

# American Federation of Government Employees

AFFILIATED WITH THE AFL-CIO

## Local 2505

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**Ylita Edd**  
**President**

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**Ralph C. de Juliis**  
**Executive Vice President**

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January 4, 2006

Ms. Ramona J. Schuenemeyer  
Regional Commissioner, Dallas Region  
Social Security Administration  
1301 Young St., STE 130  
Dallas, Texas 75202

By Fax: (214) 767-4259  
By US Postal Service to above address

By this letter, AFGE Local 2505 files an Article 24 Section 10 grievance.

On December 27, 2005, XXXX was given an interview at 3:56 pm by District Manager Sue Fereday, who was working the reception window. The beneficiary arrived at the office at 3:45 pm, which is fifteen minutes before the office closes its doors to the public who may come to the office for face-to-face interviews. XXXX was assigned the interview by Sue Fereday after conferring with the available CR's who were able to stay late that day.

District Manager Sue Fereday had been told by XXXX shortly before DM Fereday was leaving for the day at 4:00 pm that he had to leave the office at 4:15 pm that day. In gross dereliction of her duty as District Manager of the McAlester OK SSA District Office, District Manager Sue Fereday, herself, left at 4:00 pm knowing full well that XXXX would be left all alone in the McAlester SSA District Office with members of the public when XXXX left at 4:15, if XXXX interview had not concluded. That would have violated the October 17, 2001 workflow and security policies which DM Fereday has

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**Carol A. Lewis, Local Representative**  
**c/o Social Security Administration**  
**7 East Choctaw ♦ Suite 200 ♦ McAlester, Oklahoma 74501**  
**VOICE: (918) 423-1631 ext. 117 ♦ FAX: (918) 423-8399**  
**SSA E-mail: carol.a.lewis@ssa.gov**

instituted and implemented forbidding any single employee to be alone in the office when members of the public were present.

Despite all of that, Ms Fereday left as she had originally planned at 4:00 without attempting to find out if XXXX's interview would be concluded before Mr. XXXX left at 4:15 and acting like a district manager and figuring out the back-up plan if the interview was not concluded. In short, she was derelict in her duties as District Manager and abandoned her position and responsibilities.

Mrs. XXXX, upon realization that she was about to be left alone while interviewing her claimant, and locked in the office alone with the claimant and her daughter, had to interrupt her interview to confer with XXXX, as he was about to exit the building for the day. Mrs. XXXX had to ask Mr. XXXX to remain in the building with her until completion of her interview. Mr. XXXX did agree to stay because of his concerns for the physical security of Mrs. XXXX, but this request clearly interfered with his other family obligations, and by staying past 4:15pm he was forced to stay on past his regular tour of duty, even after he had given notification to DM Fereday that it was necessary that he leave at 4:15 pm.

Though XXXX was the senior CR and, therefore, technically, the officer-in-charge, he had no training. None of the employees who serve as officer in charge in the McAlester OK SSA District Office have had OIC training.

I was on leave when the preceding occurred. When I, as local AFGE Representative, was told about this by DM Fereday, Ms. Fereday stated to me "Carol, it was a 65 year-old claimant and her daughter and XXXX had concerns about being left in the office alone." I told her that was definitely a problem. I then went to Mrs. XXXX and obtained the above information. I went back to DM Fereday's office. The exchange between DM Fereday and myself concluded with Ms. Fereday's refusal to take responsibility and appropriate action to enforce the management policy that no employee should ever again be alone in the office with members of the public present. I stated to her that I would be contacting AFGE Local 2505 Executive Vice President Ralph de Juliis about this matter. I further stated to her that he would be aware of all regulations under the new contract regarding same. DM Fereday said that wasn't necessary and that something could be worked out. Within fifteen minutes DM Fereday told me that she was going to institute a 2<sup>nd</sup> shift in the office because it was at her discretion to do so.

This is clearly reprisal and retaliation for my engaging in protected activity.

By her actions described above, SSA District Manager Sue Fereday has violated Articles 1, 2, 3 10 and 18 of the AFGE-SSA National Agreement.

The remedies the Union seeks for are (1) that DM Fereday's superiors recommend severe discipline (a) for her blatant threats of reprisal and retaliation, (b) for her allowing the willful violation of her management policy that no employee should be alone in the office with members of the public, (c) for her failing and refusing to take responsibility as the

District Manager and (d) for blaming the incident the officer-in-charge (who was not trained because she failed to see to it that the OICs were trained), (e) for her failure to train officers in charge of the simplest procedure, e.g., profuse apologies to the member(s) of the public whose business and interview cannot be concluded that day and giving them a telephone appointment at their convenience to conclude their business (2) training of all McAlester OICs, (4) compensation (overtime or credit hours) for Mr. XXXX for having stayed 15 minutes beyond his quit time (5) a letter of commendation to Mr. XXXX for his taking the initiative and resolving a problem which his District Manager failed and refused to address, (6) his having to sand a written apology to Mrs. XXXX for the incident and (7) status quo ante regarding a 2<sup>nd</sup> shift in the McAlester District Office.

The Union waives its right to an oral presentation and requests that this matter not be delegated to Ms. Fereday since she, obviously, does not believe she should be held accountable or responsible for her own actions and inactions.

Sincerely,

Carol Lewis  
Union Representative  
AFGE Local 2505

Attachments (3)

cc: (with attachments)

Ylita Edd, President  
Ralph de Juliis, Executive Vice President