

Anticipated Management Responses and Workforce Perspectives

As we begin conversations about forming a union, it is likely that leadership will raise a number of questions, concerns, and objections. This document outlines those anticipated responses and provides our perspective on each, so that staff can engage confidently, clearly, and professionally in these discussions.

“We don’t need a union, it will only interfere with our organization. REMSA Health is a family.”

We have raised concerns for years through internal channels and have been ignored, sidelined, or dismissed. We have been blamed for retention problems, labeled “toxic” or “spoiled,” and told we are “Blessed” to have jobs at all. That is not how a healthy family functions.

A union is not a rejection of our organization, it is a response to leadership’s unwillingness to meaningfully engage with us. We want a professional relationship based on mutual respect, transparency, and accountability, not vague promises or emotional language.

“We were going to give you raises, but now we can’t because of the union effort.”

Wages have been a known and documented concern for years, with a formal wage analysis ongoing for close to a year without resolution. Leadership has now implied that wages will not be adjusted while a class action labor lawsuit is pending (a process that could take years). That position is incompatible with claims that raises were imminent.

We prefer a binding contract that guarantees fair wages and working conditions rather than temporary, discretionary adjustments that can be reversed later.

“The union will put the company in financial danger.”

Financial instability did not originate with line staff. It resulted from leadership decisions around retention, pay, investment priorities, staffing models, and strategic planning.

We did not choose:

- To underinvest in retention
- To underpay compared to industry peers
- To fail to plan for competition
- To subsidize ground operations without adequate reinvestment in Care Flight
- To rely on grants for core infrastructure

We are professionals seeking industry-standard compensation for a highly specialized and high-risk role. That is not a threat to the organization, it is a requirement for sustainability.

“This is a bad time to unionize, it will help our competitors.”

Competition exists because leadership failed to invest, retain staff, and plan strategically. That is not a workforce failure, that is a leadership failure.

Stabilizing the workforce through fair compensation and predictable working conditions strengthens the organization’s ability to compete. High turnover, understaffing, and burned-out crews are far more damaging than collective bargaining.

“If you’re unhappy, why don’t you just leave?”

This argument admits the problem instead of addressing it. We are not here because we want to leave, we are here because we care about the program, the patients, and each other, and we want it to succeed long-term. If the organization cannot retain qualified crews, staff bases, or maintain safe operations, that is not a workforce attitude problem, it is a systemic one. Unionization is our attempt at working to improve the system rather than abandon it.

“A union will make us less flexible and less competitive.”

A contract creates clarity, stability, and predictability; all of which improve retention, reduce training costs, and allow for long-term financial planning. Constant turnover, staffing crises, and morale collapse are what make organizations less competitive.

“Unions just want your dues.”

Dues fund legal expertise, negotiators, industry specialists, enforcement mechanisms, and collective power- the infrastructure required to hold management accountable. It is ironic that leadership expresses concern about how we spend our money while simultaneously resisting paying us appropriately. Union dues are equal to 2 x hourly rate of pay per month (\$50-100/month depending on your hourly wage).

“You won’t be able to talk to leadership without a union representative.”

That is categorically false. A union does not prohibit communication, it protects it. We already struggle to be heard. A union gives us structure, protections, and formal pathways to ensure our voices cannot be ignored.

“We’re just one division of a larger organization, we can’t treat you differently.”

Care Flight is a highly specialized, revenue-generating, high-risk operation with unique staffing, training, and safety requirements. Treating it identically to unrelated divisions ignores operational reality and has already caused harm.

“A union will create conflict and harm the culture.”

The culture is already strained, that is why this effort exists. A union does not create conflict; it provides a structured, fair, and professional way to resolve it. Avoiding conflict does not make it disappear, it allows it to grow and become increasingly problematic.

“We are doing the best we can.”

Good intentions are not a substitute for good outcomes. We need systems, accountability, and enforceable standards, not just assurances.

Our Position

We believe that strengthening retention, improving compensation, and creating a fair and enforceable working relationship will stabilize and grow Care Flight. Strong and reliable programs are built on the foundation of supported and engaged employees.

Care Flight’s success directly strengthens the entire organization and the community. It supports system-wide financial stability, enhances clinical reputation, and reinforces the organization’s role as a comprehensive emergency care provider in a competitive and evolving environment.

The organization’s ground operations rely on exclusive service agreements that exist within a changing and increasingly competitive landscape. Maintaining strong, high-performing specialty services like Care Flight helps protect and justify those agreements by demonstrating continued value, quality, and system integration.