Suffolk contract approval a union victory

HAUPPAUGE — The squabble between CSEA and the Suffolk County Legislature over the 1981 contract ended abruptly July 31st in a CSEA victory.

To the applause of approximately 300 CSEA members in attendance, the Suffolk County Legislature approved the same CSEA-Suffolk County contract it had rejected on July 7.

The 14-0 turnaround vote came after a concentrated union pressure campaign to get the legislators to change their votes. The approval of the contract also followed a Public Employment Relations Board ruling which upheld a CSEA improper practice charge against the Legislature and sustained the CSEA contention that only the union and the county together — not the Legislature alone — could initiate raises and promotions.

The Legislature had earlier rejected the contract because it ended its practice of granting raises and promotions to individuals and employee groups. However, after the revote, the Legislature also voted to appeal the PERB ruling.

"The Legislature acted reasonably, as we knew they would eventually," said Danny Donohue, Region I CSEA president. "The Legislature will not be excluded from the process of adjusting salaries and grades because they must still approve or deny all union-county raises and promotions."

CSEA plans to test the new procedure when Charles Novo, Suffolk Local 852 president, meets with county officials to propose salary adjustments for approximately 200 grade 6 employees. A $700,000 salary increase was initiated for the Grade 6 employees by the Legislature earlier but vetoed by County Executive Peter Cohalan in June.

"I hope the county joins us in recommending the increases that the step 6 members deserve and which the Legislature has already indicated it supports," Mr. Novo said.

A political pressure campaign to reverse the contract rejection was launched by CSEA President William McGowan, who came to Long Island after the contract was rejected. Mr. McGowan directed his state staff to give full support to Local 852 to help get the rejected contract approved. Region I Political Action Chairman — Michael Curtin worked long hours on the phone persuading legislators to change their votes. He was aided by Bernie Ryan, CSEA State Director of Legislation and Political Action, who directed political and membership support drives. Also, an advertising campaign was geared to go into action if the Legislature again rejected the contract.

The one-year contract contains raises that range from 7.5 to 23 percent. Back pay, dating from January, including the raises, averages $650 and will be included in the August 20 paychecks, according to county officials.

Barge canal accident fatal

PITTSFORD — Edward B. Krebbeks, 53, of Lyons, a marine engineer with the NYS DOT Barge Canal System and a member of CSEA Local 563, drowned July 28 in an accident near Lock 32 of the canal system.

Details of the accident are incomplete pending further investigation, but an unofficial report indicated Mr. Krebbeks fell overboard while performing his duties on board the NYS DOT tug Syracuse while the boat was underway.

A fellow crew member, Walter E. Wagner, dove into the canal in an attempted rescue, but was unsuccessful.

A full account of the mishap is expected following an investigation by state officials. CSEA officials are also interested in the accident report from the standpoint of possible OSHA violations, it is reported.

Mr. Krebbeks resided with his wife and two children at 440 Old Pre-Emption Road, in the village of Lyons.

Election reruns slated for eight CSEA Locals

ALBANY — The Statewide Election Procedures Committee has scheduled election reruns in eight Locals. These elections will be supervised and conducted by the committee.

The Locals involved are: Buffalo Psychiatric Center, Letchworth Village Developmental Center, Hutchings Psychiatric Center, Manhattan Developmental Center, Brooklyn Developmental Center, Brookwood Center, SUNY at Buffalo and Cattaraugus County.

In each case, ballots will be mailed to members on August 24. Deadline for return of completed ballots is 5 p.m., Tuesday September 8.

"The Committee will be counting the ballots of Wednesday, September 9," committee chairman Greg Szuricki said. "Candidates may attend the count as observers, at their own expense."

The Locals involved are: Buffalo Psychiatric Center, Letchworth Village Developmental Center, Hutchings Psychiatric Center, Manhattan Developmental Center, Brooklyn Developmental Center, Brookwood Center, SUNY at Buffalo and Cattaraugus County.
BUFFALO — The Department of Labor ‘finally got around’ to officially informing public employees in western New York of details of the new State OSHA Law for public employees, and as a result awareness of workers’ safety rights has been elevated, according to CSEA Western Region President Robert Lattimer.

Lattimer said an all-day informational session at the Buffalo Convention Center was well attended by CSEA representatives, but management representatives were few and far between. “It’s sad to see by the absence of management personnel from the program that many public employers are apathetic to the safety of their employees and our members,” Lattimer stated. “It was good to see so many of our members there. Thanks to CSEA’s OSHA training sessions held in late 1980, I’m certain our members are actually much more informed than are most employers.”

The all-day session at the Buffalo Convention Center heard representatives of the Department of Labor’s OSHA Enforcement Department outline details of the OSHA Bill. Covered were complaint procedures, employee protection from harassment after filing a complaint, imminent danger clauses, judicial enforcement andvariance procedures for employers.

The Inspectors of OSHA complaints will be increased according to the number of complaints that develop, Department of Labor officials said. Ironically, there are fewer inspectors on the State payroll now than were on duty before the OSHA bill was passed.

CSEA members who suspect a violation of the safety law should contact the Department of Labor District Office nearest their location and ask for the Division of Safety and Health. Locations and telephone numbers of the nine Labor District Offices are:

- State Office Building Campus, Albany, N.Y. 12240, (518) 472-6605
- 44 Hawley St., Binghamton, N.Y. 13901, (607) 773-7801
- State Office Building, 65 Court St., Buffalo, N.Y. 14202 (716) 842-4205
- 175 Fulton Ave., Hempstead, N.Y. 11550, (516) 485-4409
- 2 World Trade Center, New York, N.Y. 10047, (212) 408-4803
- 155 Main St. W., Rochester, N.Y. 14614, (716) 546-7744
- 333 E. Washington St., Syracuse, N.Y. 13202, (315) 474-5381
- 207 Genesee St., Utica, N.Y. 13501, (315) 797-6120, Ext. 2316
- 30 Glenn St., White Plains, N.Y. 10603, (914) 997-9510

Any CSEA-represented employee encountering problems in filing a complaint should call the CSEA Safety Hotline (1-800-342-4824) between the hours of 8:30 a.m. and 5:00 p.m. for assistance.

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OVERDUE OSHA BRIEFING HELD, FINALLY

President Robert Lattimer.

new State OSHA Law for public employees, and as

ALBANY — Why do so few state employees use the employee suggestion system? How do personnel practices affect working mothers? How does the state’s changing economy affect public employment?

These and other questions dealing with New York State employment are being explored this summer with the help of sixteen 1981 summer research grants ranging from $2,570 to $10,000.

The grants are sponsored by the Committee on the Work Environment and Productivity (CWEP), the joint labor-management committee of CSEA and the Governor’s Office of Employee Relations (OER). CWEP is aimed at solving problems and improving the quality of the work place way from the bargaining table.

The two largest research grants, for $10,000 each, were awarded to Columbia University academicians and to the Commission on the Status of Women in Hartford, Conn. The Columbia scholars will analyze the roles union have played in employment opportunities for women and minorities, while the Commission members will study the concept of job-sharing.

—The implications of the state’s changing economy and demographic trends for hiring, tenure, earnings levels and other aspects of public employment.
—The value of tuition support as a work incentive.
—The employee suggestion system: why it doesn’t, for the most part, work, as well as why it sometimes does.

Research grants may provide the missing answers

OFFICERS INSTALLED — New officers of Social Services Local 688 were installed recently by CSEA Capital Region First Vice President Al Mead, left. Taking oath are President Charles Staats, First Vice President Cathy Ar- dunini, Treasurer Joan Anderson, and Second Vice President Bill McMahon. Secretary Janet Rolfe was not present for photograph.

WATERLOO — The Civil Service Employees Assn. has filed a request for arbitration with the Public Employment Relations Board regarding the 30-day suspension of Sergeant Kenneth Brown of the Seneca County Sheriff’s Department.

According to CSEA Field Representative Jack Miller, the request for arbitration was made when Seneca County Sheriff Greer

would not afford Sgt. Brown a third stage hearing within the grievance time frame as specified by the current CSEA/Seneca County agreement.

“We were hopeful a third stage settlement could be reached, but the position taken by Sheriff Greer will undoubtedly cost the County more money by engaging the services of an arbitrator at $300 per day, plus expenses,” Miller said.

Furthermore, Miller con- tinued, “the Sheriff refuses to enter into an agreement with CSEA that would combine the issue of a Section 75 procedure hearing with the grievance arbitration, thus eliminating the cost to the County of a hearing officer, which would amount to an additional $300 per day.”

It is expected that PERB will reply to the CSEA request for arbitration in the near future.

Arbitration slated as next step for Seneca Sheriff suspension request

The Public Sector, Wednesday, August 12, 1981
Solidarity Day protest aimed at budget cuts

McGowan to represent AFSCME

ALBANY — CSEA President William L. McGowan is chairing the New York State AFSCME participation in the September 19 Solidarity Day Rally in Washington, D.C., with Council 37 Executive Director Victor Gotbaum serving as co-chairman.

AFSCME members will march alongside tens of thousands of representatives of other labor unions in the day-long demonstration for economic decency. Solidarity Day, which coincides with the Centennial of the American labor movement, will mark the first national demonstration ever organized by the AFL-CIO.

The protest will include a rally on the grounds of the Washington Monument, speeches, entertainment and a march.

AFSCME’s International Executive Board — of which CSEA’s President McGowan and Region IV President Joseph McDermott are members — held a special meeting in Chicago last week to map AFSCME’s rally strategy.

Nationwide, more than 35,000 AFSCME members, families and their friends are already planning to join the Washington protest.

Joining labor groups on Solidarity Day will be representatives of a wide range of senior citizens’ groups, religious, consumers’, community, women’s and civil rights groups who have endorsed the protest against cuts in needed social programs.

Details on arrangements for CSEA member participation in this historic demonstration are expected to be announced soon. In the meantime, members are encouraged to express their interest in the trip (for which bus transportation will be provided) by contacting their Regional President.

YDC pass days halted

NEW YORK CITY — Protests raised by CSEA have stopped a plan by the management of Youth Division Center (YDC) 2 in New York City to rotate pass days in violation of seniority rights guaranteed under collective bargaining agreements between CSEA and the State.

According to Metropolitan Region II field representative Charles Bell, YDC 2 Director Thomas Wills told him that there was a shortage of staff on the way on weekends. To deal with this problem Wills told Bell that he planned to rotate pass days, totally ignoring seniority.

“I was surprised that someone as straightforward and honest as Wills would try to circumvent the contract,” Bell said. “Rather than file a grievance I went to the Division for Youth regional office to work the problem out.”

Bell met with regional director Joseph Nichols and assistant to the commissioner Wilson Gonzalez. They agreed with Bell that rotating pass days was a violation of the contract and assured Bell that they would intervene.

A subsequent memorandum from Wills to YDC 2 employees formally withdrew the rotating schedule for pass days “due to an objection raised by your CSEA representative,” and acknowledged that the schedules “are in violation of Article 28.3 of your contract.”

Rome Fair a success

ROME — Nearly 500 State employees at Rome Developmental Center took the opportunity to learn more about good health from 15 professional health services and exhibitors at a recent Health Fair held at the Center’s gymnasium.

The day-long event was sponsored by the State-funded Employee Assistance Program (EAP), with the full cooperation of Keith Hoffman, Rome D.C. Director, CSEA, and other employee representatives.

According to Robert Hill, EAP Coordinator at the Center, and a 24-year member of CSEA, a wide range of exhibitors from the facility and public community agencies provided literature, offered informal screenings for hearing, blood pressure, blood sugar, and other health-related information. Employee counseling and follow-up referrals for further examination were also available.

“In our opinion, and judging by the feedback from those who participated, the Health Fair was a big success. It provided a convenient, one-stop opportunity for State employees to ask health-related questions, take advantage of some important tests and services . . . and all for free. We hope to make it an annual event here at Rome Developmental Center,” Hill said.

Life insurance conversion plan

The Civil Service Employees Assn. has announced that certain members who are insured under the Basic Group Life Insurance Program are eligible to convert part of their coverage (without medical information) to an individual form of insurance with the Travelers Insurance Company. The Basic Group Life Program is a term insurance plan which provides for in-service conversion privileges.

The in-service conversion privilege allows any actively employed member participating in the Group Life Program, who is age 50 or older, to convert up to $5,000 of their term insurance to an individual form of coverage, other than term insurance. Application to must be made by August 31, 1981. The amount of the group term insurance the employee is insured for will be reduced by the amount converted.

Those interested may request information on the conversion privilege by returning the coupon on the page. The effective date of the converted insurance will be November 1, 1981. Premium payments for the converted insurance will be made directly to Travelers Insurance Company.

| The Civil Service Employees Association |
| 33 Elk Street |
| Albany, NY 12224 |

Please send me information concerning the Conversion Privilege for the CSEA Basic Group Life Insurance Program.

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The American Labor Movement celebrates its centennial in 1981, it is appropriate to look back at the history of the trade union movement in the United States to see where we’ve been, how far we’ve come, and where we’re going. This article, third in a series, is condensed from the AFL-CIO publication “A Short History of American Labor,” prepared for the 1981 Centennial.

1890’s: Labor v. big business

Fight for the 8-hour workday

The population of the United States increased by 50 percent between 1886 when the AFL was founded and 1900, when the head count reached 78 million. According to the Census, the “frontier” had disappeared. There was a gold rush in Alaska, the country became involved in the Spanish-American War, Coxey’s Army marched on Washington to protest unemployment and hunger, and Labor Day was declared a legal holiday.

For labor, it was a time of discord and struggle. The early years of the labor movement were by no means peaceful, even against the giant American industries of the day.

The struggle for the eight-hour workday, although generally peaceful, was marked by massive strikes and some episodes of violence which threatened to turn the early labor struggle into a pitched battle.

A setback for the new movement occurred when union workers planned a strike at the Pullman plant in Chicago, to turn the eight-hour day. The McCormick Harvester Company, learning of the planned strike, locked out all its employees who held union cards. Fights erupted, and the police opened fire on union members, killing four of them.

A large public rally to protest the killings was held in Chicago’s Haymarket Square. However, as the peaceful gathering drew to a close, a bomb exploded near the lines of police guards, killing seven officers and wounding some 80 people. The police reacted by firing into the crowd. More people were killed and about 200 wounded.

Eight “anarchists” were arrested. Four were executed, but the other four were eventually freed by the Illinois Governor after he concluded that the trial had been unfairly conducted.

No one knows for certain who planted the bomb. But as AFL President Gompers commented later: “The bomb not only killed the policemen, but it killed our eight-hour movement for a few years after.”

Powerful companies of the day had at their disposal wealth, government, and police support, and the backing of the press and public. It was a perfect climate for union-busting and anti-union violence.

Major struggles occurred in the steel industry. In 1882, the head of Carnegie Steel ordered a pay cut of 18 to 25 percent. In response, the Amalgamated Association of Iron and Steel Workers — one of the stronger unions of the period — called a strike at the Carnegie mill in Homestead, Pa. Pitched battles followed between the strikers and 300 armed Pinkerton detectives. The strikers won, but the toll was seven dead workers, three dead strikebreakers and scores of wounded.

But then the state militia took over the town, and the company was ultimately successful in breaking the strike.

The next big confrontation, in 1894, was at the Pullman plant in Chicago. At that time, the American Railroad Union, not affiliated with the AFL, was headed by Eugene V. Debs, a leading American socialist. The union struck the company’s manufacturing plant and called for a boycott of the handling of Pullman’s sleeping and parlor cars on the nation’s railroads. Within a week, 125,000 railroad workers were engaged in a sympathy strike.

The government swore in 3,400 special deputies, and President Cleveland moved in federal troops to break the strike. A federal court injunction ended the conflict, and many railroad workers were blacklisted. Pullman strikers were eventually starved into submission.

It was an era when the new labor unions were weak and when often monopolistic industries enjoyed tremendous strength. State and federal governments sided with industry, often using military force to break strikes. And easily issued court injunctions became a prime legal weapon against union organizing and action.

And yet as the 19th century ended, the battered and bloodied labor movement had managed to survive. Labor was more firmly resolved than ever to achieve its goals.
**Court rules against partial implementation**

**Full OSHA protection ensured**

ALBANY — Job health and safety regulations for public employees were upheld in a recent lawsuit involving the Labor Department's failure to implement certain standards of the Occupational Safety and Health Act (OSHA).

The decision, which excluded public employees involved in the Labor Department's failure to adopt OSHA's full protection, is the latest in a string of legal victories for public employees.

In his decision of July 27, Judge Kahn held that the Public Employee OSHA bill requires the industrial commissioner to adopt all Federal OSHA standards.

Kahn also held that even if the legislature had not required the industrial commissioner to adopt all Federal OSHA standards, it would not have been "arbitrary or capricious" for him to have done so.

Kahn ruled, too, that the Labor Department must publish all the standards in the New York Code of Rules and Regulations.

"Judge Kahn's decision upholds the original intent of the OSHA legislation, which was to provide equal protection for public employees," said Attorney Wiley, describing the legal victory of CSEA.

"The publication of specific standards — although undoubtedly more burdensome to the State, since it would require considerable expense in terms of printing, compiling and distributing — will aid in the enforcement of public employee rights and will not, in my view, delay the implementation of OSHA."

**Med. center workers win dual settlements**

SYRACUSE — Good news comes in twos. Bob Vincent and Ken Burwell, President and Vice President respectively of CSEA Local 615 at Upstate Medical Center, will verify it.

Over one year ago, Vincent and Burwell combined efforts to file two grievances on behalf of Milton Lewis, an electrician, and Willie Outley, a groundsman at the facility.

According to Burwell, the Lewis grievance was filed in June, 1980, when management appointed an employee with less seniority to a Grade 12 Electrician over Lewis, a Grade 8 in the Operational Unit.

During first and second step hearings, management argued that the grievant was not capable of handling Grade 12 duties. An arbitration hearing was scheduled for May 27, 1981, but was postponed because of possible settlement. Both sides arrived at a pre-conference (arbitration) settlement June 25, 1981. Result: Grievant Lewis was awarded SG 12 Electrician position with $250 in back pay.

The second seniority decision involved Willie Outley, a groundsman at the huge Central New York medical facility. A grievance was also filed more than one year ago when an outsider was hired for the position of SG Groundsman 9.

Management took the position that Outley was not qualified for the job and could not supervise employees. The grievance moved to arbitration, but management failed to substantiate any charges made against Outley. Result: A settlement was reached before the arbitration, but management failed to substantiate any charges made against Outley. Mr. Outley was awarded the Senior Groundsman 9 position and six months back pay.

**Board of Directors elect committees**

ALBANY — Members of various CSEA standing committees of the Board of Directors were elected at a Board meeting held July 22-23.

Members of the Board of Directors Committee, chaired by CSEA President William L. McGowan, are: Thomas McDonough, Irene Carr, Jack Gallagher, Dan Donohue, George Calomino, Raymond O'Connor, Joseph McDermott, James Moore, Robert Lattimer, Mary Sullivan, Patricia Cran dall, William Zippiere, Pat Mascioli, Dominic Spacone, Jr., Carol Riggall, Catherine Green, Marie Romaneli, Elaine Mootry, Eva Katz, John Weidman and Earl Kilmartin.

Elected to the Personnel Committee were: Ellis Adams, Chairman; John Francisco, Vice Chairman, Mary Sullivan, Robert Gailor, Nicholas Abbatiello, Robert Allen, Joan Tobin, Genevieve Clark, Barbara Stack and Sara Sievert.

Budged Committee members are Beatrice McCoy, Chairwoman; Robert Thompson, Vice Chairman; John Gullly, Richard Gricco, Walter Durkin and Thomas Keene.

Elected to the Charter Committee were Joann Lowe, Chairwoman; Paul Christopher, Vice Chairman; Harold Ryan, Cindy Egan, Shirley Brown, Richard Reno, Kathryn Saddlemire, Margaret Coggleshall, Sarah Soule and Victor Marr.

**PERB confirms membership of state law clerks, assistants**

The more than 750 law clerks and law assistants throughout New York State will continue to enjoy union protection of their jobs, thanks to a recent decision by the Public Employment Relations Board.

PERB members Ida Klaus and David C. Randles held that these employees should not be classified as managerial or confidential under the Taylor Law.

Their decision affirms an earlier decision of Harvey Milowe, PERB's Director of Public Employment Practices and Representation.

The Unified Court System, through its administrative arm, the Office of Court Administration, had sought to designate law clerks and law assistants as managerial or confidential.

Both CSEA, represented by Attorney Stephen J. Wiley, and the Law Assistants Association of New York had filed briefs before the Board opposing OCA's appeal.

The Board's affirmation of the Milowe decision marks a second important victory for CSEA in this matter.

"PERB properly rejected the OCA position that employees in the judicial branch ought to be treated less fairly than those in the executive branch so far as union membership and representation is concerned," said Wiley.

In his decision of July 27, Judge Kahn held that the Public Employee OSHA bill requires the industrial commissioner to adopt all Federal OSHA standards.

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"The publication of specific standards — although undoubtedly more burdensome to the State, since it would require considerable expense in terms of printing, compiling and distributing — will aid in the enforcement of public employee rights and will not, in my view, delay the implementation of OSHA."

Ten CSEA members were elected to the Committee to Study the Cost of Operating Group Life Insurance. They are: Michael Curtin, Chairman; Thomas Jefferson, Vice Chairman; Delores Herrig, Mabel Wannamaker, Henry Wyszenski, Reno Pragentini, Betty Collins, Elisa Bursor, Hugh McDonald and Ruth Lovegrove.

Permanent Trial Board members elected were Delores Farrell, Marie Romaneli, Thomas Bruno, Joan Brower, Pat Gooden and Barbara Swartzmiller.

Board member Patrice Crandall, representing State University members, was reelected as Chairwoman of the State Executive Committee.

Board member Mary Sullivan, Herkimer County Representative, was reelected as Chairwoman of the Board's County Executive Committee.

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**Pat and Don Crandall**

**Union is a way of life for them**

Husband and wife team of local presidents manage to juggle public and private lives.

**EDITOR’S NOTE:** Pat and Don Crandall can’t help but bring their work home with them. Bedtime at 11 is not a reality for the Crandalls. Their demanding jobs plus wide range of union activities make staying home with the kids impossible. The couple lives with the constant worry of job security.

**SECTOR:** You’ve seen many changes in CSEA since you came aboard.

PAT: Yes, I got in just before the Taylor Law became effective, so I’ve been through a lot of growth in the bargaining and agency shop. Don’s been around a little longer and started at SUNY Cortland. He’s been here through a lot of changes. Pat was recently reelected to her sixth term as President of Statewide. And Don has been a member of the Statewide Negotiations Committee for five years.

**SECTOR:** To be totally committed with responsibility.

**PAT:** We’ve got to keep making some drastic changes in our employee evaluation systems. It has raised a lot of problems. That is going to be a big factor in negotiations. Last session (negotiations) we improved the benefits we offer. Our workers are also under a handicap with the presidential stoppage line — 7 percent increase.

**SECTOR:** How many children and grandchildren do you have?

PAT: We’ve got a lot of family photos. Their jobs plus wide range of union activities make staying home with the kids impossible. The couple lives with the constant worry of job security.

**SECTOR:** You have come a long way in five years.

**PAT:** Yes, I got in just before the Taylor Law became effective, so I’ve been through a lot of growth in the bargaining and agency shop. Don’s been around a little longer and started at SUNY Cortland. He’s been here through a lot of changes.

**SECTOR:** How do you work the Union activities against the home role?

**PAT:** Through the network of employees, the Union has a great help in keeping this marriage running smoothly — you do what you have to-do, you learn a lot... and I love it.

**SECTOR:** Are you currently the President of Cortland County CSEA Locals 1022 and 605, chairperson I and chairperson II, respectively?

**DON:** Yes, they are other married couples in the union, but finding a State and County union family may be the trick.

**SECTOR:** How long have you worked for the State?

**PAT:** I was recently reelected to her sixth term as SUNY Board Representative and second term as Chairperson of State Executive Committee.

**SECTOR:** You are currently the President of Cortland County CSEA Locals 1022 and 605, chairperson I and chairperson II, respectively.

**DON:** Yes, I got in just before the Taylor Law became effective, so I’ve been through a lot of growth in the bargaining and agency shop. Don’s been around a little longer and started at SUNY Cortland. He’s been here through a lot of changes.

**SECTOR:** How do you handle paperwork the rest of the time?

**PAT:** I’ve served on the board for over five years. I’m a Board of Directors member.

**SECTOR:** What is your background in Public Sector?

**DON:** I’ve been a member of CSEA for a little over five years. I did my share of political work for the State Union during the election.

**SECTOR:** Are you a member of CSEA?

**PAT:** Yes. I did my share of political work for the State Union during the election.

**SECTOR:** Do you think we’re getting more involved by choice, Pat with the State University at Cortland.

**PAT:** Yes, there is one important issue I’m most concerned about: the Civil Service Employees Association. There is no way that it has not and will not endorse solicitation of a Supplemental Retirement and Savings Program.

**SECTOR:** How did you get into the telecommunications field?

**DON:** I’m the first person people usually talk to at Headquarters.

**SECTOR:** We’ve discussed many things during this interview. Do either of you have any other advice you would like to bring to the public?

**PAT:** Yes, there is one important issue I’m most concerned about: the Civil Service Employees Association. There is no way that it has not and will not endorse solicitation of a Supplemental Retirement and Savings Program.

**SECTOR:** Do you have any advice for other married couples interested in becoming involved in union work?

**DON:** To totally commit and follow through with responsibility. Good attendance at meetings is important.

**SECTOR:** What are your plans for the future?

**DON:** To totally commit and follow through with responsibility. Good attendance at meetings is important.

**SECTOR:** Have you seen in CSEA?

**PAT:** Yes, there is one important issue I’m most concerned about: the Civil Service Employees Association. There is no way that it has not and will not endorse solicitation of a Supplemental Retirement and Savings Program.

**SECTOR:** When I first became involved with the Union, I was a volunteer worker.

**DON:** When I first became involved with the Union, I was a volunteer worker. I have been a member of CSEA for a little over five years. I did my share of political work for the State Union during the election.

**SECTOR:** We’ve discussed many things during this interview. Do either of you have any other advice you would like to bring to the public?

**DON:** Yes, there is one important issue I’m most concerned about: the Civil Service Employees Association. There is no way that it has not and will not endorse solicitation of a Supplemental Retirement and Savings Program.

**SECTOR:** Among other union activities, I worked on the Board of Directors.

**PAT:** Among other union activities, I worked on the Board of Directors.

**SECTOR:** And how many years with CSEA?

**DON:** We would need more than one tape recorder to record all these years.

**SECTOR:** And what about sales?

**PAT:** I can’t help but bring their work home with them. Bedtime at 11 is not a reality for the Crandalls. Their demanding jobs plus wide range of union activities make staying home with the kids impossible. The couple lives with the constant worry of job security.

**SECTOR:** What is your job at SUNY Cortland?

**PAT:** I’m a member of the SUNY Cortland faculty. I’ve been with SUNY Cortland for over 20 years.

**SECTOR:** How do you balance your work and family life?

**DON:** I did my share of political work for the State Union during the election.

**SECTOR:** What do you see as some of the major goals for State government?

**PAT:** We’ve got to keep making some drastic changes in our employee evaluation systems. It has raised a lot of problems. That is going to be a big factor in negotiations. Last session (negotiations) we improved the benefits we offer. Our workers are also under a handicap with the presidential stoppage line — 7 percent increase.
Retiree Nick Lucchetti returns to work to find fulfillment as a volunteer

ORANGEBURG — "Are you coming back this afternoon?" someone asks at the end of his "workday." and even though he should be home packing to go visit friends and family upstate, Nick Lucchetti's response is quick, "Yes." In fact, since retiring in 1978, Nick has been saying "yes" regularly as a volunteer at the sprawling Rockland Psychiatric Center.

Nick is no stranger to the "RPC Industries Workshop" during either his work career or what someone might now call his retirement. For 38 years, 6 months, he himself worked as a therapy aide and personally saw the change in mental health philosophies.

In 1942, "Rockland" had 10,000 clients; today it has 1,600.

He remembers, for example, when mental disorders where treated by lobotomies and, in an interesting aside, it was at Rockland Psych where Dr. Nathan Klein developed the drug lithium which revolutionized the field. As a matter of fact, local 421 President Eva Katz remembers, when she worked as a telephone operator there, putting calls out for Klein to all parts of the world.

Nick estimates he has worked at least 2,500 volunteer hours at the workshop, where Director Eric Carlson comments he has a "multitude of capacities. ... from working extensively with clients ... to taking care of production-related goods ...."

Typical jobs for him would be to show clients how to perform their tasks, moving boxes, stocking boxes and just being a thousand eyes and a thousand arms.

The cheerful 65-year old calls the place his "second home" and has a warm feeling for its clients. If he takes off for even just a few days, asking what he jokingly refers to as, "sick time," the clients get worried and want to know what's wrong.

His basic attitude is that he likes to feel needed, and can't see spending retirement, "in bed." He plans to keep on going, "until the doctor tells me to stop," which prompts Mrs. Katz to add, "the doctor will probably stop you before you.

REТИRE НИСК ЛУЧЕТТИ inspects some work being done at "RPC Industries."

SHARING A LIGHT MOMENT are Nick Lucchetti and Local 421 President Eva Katz.

Nick's wife, Mary Ann, is herself a retired psychiatric center employee, and she's the one who keeps the home fires burning so her husband can do his volunteer work. Mrs. Katz describes both of them as, "important behind the scenes people for CSEA," and notes that they've been made honorary members of the local. In fact, Nick's brother-in-law, Nicholas Puzziferri, was for many years a CSEA Southern Conference President.

When some people retire, they leave and never come back; not Nick Lucchetti. You can still set your watch by him at the Rockland Psychiatric Center.

43 state workers win cash for ideas

Forty-three employees received a total of $4,070 in cash awards in April, May and June for money-saving ideas submitted to the New York State Employee Suggestion Program. This Program is administered by the New York State Department of Civil Service. Estimated first-year savings from these suggestions total more than $91,000. Award recipients are:

$550 — Carol Chevalier, Department of Taxation and Finance, Utica; Jean M. Roberts, Department of Taxation and Finance, Albany; William F. Tyrrell, Department of Labor, Albany; Ruby L. Lefebvre, State Insurance Fund, New York City; Kathleen M. Phillips, Department of Motor Vehicles, Utica; Charles W. Tarsa, Department of Motor Vehicles, New York City; Muriel Marin, Department of Public Health, New York City; Carol M. Spencer, N.Y.S. Office of General Services, Albany; William F. Ratcliffe, Department of Health, Albany; Albert Compagnoni, Department of Taxation and Finance, Middletown; and Charles J. Mauceri, Department of Motor Vehicles, Jamaica.

$425 — Daniel Burns, Department of Audit and Control, Albany; May Neary, Department of Transportation, Mexico, Oswego County; Edward F. Leddy, Division of Parole, Bedford Hills; Maria Lucrez, Division of Parole, Bedford Hills; Sara Lerner, Department of Motor Vehicles, Brooklyn; William F. Fagan, Department of Labor, Syracuse; Albert G. Miller, Department of Labor, Albany; John G. Meneola, Division of Correctional Services, Attica; and Dave W. Flower, Office of General Services, Albany.

$275 — James L. Shear, Department of Transporation, Albany; Vincent Caschera, Office of General Services, Albany; Paul Miller, Department of Transportation, New York City; Mary Anne Murphy, Department of Civil Service, Albany; Thomas J. Wos, Jr., Department of Correctional Services, Attica; and Vincent Caschera, Office of General Services, Albany.

$250 — Richard A. Holmes, Sr., Office of General Services, Albany; Mr. Holmes also received a Certificate of Meritorious Service; Richard A. Holmes, Sr., Office of General Services, Albany; William J. Widmar, Office of General Services, Albany; and John J. Bower, Office of General Services, Albany.

$200 — Daniel Burns, Department of Audit and Control, Albany; Harriet Goldstein, Office of General Services, Albany; Harriet Goldstein, Office of General Services, Albany; and Edward F. Leddy, Division of Parole, Bedford Hills.

$180 — Paul Miller, Department of Transportation, New York City; William F. Ratcliffe, Department of Health, Albany; and Louis G. Phillips, Division of State Police, Plattsburgh.

$150 — Joint Award: William Young, Department of Taxation and Finance, Utica; William Young, Department of Taxation and Finance, Utica; and William Young, Department of Taxation and Finance, Utica.

$125 — Daniel Burns, Department of Audit and Control, Albany; and Richard A. Holmes, Sr., Office of General Services, Albany.

$100 — Edward Jaeger, Department of Taxation and Finance, New York City; Vito Pazienza, Department of Audit and Control, Albany; and Edward Jaeger, Department of Taxation and Finance, New York City.

$50 — Kathleen M. Phillips, Department of Motor Vehicles, Buffalo; Paula Dunham, Department of Civil Service, Albany; Ronald J. Kolodziej, Department of Labor, Schenectady; and Charles W. Tarsa, Department of Motor Vehicles, Albany.

Cash award Recipients also received Merit Certificates of Merit were also awarded to Gertrude L. Eckert, Division of Taxation and Finance, Albany; Brian Brooks, Office of General Services, Utica; Jean M. Roberts, Department of Taxation and Finance, Albany; and David J. Irvine, Division of Parole, St. George, Staten Island.

Additional Awards were made to two employees as final payments for previously announced suggestions. These awards, in addition to $100 initial awards, were based on audits of actual first-year net savings and were made to:

$210 — Daniel Burns, Department of Audit and Control, Albany; and $25 — Doris Ross, Department of Health, Hornell.
Union needs updated listing

Who won, anyway?

ALBANY — There are hundreds of newly elected and re-elected Local and Unit officers out there, but CSEA Headquarters hasn’t heard from them. Only about half the Locals and less than 15 percent of the Units have forwarded information on their officers to CSEA’s Stenographic Department.

The department, which maintains official CSEA mailing lists and handles mass mailings to Board members and local and unit officers, requests that Locals and Units immediately forward the names, addresses and business and home phone numbers of their officers and a listing of the Locals’ elected delegates.

“This information is coming in much more slowly than usual this year,” commented Bernadine Dengal, supervisor of stenographic services. “At this point, we’re in particularly bad trouble with the Unit officers list. We haven’t received any information at all from about 85 percent of the units, so we essentially don’t have a mailing list.”

She pointed out that several major mailings — including the Education Department’s new Stewards Manual and the Communications Department’s new Newsletter Guide — have been waiting to go out for a couple of months.

“We can’t send out mailings without a list, and we won’t have a list until the Locals and Units give us their input,” she explained.

Information should be sent to Stenographic Department, CSEA, 33 Elk Street, Albany, NY 12224.

AN ELATED Joanne Gildersleeve, left, displays her CSEA scholarship award and merit certificate while her mother, Mrs. Nancy Gildersleeve, and CSEA Local 834 President Tom Murphy share the happy occasion.

Region V scholarship

SYRACUSE — Joanne B. Gildersleeve, daughter of Mrs. Nancy Gildersleeve, 711 Ulster Street, Syracuse, has been awarded one of 18 memorial scholarships presented in six Statewide Regions by the Civil Service Employees Association.

The financial awards, named in honor of Irving Flaumenbaum, a former CSEA Regional President with a distinguished career of service, are made to outstanding students in New York State with a parent or guardian who is a member of the State’s largest public employee union.

Mrs. Gildersleeve is an Onondaga County employee with the Department of Social Services, and a member of CSEA Local 834.

Joanne Gildersleeve is a 1981 graduate of Fowler High School and plans to major in dramatic arts at the State University of New York-Albany.

Thomas Murphy, President of CSEA Local 834, presented the Regional winner with a check and merit certificate at her Civic Center work site in Syracuse.

Local 058 ratifies pact

THRUWAY CONTRACT SIGNED — CSEA and State Thruway Authority representatives sign a new contract covering Thruway employees in Local 058, Thruway Unit II following an overwhelming ratification of the new agreement by CSEA members. Seated from left at signing are Thruway Labor Relations Manager John Muth, Thruway Executive Director James Martin, CSEA Statewide President William L. McGowan, and John Francine, President of Local 058 and chairman of the union’s negotiating team. Standing from left are Thruway Labor Relations Assistant Brian T. Murphy, Thruway General Counsel Robert J. Farrell, CSEA team member William J. Allen, Thruway Director of Planning Richard H. Winchell. Also, CSEA negotiating team members Howard Meineker, Alfred Dominik and Gustave Leschen; CSEA Collective Bargaining Specialist Joseph Reedy, and negotiating team members Michael Jim, John Poland and John Helmke.

AGREEMENT is signed for an Employee Assistance Program for employees of the State Office of Parks and Recreation. From left are CSEA President William L. McGowan, Parks and Recreation Commissioner Orin Lehman, Employee Assistance Program Coordinator Lenore Kuwik, and AFSCME Council 82 President John W. Barke.

Union job opening in education

ALBANY — CSEA is seeking applications for the position of Education and Training Specialist.

Working under the supervision of the Director of Education, successful applicants will develop, implement and conduct education programs for officers, stewards and members throughout the state.

Extensive travel is required. Candidates must have a degree in an education-related field, or a high school diploma plus five years of responsible work experience.

Submit resumes no later than August 17 to Personnel Director, CSEA, 33 Elk Street, Albany, N.Y., 12204.

Informed Niagara Local ready for talks

SANBORN — Lessons learned in the classroom will soon be put into practice by members of Niagara County Unit of CSEA Local 832 as they head for the bargaining table.

Regional Director Lee Frank, Field Representative Tom Christy and Regional Organizer Bob Massey delivered an in-depth seminar on getting the maximum impact at the bargaining table.

Elements of negotiating such as impasse, factfinding and various aspects of the Taylor Law were aired for a group of 30-35 CSEA members during the session at Niagara County Community College.

Unit President Theresa McEvoy will choose a committee of nine to ten members who will be directly involved in negotiations. “She also will draw on the resources of the other members who were present for the session to get the maximum input from the membership,” Tom Christy said.

The contract for the 1200 members expires December 31st.
**McGowan installs Nassau Co. officers**

**Largest CSEA Local takes oath of office**

EAST MEADOW — A large contingent of members, guests, union officers and staff turned out recently for the installation of officers of Nassau County Local 830, the largest of the more than 300 CSEA locals with more than 20,000 members.

CSEA Statwide President William L. McGowan installed the new officers, including President Jerome Donahue, First Vice President Rita Wallace, Second Vice President Ralph Spagnolo, Third Vice President Nicholas Dellisanti, Fifth Vice President Trudy Schwind, Secretary Mary Callapietra, and Treasurer Sam Piscatelli. Fourth Vice President Edward Ochenkoski was ill and unable to attend.

CSEA Executive Director Joseph J. Dolan and County Executive Committee Chairperson Mary Sullivan. A group representing AFSCME, headed by New York State Director Robert McEnroe, also attended.

**COUNTY EXECUTIVE COMMITTEE**
Chairman Mary Sullivan, right, presents a plaque to Ruth Flaumenbaum, widow of the late Irving Flaumenbaum, and their son, David, left in honor of the renaming of the annual county delegates workshop in Irving Flaumenbaum’s name. The presentation was made at the Nassau County Local 830 installation.

**CSEA PRESIDENT WILLIAM L. MCGOWAN, left installs the officers of Nassau County Local 830. From left, Treasurer Sam Piscatelli, Third Vice President Nicholas Dellisanti, Fifth Vice President Trudy Schwind, Secretary Mary Callapietra, Second Vice President Ralph Spagnolo, First Vice President Rita Wallace and President Jerome Donohue. Fourth Vice President Edward Ochenkoski did not attend due to illness.**

Among the government officials attending the installation were Nassau County Executive Francis Purcell, Town of Hempstead Presiding Supervisor Thomas S. Galetta, Nassau County Secretary of Labor William Pedersen, Commissioner of Corrections Col. Sol A. Jackson, Nassau County Civil Service Commission Executive Director Adele Leonard, and County Director of the Office of Employee Relations Vito Compeitello.

At the installation, Ms. Sullivan presented a plaque to Ruth Flaumenbaum, widow of the late Irving Flaumenbaum, and their son, David, in honor of the renaming of the annual County Delegates Workshop in Irving Flaumenbaum’s name.

**AMONG THOSE ATTENDING the Nassau County Local 830 installation are, from left, Town of Hempstead Presiding Supervisor Thomas S. Galetta, Nassau County Executive Francis Purcell, Local 830 President Jerome Donahue, CSEA President William L. McGowan and Town of Hempstead Unit President Gus Neilsen.**

**CWEP: Quality of work life means involvement**

LAKE GEORGE — The very success of a Committee on the Work Environment and Productivity (CWEP) depends mainly on the direct involvement of workers in the planning and design of programs and open communications between the union and management. This is what guest speaker Irving Bluestone, a retired international vice president for the United Automobile Aerospace & Agricultural Implement Workers of America and Professor of Labor Studies at Wayne State University in Detroit, Michigan, told members of the joint CSEA/state CWEP gathered for their annual meeting here in June.

Reputed to be one of the most outstanding quality of work-life practitioners in the United States today, Bluestone has played an active role in the labor movement since 1945. During his tenure with the UAW, he was one of the first major labor leaders in the US to promote the quality of working life concept. Similarly, he played a principal role in the formation of quality of working life committees between the UAW and General Motors.

"There is no such thing as a canned program," Bluestone said. "It must originate with the workers to fit their situation. They should plan and design the programs.

He recommended the formation of group teams which would meet on a regular basis to discuss the quality of services rendered. The workers, he concluded, must be given the necessary training for this task and the training must be kept up to date on the latest technology.

Good communications between CSEA and the state are being achieved by this meeting, Bluestone pointed out. Such meetings he said "will foster a climative mutual respect between union and management" that will allow them to candidly discuss their goals and aspirations.

CWEP, mandated to "promote the development and transfer of innovations that will improve the work environment and worker productivity," was established in 1979, the result of a collective bargaining agreement between CSEA and the state.

Representative from both sides serve on the committee.

Since its inception, CWEP has addressed such issues as work scheduling, apprenticeship programs, performance incentives, job restructuring, on-site day care, job enrichment, employee orientation, continuity of employment, the planning of appropriate work space and planning for career development.

Individual subcommittees, directed by neutral chairmen, carry out CWEP activities.

CWEP encourages the development of new programs throughout the state and works closely to assist labor-management committees at all levels of the state structure.

The committee also sponsors short term academic research on specific aspects of labor management relations.

The CWEP Executive Committee consists of Meyer S. Frucher, Director of the Governor’s Office of Employee Relations; William McGowan, President of CSEA and Neutral chairperson Harry Weiner, Dean of Averill Harriman College, State University of New York at Stony Brook.

**Corrections**

In an article in the July 29 edition, MHTA Edith Rawlings was incorrectly referred to as Edith Rawlins, and her work location as the State Psychiatric Institute instead of the New York Psychiatric Institute.

In the August 5 edition, a misleading headline could give the impression that Jerry Barbour is the acting president of Local 880, when in fact, as the article correctly states, he is acting president of the Westchester County Unit, which is a part of Local 880.
GOSHEN — CSEA has announced plans to become deeply involved in Orange County legislative races this fall, citing what a union official called anti-union activities and union-busting actions by the present county government as key reasons for an all-out political action program.

CSEA Southern Region III Legislative and Political Action Committee Chairman Carmine DiBattista announced a three-prong effort is planned, under the direction of Orange County CSEA Political Action Chairperson Patricia Nealon.

DiBattista said the union will zero in on a voter registration drive of all CSEA members in the county; get involved in some county legislative races; and get out the vote drive on election day in November.

Orange County CSEA Unit President Kay Cayton said the union will be strongly involved in the county political scene because many county legislators have displayed an anti-union attitude and have taken action the union deems to be union busting.

Among the union’s problems with the county government are the county’s attempt to remove 130 positions from the bargaining unit (a matter which is in court), negotiations at impasse; and the attitude and treatment of the county toward employees, especially at the County Home and Infirmary.

CSEA locals in Orange County include Wallkill Correctional Facility Local 183, Mid-Orange Correctional Facility Local 196, Otisville Correctional Facility Local 169, State Police Troop F Local 276, Middletown Psychiatric Center Local 415, Mid-Hudson Psychiatric Center 448, Orange County DOT Local 515, Annex Training School Local 564 and Orange County Local 836.

Other CSEA locals with membership working in Orange County include Mid Hudson Local 009, New York City Local 010, Palisades Interstate Parks Commission Local 105, Region III Judiciary Local 322 and Orange-Ulster Sullivan Retirees Local 917.

Over the last few months a number of meetings have been held in Orange County to set the groundwork for the coming political campaign.

Attending those meetings have been CSEA members in Orange County, members of the Region III Legislative and Political Action Committee, field staff including Regional Director Thomas Laporesso, Region III President Raymond J. O’Connor and members of the CSEA Legislative and Political Action Department.

Thomas Haley of the CSEA Legislative and Political Action Department, speaking before a recent meeting attended by more than 70 persons, said “You are taking matters seriously. Don’t think Democrat or Republican. Look for candidates sympathetic to our problems.”

Ramona Gallagher, also of the Political Action Department, said: “Look at candidates based on what they can do for you. Politicians will seek you once they know the union is involved.”

Region III Chairman DiBattista praised the turnout at the meetings as a “great beginning.” However, he urged the county’s CSEA union leaders to get out and many more people to make the union’s effort successful.

At the meetings, Region III Committee Vice Chairman C. Scott Daniels and Dutchess County Local 814 President Ellis Adams told how in 1979 CSEA in Dutchess County worked together to help elect a county executive in spite of an overwhelming registration advantage by her opponent.

DiBattista summed things up. “If CSEA in Orange County is going to get anywhere, it must be through politics.”

THE PUBLIC SECTOR, Wednesday, August 12, 1981
A few weeks ago, an Erie County social worker was attacked by a client wielding a claw hammer. The incident triggered immediate demands for improved security measures to protect workers from physical assaults by members of the public whom they serve. It wasn’t an isolated incident. Verbal and physical abuse of CSEA members is a real and growing problem. And it’s part of a nationwide problem, as reported by U.S. News & World Report in their July 27, 1981, issue.

**Labor**

**The New Incivility Toward Civil Servants**

It’s getting downright dangerous to work for the government. Rudeness, even physical attacks are among the “fringe benefits.”

A dog warden in Pulaski County, Ky., had the back window of his pickup truck shot out not long ago by an angry pet owner and frequently receives threatening telephone calls in the middle of the night.

In Oakland, Calif., a city employee was struck in the face and knocked off her chair after she told a man that she would have to wait a few minutes for a job interview.

A claims examiner at a state unemployment office in North Newark, N.J., was stabbed and critically wounded when told he did not qualify for extended benefits.

In one city after another, government workers — often accused of a callous or lackadaisical attitude toward the public — find themselves on the receiving end of mean and even physical mistreatment from angry, frustrated citizens.

Special targets. “The abuse of government employees is become more and more of a problem in all public-contract jobs,” says Linda Lampkin, director of research for the American Federation of State, County and Municipal Employees. “For some reason, people feel justified in saying and doing things to a public worker that they would never say or do to a grocery clerk.

Attacks on public employees are becoming so widespread that, in some cities, officials have trouble keeping certain jobs filled. Security is being beefed up in some government offices. A few government workers even demand “combat pay.”

“Life in the front lines of the municipal ministry is never dull,” says John Teipel, director of street and sanitation services in Dallas.

Behind this ominous trend, officials say, it’s a combination of a government in general and a widespread feeling that public workers are “inert bureaucrats.”

“The illusion the public has about public employees is that they are underpaid, overpaid, inefficient and ineffective, and this makes some people mad,” explains George Masten, ex-director of the Colorado Department of State Employment. Adds Don Svedman, deputy commissioner of the Colorado Department of Agriculture: “Let one government worker become known as a deadbeat, and the rest of us end up paying for it.”

At times, anger vented toward a low-level government worker has little, if anything, to do with the worker. “People are tense and bitter about the cost of living and looking for a way to talk back to the government,” explains Lt. Bill Reil of the Denver Police Department. “Sometimes we’re it.”

Many people believe that, as taxpayers, they are entitled to make heavy demands on public employees. “The rudeness usually takes the form of the ‘you work for me’ syndrome,” says Bob Carrie, executive director of AFSCME Council 6 in St. Paul. Adds Joe Weikert, assistant director of Houston’s Civil Service Department: “Somewhere, we hear people say, ‘You work for me,’ and pay me my salary, I pay my taxes. So you work for me, and I deserve better treatment.”

The most common form of abuse of public employees appears to be rudeness and verbal mistreatment. “I’ve been here for 30 years and I’ve never heard anything in the book that I haven’t been called,” remarks Melvin Cox, executive director of the Danville, Ky., water-meter department.

Other public-utility employees report that customers frequently blame them for high bills. Clerks in Houston’s water department are allowed extra time away from the telephones to get a breather from the verbal abuse, and many of them take it by sitting in a chair. Of 1,500 to 2,000 calls per week, about 50 are considered hostile. “We’re a water-department official, who adds: ‘They really get your goon.’

Meter maids are frequent targets, too. One in Evanston, Ill., recently returned to her vehicle after writing a parking ticket and found a dead snake in the back. Another saw a man who had received a ticket smash a parking meter with a sledgehammer. “Accidents are common. You have to have a pretty good sense of humor to handle a job like this,” says Monnia Hudson, who has been a meter maid in Evanston for eight years.

But sometimes the public’s wrath turns ugly and violent. A New York City welfare recipient, when told that her check was delayed, picked up a chair and hit a clerk over the head. Hospitalized with a brain concussion, the clerk couldn’t return to work for more than a year.

Such violence has become so common in New York City that union contracts now provide for 18 months of leave with pay after an assault. “Our people are being threatened constantly,” says Sheila Davidson, a secretary at the state unemployment office in Peekskill, N.Y. “It’s a growing problem that we have had in the city, and now it is spreading to the suburbs.”

Fire-department paramedics also are frequent targets of personal assault, either by delinquent victims or friends or relatives of the injured.

“Rudeness and violence are almost an everyday affair for the type of work I’m in,” says Larry Matkaitis, a Chicago paramedic. In 1980 alone, he says, there were 56 assaults on paramedics in Chicago.

The reason for the attacks? Some people are tense and bitter about the cost relief programs are cut back, workers who hold high-stress jobs.

A victim of one such attack was Tom Guzik, an ex-Marine who suffered a disfiguring injury when he was punched three years ago by the husband of a women hurt in an accident. “I was more scared in the ambulance in the Chicago ghetto than I was in Vietnam,” says Guzik.

Violence against paramedics has had serious repercussions in Chicago. In two separate incidents, paramedics — afraid to enter public-housing projects without police protection — waited 10 to 15 minutes for police to arrive. In both cases, the patient died. However, medical examiners later ruled that the delays were not factors in the deaths. Today, paramedics are equipped with portable two-way radios whenever an emergency requires that they leave the ambulance.

Assaults an employees of New York City’s water department were extremely rare until recently. “The police officers now routinely accompany them whenever they enter rundown neighborhoods during the hot summer months to shut off spewing fire hydrants. Abuse of public workers poses other problems both for employers and employees. Richard Brawner, manager of water-customer services for Houston, says job turnover in his department is 40 percent each year. “Other utilities provide bonuses for their phone operators because it is such a hard job,” Brawner says.

Stressful job conditions can result in ulcers and other physical ailments, say employers. “The climate today encourages people to express anger,” says Edward Peterson, chief of the Colorado Department of Revenue’s collection force. Workers who regularly answer telephones in his office, he says, “have to be tough as nails.”

In Los Angeles, employees of the water and power department often “are not prepared for the stress” of dealing with customers, says Bill Strub, customer-relations director. Sometimes they are moved to other jobs.

Some employers and unions have begun offering special training for workers in jobs where abuse is likely. Employers are taught how to handle irate people and to diffuse tense situations. Essentially, we’re teaching them how to communicate without getting assaulted,” says AFSCME’s Lampkin. Some unions are demanding higher pay for public employees who hold high-stress jobs.

Both unions and employers are concerned that abuse and word will grow worse before it gets better. Budget cuts at all levels of government are likely to mean fewer employes to handle growing workloads. That means longer lines and shorter tempers, says Lampkin. And as unemployment benefits, food stamps and other federal relief programs are cut back, government employees will become more and more the bearers of bad tidings.

A lucky few public workers are able to have the last word. The U.S. Postal Service, whose letter carriers have a long history of encounters with angry dogs, wants to bite back. Specifically, the Postal Service is helping carriers assemble evidence for personal lawsuits against owners of pets that cause injuries. As mail carriers and service already spend more than $250,000 a year on dog repellant.

But most employers are philosophical. “There are some people who aren’t going to like what ever service they get,” says David Triy, director of the Dallas Civil Service. John Teipel, director of street and sanitation services in Dallas, offers this advice for public emplees: “It’s like Truman said, ‘If you can’t stand the heat, stay out of the kitchen.’”