

STANDARD GRIEVANCE FORM

Use additional pages
for any section of
this form, if necessary

NAME OF EMPLOYEE		OFFICE TELEPHONE
OFFICE LOCATION 306 W. Utah Ave Chickasha OK 73018		405-224-0802
REPRESENTED BY: <input type="checkbox"/> SELF <input checked="" type="checkbox"/> UNION	POSITION SR	GRADE GS-8
REPRESENTATIVE NAME Glenna Shropshire		REPR TELEPHONE 405/222-3325X11

Description of grievance. What article(s) of the Agreement are involved?

See attached

Relief sought:

I wanted to be treated with the same respect that other employees receive. SRs and CRs should receive the same consideration and I feel like that doesn't happen in this office.

I hereby authorize my representative to examine any appropriate official document, personnel record, or medical information which may be related to the grievance.

EMPLOYEE SIGNATURE	DATE
<i>Glenna Shropshire</i>	9-11-02

STEP 1 SUBMITTED

SUPERVISOR	TELEPHONE	ORAL PRESENTATION REQUESTED	DATE RECEIVED
<i>1111</i>			

My health has not been good and my job is demanding. Despite what Mr. Biles says I am dedicated to serving the public, however, I need and deserve a breather especially when I serve a continuous stream of claimants back-to-back.

On the day in question my back up could have been scheduled at reception fifteen minutes earlier to insure relief before the claim was taken by the Moore Social Security Office. I had no idea that I would be on the phone making my application from 11:00 a.m. to 12:00 p.m. and that I would be in Mr. Biles' office from 12:00 p.m. to 12:30 p.m. and would immediately be sent to the window to relieve my back up for her lunch since she had a 1:00 p.m. appointment. I also had no idea that another co-worker would cover my lunch and that I would be required to wait until she returned from her lunch sometime after 1:30 p.m. Please tell me what control I had over those circumstances.

When Debra White, the ADM in Lawton, called I explained that my condition should only prevent me from working the window for a short period of time and I was able to handle other parts of my work loads that weren't difficult and complex and require a lot of thinking. I was not lead to believe that I had an option regarding the sick leave, therefore, I completed a leave slip and went home. All I requested was relief for a short period of time due to circumstances beyond my control. My leave was not voluntary as far as I was concerned.

My co-worker, who called Ms. White, has been granted considerable accommodations throughout her illness as to her hours, work loads and extended relief from being assigned to reception back up duties. I feel like I have not received equal consideration. Even though my illness is not as serious, I have been forced to file for disability due to my health and I am still held accountable for the same work loads that I have been determined incapable of doing.

I disagree with Mr. Biles' alleging that I had sufficient time to arrange for timely rest and lunch breaks that day and appeal his decision to the Step 2 official.

DISPOSITION OF GRIEVANCE

NAME OF EMPLOYEE

STEP 1 DECISION BY:

TITLE <i>District Manager</i>	SIGNATURE <i>John Biles</i>	DATE <i>9-9-02</i>
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DECISION (Enter disposition summary here and check block if narrative attached) *The relief you seek on behalf of Mr. Biles is denied.*

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE <i>Glenna L. Shropshire</i>	DATE <i>9-10-02</i>
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 Grievance Resolved
 Proceed to next Step
 Oral Presentation Requested
 Photocopy to Union

AS NEEDED, DESIGNATE STEP 2 OFFICIAL →	NAME <i>Kelley Ruffridge</i>	LOCATION <i>Lawton, Ok.</i>	TELEPHONE <i>580-357-8087</i>
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STEP 2 DECISION BY:

TITLE	SIGNATURE	DATE
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PERSON SERVED	<input type="checkbox"/> MAIL <input type="checkbox"/> DIRECT	DATE
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DECISION (Enter disposition summary here and check block if narrative attached)

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE	DATE
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 Grievance Resolved
 Proceed to next Step
 Oral Presentation Requested
 Photocopy to Union

AS NEEDED, DESIGNATE STEP 3 OFFICIAL →	NAME	LOCATION	TELEPHONE
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STEP 3 DECISION BY:

TITLE	SIGNATURE	DATE
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PERSON SERVED	<input type="checkbox"/> MAIL <input type="checkbox"/> DIRECT	DATE
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DECISION (Enter disposition summary here and check block if narrative attached)

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE	DATE
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 Grievance Resolved
 Yes
 No
 Photocopy to Union

FOR LABOR AND EMPLOYEE RELATIONS STAFF USE →	Grievance Code:	Disposition:	Disposition Level:
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Ms. Glenna Shropshire
Union Representative
Social Security Administration
506 W. Utah Ave.
Chickasha, OK 73018

Dear Ms. Shropshire:

This is in response to the Step 1 grievance filed on behalf of [redacted]. [redacted] alleges a violation of Article 10 of the negotiated agreement with regards to break and lunch periods. Additionally, she alleges she was forced to take sick leave because she did not feel well enough to do her job. The relief sought is the restoration of sick leave she used and that she take breaks and lunch in a timely manner.

In the grievance, [redacted] references an incident that allegedly took place on August 9, 2002. I was out of the office during the entire week of August 5, 2002. The correct date is August 2, 2002.

The alleged incident was [redacted] was not given a timely break and lunch period. Because of this, her blood sugar declined to a low level which caused her to not feel well enough to work at the reception window upon her return from lunch.

The district policy states that employees should complete morning breaks by 11:00 a.m. to ensure adequate coverage for lunch periods. Although a schedule of back up assignments is prepared and posted to the office calendar, management has not been involved in scheduling specific break times for employees. It is the responsibility of employees to work out coverage for breaks among themselves. There was sufficient time between 9:00 a.m. and 11:00 a.m. to coordinate with her back up in order to take a break.

Our policy also requires a minimum of two employees on the floor at all times to ensure adequate coverage of the telephones and reception window during all hours of operation. Again, there is no specific lunchtime schedule; rather employees are responsible for coordinating lunch breaks with their co-workers. My recollection of the events of August 2, 2002, was that only 10 minutes passed from the time [redacted] asked to be relieved for lunch and the time the relief was provided for her.

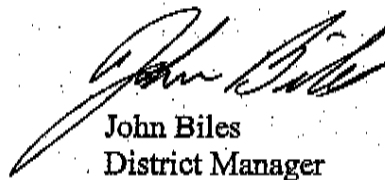
Although I had scheduled leave beginning at 11:30 a.m., I delayed my departure until 2:00 p.m. to assist Ms. Baxter in completing her disability retirement application.

After my departure Debra White, the ADM in Lawton, was contacted by one of the Chickasha co-workers because [redacted] did not return to the reception window as scheduled. Ms. White called [redacted] told Ms. White that she was too ill to work at the reception window and that she was not thinking clearly. This prompted the

ADM to question whether I... should be at work and suggested that she request sick leave for the remainder of the day if she were too ill to perform her duties. I... submitted a request for sick leave at 2:45 p.m. and was charged 1 and 3/4 hours from 2:45 p.m. to the end of her tour, 4:30 p.m.

Procedures are in place to provide relief for all employees to take lunch and rest breaks. I... had sufficient time to arrange for a timely break. Additionally, I... voluntarily submitted the sick leave request after the ADM questioned her. I find no violation of Article 10 of the negotiated agreement between SSA and AFGE. Therefore, the relief you seek on behalf of I... is denied.

This grievance may be appealed to the Step 2 official within five (5) working days after receipt of this decision.



John Biles
District Manager

September 15, 2002

Mr. Biles is right and I do stand corrected as to the date of the incident taking place on August 2, 2002 rather than August 9, 2002..

Mr. Biles noted district policies and procedures are in place to provide relief for all employees to take lunch and rest breaks, however, they do not work well in our office.

I am the only SR in this office and I am assigned to work the front window all day every day. There is only one CR with whom I can generally coordinate the time I will be relieved. This is only possible because she has no scheduled appointments on the office calendar, however, she is subject to handle an occasional walk-in that can interfere with the plans we have made. The other Claim Representatives have appointments scheduled at 9:00, 10:00, 11:00, 12:00, 2:00 and 3:00 o'clock in the afternoon. Between my assisting the public and their appointment schedules I find it difficult if not impossible to make arrangements concerning the time I will be relieved. I don't know what time to expect to be relieved and seldom do they know either. It is sometimes 11:00 a.m. or later before I am informed that they are running so late that they just don't have time to accommodate my break or maybe they have forgotten that they were assigned to work reception for me.

There have been times when my back up would only have time to provide my break without any time for her own break. I felt so badly that one day I approached the temporary OS who instructed me to only be concerned with my own relief. I was very upset and was later summoned to Mr. Biles' office so he could reiterate what I had already been told. This policy troubled me greatly. We are supposed to be a team and I told him I thought that this was extremely unfair and I could not agree with him on that issue.

On one occasion my lunch break was delayed until 2:30 p.m.. That day, when Mr. Biles returned from his lunch, my back up informed him that she was unable to work reception as planned from 12:30 p.m. to 1:00 p.m. so I could go to lunch. It was time for her to report to training leaving Mr. Biles as the only person in a position to assist me. Sometime before 1:30 p.m. I informed Mr. Biles that I was not feeling well and needed to have lunch. Even under those circumstances he elected to sort the mail etc., and didn't feel obligated to help me until 2:35 p.m. when he finally signed on at reception so I could have lunch. After lunch I resumed my reception duty even though I still was now feeling well.

I cannot just walk away from the reception window at will. I am at the mercy of back up to cover my absence. This is just an example (although extreme) of the problems I encounter as an SR on a weekly basis of which I have no control. I have disregarded many violations of Article 10 that were grievable. Management should be held accountable to make sure that policies are working or at least be more willing to help out when they aren't.