



## Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration, and the American Federation of Government Employees, (AFL-CIO), National Veterans Affairs Council #53 concerning, VHA's Office of Community Care, Customer Service Center.

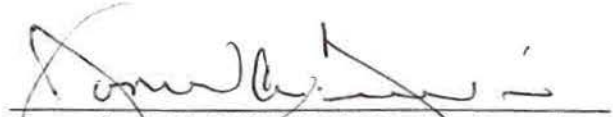
1. OCC Customer Service Center is proposing to change the current 20 second pause time to 15 second pause time. The reduction in pause time to 15 seconds for bargaining unit employees is not adversely affect, on bargaining unit employees' performance. If such an adverse effect occurs, AFGE Local 589, AFGE Local 1117 and AFGE Local 2657 shall be given the opportunity to bargain as appropriate.
2. NVAC shall be provided with written documentation collected as of the signing of this MOU that shows the Customer Service Center calls and the effect on the Center's mission. NVAC shall also be provided similar data after ninety (90) days, of the signing of this MOU.
3. The affected AFGE Local 589, AFGE Local 1117 and AFGE Local 2657 may elect to address local implementation of changes in pause time and elimination of end of shift time at their location.
4. NVAC reserves its right to address matters related to the reduction in pause time and elimination of end of shift time, as they occur.
5. Upon their receipt the appropriate management official shall provide a copy of this MOU to the affected AFGE Local Presidents listed in paragraph #3.

  
Ainbint Munn, Labor Relations Specialist  
For the Department of Veterans Affairs (VA)

12/20/2017  
Date

  
Oscar L. Williams Jr., 2<sup>nd</sup> Exec Vice President  
AFGE National Veterans Affairs Council #53

12/20/2017  
Date

  
James Zeveski, VHA WMC Labor Consultant  
For Veterans Health Administration (VHA)

12/20/2017  
Date