



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

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August 1, 2016

Martina A. Parauda, Director  
New York Harbor Healthcare System  
423 E. 23<sup>rd</sup> Street  
New York, NY 10010

Subject: VISN 2 – NYHHCS Mandatory Customer Service Critical Element for Performance Standards (AFGE Local 862, AFGE Local 1667, AFGE Local 1988 and AFGE Local 2094)

Dear Ms. Parauda:

In accordance with Article 47, Section 2 C, of the Master Agreement, the National VA Council #53 is formally demanding to bargain on NYHHCS mandatory Customer Service Critical Element for Performance Standards within VISN 2 as cited above in within the Department. Ms. Alma L. Lee will be naming the Union's Chief Negotiator and negotiating team. Please provide the named bargaining team with any information and/or data concerning the cited subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management's 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 team 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  
Ena Thompson-Judd, 2<sup>nd</sup> District Representative, NVAC

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**DEPARTMENT OF VETERANS AFFAIRS  
NEW YORK HARBOR  
HEALTHCARE SYSTEM**

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April 2016

**HEALTHCARE SYSTEM LETTER NO.: 16-01**

**SUBJECT:** Mandatory Critical Element for Performance Standards

1. Please be advised that the following element addressing customer service is to be added to all Performance Plans for your subordinate employees whether they are under the Executive Career Field (ECF) Performance Appraisal or the 5-Tier Performance Appraisal Program. This element must be documented, reviewed and acknowledged no later than when their mid-year review is due. If you have already conducted your mid-year review then you are required to meet with your employees again to advise them of the change in their performance plan and have them acknowledge the change.

**CUSTOMER SERVICE\* (Critical Element)**

Relationships with all patients, supervisors, co-workers, and other customers must be consistently courteous and cooperative in nature. Performance must demonstrate the ability to adjust to change or work under pressure in a pleasant manner, handle differences of opinion in a businesslike fashion, follows instructions conscientiously, and functions as a team member helping to meet organizational goals.

**MEETS:** No more than three valid instances of being discourteous and/or uncooperative.

**EXCEEDS:** Consistently courteous and/or cooperative 100% of the time.

2. It should be noted that as supervisors and managers we are responsible for inspiring and empowering our employees to consistently deliver high quality customer service, improving the experience of our Veterans.

3. Please provide verification in memorandum format to Ms. Tiffany Green, Employee Relations Specialist by May 6, 2016, that the information above has been incorporated in the performance plans for all of your employees. Thank you.

MARTINA A. PARAUDA  
Director

**RECEIVED**

**AUG - 1 2016**

AFGE National VA Council #53  
Mid-Term Bargaining Committee