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## Have You Had Enough Yet?

It's a simple question, one which my answer is **yes, yes and hell yes I have had enough!**

Management over the last few years has noticeably been treating letter carriers with little or no respect, dignity, fairness, kindness, or humanity. As adults with our own children, we teach them to treat others as they would like to be treated. Our kids are taught respect, responsibility, and common sense. Management usually treats us and speaks to us as if we are in kindergarten. The famous saying, "all we ever needed to know we learned in kindergarten," but somehow management did not receive that memo.

I'm asking for your help! Each and every carrier in the USPS needs to stand up to management and support carriers that are being mistreated by them. I know (because of all of the letter carriers that have spoken to me) that you feel the same as I do, so I am asking for your help.

We have a union and we need to utilize it to our advantage and help each other. We, as letter carriers, are not acting as a team. We need to stop putting our heads in the sand and stand up to manage-

ment. I know some letter carriers are lucky and management leaves them alone, but I also know some of you see what is going on because you tell me.

I feel that management has created a hostile work environment and letter carriers are verbally abused, bullied, and physically used to make the magical numbers. The Post Office has to hire more CCA's since they seem to quit as fast as they are hired. Yet management does not see why they quit and thinks there is an endless supply of CCA's.

I am asking all of you to speak up and speak up loudly on the workroom floor if you see management mistreating a fellow letter carrier.

As union members, we make up a great team. Call the union office at 612-781-9858 with specific times, dates, details, the station, and the management personnel that were involved and report them. You may remain anonymous. I understand what it's like to have a target on your back just because you're a letter carrier.

We must work as a team. Management will be coming after all of us. I want them to know that we are united as one. We have had

enough of working in a hostile work environment.

*Sincerely Your Union Sister,  
Jenna Ratzlaff (Brklyn Park)*

### Bully Basics

Bullies are usually inadequate, defective and poorly-developed people who start the conflict and trouble at work and tend to be liars and cowards. Though it may be expected that much of the bullying is perpetuated by males, this does not appear to be the case. According to the U.S. Hostile Workplace Survey (Namie, 2000), men and women are equally responsible for the bullying behavior that occur in the workplace

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Jeff Chapman (Diamond Lake) receives his retirement gold watch from Darrell Maus at the Branch 9 office.

Welcome to our new - CCA'S

- Debra Larson
- Darwin Johnson
- Okongo Ongwach
- Erik Mumbleau
- Heather Byrd
- Abdirashid Mohamud
- Kyle Bachmeier
- Keith Malherek
- Bedlu Woldesilassie
- Tyler Mattison
- Maureen Haley
- Rynetta Dean
- Rodolfo Garcia Lopez
- Brenda Yonke
- Adam Dwyer
- DeEtta Tillman-Blanks
- Michelle Guzman
- Robert Hall
- Anthony Abramson
- Johnna Lush
- Scott Dulac
- Manuel Sanisaca

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- Director of Retirees**  
Rodney Anderson
- NALC Health Benefits Rep.**  
Julie Waldemar  
(612) 963-6252



Flanked by Stewards, James Spenser and Victor Boehmer, Jim Hogan retires out of Coon Rapids.

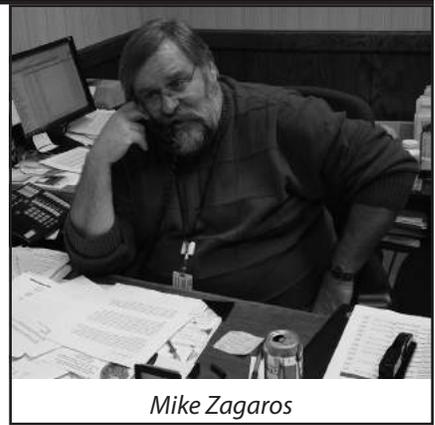
Welcome  
 to the new steward  
 for St Louis Park,  
 Mark Olufson



Mike Zagaros (Br9 President), Larry Cohen (National President, CWA), and Lisa O'Neill (President MSALC), at a Fair Trade Rally.

The Branch Nine News is a monthly publication of NALC Branch 9, and is published in the interest of and for the members of NALC Branch 9. The opinions expressed by the writers are not necessarily those of the OFFICERS, or of NALC Branch 9. Articles MUST be submitted to the editor by the 2nd Friday of the month, and must be signed. The Editorial Staff reserves the right to edit or refuse to print articles which are derogatory in nature. Any official NALC organization may reproduce our articles provided appropriate credit is given.

# President's Report



*Mike Zagaros*



The Following is a list of Paid  
Members of PAL9 for  
August 2013

Very Concerned Members

Charles M Glover

Regular Members

George E Martin

Ron Lawrence  
Treasurer PAL9

## JOINT STATEMENT ON VIOLENCE AND BEHAVIOR IN THE WORKPLACE

We all grieve for the Royal Oak victims, and we sympathize with their families, as we have grieved and sympathized all too often before in similar horrifying circumstances. But grief and sympathy are not enough. Neither are ritualistic expressions of grave concern or the initiation of investigations, studies, or research projects.

The United States Postal Service as an institution and all of us who serve that institution must firmly and unequivocally commit to do everything within our power to prevent further incidents of work-related violence.

This is a time for a candid appraisal of our flaws and not a time for scapegoating, fingerpointing, or procrastination. It is a time for reaffirming the basic right of all employees to a safe and humane working environment. It is also the time to take action to show that we mean what we say.

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.

Our intention is to make the workroom floor a safer, more harmonious, as well as a more productive workplace. We pledge our efforts to these objectives.

Signed by the following national organizations on February 14, 1992

National Association of Letter Carriers

D. C. Nurses Association

Federation of Postal Police Officers

National Postal Mail Handlers Union

National Association of Postal Supervisors

National Association of Postmasters of the United States

National League of Postmasters of the United States

National Rural Letter Carriers Association

United States Postal Service

## Executive Vice President's Report

### Am I A Good Union Member?

With all the changes and issues happening currently on the workroom floors we cannot lose sight of the fact that we all need to work together and support one another each and every day. Every carrier is concerned about what the future may hold at the USPS. The majority of carriers are concerned about whether we will have 6-day delivery or less or Saturdays off. The CCA's are concerned about their future employment. Our senior carriers are concerned about their retirement and possible loss of future benefits or a rumor about an early out. We as a Union have to remind ourselves that because of the conditions the USPS is currently working through (mainly political rather than financial), we must stay focused and look out for one another.

If you see a Supervisor or Manager treating a fellow carrier in a way that is not respectful you need to step up even if it is merely by informing your steward or the Branch Office of what you have witnessed.

While it is much easier to not get involved, that is not what a dedicated Union member can allow. The Joint Statement of Violence and Behavior in the Workplace was written and agreed upon for these reasons. **Everyone** is to be treated with dignity and respect. Behavior that includes intimidation, threats or harassment will not be tolerated.

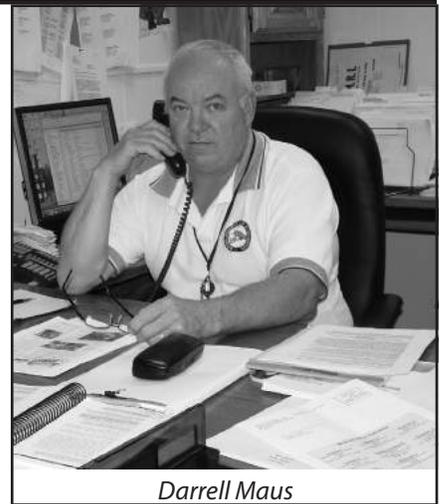
Unfortunately these types of behavior are occurring in our offices.

When you witness such actions taking place at your office your role does not have to be the person trying to resolve the situation, it may merely be acting as a witness and informing your steward of what has transpired.

In the stations that Mike and I have visited where carriers have taken it upon themselves to watch out for one another and are not overly concerned about voicing their opinions regarding the inappropriate behavior by management the issues seem to be of a lesser nature. This by no means insinuates that there are not issues at each and every station Branch 9 represents; it only means the levels are varied.

We will not work through these issues by hoping they will get better in time or by thinking that the problems will just go away. We cannot just be letter carriers that work at our cases and thinking that we are thankful that some supervisor or manager is yelling at someone else and have an "at least it's not me" type of attitude. We have to support each other and give our support to our stewards by keeping them informed of any actions that we feel may be in violation of the Joint Statement.

The Branch also needs to be notified because although the USPS is going through some restructuring, improper behavior by supervisors and managers will not be tolerated by the officers



Darrell Maus

of this Branch, including each and every member of this Union. That is what our Union is all about when stating "**an injury to one is an injury to all.**" A copy of the Joint Statement on Violence and Behavior in the Workplace is in this issue of the Branch 9 News and I urge you to read and understand every word and when you witness a behavior that is in violation of the Joint Statement, do your part as a member to document the incident and inform your steward.

### Self Test

After reading the above article ask yourself the following questions and see if you are "A Good Union Member"

Am I supporting my fellow members at work?

Am I attending Union meetings regularly?

Am I volunteering for Union charitable events (i.e. NALC Food Drive, MDA fundraisers or any of the other numerous Branch events)?

Am I keeping informed of Union and political issues?

*VP article continued on page 11*

## Legislative Power House



*Michelle Benson*  
(MN State Vice President, **National Active and Retired Federal Employees**)

NARFE is the only membership organization solely dedicated to protecting and preserving the benefits of all federal workers and retirees. NARFE's national legislative program is advanced in Congress by a team of registered lobbyists backed by an informed network of grass-roots activists in every state and congressional district, as well as a member-supported Political Action Committee.

Weekly Legislative Hotline Messages keep you up to date on the latest developments in Congress and Administration proposals. NARFE magazine is your comprehensive source of federal legislative analysis and reporting on Capitol Hill and agency developments concerning your, compensation, retirement and health benefits. You also have exclusive access to NARFE's Legislative Action Center, where you can actively participate in protecting your benefits by sending your own message to Capitol Hill.

When you Join NARFE Now, you strengthen every message sent to

Congress and fortify our national outreach.

NARFE is your information resource for both current and retired federal employees.

Federal retirement, life insurance, health care, compensation and other benefits are complex and often amended. NARFE keeps members informed of these changes and provides the answers you need to make important decisions.

When you Join NARFE Now, you have access to our Federal Benefits Service specialists for clear answers to complex benefit questions. NARFE magazine and website deliver one-stop access to dependable guidance whenever regulations affecting your benefits change. NARFE provides the information you need to make the best pre- and post-retirement choices.

NARFE members also are eligible for special offers and discounts

Using the purchasing power of hundreds of thousands of members, NARFE offers excellent deals to help you save money on travel, hotel stays, car rentals and more. Credit union membership, mortgage discounts, and additional financial, insurance and health services are available to members as are college scholarship and disaster relief grants.

NARFE is open to ALL federal employees, retirees, spouses and survivors. Join NARFE Now

### YOU HAVE THE POWER

*By Chuck Glover (Burnsville)*

How many times have you heard a supervisor tell a carrier that they are casing too slowly and they must speed up or steps will have to be taken to improve performance? Were you silent and didn't speak up for your fellow carrier? Were you the recipient of such abuse, and just kept quiet without answering? Letter carriers *enable* supervisors by not speaking up. Supervisors feel empowered to speak to carriers any way they wish.

When you hear a supervisor talking to a carrier in a disrespectful manner, get a spine and speak up. "Excuse me Mr. /Ms. Supervisor, but I feel your words are disrespectful and unprofessional and I want it to stop – NOW!" You are letting this supervisor know that his/her abusive or condescending actions are not acceptable. You need not yell across the workroom floor to get your point across. Maintain a professional composure when confronting an abusive supervisor. They may tell you to get back to your case and don't interrupt them again. This is when you request to see your union steward now. Unprofessional supervisors will of course refuse this request. Comply with his/her instruction, but jot down the date, time, what transpired (leaving out adjectives), witnesses to supervisor's outburst, and give to your steward at your next opportunity.

Rude and abusive managers need to be confronted about their unprofessional manners.

*Continued on page 7, last column*

# CCA's: The Future of the Post Office

## (We have rights too)

By Olin Moore (Lake Street)

So you are a CCA, well I am too. Prior to this February, I was appointed to be a TE in 2007, 2008, 2009, 2010, 2011, and 2012. It's been a long time so I was very happy to read about the new MOU which will hopefully result in many CCAs being converted. Because of the Das Award, I will be converted to a career position based on my relative standing. TEs did not have seniority or a path to career. CCAs do. Sure it is painful when payday rolls around and I see that my pay check is less than it ever was as a TE.

Yet the pay is clearly not just an issue for the former TEs because many of the new CCAs are quitting in high numbers. If we want the wage to be improved the best way to do that is to get more involved with the union. We can get more involved by showing up at General Membership Meetings for our voices to be heard, becoming a steward, helping your fellow CCAs, and reading the contract. The contract (and much more) is available for free online and can be found on the [NALC.org](http://NALC.org) site or by googling.

My general theme here is that we need to activate our workplace awareness by reading about our rights and get more involved with OUR union. As they say **YOU are the U in union**. I am constantly reading what I can do to arm myself with knowledge because knowledge is power. I encourage all of you to do the same. The revolution will come when we know our rights.

The union is not an insurance company like State Farm for us to passively pay a monthly premium to so that we can file a claim when something goes wrong. It is a membership organization that is as strong as you make it. So the choice is yours of whether you want to be a member of a strong union or a passive union. If something upsets you at work instead of getting mad at the supervisor and arguing with them, ask for your steward. If management approves your request to speak to a steward then go and find her/him to inform them of what is occurring. If management does not approve your request to speak to your steward then follow the instruction and find your steward on your break or at the time that management dictates. If the steward says the issue is grievable ask them what section of the contract the action violated so that you can read the section for yourself after work at home. After all we need to know our rights before we can fight for them. Unless the supervisor asks you to do something that is unsafe or illegal you must follow their instructions. You can, however, let them know calmly that you will be asking your steward about whether their instruction is a contract violation; or, in the case you know it is a violation, tell them you plan to ask for a grievance to be filed. Document what happened and give the written account to your steward immediately.

CCAs are the future of the Post Office so we need to decide today what kind of workplace and union we want to have in 20 years. Now

is the time to get active NOT quit. Pulling our union dues because we are upset with the Das Award is self-defeating and will only guarantee that our wage is never improved. I have seen the union help me and other TE/CCAs get out of more than a few scrapes over the years. So I know that it fairly represents its members. It is important for all of us to understand though that the union is a group of active letter carriers who give a lot of their personal time and energy to helping their co-workers. How much personal time are you willing to give to make your union stronger?

*Power article from page 6*

***M-39 Sec.115.4 states in part that "it is the front-line supervisor who controls managements attempt to maintain an atmosphere between employer and employee which assures mutual respect for each other's rights and responsibilities."***

A good manager will listen to what a carrier is saying. They may not always agree, but a mutually respectful atmosphere exists. A substandard manager will huff and puff and demonstrate a total lack of communication with a carrier. When this substandard supervisor gets loud and abusive in his/her tone and demeanor, we need (in a professional manner) to inform him/her that such childish behavior will not be tolerated. Speak up, because you deserve to work in a safe and respectful environment.

## Branch 9's Kiosk at the Minnesota State Fair.

### "Find out what Congress wants to do to YOUR POST OFFICE"

The general consensus among volunteer's is that the general public was more informed about the pre-funding mandate and continued six-day delivery since last year thanks to NALC and APWU television spots, and newspaper articles, telling the truth about the Congressional Pre-funding problem. Many didn't know that the current Bills in Congress would eliminate door-to-door delivery and overwhelmingly, the public does not want to lose the services we provide. Everyone said they loved their letter carrier.



*New engraved paver at the AFL-CIO pavillion.*



*Connie Beissel and Jim Nelson*



*Mike Zagaros, Kathy Jones, and JoAnn Gilbaugh*



*Rodney Anderson and Darrell Maus.*



*Darrell Maus and Michelle Benson*



*Mike Zagaros, Sara Vining, and Melia Derrick*



*Charlie and Emy Peasha*



*Pat Paplow and Vince Froehlich*

### **Not pictured, but outstanding volunteers who donated their time to advance letter carrier issues**

*Renee Hickerson, Mike Smith, Ned McCraine, Olin Moore, Samantha Hartwig, Ron Bursch, P.O. Johnson, Ken Jambois, Jeremy Rothstein, Jason Karnopp, Joe Rian, Bob Baird, Jim Magnuson, Pat Rottach, Carol Garnto, Troy Fredenburg, Barry Weiner, Paul Woida, Lisa O'Neill.*



*Chuck Glover, Darrell Maus, Senator Al Franken, Theresa Oelrich*



On August 11th Branch 9 and Branch 28 had a tailgate picnic at the St. Paul Saints Ballpark prior to the 1:00 game. The 65 people that attended were served a delicious meal of hamburgers and hot dogs finished off with an ice cream treat that everyone enjoyed. It was great to see the combination (from both Branches) of retirees, current members, spouses, and children make up the group. The meal was prepared and served by

Mike and myself with the help of our outstanding spouses. While the weather was hot there was no way that it was going to keep our group from enjoying the afternoon of food, fun, and fellowship. To top off the afternoon the home team won in extra innings (12) with a 2-run walk off homer. It was great to revisit the tradition of Sunday picnics and afternoons spent with friends.

Darrell



**Branch 9 Mystic Lake Casino Run**  
**Prior Lake, MN**

**WHEN:** Sunday, November 10, 2013

**WHAT:** Each ticket purchased is good for 1 round trip transportation to the casino, \$15.00 of Mystic Cash loaded on to a slot play card (a Club Mystic Card is required and can be picked up at the casino), AND a free lunch buffet (from 10:00AM - 2:30PM).

**COST:** Price per ticket \$10.00/each. No refunds will be given.

**DEPART: Northside - 9:00AM-** 7749 Zane Avenue North, Brooklyn Park at the White Castle/Dairy Queen parking lot.

**Southside - 9:45AM -** 84th & Garfield Circle, Bloomington at the Cub Foods/MTC Circle (Northwest corner).

-Minimum of 30 people and a maximum of 47 people for the bus.

**-To reserve a seat, you must mail in the sign-up sheet (below) and money (by October 10, 2013) to the Branch 9 office at 2408 Central Avenue NE, Minneapolis, MN 55418.**

-Must be 18 or older and have a picture I.D.

-Returning roughly at 4:00PM

**Branch 9's Mystic Lake Casino Run**  
**Sunday, November 10, 2013**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

*Addresses are mandatory for each person per Mystic Lake Casino's request.*

# of Tickets

Amount Paid \_\_\_\_\_

# What is Management up to this time?

By: *JoAnn Gilbaugh (Lowry)*

Over the past two years management has consistently shown their disregard for our contractual rights. They have improperly forced us to work overtime, made a mockery of the route adjustment system and among other things continued to unfairly discipline carriers that they don't like.

So what are they up to this time? Station Managers have begun to take a series of disciplinary actions against the Stewards and Formal A Representatives. Those who are the most vocal and active are especially vulnerable to attack. Upper Management has looked the other way as Station Managers use their position of power to engage in personal vendettas. This blatant disparate treatment is a thinly veiled attempt to intimidate those who are actively representing you. As Stewards, Formal A Reps and NALC activists, we are all dedicated to upholding the rights of our membership.

Management's latest actions prove that they are willing to go to any length in an attempt to diminish our effectiveness on the workroom floor. We refuse to let Management's unwillingness to work with

us in good faith to break our will to do what is right.

When discipline is issued, the resulting grievance process depends upon integrity and truth from both parties. Management cannot be allowed to continue to fabricate discipline in order to intimidate those who represent you. We cry "foul". Enough is enough. Fair is fair. These outrageous and offensive actions taken by Management must stop. We should not have to fear that our diligence as Union Stewards will put our careers at risk.

**An injury to one is an injury to all.** Management, beware; you can't break us. We will not cower to this attack. We will prevail in our solidarity and unwavering commitment to represent the rights of our brothers and sisters of Branch 9 NALC.



*VP article continued from page 5*

Am I volunteering for political activities at the Union's request? Am I contributing to COLCPE and PAL 9?

To be a good Union member today it takes more than simply paying dues. We must maintain the standards and ideals that past members have had, whether it was the strikers from the 1970 strike or the current members today that are always volunteering time to the Union or donating to our political funds. To be a good Union member today we all have to answer "yes" to the above test and not be reserved when it comes time to talking about current issues concerning our Union with other members and non-members.

We must all recommit ourselves to the standards and ideals that benefit us and not rely solely on the officers we have elected to accomplish these feats on our behalf.

Mike and I hope to see more of you at our meetings, events and your names on the lists as political contributors to COLCPE and PAL 9.

Darrell



Br. 9 Retired Letter Carrier  
Kerry Herdine  
Home: 952.854.2655  
Cell: 612.805.8407

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## Branch Nine Calendar

### October 1

Northside Retiree's Breakfast  
9:30AM  
Elsie's  
729 Marshall St. NE, Minneapolis

### October 8

Southside Retiree Breakfast  
9:00AM  
Fred Babcock VFW  
6715 Lakeshore Drive, Richfield

### October 22

Nokomis Retiree Breakfast  
9:00AM  
Fred Babcock VFW  
6715 Lakeshore Drive, Richfield

### Tuesday, October 22

Combined Stewards/General  
Membership Meeting  
7:00PM  
Golden Valley VFW Post 7051  
7775 Medicine Lake Rd  
Golden Valley

### November 5

Northside Retiree's Breakfast  
9:30AM  
Elsie's  
729 Marshall St. NE, Minneapolis

### November 12

Southside Retiree Breakfast  
9:00AM  
Fred Babcock VFW  
6715 Lakeshore Drive, Richfield

### November 12

Stewards Meeting  
7:00PM  
Golden Valley VFW Post 7051  
7775 Medicine Lake Rd  
Golden Valley

### November 26

Nokomis Retiree Breakfast  
9:00AM  
Fred Babcock VFW  
6715 Lakeshore Drive, Richfield

### Tuesday, November 26

General Membership Meeting  
7:00PM  
Golden Valley VFW Post 7051  
7775 Medicine Lake Rd  
Golden Valley