

MEMORANDUM FOR THE RECORD

Date: January 16, 2020

From: Patti Sherwin, HR Director, Western Division

RE: Beatrice Thrift Store – EE Complaint Investigation

On January 15, 2020 at noon, I met with Ruth Horton regarding her complaint that she was experiencing a hostile work environment created by Major Susan Anderson, who started yelling at her on Friday, January 10, 2020 in front of the Thrift Store Staff, Customers and Volunteers. Major Susan told Ruth that she was “suspended without pay for the rest of the day” and should go home.

Ruth’s main complaint, which was shared by other workers, customers and volunteers (written statements are attached) that Major Susan Anderson continually treats and speaks poorly to them, along with threatening to shut the store down due to their inability to performance their duties in a manner which reflects ARC stores.

Another great concern was the lack of communication and response from Major Mark Anderson when direction or clarification on expectations is needed. The attached documentation shows that Ms. Ruth Horton has sought clarification on why the responsibilities of her Thrift Store Manager position have been moved, with staff being told to take direction from the Andersons.

Ruth clearly understands that new Officers can make changes as they see fit to better the Thrift Store, however she is not understanding why different directions are provided to staff without Ruth also being involved, processes have been implemented to mirror ARC stores and Ruth believes with her 18 years’ experience in the store changes should be discussed before just being demanded that they take place.

Her staff has been asked to report daily counts and comments on Ruth’s behavior directly to the Officers and is creating a very distrustful hostile environment within the team. In speaking with all of the staff and volunteers, they each shared that they are fearful each time the door opens and Major Susan Anderson walks in. They also each shared that they were seriously quitting so as to not have to deal with the yelling, degrading comments on performance and other concerns they called out in the attached statements.

Ruth provided a very articulated outline that she would like to discuss with Major Mark Anderson at a time and place that ensures respectful conversation with HR present to ensure no retaliation takes place. I have asked Major Mark Anderson to have Major Susan Anderson stay away from the Thrift Store until the investigation is completed.

My concerns of the situation, along with all notes and witness statements are being shared with Major Greg Thompson and Major Adam Moore, for their guidance and assistance in this matter since the complaint is directly related to the Officers in charge of the Thrift Store.

