



**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<sup>nd</sup> Exec. V-President  
29 Lake Street  
Danville, IL 61832-6101

Bill Wetmore, Member  
3<sup>rd</sup> Exec. V-President  
2319 Alava Court  
Waldorf, MD 20603

Terence J. Watts, Member  
President, Local 559  
VAMC Orlando  
Orlando, FL 32803

Willie Haywood, Member  
6<sup>th</sup> Dist. Rep., NVAC  
17705 Garden Blvd.  
Cleveland, OH 44128

Jeff Sladek, Member  
13<sup>th</sup> Dist. Rep., NVAC  
VAMC 3601 S. Ave.  
Tucson, AZ 85723

August 15, 2017

Kimberly P. McLeod, Acting Executive Director  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: VHA Stakeholders Relations Customer Service Center (CSC) Changes of Pause  
between Telephone Calls and Elimination of end of Shift Time  
(AFGE Local 589, AFGE Local 1117 and AFGE Local 2657)

Dear Ms. McLeod:

In accordance with Article 47, Section 2, of the Master Agreement, National VA Council #53 is formally demanding to bargain on the VHA CSC change of Pause between Telephone Calls and Elimination of End of Shift time as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Committee members named above with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than twenty (20) 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 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) 554-4866.

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  
NVAC Executive Committee

**AFGE: Good Government We Are Ready**