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April 2018

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President Mike Wahlquist

The Right to Dignity and Respect When Communicating with Management

The relationship between Letter Carriers, Supervisors, and Managers will become adversarial at times. This is an unfortunate truth that all of us have learned (or will learn) during our tenure at the Post Office. I could write about the reasons for this for days, and still not get to all of the elements that may cause craft and management to have problems with each other. Even though we may get along with our Supervisors and Station Managers most of the time, there will be times of disagreement and controversy on occasion. The crux of this article is: How do we get through these periods of disagreement, even heated disagreement, and maintain an atmosphere of dignity and respect?

Every week I take phone calls from Letter Carriers who are enduring contentious situations at work. It may be due to illness or injury, with management suddenly treating a 20-year veteran Letter Carrier like garbage, because for the first time in their career, they have started calling in sick to deal with a serious health situation either for themselves or a family member, or have medical restrictions suddenly imposed by a doctor to help them recover from an injury. Perhaps the employee in question was formerly held in high esteem by management, perhaps they continue to have an unimpeachable work ethic, but they are suddenly not able to do what they have formerly been able to do, at least for a while. Or, in other cases, employees who are extremely detail oriented as to customer service are compared to employees who have a lightning-fast pace. Who is the better Carrier, the faster Carrier or the Carrier who is extremely attentive to detail? Letter Carriers are not equal in performance, we all do the job differently, and all of us will experience times of conflict with management when things do not go perfectly. And sometimes, our Supervisors and Managers do not act like the upstanding and ethically perfect people they have the potential to be.

So, what is the answer in regard to how we are treated by management? We have binding agreements with management where both parties have agreed that all employees will be treated with dignity and respect. The Joint Statement on Violence and Behavior in the Workplace was written after the horrible Postal shooting in Royal Oak, Michigan on November 14th, 1991. It was not the first Postal shooting, nor would it be the last. It was, however, a turning point for management in their attitude towards harassment, intimidation, threats, and bullying (all of which had been going on in Royal Oak, Michigan). They agreed to the following on February 14th, 1992:

"We openly acknowledge that in some places or units there is an unacceptable level of stress in the workplace; that there is no excuse for and will be no tolerance of violence or any threats of violence by anyone at any level of the Postal Service; and that there is no excuse for and will be no tolerance of harassment, intimidation, threats or bullying by anyone. We also affirm that every employee at every level of the Postal Service should be treated at all times with dignity, respect and fairness. The need for the USPS to serve the public efficiently and productively and the need for all employees to be committed to giving a fair day's work for a fair day's pay, does not justify actions that are abusive or intolerant. "Making the numbers" is not an excuse for the abuse of anyone. Those who do not treat others with dignity and respect will not be rewarded or promoted. Those whose unacceptable behavior continues will be removed from their positions. We obviously cannot ensure that however seriously intentioned our words may be, they will not be treated with winks and nods, or skepticism, by some of our over 700,000 employees. But let there be no mistake that we mean what we say and we will enforce our commitment to a workplace where dignity respect and fairness are basic human rights, and where those who do not respect those rights are not tolerated."

Of course, several years later the Postal Service tried to back out of what they had said, so the NALC took the Joint Statement on Violence and Behavior in the Workplace to National Arbitration, and after the hearing, Arbitrator Snow stated:

"[The Joint Statement on Violence and Behavior in the Workplace constitutes a contractually enforceable bargain."

The M-39 (Management of Delivery Service Manual, in which management is specifically instructed as to their duties) states:

"The National Agreement sets out the basic rules and rights governing management and employees in their dealings with each other, but it is the front-line manager who controls management's attempt to maintain an atmosphere between employer and employee which assures mutual respect for each other's rights and responsibilities."

With all of the above being true and enforceable, what can we as Letter Carriers do to ensure that we are treated with dignity and respect? The answer is to not settle for less than being treated with dignity and respect. If you are being harassed, intimidated, threatened, or bullied, let the Union know about it immediately so that we can file the appropriate grievance. If you see someone being treated in any of these ways, be a witness for them and let your Shop Steward know about the mistreatment. If management is arguing with you about your estimate (it is your

estimate, not theirs), put it in writing on a form 3996, and deal with any further antagonistic dialogue with the response, "I have already given you my estimate".

The M-41 (City Delivery Carriers Duties and Responsibilities) states:

"It is your responsibility to verbally inform management when you are of the

opinion that you will be unable to case all mail distributed to the route.

perform other required duties, and leave on schedule or when you will be

unable to complete delivery of all mail.

Inform management of this well in advance of the scheduled leaving time and

not later than immediately following the final receipt of mail. Management will

instruct you what to do."

That is it. That is the sum total of what your responsibilities are in regard to the morning "Go-Around" (The Go-Around is never mentioned in the handbooks or manuals, it is yet another management "tool", just like "DOIS", "PET", or "PRIME"). Now, even though the only requirement is to "verbally inform management", that process can go "south" quickly. In the event that management is not on their best behavior during that discussion, my advice is to fill out a Form 3996 and put your "estimate" in writing, which should end the discussion. The M-41 states:

"The Employer will advise a carrier who has properly submitted a Carrier Auxiliary Control Form 3996 of the disposition of the request promptly after review of the circumstances at the time. Upon request, a duplicate copy of

the completed Form 3996 and Form 1571, Report of Undelivered Mail, etc., will be provided the carrier."

So not only should the Form 3996 end the conversation, but you can request a copy of it, after it is "promptly" filled out by management stating the disposition [of the time notated on the Form 3996]. The 3996 may not be a perfect solution, but it will document your "estimate", and it fulfills the only requirement you have in communicating with management about your workload. If, however, you find that you need to revise your estimate later in the day, remember to do so as soon as you become aware that circumstances have changed. Bad days happen, and even the best Letter Carrier will need to revise an estimate from time to time.

I want to sum this article up by reminding everyone of both their right to receive dignity and respect, and their obligation to treat all other employees with dignity and respect (and yes, this even includes treating management with dignity and respect). I have no illusions, and it is unlikely that management will fulfill their obligation to weed out all harassment, intimidation, threats, and bullying, in fact several times I have seen this type of behavior misconstrued as strength and rewarded by upper management. But we can enforce the contract and the Joint Statement on Violence and Behavior in the Workplace via the grievance procedure, and we will do so. Please help us out by letting us know when this type of behavior is going on and be willing to write statements documenting the abuse so that we can do everything in our power to ensure that the workplace is safe and tolerable for everyone.

Michael Wahlquist – President Branch 111, NALC

NOTIFICATIONS:

- ⇒ May 3, 2018– E-BOARD MEETING 6:30pm
- ⇒ May 10, 2018– UNION MEETING 6:30pm- Vote for AFL-CIO Convention Delegates
- ⇒ May 16, 2018– STEWARD TRAINING 6:30pm
- ⇒ May 24, 2018– RIGHTS NIGHT 6:30pm
- ⇒ SEPTEMBER 6, 2018 Nomination for State Convention Delegates
- ⇒ OCTOBER 11, 2018 Vote for State Convention Delegates



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Call me anytime and I will return your call

Vice President Lance Henrie

Being your best just doing what anyone would do. The role of Super hero is played by the ordinary.

I received an unusual call at the hall a few days ago, from someone I've never heard of, but eventually figured out that it was someone from the NALC, more specifically the Postal Record. She told me that a carrier in Branch 111 had helped a veteran out on their route. Her staff had been trying to get ahold of the carrier so he would be included in the hero section of the P.R. She then asked if I knew so and so (the carrier like most true heroes does not want recognition.) I said I know him well, and put down the pen thinking that this was a good time for a pleasant little chat about heroism followed by some questions about this carrier's personality, work ethic, and whatever else I knew of him. I had the answers he is the nicest guy you ever met, a shining example of the carriers in Branch 111 etc. Alas, she was the all business type, and cut me off, asking for his phone number. The Henrie family Standard. Operating. Procedure is do not give phone numbers to anyone. A lesson learned the hard way, after I gave Dads office number to a deputy of some sort. The exact rule: "When asked for a phone number, take their number instead." After hanging up I called our hero and explained the situation, he said that he didn't want the recognition. Saying "I just did what anyone would do, while delivering a package I saw the older gentleman fall down, he wasn't using his walker, so I lifted him up and helped him to a chair, he only weighed 120 pounds soaking wet." While we were talking he told of a situation early in his career when he and another carrier after noticing smoke coming out of the attic on a nearby house went inside, found a teenager asleep in the basement and got him out before the fire department arrived. I was not in the least surprised by his attitude, or that he viewed lifting those who have fallen, helping someone to a chair, or going into a fire to wake up a sleeping occupant as just things that you do, not for recognition but because it is the right thing to do. The reason that I was not surprised is, I worked with him when I was a new p.t.f. and when I was in need of help on the job. He would step up and show me better ways of doing things or look through the stack of letters that I had thrown aside in frustration, and in many other ways. In fact, many of the carriers in South Salt Lake at that time saw that help was needed and helped me and other carriers figure it out. Why? Because it is what you do when you see the need for help, you help. We are co-workers not competitors there is no glory in moving past a new CCA in need of help, we all benefit

when you help. You don't make yourself better in any way by pointing out that some are slower or less skilled. Being your best is never being the best. We are all better when we support each other. If you see someone who has fallen lift them up. If you see someone about to get burned pull them out of the fire, don't watch as they go down in flames.

- Lance Henrie

<u>Utah Jazz 2018/19 full- and half-season</u> tickets are on sale now!

Call Myles at 801-325-7219 or email mmelendez@utahjazz.com to reserve the best seats and learn more about the exclusive benefits only Utah Jazz season ticket members can receive.

<u>Use the promo code DS7254 to access your</u> special discount for the events below.

<u>Disney on Ice: Follow Your Heart</u> – Join your favorite Disney characters for a magical journey on ice at Vivint Smart Home Arena. Multiple shows are available for this weekend!

<u>Utah Jazz Group Events</u> – A Utah Jazz game is the perfect place to host your group event or team-building activity. On-court experiences, dinner packages and suites are available. Group deposits are now being accepted for the 2018/19 season. Call your rep for details!

<u>Tim & Faith: Soul 2 Soul Tour</u> – Country's top duo is back at Vivint Smart Home Arena! Click the link for a special offer of a \$20 discount per ticket!

<u>Salt Lake Bees</u> – Bees baseball is back at Smith's Ball-park! Receive special group discounts on single-game tickets by clicking the link, or call to find out about our picnic and ticket packages.

<u>Salt Lake City Stars</u> – Experience the up-close, fastpaced action of the official G League affiliate of the Utah Jazz!

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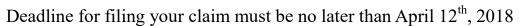
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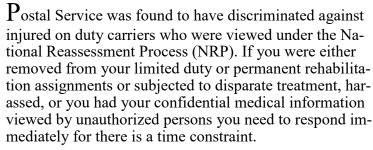


MBA and OWCP Terry Ehlers

National Reassessment Process May 5, 2006 to July 1, 2011







Within 30 days of you receiving notification of the above action and if you believe that you are entitled to individual relief you must file a written claim with the agency of the EEO Director. Your claim must be specific, and detailed how you were subjected to the evaluation, under NRP between May 5th, 2006 thru to July 1st, 2011 this is being referred to the class period. Those who wish to file a claim seeking relief from harassment, disparate treatment, or having their reasonable accommodations withdrawn must be specific detail in showing that you are a qualified individual with disabilities at the time of the violation. The consequences of that evaluation, being returned to full duty, receiving no change in limited duty or rehabilitation assignment, received a new limited duty or rehabilitation assignment, receiving a total or partial no work available determination, and separating, resigning, or retiring during the class period that NRP was in effect.

Claims must be mailed to the following address: NEEO-ISO c/o MSI, P.O. Box 3787 Greenwood Village, Colorado 80155.



There is an Attorney firm called Thomas & Solomon that has mailed information out to potential individuals that may have a case to file a claim. There are very willing to assist you in filing the claim, they have even sent out a claim form to assist you. The form will need to be mailed to the Postal Service as well as this firm.

The catch to this is the Attorney Firm of Kator, Parks, Weiser & Harris PLLC will represent you by using their form. The contingency fee is 30% of the gross value or amount as a fee. Contingency fees will be immediately payable from any recovery to you. There is no cost to you at all if your claim is not accepted.

No one is Guaranteeing that your claim for compensation will be accepted.

If you would like assistance in evaluating your case please give me a call, we can set up a time to meet at the Union Office. I have the forms on hand from the Attorney's Firm.

In Solidarity, Terry C Ehlers (801) 694-0558



LETTER CARRIER POLITICAL FUND

By making a contribution to the Letter Carrier Political Fund, you are donating so voluntarily with the understanding that your contribution is not a condition of membership in the National Association of Letter Carriers or of employment by the Postal Service, nor is it part of union dues. You have a right to refuse to contribute without any reprisal. The Letter Carrier Political Fund will use the money it receives to contribute to candi-

dates for federal office and undertake other political spending as permitted by law. Your selection shall remain in full force and effect until cancelled. Contributions to the Letter Carrier Political Fund are not deductible for federal income tax purposes. Federal law prohibits the Letter Carrier Political Fund from soliciting contributions from individuals who are not NALC members, executive and administrative staff or their families. Any contribution received from such an individual will be refunded tot hat contributor. Federal law requires us to use out best efforts to collect and report he name, mailing address, occupation and name of employer of individuals whose contributions exceed \$200 per calendar year. Any guideline amount is merely a suggestion, and an individual is free to contribute more or less than the guideline suggests and the Union will not favor or disadvantage anyone by reason of the amount of their contribution or their decision no to contribute.

Health Benefits Jimmy Kerekes

I thought I would put in my article a little Match game.

Match the following Acronyms & Abbreviations with the phrases by drawing lines to them.

ACRONYMS:

1. CMS a. International Classification of Disease

2. BAHA b. Positron Emission Tomography

3. PET c. Bone Anchored Hearing Aid

4. ICD d. Medically Underserved Area

5. MUA e. Centers for Medicare & Medicaid Services

ABBREVIATIONS:

6. CAMD f. Doctor of Education (other than Psychology)

7. CRPS g. Doctor of Education (Psychology)

8. DDIV h. Chinese Medical Doctor

9. EDD10. MDIV10. Moreof Divinity10. Moreof Divinity

11. EDD k. Certified Relapse Prevention Specialist

ANSWERS: 1e; 2c; 3b; 4a; 5d; 6h; 7k; 8j; 9g; 10i; 11f.

- Jimmy Kerekes



Safety & Health Christopher Zambos

I NEED I NEED I NEED I NEED ...

Before I go to the street:

I NEED to get my raincoat.

I NEED to get my sunscreen.

I NEED to get my hat.

I NEED to get my water jug.

I NEED to get whatever other personal items I may use for the day while I am on my route.

I do not need to use the bathroom right now.

I do not need to wash my hands right now.

I do not need to do anything else that comfort stops are for.

So, when do I get to obtain my personal NEEDS?

Handbook M-39 Article 222.214(g) states in full:

"Line 20, Personal Needs, Etc. An allowance of 5 minutes is permitted on the first trip for personal needs, obtaining hat and coat from wall racks before leaving office, visiting swing room to obtain rain gear from locker, etc. An additional 2 minutes is allowed on the second trip of a two-trip route.

Note: This is an office function and must not be taken on street time."

So, when you personal have needs, NO MATTER WHAT THEY ARE, whether it be doing what is described as above or simply sitting on a stool meditating for a few minutes, every route has 5 minutes of personal needs time built into the AM office duties. Use them, stay safe, stay healthy.

In sunscreen we trust, Christopher Zambos 801-913-5916



SACK OF ORANGES











The 26th annual Letter Carriers Stamp Out Hunger® Food Drive is on Saturday, May 12



Counting down to Food Drive 26

As Saturday May 12th gets closer I can't believe that this will be the 26th year that letter carriers have been collecting Food for the food pantries. To many people in this country are going hungry, this is our time that we can help. Nearly 29 million Americans are unsure where their next meal is coming from. This includes 13 million children as well as about 5 million seniors over 60--many of whom live on fixed incomes and are often too embarrassed to ask for help.

Last year as a nation we collected a record on 80 million pounds of food, which is greatly needed at this time for the food pantries are getting low on food. Since we started this we have collected 1.5 billion pounds of nonperishable food to fill the empty shelf in the food pantries.

This year the rural carriers across the state will be helping to collect food, the food bank has supplied the

bags for this year. They also will be sending volunteers to each station to help unload and pack. We have a lot of help to bring this together, the postal managers I've been working with have been great, the stewards that helped send cards and bags to each station I just want to say THANK YOU. And I want to thank each carrier that will collecting food for this year and for years to come.

I also want to thank the AFL-CIO, The Iron workers union, and the Food bank for the bags and the help the will give. Just a side note the Iron workers will be bring the food from Airport and zone 84119 and bring it back to the union hall to fill the pantries at the hall.

The food drive is just one of the many ways letter carriers give back to our communities "It's almost time to shine again".

-Stan Hawker



NALC BRANCH 111

Minutes of the Regular Union Meeting
April 12, 2018

Convened at 6:36pm

Pledge of Allegiance conducted by Mike Simonsen

Roll Call by Steve McNees

Minutes of the March meeting were posted. Without objection, they will be filed for future reference.

Reading of the Communications by Steve McNees.

- Elizabeth Weight is a candidate for re-election to Utah House District 31 and would like to meet with officers and members of the branch.
- The Salt Lake City Safety and Health Committee will be meeting on April 19th at 2:30pm.
- President Wahlquist wrote to National to have our branch dues amount corrected to reflect our bylaws amount.
- The Local Mail Handlers union has invited our President and his wife to attend their annual dinner party as a special guest on June 2nd.
- Karen Mayne, Utah Senate District 5, who shares our working values, requested our support with volunteers, financial consideration and good wishes.
- Without objection, the Communications will be filed for future reference.

Application for Membership by Lance Henrie

- New Members read in by Lance Henrie: Ryan Gleed, D'Ann Jackson, Zachariah Sims, Andrew Clayburn, Jeff Griffin, Rick Geertsen, Christy Peasnall, Kyath Moore, Michael Scott, Phillip East, Kyle Christensen, Arli Alev
- No new members were present to be sworn in.

Special Speakers

- The Johnson family (Aaron, Sheena, Joey and Cyrus) were invited to talk about MDA. Their two boys have Muscular Dystrophy. Aaron explained how it affects those with MD. Camp is coming up and the boys will have activities with others who work at their speed. The boys told us what they liked best about camp. Every donation made is appreciated by the parents of those who suffer. April 28th is the Muscle Walk in Kearns to raise funds.
- Terry Ehlers We need money. We wanted to send two kids to camp but haven't been getting the donations necessary (\$5 each recommended from everyone). We need volunteers for the camp. We have raised only \$325 so far. Donate at mdamusclewalk.org/saltlakecity (select "Donate", then "Team Search", enter "Branch 111").
- Amber, a representative from the MDA, included that Camp Kostopulos staff will help this year so the kids will also get to go canoeing. It is \$2,000 per kid to attend camp. There are 1500 families in Utah with MD.

LCPF by Monte Jones not present.

ORGANIZER by Justin Lindquist. Not present

FOOD DRIVE by Stan Hawker.

• One month until the food drive. We have participated for 26 years. AFL-CIO and the Iron Workers are helping us. Pins and flyers were available for the stewards. Bags and cards will be prepared Wednesday at steward training. Retirees were invited to help at the stations.

LEGISLATIVE and TRUSTEES by Chad Mortensen.

<u>Legislative</u>:

- Chad met with John Curtis last week. He met with the AFL-CIO to find out what Utah labor wanted. He was very interested in the bills we are supporting.
- Chad is going to D.C on May 23rd. Hoping to get a clean bill from Congress to support the bill in Utah that allows the state to use USPS facilities. Also working on preserving 6 day delivery, door-to-door delivery, service standards, and postage pricing.
- June 22nd is the AFL-CIO convention. Bill Gephart will be one of the keynote speakers this year. Jennifer Napier- Pearce (Salt Lake Tribune editor) will also speak.
- 7 State Senate seats and 14 Representative seats are up for election. Karen Mayne has been our strongest advocate. We need to help her.
- Mia Love wants to limit the number of right hand drive vehicles imported. Chad will follow up on the issue.

Trustees: They met yesterday. Everything looks in order.

OWCP, COMPENSATION, and MDA by Terry Ehlers. (See above MDA speakers)

HEALTH BENEFITS by Jim Kerekes

- We turned in our yearly report to health benefits for reimbursements.
- CCAs should look at the NALC HBP when they turn regular.

SAFETY AND HEALTH by Chris Zambos- not present

DIRECTOR OF RETIREES by Jeff Asay.

- Sept 27th from 4:30 to 6:30pm is retiree's dinner at the Chuck-A-Rama in Draper (123rd South & State St). They have a large private room for us.
- Talked to a lady whose husband died a couple of months ago. She didn't know how to process an insurance claim because she didn't know what a CSA number was, which is needed to process a claim. Save your CSA and EIN numbers where your family can find them

VICE PRESIDENT by Lance Henrie.

- 370+ grievances filed so far this year.
- Have the qualifying conditions for FMLA available and use them when you are sick.
- Still lots of Form 1731 grievances for stewards not getting steward time.

PRESIDENT by Mike Wahlquist.

- The bylaw creating an Executive Vice President position was approved by National and Mike has 30 days to appoint someone to that position.
- Occasionally union members call and complain about the union is protecting some carrier they feel is not a good carrier. We don't know if they are doing their work as contractually required. We just need to learn what our duties are and follow the contract. If a rule is broken, management is responsible to <u>correct</u> their behavior. Progressive discipline was reviewed. Paper suspensions carry the same weight as a time-served suspensions. We are responsible to enforce the rights of carriers, not to get them off for violating the rules.

TREASURER by Mike Madsen.

• Dues in arrears are caught up now. McNees has written a program that will combine statements and invoices and track dues for years back. Until the new program is implemented, invoices should go out every 30 days and statements every 90 days.

SPECIAL ORDERS:

- Nominations for AFL-CIO convention (June 22nd) were accepted. Nominated were: Chad Mortensen, Kim Mortensen, Destiny Carrillo, Phil Rodriquez, Keith Warner, Mike Simonsen, Steve Warren, and Mike Barrios.
- An Article 10 section 1 bylaws proposal was read. It will be read and discussed next month.

UNFINISHED BUSINESS: none

NEW BUSINESS: none

GOOD OF THE ASSOCIATION -

- The new Executive Vice President position will be filled by next meeting (within 30 days of last week when we received the decision from National). n South Salt Lake they had a bomb threat. A package with a potential bomb inside was x-rayed and then opened on the dock by postal inspectors. There were many carriers surrounding it to see what was inside. It turned out to be a prank (paint and poop inside) but it was felt that it wasn't very professional the way it was handled.
- There were 19 members who were eligible for funding to National Convention but only 12 have decided to go.
- A motion was made to buy Food Drive t-shirts, up to \$100, for anyone who wanted them, first come first served. The motion was seconded and passed. LoEne is to follow up with a vendor.
- Violations of the Ralph Hamilton memo on steward's rights in Salt Lake City offices is getting a \$240 remedy for repeated violations.

IMPROVEMENT OF THE SERVICE – none

DRAW AND ADJOURN AT 8:05pm

- \$25 drawing winners: Destiny Carrillo and Kaily Stretch
- RETIREES \$425 (Roger Wilson was not present). Next month it will be \$450.
- Progressive A \$800 (Mike Blosser was not present). Next month it will be \$825.
- Progressive B \$700 (Eric Chapple was not present). Next month it will be \$725.
- Drawing for left over treats: Winners were Raymond Marlow, Stan Hawker, Bev Arnason, Alan Nagata

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Steve McNees

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MBA & OWCP

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TRUSTEES

Chad Mortensen

Joan Larsen

Kirk McLaughlin

COLCPE Coor.

Monte Jones

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