



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair 2 nd Exec. V-President 29 Lake Street Danville, IL 61832-6101	Bill Wetmore, Member 3 rd Exec. V-President 2319 Alava Court Waldorf, MD 20603	Tinita Cole, Member 6 th Dist. Representative VAMC Dayton Dayton, OH 45428	Nickloas Keogh, Member National Representative 811 Vermont Ave, NW Washington, DC 20420	Linda Ward-Smith, Member President AFGE Local 1224 6900 North Pecos Rd. North Las Vegas, NV 89086
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October 23, 2023

Denise A. Biaggi-Ayer, Executive Director
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Subject: Member Services Pharmacy Customer Care (PCC) Updating Performance Standards and Protocol Changes for Pharmacy Techs, Leads and Contact Representatives

Dear Ms. Biaggi-Ayer:

In accordance with Article 47, Section 2, C, of the Master Agreement, the National VA Council #53 is formally demands to bargain on the Member Services Pharmacy Customer Care (PCC) Updating Performance Standards and Protocol Changes for Pharmacy Techs, Leads and Contact Representatives as cited above within the Department. Please provide the NVAC's Member Service Ad-Hoc Bargaining Committee with any/all information/data concerning the cited subject above. The negotiations on this subject should normally begin no later than twenty (20) workdays after the Management's Chief Negotiator in this matter receives NVAC's demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The above named NVAC's Mid-Term Bargaining Committee may request a briefing over the cited subject above, before sending any proposals. If you have any questions, please call me at (217) 554-4979.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
NVAC Executive Committee
Ad-Hoc Member Service Bargaining Team

AFGE: Good Government We Are Ready