting the standard for what union workers across the country should expect. "Ten Roads may come to the table with insulting proposals, but they will see that we are not backing down. We demand strong contracts for all Teamster bargaining units."



Photo Source: Shutterstock

Teamsters Local 727 RATIFIES CBA at Keurig Dr Pepper

On January 17th, Teamsters Local 727 members at Keurig Dr. Pepper overwhelming ratified a 3-year agreement that not only merges the inside and outside collective bargaining agreements into one contract but additionally puts the merchandisers in with the rest of their Union brothers and sisters. Having one contract increases members' power at the bargaining table and on the strike line.

In addition to winning the merchandisers being under the same contract as everyone else, the Teamsters Local 727 bargaining committee was also able to secure across-the-board raises for hourly employees (excluding merchandisers whose increase is detailed below) starting at 10% in year one with 3% increases each year thereafter (for a total 16% increase over the life of the contract), increases to commissions and base pay for ASMs, three additional floating holidays, one additional sick day, increases to holiday pay for commission drivers and ASMs, increasing the pension multiplier to \$70, increases to safety shoe allowance, and increases to maintenance department tool allowance.

For the first time, Merchandisers have access to a 100% employer paid healthcare plan under the Teamsters Local 727 Health and Welfare Fund for themselves and their families. Merchandisers also received an increase of \$.75/ hour year one with additional increase in the remaining two years. In addition to the wage increase, Merchandisers currently paying for

the Company's healthcare plan who move to the 727 Health and Welfare Fund will also see an increase in their take-home wages as they will no longer be required to pay any monthly or weekly premiums.

"Our Teamsters Local 727 bargaining committee and KDP members should be proud," said John Coli, Jr. "Not only did they successfully get over 600 members under one contract and win substantial wage increases, but they were also able to beat back any concessionary demands from management including cost-sharing for health insurance. Our soda members are some of the most united and strongest in the Local. Every single time they are a real-life testament that when we fight, we win. Let this be a lesson to the 'soda giants' that this Union does not back down to bullies and we will always fight for what our members deserve.

Teamsters Local 727 SCR Batavia Members

FIGHT BACK

with the Help of the National Labor Relations Board

This Spring, Region 13 of the National Labor Relations Board found merit with multiple unfair labor practice charges filed by Local 727 against SCR Medical Transportation LLC, a Subsidiary of Beacon Mobility Corp. The charges included interfering with and restraining Teamsters 727 members' Union activity and failing/refusing to furnish or timely furnish relevant information. Knowing it would face a hearing and lose, SCR caved and agreed to settle the charges rather than face prosecution.

"It's shameful that SCR seems to prefer spending a majority of their time scheming on how to undermine and interfere with their drivers' federally protected rights rather than providing the valuable public service of clean, safe, reliable transportation to our communities' most vulnerable populations," said John Coli, Jr. "727's SCR drivers will never stop fighting for their clients or themselves, as they've shown in Batavia time and time again."



"It's shameful that SCR seems to prefer spending a majority of their time scheming on how to UNDERMINE AND INTERFERE WITH THEIR DRIVERS' FEDERALLY PROTECTED **RIGHTS** rather than providing the valuable public service of clean, safe, reliable transportation to our communities' most vulnerable populations."

SP+ Shuttle **Members** RATIFY NEW 3-YEAR **CONTRACT**

A new 3-year contract delivers major wage gains, expanded benefits, and long-awaited recognition for the SP+ Shuttle Drivers who keep Chicago's business district connected.

On November 22nd, the SP+ (Metropolis) Shuttle Drivers unanimously ratified a new 3-year contract. The agreement includes strong front-end loaded wage increases to keep up with the other Transportation Industry contracts, two additional paid holidays (Juneteenth and Veterans Day) along with time and one half paid to Drivers for working on a holiday, an extra sick day, and increased opt-out and Bronze plan benefit improvements. Other improvements include adding the Assistant Facility Manager position to the contract and lowering the threshold to be eligible for 4-weeks of vacation.

The Union is pleased to announce the addition of a new wage tier structure that recognizes seniority and provides two wage increases during Drivers first five years on the job. This coupled with the new increased starting wage rates will help SP+ stay competitive in the market amongst companies that employ CDL drivers.

The hard-working Local 727 Drivers at SP+ work long and tireless hours making sure tenants of office buildings such as Aon and Prudential Plaza get to and from the Metra train stations to their office buildings safely and on-time. Some of the Drivers work split shifts to handle the morning and evening rush. The new agreement will help ensure the vital services these Drivers perform continue without disruption.





In late April, Local 727 representatives reached a closure agreement over the announced closure of the 6055 South Harlem Ave facility in Chicago which impacts both the Hinckley Inside and Standard Coffee bargaining units.

For Hinckley members with more than one-year of service, the Company agreed to one week of pay for every year of service up to thirty-four weeks of severance pay. For members with less than one-year of service, they will receive two weeks of severance. During the severance period, each employee that is enrolled in the Company's Health Care plan will continue to be eligible for health care under Cobra with Company contributions. In addition, employees accepting the severance will receive any unpaid 2025 vacation, personal days, and sick days along with the 2026 accrued time as of April 28th.



Caption here

LOCAL 727 PARTICIPATES IN 19TH ANNUAL FDSA TRADE SHOW

Last Fall, Local 727 participated in the 19th annual FDSA (Funeral Directors Services Association) Trade Show at the White Eagle in Niles. Local 727 Union Representative Nick Micaletti along with 727 Benefit Fund Representative Scott Johnson were on hand to meet and greet current and retired Local 727 Funeral Director Embalmer members. Union representatives also spoke to unrepresented Apprentices and Directors in the Funeral Industry interested in hearing more about union organizing.

Teamsters Local 727 Great Lakes Coca Cola Members

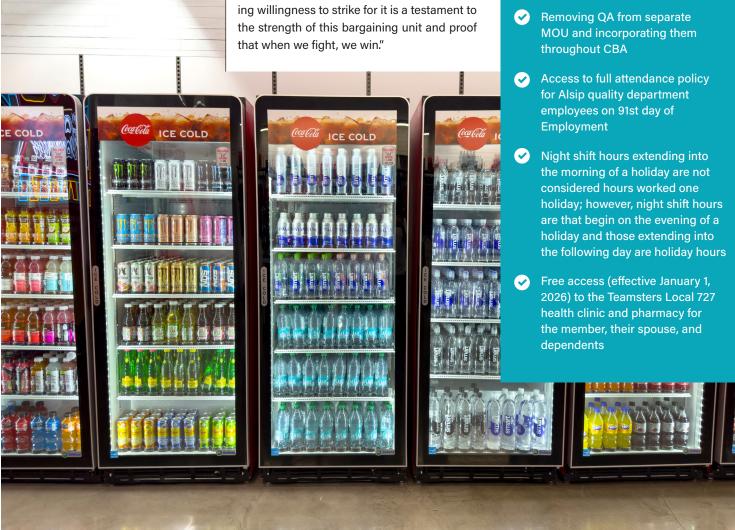
RATIFY CONTRACT

On May 1st, Teamsters Local 727 members at Great Lakes Coca Cola cast their votes to overwhelming ratify their new four-year contract. After a month and a half of hard bargaining, GLCC membership secured a contract that includes 100% employer-paid Union healthcare (effective January 1, 2026) and the largest wage increase in the bargaining unit's history.

"Yesterday's vote proves it can be 'both-and," said John T. Coli Jr. "Up until the very last night of negotiations, this multi-billion-dollar company stood firm on their claim that the 'economic pie' simply wasn't big enough for these 650 hard-working members and their families to win both the substantial wage increases and access to 100% employer-paid union healthcare that they demanded. Their resolve in the face of corporate greed and their overwhelmthat when we fight, we win."

The new CBA also includes the following:

- \$500 ratification bonus Additional floating holiday
- Enhanced jury duty and bereavement rights
 - OFS drivers to receive an additional two cents per case
- Full-service drivers, driver trainees, and class B drivers converted to an hourly rate
- Removal of bulk stops for OFS drivers in exchange for a higher rate for bulk stops





Teamsters Local 727 STANDS WITH ALL WORKING PEOPLE No Matter Immigration Status

KNOW YOUR RIGHTS WHEN ENCOUNTERING U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT ("ICE")

Regardless of who holds the presidency, all individuals residing in the U.S., including undocumented immigrants, are guaran-ICE comes to your workplace, you have the right to remain silent. You do not have to share your immigration status with your

employer or ICE agents if asked and you may say that you wish to remain silent. Additionally, you have the right to refuse to sign anything without advice from an attorney. You may say you wish to speak to an attorney.

teed rights under the U.S. Constitution. If Additionally, the Teamsters Local 727 Legal and Educational Assistance Trustees approved an amendment to the legal plan of benefits that removed any limit on the hours covered for



immigration and deportation matters for eligible members with the Legal and Educational Assistance benefit.









JUSTICE FOR CARRIE: Reinstatement N

Brookfield Zoo Chicago patrons, employees and fellow Union members are outraged regarding the recent unjust termination of Carrie Sapienza, a dedicated 33 year employee of the Zoo and member of Teamsters Local 727. As Senior Groundskeeper and Union Steward, Carrie has consistently demonstrated an unwavering commitment to the welfare of both animals and her colleagues at the zoo.

The charges leading to her dismissal are baseless and frivolous. Managements' actions in this manner are not only an assault on her character but also potentially violate federal labor law.

Contact Dr Mike, CEO of Brookfield Zoo Chicago, at Michael.Adkesson@brookfieldzoo.org and demand for Carrie Sapienza's immediate reinstatement to work.

Members of the public are also encouraged to sign the online petition. Please scan this QR code.



Photo Source: Shutterstock

Osco Pharmacists Ratify Four-Year Agreement

On January 26th, Jewel Osco Pharmacists voted to ratify a successor fouryear agreement with Osco Drug. There is much for the membership to celebrate in this Agreement, including but not limited to a first-time ever 6-week parental leave benefit, establishing quardrails for the Company regarding the vacation bidding process and posting of open positions, an incoming 401(k) plan that addresses the ongoing problem of pharmacists topping-out at years end, and adding an additional personal day. Also significant is the wage increase for those in the lower tier that moves the bargaining unit closer towards the elimination of the wage gap that was created by the current two-tier wage system.

"This group should consider these improvements to their contract a real win," said John Coli, Jr. "The Company gave a lot of pushback at the beginning of negotiations and seemed truly uninterested in acknowledging or addressing pharmacists' concerns. The fact that this bargaining unit stood in solidarity during bargaining is significant and served the group well. We will continue to build on this contract in the years to come and I hope that the pharmacists remain engaged in the process and continue to participate. It absolutely made a difference in this round of negotiations and there is always room to fight for more. It's time for Osco to shift their focus away from messy corporate mergers and back to those who actually bring the Company consistent profits like this team of hardworking pharmacists."



Local 727 Welcomes New Vitalant Steward **Beverly Webb**

Effective March 19th, longtime Teamster Beverly Webb officially stepped into the role of steward at Vitalant, representing her fellow members with dedication and pride.

Beverly is a hardworking, Rosemont-based Teamster who brings a wealth of experience to the position. With over thirty years in the transportation industry, she has developed a deep understanding of the challenges workers face on the job. Since joining Vitalant in 2010, Beverly has become a respected and reliable member of the team. Prior to her work at Vitalant, she spent eighteen years as a school bus driver in Barrington School District #220.

Beyond her impressive work history, Beverly is a devoted mother and proud grandmother of three beautiful grandchildren. She loves spending time with them and often takes them out on fun rides through the neighborhood on her jacked-up golf cart, where they enjoy scenic trips and fishing adventures along the Fox River.

Beverly enjoys traveling and her favorite destinations include Myrtle Beach, Hawaii, and skiing in Lake Tahoe. She also enjoys instrumental music and The Chill on XM radio. Her favorite foods are Mexican and Italian and Beverly loves to cook —a few of her favorite dishes are chicken caesar salad and Italian sausage with pasta.

As steward, Beverly brings her strong sense of community, her decades of experience to the forefront. Local 727 is proud to have her stepping into this leadership role and looks forward to the support and guidance she will provide to her fellow Vitalant members



PepsiCo Beverages North America Confirms Plan to **BUILD NEW FACILITY** in Glenview

After Local 727 agents pressed them for information, representatives from PepsiCo Beverages North America (PBNA) confirmed in early April that the Company yet again lied and is, in fact, building a new facility in Glenview. According to PNBA reps, construction on a new warehouse and distribution facility is slated to be completed in or around August 2026. The Company claims the new facility will not include any type of production.

Following completion of the new building, PNBA disclosed that they plan to close the Elk Grove facility and warehouse, driving, and merchandising bargaining unit work will move to Glenview. The Company stated they plan to move approximately 30% of the existing work from 35th Street to Glenview as well. Also part of their intended change will be the implementation of GEO tab technology.

The Company explicitly agrees that all the work in classifications listed in the current CBA that will be out of the Glenview facility belongs to Teamsters Local 727 per the terms of the 51st Street Closure Settlement Agreement and federal law. The Union made it clear that PNBA must bargain over all of this and Local 727 will not simply acquiesce to implementation of GEO tab.

"Here we go again with what has come to be Pepsi's standard operating procedure," said John Coli, Jr. "They never fail to disappoint when it comes to thinking they can keep sweeping changes like this under the rug. If they think they are getting now what they couldn't get in bargaining, they are sorely mistaken. They forget that Teamsters are everywhere, and Teamsters have each other's backs, and there's not much they can get past us. I assure you that Local 727 will continue to protect the livelihoods of membership throughout these changes."

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Summer 2025 Edition



MEMBER NEWSLETTER

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"So often we say 'Teamster strong!' when we talk about our organizing victories, winning a big grievance, or emerging victorious after a strike. And while I don't want to take away from how important those victories are, when I think of Teamster strong, I think of the specific people in this room. You all are the definition of Teamster strong. When someone is sick, you show up. When someone dies, you show up. When someone has a fight with their boss, you have a fight with their boss right there with them. Day in and day out, no matter how little or big the issue is, you show up. I want to thank you from the bottom of my heart for remaining faithful and for always showing up, for me, for our staff, for our families, and for each other."

