



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

Oscar L. Williams Jr., Chairperson 2 <sup>nd</sup> Exec. V-President, NVAC 29 Lake Street Danville, IL 61832-6101	Patrick Russell, Member 8 <sup>th</sup> Dist Rep., NVAC VA Blacks Hills, HCS Hot Springs, SD 57747	Sandra Eggleston, Member 13 <sup>th</sup> Dist. Rep., NVAC VAMC Tucson Tucson, AZ 85723	Bill Wetmore, Member 3 <sup>rd</sup> Exec. V-President 2319 Alava Court Waldorf, MD 20603
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April 2, 2007

Bonnie M. Kerber, VHA HRM Consultant  
Department of Veterans Affairs  
206 Woodbury Circle  
Council Bluffs, IA 51503

Subject: Demand to Bargain – VHA Secret Shopper Program “Can You Schedule Me Now”

Dear Ms. Kerber:

In accordance with Article 44, Section 2 C, of the Master Agreement, the National VA Council #53 formally demanding to bargain over VHA secret Shopper Program in the Department. Please provide the above named bargaining committee with any information and/or data concerning the cited subject. The negotiations of this matter should normally begin no later than ten (10) workdays after the management chief negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The named bargaining committee may request a briefing over the cited subject above, before sending any proposals. If you have any questions please contact me at (217) 554-4866.

Sincerely,

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

cc: Alma L. Lee, President National VA Council #53  
Executive Committee, NVAC  
Meghan Flanz, Deputy Assistant Secretary for LMR

**AFGE: The Future Is Ours  
Creating A Shared Vision For The 21<sup>st</sup> Century**