

**From:** Turner, Jacqueline  
**sent:** Friday, september 07,2007 11:21 PM  
**To:** Parker, Doris; Douglas, Mary  
**Subject:** Hostile Work Environment  
**Importance:** High  
**sensitivity:** Confidential

Doris/Mary,

When I first met with Karen, she opened my eyes as to the inner workings of PLB, hence a fresh set of eyes - new blood - it was refreshing. She even eased my mind that no one was here to take my job and that our section would not be moving. However, over the past few months since June 2<sup>nd</sup>, my position has been slowly diminishing and my integrity attacked.

I have held off as long as I could and attempted to try to handle harassing situations myself and was praying that it would never get to the point where I needed to make a formal report or go on medication. However, after this week's events, I firmly believe that I am a victim of workplace bullying [harassment] by Inspector General Shawn LaGrua.

I feel that her most recent action was done out of retaliation from me being open and honest regarding what I was experiencing through her management style during our last meeting.

On August 7, 2007, I received approval to attend the CLEAR Conference in Atlanta this past Thursday, Friday and Saturday (September 6 - 8). On Tuesday, September 4<sup>th</sup> at 4:30 p.m., I received an email from Shawn stating:

“**Jackie**—I just found out about the training on the schedule this week and I'm not sure that thiS is the best time for you to be out of the office for two days. Is Lynn or someone else available to go in your **place?**”

I responded by asking her if attending Friday only would be permissible. I was denied. Therefore, I waited — and stayed at work every day until 6 PM - just in case something out of the ordinary occurred. Maybe there was going to be an unexpected visit or something that she probably failed to mention to me. Nothing, nothing out of the ordinary occurred. Moreover, Friday, which is one of our quietest days, came and went without incident as usual. I was never advised Why thiS "was not the best time to be out of the office for two days", let alone one day. That is when I knew, I had to let someone know what is going on.

The reason I feel the aforementioned is retaliatory is because on August 29<sup>th</sup> when she met with me in the presence of Chris Harvey she came again with a 'smoking gun' and in an accusatory manner stated that 'folks have been telling her that they were working in fear and confused because of me. She stated that no one should be in fear around here.

I told her I agreed and asked to speak freely and was given permission to do so.

I voiced my concerns regarding the lack of top-down communication. I told her it was not me, but her. I told her that she is talking to everyone and telling them different things that I have no knowledge of and when I have come to her for clarification and direction, she is ignoring me. I stated again that I was the one that was in fear. That every time she 'meets' with me, it is to 'attack' me verbally in reference to something that she has found wrong. I advised her that repeatedly, I have tried to obtain clarification of her expectations of me.

I told her if there was anyone in fear, it was me, because I felt that she is on a campaign to discredit me and build a case of no confidence when all I want to know is what she expects from me.

For instance, I told her that I was told by Buster that we were on 'gag order' in reference to Greene and not to discuss any SOS business with him if he called. I wanted to make sure key people were aware. I went to tell Rosetta to advise her that if Greene called we are not to speak of SOS business with him. Rosetta told me that she already knew, Shawn had called her and told her. I did not know first-hand about his suspension and Shawn did mention she dropped the ball in notifying me. However, when the complaint came in, I notified her and Chris immediately. To this day, I have no idea what Greene's status is.

I told her the only time that she comes to 'see me' is when she has gathered 'stuff' on me - to degrade, and belittle me. I am truly fearful every time she comes around; she has verbally attacked on 3 different occasions:

- During a meeting with Buster - June 2<sup>nd</sup> (yelled at - had to have to door to my office closed so that there would not be an audience)
- During a meeting with Don - June 28th
- During a meeting with Chris - August 29<sup>th</sup>

I repeated some things that I was told by Investigators and Supervisors in Chris's presence and she told me that she did not say those things. I told her that was all I was trying to do from the beginning, get clarification. She wanted to know who said what and to bring them in our meeting. I told her she needed to speak to the whole section, because the majority is under the same impression - reports (what to do with positive drug screens & Investigator recommendations)/ reporting to whom, etc.

She accused me of 'treating people differently' because people come to her office and visit with her. She said that I have mentioned during staff meetings that Investigators meet with her and that they feel that they should not do that.

I advised her first, I have no knowledge of who comes and visits her and the reason that they do. I am not the type of person that would stop anyone from meeting with my supervisors, in that I believe they have an open door policy just as I do. I told her that I

did mention when asked about what was going on in reference to the reorganization, that it was still in progress and that Agent Sise is helping to reassign the coverage areas and that Agent Grant is working on a new report format which appears to be succinct and an easier. Nothing negative - this is a GOOD THING! In addition, this is something that she discussed openly in and around Lynn's office in reference to Sise's assignment during one of her visits.

She has talked to Investigators and Supervisors about her expectations from them and who they should report to; for instance, Buster and Lynn told me that she completely left me out of the chain of command and told the Investigators that they are to report to Lynn during the June 30th meeting in Morrow. When I attempted to get clarification, I did not receive a response. However, when I mentioned this to her during our last meeting, she told me she did not say that.

Regarding report **writing**, for instance, Investigator Sise left out pertinent information to an investigation that he alluded to in his report. When I corrected the report and sent it back to Agent Sise, he responded on August 19<sup>th</sup> that was the way Shawn told him to do it. I replied back with 'Thanks' and copied her on my response, which she responded - 'I concur with ...' Sise later explained to me why this was done the next working day, and I understood. However, this could have been alleviated had I been notified of the 'new direction' report writing would be going.

Still speaking freely with permission... I told Shawn it was her fault and not mine for the section being in the mess that it is in. The disrespect that I have been receiving and any discipline that anyone is getting is due to her and not me. I pulled out my pad and gave dates, times and events and names.

She questioned me about me telling Pearson that I was not approving his leave in July. I told her I couldn't recall, so she called him in. He recanted what he told her I said and then he was excused. I then looked on my calendar and recalled that he was right and it was after our last meeting when belittled by her on June 25<sup>th</sup> and after the June 30<sup>th</sup> meeting when I was told everyone was to request their leave time through Lynn and if he was not available to go through Rosetta. She asked me how many leaves have I approved since then, I told her not many, I have been getting everyone's leave card from Lynn as of late and signing off as the final approval person. She said that was not supposed to be and it was at that time she told me that her direct reports will be Chris, Lynn, Buster and myself.

Chris mentioned that I was getting things second and third hand and I should have gotten clarification from Shawn. I told them both I have tried. I have called, sent emails even requested to come to Atlanta. Namely the April 25<sup>th</sup> email which I have yet to get a response to.

I told her that I felt things went downhill when I submitted a proposal to her for the reorganization on April 16th. It was only a proposal and that I am the type of person that if you tell me what you are looking for, I will go out of my way to make it happen. I

said - you give me the skeleton and I will present you with the body for your review and modification....that I am here for you.

I asked her if she was trying to build a case of no confidence against me? I will be the first to say, I thought I knew the ins and outs of **this** job until Karen sat down where Chris is sitting and **asked** me a few questions that blew me away\_ I know that this job is a learning process, especially under a new administration and I am woman enough to admit that and learn as well as ask for guidance, I will be the last one to resist change let alone claim that I know everything.

She mentioned about vehicle mileage. I told her I was never told or shown anything about vehicle mileage and was told that was the job of the vehicle coordinator and Division Director. If any discrepancies *were* brought to my attention, I addressed them and that has only occurred once.

It was only at that point we agreed to start over with a clean slate. I was elated and told her that if I had said or done anything to offend her, I apologize and she accepted. When I asked her about the vehicle reports, she mentioned earlier, she told me not to worry about it; she would get with me later. Needless to say, I am worried.

I told Shawn, that I understand that when leadership changes so does expectations and I have been asking since April her expectations of me. I can honestly say I am the most adaptable person that I know. I look forward to change. Change is no stranger to me and I want to do what I **can** when I can to edify changes that are being put into place. Instead, I feel I am being demeaned\_

, told her dissension could be felt in the *office*. No one really knows who to report to. However, I found out that Buster and Lynn no longer report to me. Inspectors *were* told that things were going to be different when she got her New Chief - That was my first sign. I talked to her about that and felt that things were okay. However, since that time, things have been going downhill.

I found out today that the Funeral Inspectors were going to be assigned to Buster through Steve Lindsey, when he brought down their PMFs. Things are going on around me and I can honestly say I do not have a clue.

What did I do so, that my level of supervision has been taken away from me? Am I no longer the Director?

After the June 28<sup>th</sup> meeting I went to see my doctor who *€*lave me something for stress. Then again, on this past Wednesday, I went to him again for the same reason - job related stress. This is just what occurred during the last meeting with tidbits of other issues. Can you imagine the information I have on the other two meetings?

I really do not think Karen is aware how people are really being treated and how they are feeling. Various people have contacted me in confidence. They really enjoy the work that they do, want to give 100+%, but some are made to feel worthless. I am not going

to attempt to speak for everyone, but if you really did an intense investigation and talked to everyone (in hopes that you will give them anonymity) , starting with all the Investigators in Atlanta (Security, Corporations & Elections) and yes PLB - you will find that LaGrua's management style is one of little to no communication - confusing communication - accusatory - no written directives - no clarification- non-mentoring and flat-out mean-hearted. I am sure if those that are not afraid to speak open and honestly will substantiate my allegation. However, I do understand the 'fear factor' most people have.

I, on the other hand can not remain silent any longer. I am a victim of workplace bullying - hostile work environment - harassment.

- Verbal abuse (accusatory attacks without first obtaining verification)
- Humiliating & Offensive actions
- Work interference (via email- documented proof)

If this is not enough, there is more to include witnesses and documented proof. I am trying, I am really trying; I don't know what to do next.

Respectfully,

Jackie