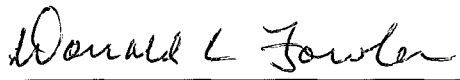


Memorandum of Understanding

The following constitutes an agreement between the parties of the VA Puget Sound Health Care System (VAPSHCS) at all locations, and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council #53 (NVAC), AFGE Local 498, and AFGE Local 3197, concerning the revised GS-07 Lead Police Officer Performance Standards for the Seattle and American Lake campuses at VA Puget Sound Health Care System. Hereinafter the parties means "Management" and the "Union."

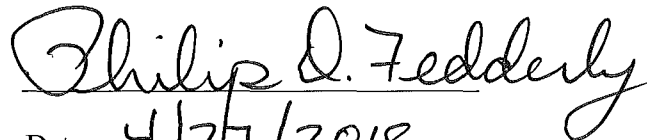
1. The parties agree that the obligation to bargain due to the National Demand to Bargain dated February 9, 2018 has been fulfilled during the March 29, 2018 meeting at the American Lake campus and the April 9, 2018 meeting at the Seattle campus where the parties met to determine appropriate arrangements and procedures for the revised GS-07 Lead Police Officer Performance Standards.
2. The GS-07 revised Lead Police Officer Performance Standards can be communicated in writing to the bargaining unit employees beginning today and no later than five business days from the date this MOU is signed unless an employee is not available due to a previously approved extended absence.

Donald Fowler
NVAC 11th District Representative
Chief Negotiator, Labor



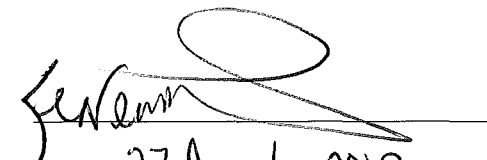
Date: 4/27/18

Philip D. Fedderly
Employee & Labor Relations Specialist
Chief Negotiator, Management

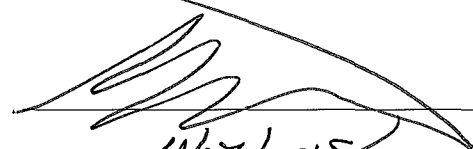


Date: 4/27/2018

Genea Lewis
President, AFGE Local 498


Date: 27 April 2018

Gregory S. Straub
Deputy Chief of Police
VAPSHCS


Date: 4/27/2018

Beverly R. Anderson
President, AFGE Local 3197



Date: 4/27/2018

Edward O. Brown
Chief of Police
VAPSHCS



Date: 4/27/2018



This form is to be used for non-supervisory Title 5/Hybrid Title 38 employees. Instructions for completing this form may be found at http://va.gov/OHRM/EmployeeRelations/ under the Performance tab. For additional information, see VA Handbook 5013, Part 1. If additional space is needed for any item on this form, use page 6, Section I, or attachment pages.

SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

Form with fields for Employee's Name, Position Title, Service, Location, Date Assigned, and Signatures.

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element. Each critical and noncritical element usually contains three to five performance standards. See VA Handbook 5013 Part 1 for additional guidance regarding mandatory performance standards, and planning performance plans. Critical elements will be denoted by an asterisk (*).

Police Officer, 0083; Additional elements may be added by supervisors based on local mandates, policies, and/or initiatives. Supervisors may assign added weight to some performance standards versus others. Employees shall be made aware of specific weighting differences up front.

Table with 3 columns: Element, Rating, and Performance Standards. Contains two rows of performance elements and their standards.

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SECTION B: PERFORMANCE PLAN (Continued)

Element	Rating	Performance Standards
2. Lead Officer Duties Cont.*	Fully Successful	<ul style="list-style-type: none"> • Ensure all assigned officers are in appropriate duty gear, grooming standard, and uniform. • Shift change is conducted in accordance with existing policies • Appropriate duties are carried out during the shift • Attempt to resolve any personnel issues of conflicts prior to Supervisory Involvement • Communicate with the Shift Supervisor of all actions taken, deficiencies in conduct or appearance, accomplishments by officers • Review all reports submitted by Police Officers prior to being forwarded to the Supervisor. No more than 25% of reports submitted are returned with errors for required areas as outlined in VA Police Training Unit 9 (Report Writing) and or VA Police SOP Chapter 1U. • Conducts at least one officer audit sheet in a quarter
3. Physical Security	Exceptional (in addition to the Fully Successful criteria below)	<ul style="list-style-type: none"> • Proactively reports, tracks, and proposes solutions to physical security gaps to ensure that appropriate action is taken. • Demonstrates consistently an ability to recognize and report a variety of physical security issues to the appropriate supervisory official. • Takes part in additional, self-driven initiatives, as it pertains to Physical Security with supervisory approval.
4. Veteran Centered Policing & Customer Service*	Exceptional (in addition to the Fully Successful criteria below)	<ul style="list-style-type: none"> • Patrols all areas throughout the shift to ensure all buildings are secure • Be familiar with the layout of medical center buildings and property boundaries. Be familiar with room numbering systems • Be vigorous, inquisitive and question suspicious individuals and occupants of vehicles on facility grounds after hours. Any time a "stop and question" is done an Investigative Report (IR) will be completed • Performs scheduled and unscheduled functional and operational status checks of critical notification systems to include but not limited to panic alarms, duress alarms and intrusion detection systems. • Report and document all unsafe conditions found during patrol and temporarily correct any condition when practical • Considers and adjusts his or her approach to account for the customer's unique situation and ability to comprehend instructions including physical impairments (such as hearing loss), psychiatric, etc. which might contribute to ineffective communication or misunderstanding. • Limits traditional law enforcement activities to situations in which the safety and security of the Veteran or others takes precedence over delivering an excellent customer experience. • Meets the unique needs of individuals who have disabilities, visible or invisible, by displaying exceptional care and understanding. • Receives significant positive feedback from customers for interactions within the scope of Law Enforcement duties. • Takes part in additional, self-driven initiatives, as it pertains to Veteran Centered Policing with supervisory approval (participating in safety fairs, community oriented policing projects, sprint teams / employee engagement).
5. Training & Tactics*	Exceptional (in addition to the Fully Successful criteria below)	<ul style="list-style-type: none"> • Addresses customer inquiries and complaints ranging from parking issues to officer response to incidents • Conducts interactions with patients, visitors, and staff in a manner consistent with VA Core Values to include a professional and courteous manner. • Ability to integrate service to veterans and others, including patient satisfaction and stakeholder support. • Resolve problems and complaints independently at the lowest level • Highly visible and accessible to all customers including staff. • Demonstrates a knowledge of protocols that apply to the other environments in which VA employees operate and a general knowledge of the services provided there so as to better serve Veterans. • Provides guidance and insight to other VA law enforcement officers, in respect to training and approved tactics using official course curriculum. Volunteers to assist in carrying out trainings without being asked. • Proactively seeks out and, with supervisory approval, participates in additional relevant trainings that exceed the yearly requirements set out by OSLE or the Chief of Police. • Voluntarily attends, with supervisory approval, advanced schooling through the Law Enforcement Training Center (LETC) and other viable venues to better the service. Uses this knowledge to assist in training fellow Officers. • Takes part in additional, self-driven initiatives, as it pertains to Training and Tactics with supervisory approval.
	Fully Successful	<ul style="list-style-type: none"> • Completes and complies with required VA Law Enforcement Training Center (LETC) training. • Completes all TMS training as assigned through Education and Police Training Department. • Meets requirements for annual continuing in-service training in various law enforcement topics conducted at the facility level as assigned by the Chief of Police. • Uses various special weapons and tactics, including scheduled and unscheduled exercises, to resolve security and law enforcement-related issues. • Maintains proficiency in all weapons and tactics issued and utilized as part of their official duties.

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SECTION B: PERFORMANCE PLAN (Continued)

Element	Rating	Performance Standards
6. Reports and Information Security*	Exceptional (in addition to the Fully Successful criteria below)	<ul style="list-style-type: none"> Reports are completed and turned into the supervisor for initial review within 2 working days of initiation Nor more than 10% of reports are returned for corrections due to error for required areas as outlined in VA Police Training Unit 9 (Report Writing) and or VA Police SOP Chapter 1U. No instances of Information Security Violations.
	Fully Successful	<ul style="list-style-type: none"> Reports are completed and turned into the supervisor for initial review within 4 working days of initiation No more than 25% of reports are returned for corrections due to error for required areas as outlined in VA Police Training Unit 9 (Report Writing) and or VA Police SOP Chapter 1U. No more than 2 Information Security Violations in a rating period. Conducts follow ups on investigations as needed.

SECTION C: CHANGES TO PERFORMANCE PLAN (Changes may be recorded anytime during the rating period.)

ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)

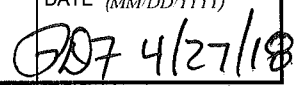
SECTION D: PROGRESS REVIEW

At least one progress review is required during the appraisal period. The employee must be informed of his/her progress as measured against the performance plan. Additional progress reviews may be documented on page 6, Section 1.

A progress review was conducted and discussed with the employee, and the employee's performance as of this date:

- Is considered Fully Successful or better.
- Needs improvement to be Fully Successful or better. (See VA Handbook 5013, Part I, for additional information regarding addressing unacceptable performance.)

SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)
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SECTION E: ACTUAL ACHIEVEMENT

List each ELEMENT from Section B of the employee's performance plan where indicated below, and indicate the overall level of achievement that best describes the employee's performance for each element. Do not indicate achievement for each individual performance standard. Justification, including specific examples of performance for each element that was rated Exceptional or Unacceptable, must be provided in the space below. Rating an element Exceptional means that Fully Successful performance standards have been significantly surpassed for ALL standards within that particular element. This level is reserved for employees whose performance in the element far exceeds normal expectations, and results in major contributions to the accomplishment of organizational goals.

Prior to assigning an Unacceptable level of achievement, ensure applicable policy requirements have been met as required in VA Handbook 5013, Part I.

ELEMENTS <i>(Use the same Elements as listed in Section B)</i>	LEVELS OF ACHIEVEMENT		
	EXCEPTIONAL	FULLY SUCCESSFUL	UNACCEPTABLE <i>(See instructions above)</i>
Law Enforcement (Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lead Police Officer Duties (Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Security (Non Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veteran Centered Policing & Customer Service (Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and Tactic (Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reports and Information Security (Critical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Use this section to provide justification, including specific examples of performance, for each element that was rated Exceptional or Unacceptable. (Specific achievements at the Fully Successful level are optional.)

JUSTIFICATION:

(This area is currently blank for justification.)

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SECTION F: OVERALL RATING

TYPE OF RATING

- ANNUAL RATING OF RECORD
 SPECIAL RATING OF RECORD
 SUMMARY RATING
 (POSITION CHANGES - EMPLOYEE OR RATER)

PERIOD COVERED BY THIS APPRAISAL *(Complete only for Special Rating of Record or Summary Rating.)*

FROM 09/04/2016 *(MM/DD/YYYY)* TO 09/31/2017 *(MM/DD/YYYY)*

NOTE: Recommended Performance Rating - Using achievement levels assigned in Section E and the criteria described below, check the appropriate rating.

PERFORMANCE RATING

- OUTSTANDING** - Achievement levels for all elements are designated as Exceptional.
 EXCELLENT - Achievement levels for all critical elements are designated as Exceptional. Achievement levels for noncritical elements are designated as at least Fully Successful. Some, but not all, noncritical elements may be designated as Exceptional.
 FULLY SUCCESSFUL - The achievement level for at least one critical element is designated as Fully Successful. Achievement levels for other critical and noncritical elements are designated as at least Fully Successful or higher.
 MINIMALLY SATISFACTORY - Achievement levels for all critical elements are designated as at least Fully Successful. However, the achievement level(s) for one (or more) noncritical element(s) is (are) designated as Unacceptable.
 UNACCEPTABLE - The achievement level(s) for one (or more) critical element(s) is (are) designated as Unacceptable.

SIGNATURE AND TITLE OF RATER

DATE *(MM/DD/YYYY)*

SECTION G: HIGHER LEVEL REVIEW/APPROVAL

Required only for Minimally Satisfactory and Unacceptable ratings of record; unless organization has chosen to have higher level approval required for Outstanding ratings of record.

- Concur with recommended rating.
 Do not concur with rating. Approve rating of _____

EXPLANATION FOR PERFORMANCE RATING CHANGE

SIGNATURE AND TITLE OF APPROVAL OFFICIAL

DATE *(MM/DD/YYYY)*

SECTION H: EMPLOYEE RECEIPT OF PERFORMANCE APPRAISAL

A copy of this performance appraisal was given to me. ▶

SIGNATURE OF EMPLOYEE

DATE *(MM/DD/YYYY)*

SECTION I: ADDITIONAL COMMENTS/INFORMATION

USE THIS AREA FOR ANY ADDITIONAL INFORMATION

[Signature] 4/27/18
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SECTION I: ADDITIONAL COMMENTS/INFORMATION (Continued)

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