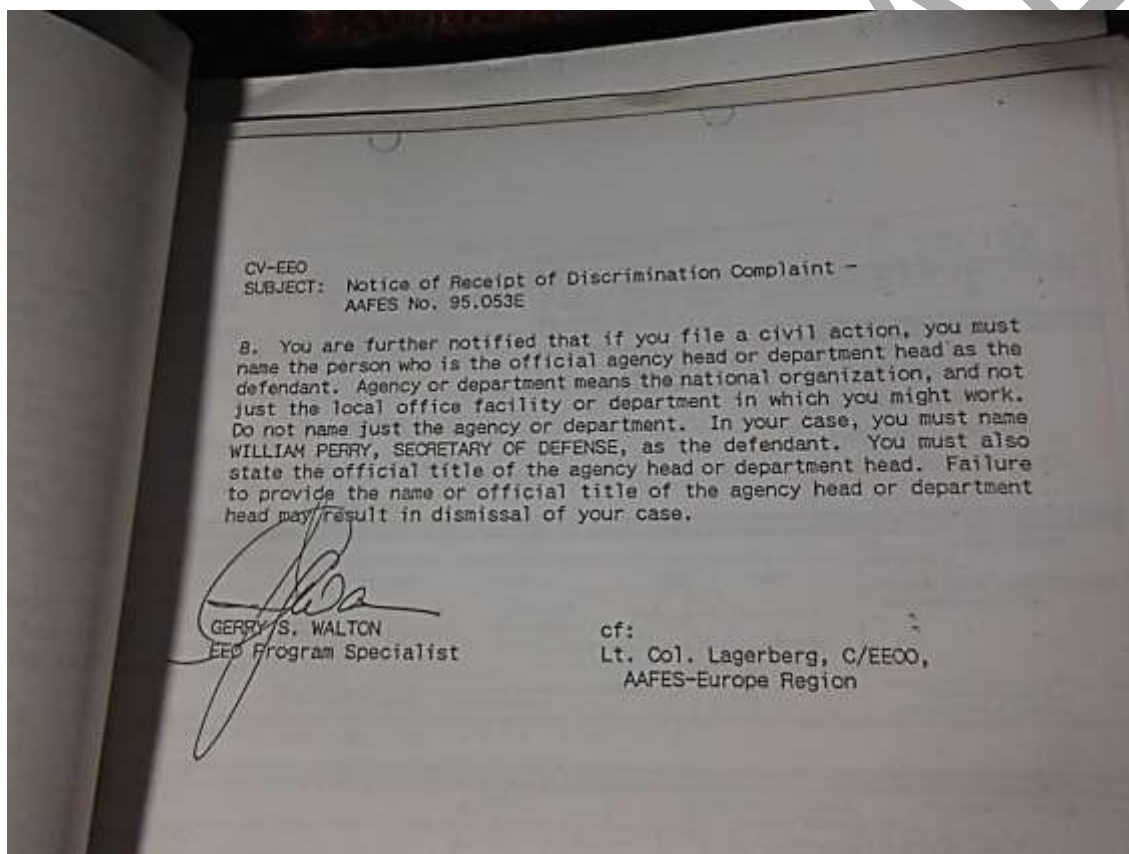


Official Agency or Department Heads in national organizational structure involved as of 2018 as per EEO Program Specialist instructions as scanned below this statement:

Ray Sprinkle, President and CEO at United Retail Merchants (URM), of City of Spokane (Inc.), WA;

Jeff Philipps, President and CEO at Rosauers Supermarkets, Inc., of City of Spokane (Inc.), WA;

James N. Mattis, United States of America Secretary of Defense, of Pullman, WA.

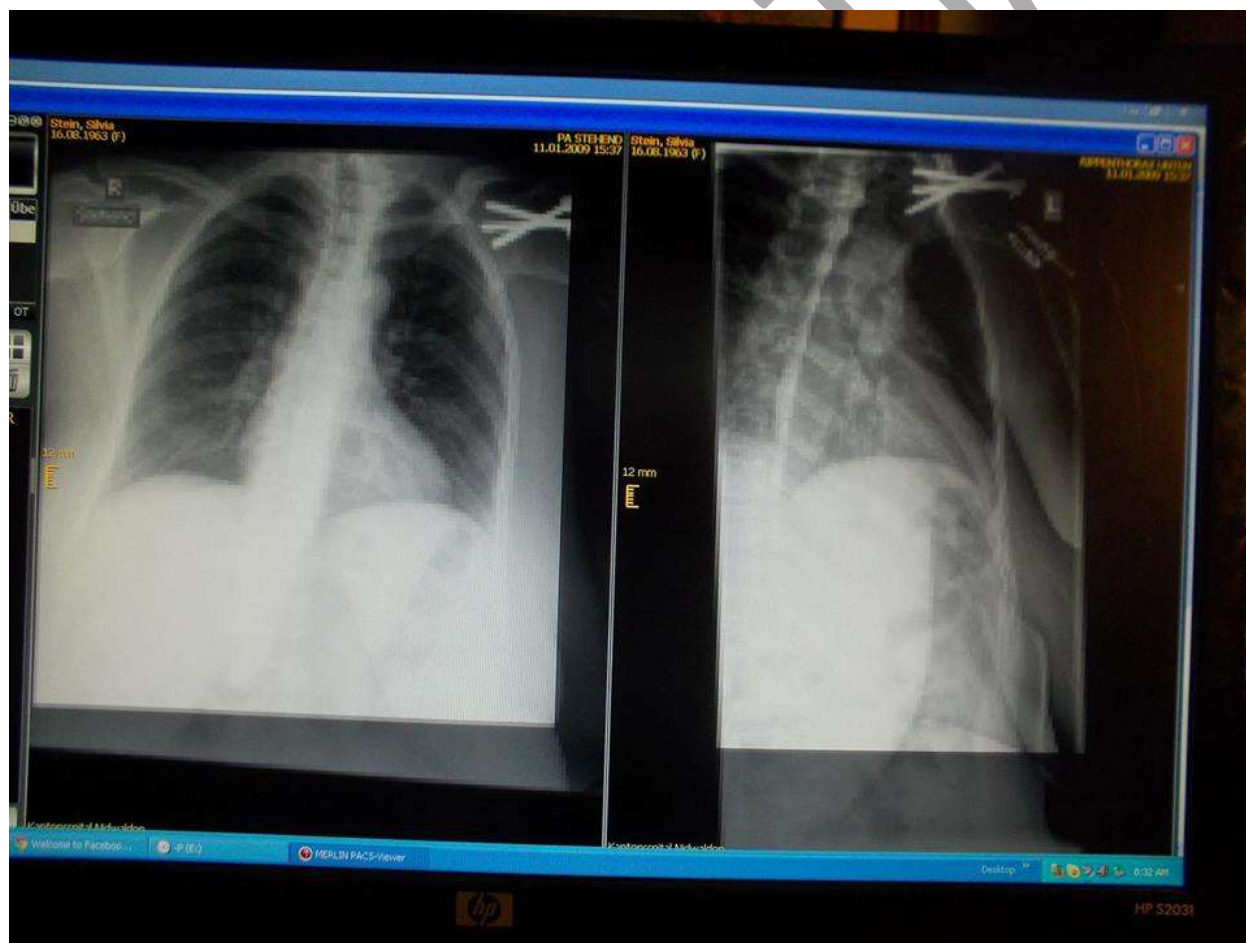


Although I should have filed this American's with Disabilities Act (ADA) complaint regarding United Retail Merchants (URM) in 2010 I feared more serious reprisals if I was known to be aware of, or to be documenting these incidents. I also did not want the process to include more costly attorney fees, being that I successfully filed and initiated a process against Department of Defense in 1994, upon advise from my previous DOD employed manager, Sheila Richarz, who advocated not prioritizing able-bodied persons in hiring and promotions. I employed an aggressive American U.S. Air Force attorney and won a fourteen year lawsuit in Germany with another aggressive German attorney whom insisted, due to my birth right of Italian citizenship, I keep all my medical care under the European Union, not trusting affiliations between

U.S. medical insurance companies and DOD since local off-duty German police officers were involved in staging a 1993 hit and run using an German insurance salesman as the driver.

The URM complaint I filed on the 26th of April 2018 is part of a long series of contractor reprisals since I first filed against a Department of Defense contractor, the Army and Air Force Exchange Service (AAFES) in 1994.

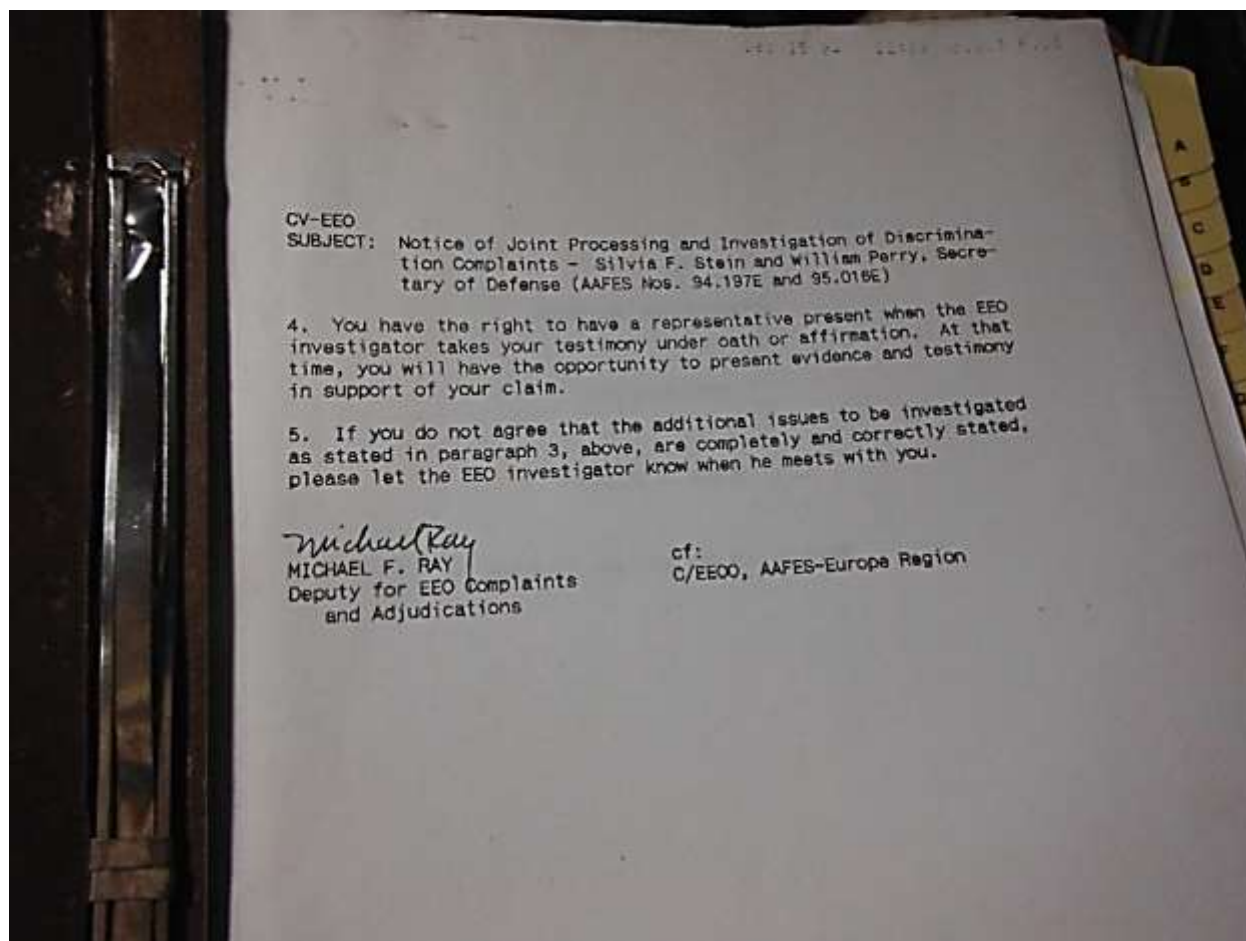
To provide the background to the URM case, which operates in Spokane, WA with Department of Defense contractors primarily through Fairchild Air Force Base, WA, in 1993 an American manager of the DOD contracted AAFES, Sheila Richarz, followed ADA law for the workplace after I was hit on June 11, 1993 by an insurance salesman in Germany so that I was protected with my flail and later amputated left arm with a rebuilt titanium audio resonating left shoulder, and a spinal injury (spinal myelopathy) 1993 that impairs my left leg mobility and right hand tactile ability to hold small items like keys and pens (often accused of looking like a 'drunk').





U.R.M., above, is located directly across from Gonzaga University campus, with an active Department of Defense U.S. Army R.O.T.C. program, whence serious ADA reprisal violations (Stein, 2017) followed my file, with the numerous medical statements to protect me from further physical injury, as I sought to transfer the EEO investigation files initiated against Department of Defense in 1994 and officially recognized in 1994 by U.S. Air Force attorney Edgar R. Jones (8 EEOC cases from 1994-1996 consolidated into files 94.197E & 95.016E, 95-053E, 96.048E) to three local Gonzaga University Law School attorneys in the summer and autumn of 1996: Gregory J. Arpin (referred to me by former Vice President of Gonzaga University, Prof. Frank Costello, S.J.); Carl Maxey; a former U.S. Army J.A.G. attorney, Mary Schultz, who kept the EEO Investigation files for several days to copy them for her office in 1996, perhaps to use as a 'football' play book for later on-campus bullying which occurred, using similar bullying and mobbing tactics as documented by EEO investigators in the AAFES workplace (Stein, 2017). Following attorney Edgar Jones' (USAF) directions I never accepted DOD/Army and Air Force Exchange's offer of a monetary settlement, and instead insisted on keeping the case open, as per my attorney's strategy, creating a legal loophole for continuing documentation of the ongoing pattern of DOD related contractor reprisals after my initial official filing an ADA complaint in 1994 against DOD. The three local Gonzaga University Law School attorneys agreed that even more very costly attorney fees and patterns of documented reprisals were needed to firmly establish the systemic prejudice for my case initiated against DOD to be eventually closed by me, as I pursue now.

Thus, I only filed the U.R.M. ADA violation issue in April 2018 after another ADA violation incident in a long history of Department of Defense contractor ADA violation patterns (Silvia Francesca Stein vs. William F. Perry, Secretary of Defense) after realizing that the United States Department of Justice has an efficient and free on-line ADA complaints process. Thus I write this document for the process myself, without hiring another attorney.



I write this document out of concern for a pattern of persons threatening to ban me from work and other basic activities simply for having a physical handicap, in violation of ADA guarantees. On the 25th of April, 2018, in Spokane, WA, at a URM store, Rosauers, the manager, a white male, Mr. Tony Shafer approached me without warning and with a typical Army ROTC interrogation style line of questioning (FM 2-22.3 Human Intelligence Collector Operations) assumed to 'know all' about me, stated that he had an active file on me since 2010, and rapidly repeated the same questions just altering the vocabulary terms as if to cause a false confession on my part, and held a silent smiling pose trying to stare me down trying to make me nervous – which failed since for my PhD research I was taught to interrogate violent suspects (Stein, 2017).

Mr. Shaffer's line of questioning was the following:

I want to talk to you.

You were involved in the cigarette in the parking lot incident.

Did you trespass after the restriction from shopping.

Did you come onto the property after the restriction.

"I wont let you to shop here anymore".

I don't want you disrespecting my employees.

I explained to Mr. Shaffer that with my spinal injury I sometimes drop small things in my hand, such as keys, eye glasses and pens, though this is not an act of malice, simply my ADA status. I also explained that often I have to correct his employees so that they abide by ADA guarantees to accommodate my handicap, though this is not done so as to offend them, just so that they abide by ADA regulations.

Acting a little startled, that maybe he had a wrong impression about me, Tony Shaffer then lowered his eyes and I knew I had clarified to his satisfaction, though perhaps not to URM's satisfaction, the potential ADA violations involved due to my inability to hold some items, and my tendency to fall, when my spinal myelopathy condition since 1993 is under stress. Seeing that Tony Shaffer was willing to reconsider his threat to ban me from shopping at URM stores, I realized that his URM superiors in management had a file on me that violated my ADA status, as Tony Shaffer had verbally stated to me, I then realized that I should file another ADA complaint, as I did on the 26th of April 2018, to address this systemic issue of ADA violations and reprisals since 1994 that preceded Mr. Shaffer's employment at URM stores.

In a self-confident manner, having been a university lecturer for undergraduate and graduate business students like Mr. Shaffer, I then extended my hand to shake Mr. Shaffer's hand, and Tony Shaffer reciprocated. Tony Shaffer then followed me, from a respectful distance, from the now empty aisle of interrogation, clarification of issues, and hand-shake, to the change of scenery at the cashier's lane under the surveillance cameras where from behind another tall and heavy set brunette, a regular Rosauers' employee working cashier and holding some level of front line cashier supervisor authority (Carla?) bumped me from behind my left rebuilt shoulder where I have an amputation and cannot protect myself (https://en.wikipedia.org/wiki/FM_2-22.3_Human_Intelligence_Collector_Operations). The bump from behind at my left shoulder with the amputated arm seemed very purposefully done as I stopped at the cash register facing another cashier before me.

Being born in Italy, and often assisting my elderly mother Gigliola M. Addini-Stein, an Italian citizen living in Spokane, WA, I found this not only an ADA violation, I found this to be an anti-Italian immigrant blatant act of prejudice, based on negative stereotypes about us Italians (Stein, 2017).

I had the distinct impression Mr. Shaffer was coached on violating my ADA rights as if one of his superiors had access to my case file against Department of Defense. Mr. Shaffer's approach was identical to the documented and reported incident documented by EEO investigators in 1994 whence the German national manager at Department of Defense's Army and Air Force Exchange Service enacted a blatant ADA violation incident: "I don't want you working here anymore and I want you to quit" (supported by the sworn statement of Judith Kincade, Sponsored by United States Air Force Colonel Kincade, signed affidavit against Gisela Weinreich for the EEO investigator in EEOC # 95.053E).

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AFFIDAVIT

STATE OF / CITY OF HEIDELBERG
COUNTY OF / COUNTRY OF GERMANY

I, JUDITH V KINCADE
(Affiant's name), Salon Associate NPY 3
(Present or former job title and grade)

HEIDELBERG EXCHANGE
(Present or former exchange location), _____
(Present organizational/home address)

hereby make the following statement under oath/affirmation: Pursuant to Public Law 93-579 (Privacy Act of 1974), as an individual supplying information for inclusion in a system of records, I have been informed:

EFFECTS OF NONDISCLOSURE: Disclosure of information by me is voluntary; however, I realize my failure to respond could result in a recommended disposition of the case on the basis of information available. Witnesses who are AAFES or Department of Defense employees may be subject to disciplinary or administrative action for failure to testify.

AUTHORITY: The authority to collect the information requested by this inquiry is derived from Title 29 of the Code of Federal Regulations, Section 1614, and AR 60-21/AFR 147-15.

PURPOSE AND USES: The information supplied will be used as part of the record in an EEO discrimination complaint. The record will be furnished to AAFES officials and may be furnished to other officials of the Department of Defense, the Equal Employment Opportunity Commission, Federal investigative agencies, or to others as published in the Federal Register. All testimonies are provided without a pledge of confidence.

Q. Do you have a physical or mental disability that limits your major life activities?

A. No.

Q. Did you hear Ms Weinreich tell Ms Stein to scrape the shelves?

A. I did not hear her say this, but I saw Silvia Stein doing this and asked her why she was doing this and she told me that Ms Weinreich had told her to do so.

Q. Did you ever hear Ms Weinreich say "I want you to quit" to Ms Stein?

Affiant's initials JDK

Page 1 of 3 Pages

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XYZ

AFFIDAVIT
(CONTINUATION SHEET)

A. No, however I got the distinct impression that she was trying to make Silvia quit.

Q. Why was the award for both of you disapproved?

A. I was told twice, once by Ms Weinreich and once by Karyn Newman that I was getting an award. Ms Weinreich even told Karyn who had put me for the award that I should not have been told because now this would ruin the surprise. Ms Weinreich informed me on the 15 July 94 that award ceremony was to be held at the Casino Club at 9 am. On the 19 July, in front of my son Ms Weinreich told me that the awards ceremony had been cancelled and I was not to attend. I found out later around the 1 Aug 94 that the ceremony had been held as scheduled from a conversation I had with Ms Beth Gross HRM.

On 2 August I talked to Silvia Stein and found out that she had also been told that she had been nominated for an award and was also told that the ceremony had been cancelled.

I also found out that Karyn Newman had received an award that was signed on 20 July by Mr Sprank the General Manager. She had this award on her wall and later this award disappeared.

JK

AFFIDAVIT
(FINAL PAGE)

[Handwritten signature]

I have read the above statement, and it is true and complete to the best of my knowledge and belief. I understand that the information I have given is not confidential and may be shown to the interested parties.

Judith V. Kemcade
Affiant's signature

11 May 1995
Date Signed

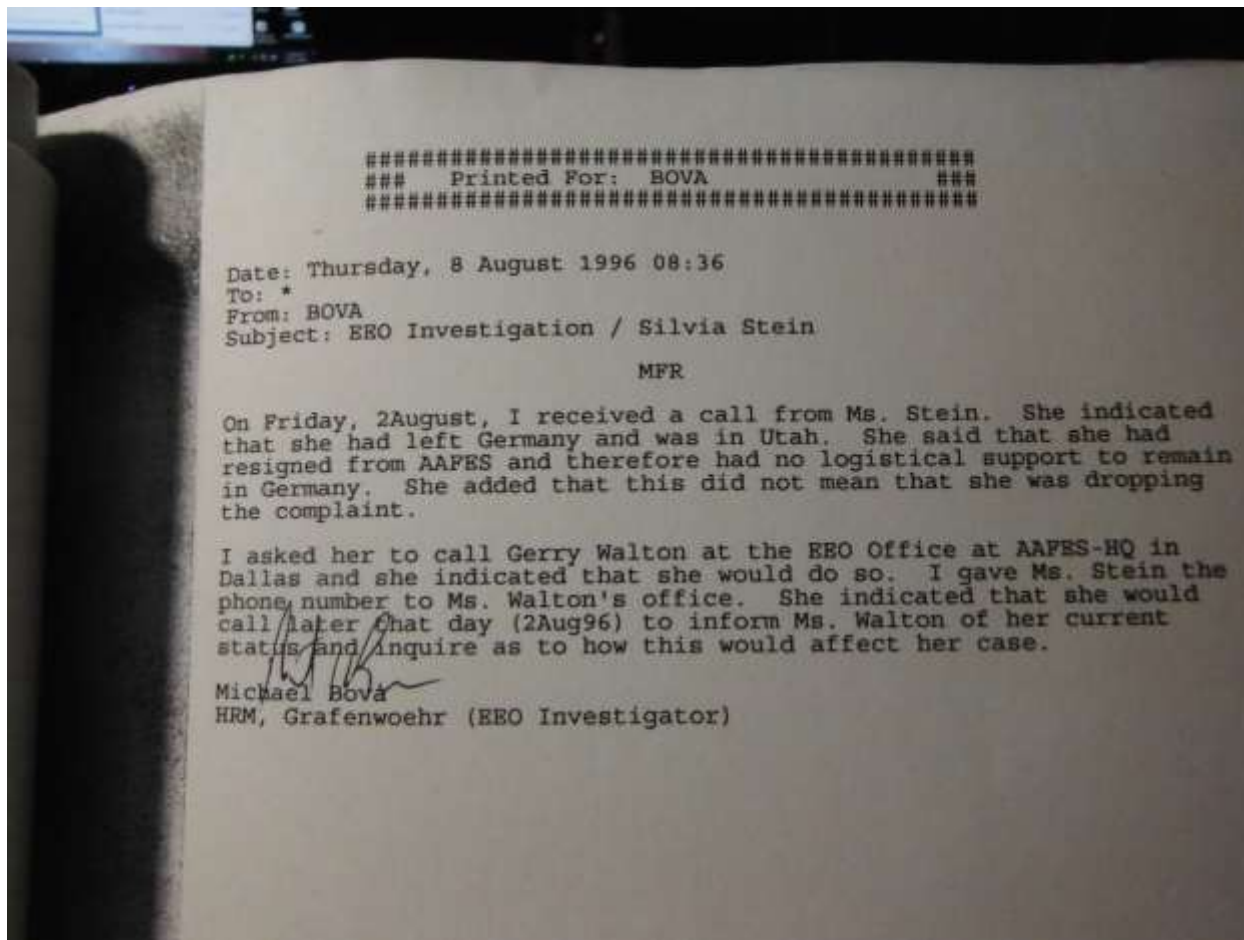
This statement was sworn/affirmed
to me in person/by telephone at
Heidelberg.
On 11 day of May 1995

[Handwritten signature]
Signature of EEO investigator

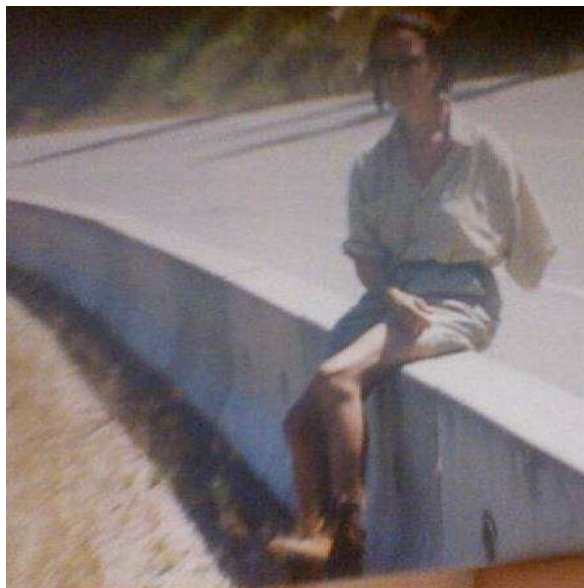
[Handwritten initials]

Page 3 of 3

The ADA EEO complaint process I initiated with my attorney against Clinton Whitehouse Administration William F. Perry Secretary of the Department of Defense, as documented below, was never closed, strategically awaiting to present irrefutable patterns of ADA violations and reprisals (Stein, 2017), dating from 1994 through 1996 to the present.



Ms. Gisela Weinreich's statement preceded a systemic organizational practice of replacing fulltime older or mobility challenged qualified employees with absolutely all younger able-bodied employees in training across the organizational structure creating a very dangerous environment of ADA and other abuses (Sennewald, 2003).



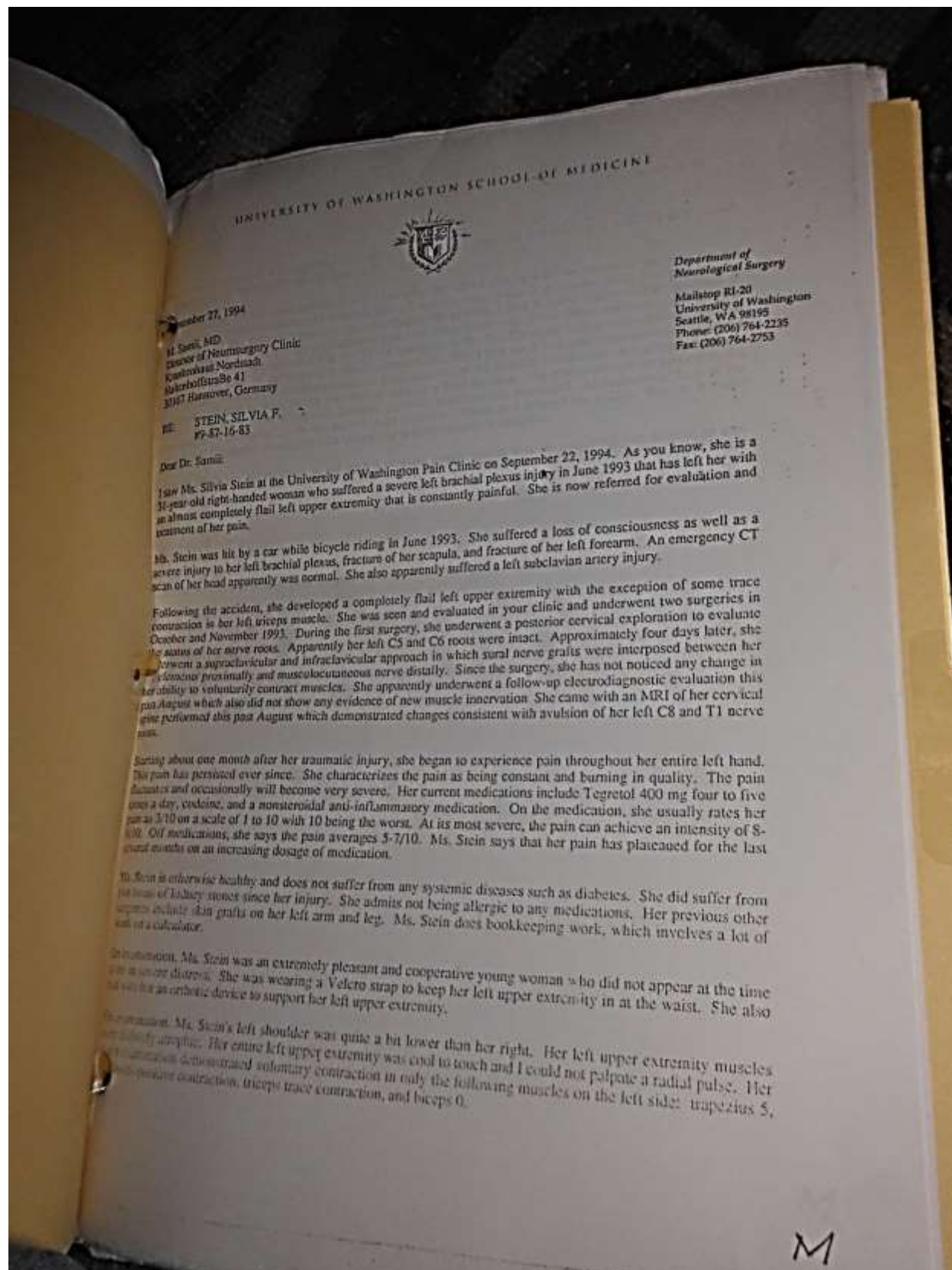
Above is a photograph of me sitting near a campsite in 1996 after filing my ADA cases against Department of Defense, who for three years tried to work me as if my physicians' statements about my limited mobility and non-functioning left arm were wrong. The Department of Defense contracted employees stopped bullying when realizing, after my left arm was amputated, that my physicians' testimonies since 1993 were correct, though at that point, after the amputation, satisfied that the DoD contractor wanted to financially settle, I resigned never closing the case, leaving it open as a legal loop-hole.

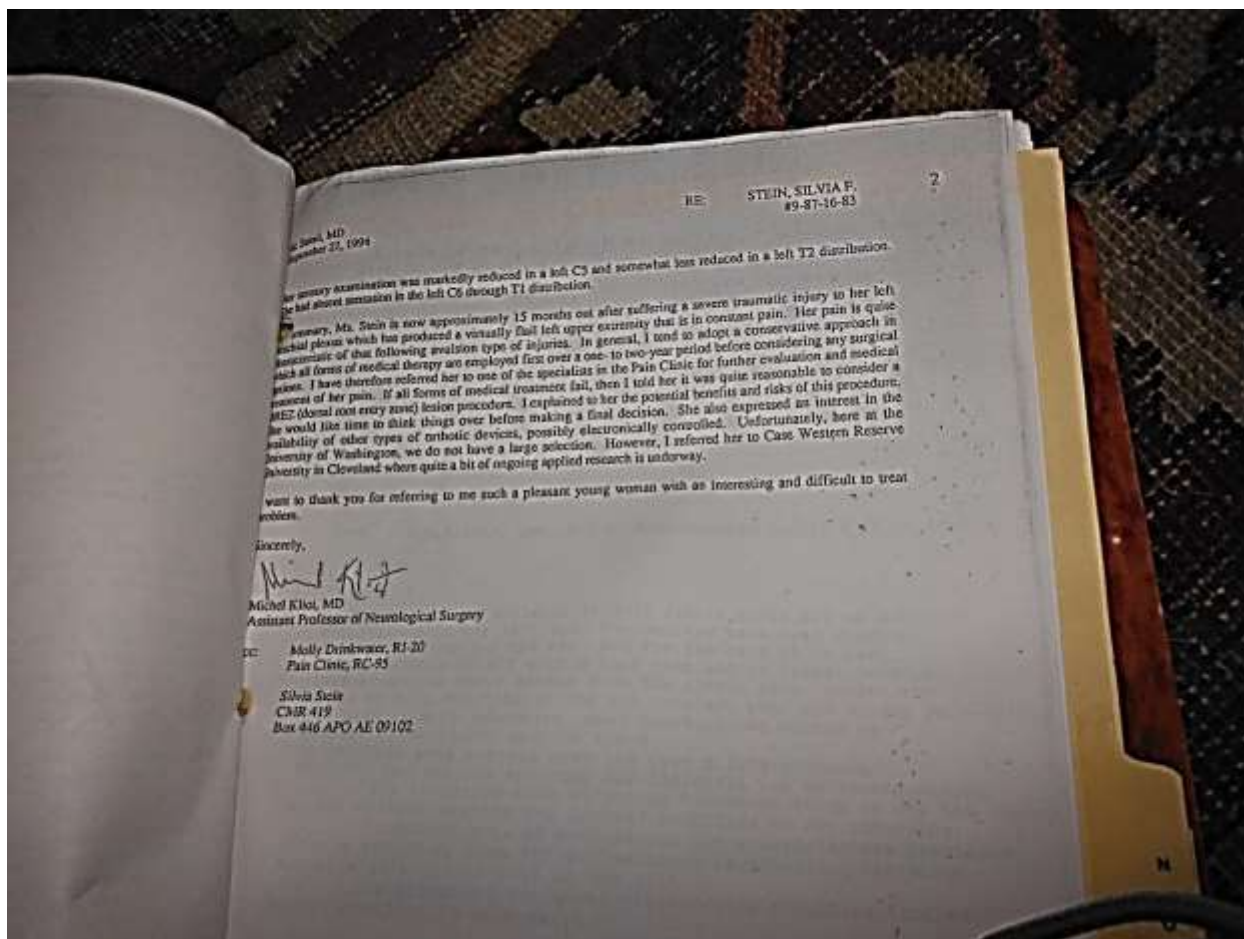
My goal was career mobility, which I then obtained by fulfilling requirements for two Bachelor and two graduate degrees, with my own money against attempts of Spokane, WA university campuses' and contractor mobbing to stop me (Stein, 2017). Thus when I detect another pattern of organizational ADA violations, I am prepared for the challenge.

Now, having published my PhD research and personally paid cash for private pay medical rehabilitation in Europe I am able even to compete in sprint triathlons with an above average finish placement against able-bodied female competitors of all ages, while protecting my physical handicaps from injury, as obvious below, inspired in part by our former warehouse man, a bodybuilder, who encouraged me to 'fight back, after our former manager, Sheila Richarz, met ADA provisions for me to return to the workplace in 1993.



Since 1994 I have many medical affidavits from Europe and Washington state which DOD and their affiliated contractors have failed to adhere to, in violation of ADA guarantees. Here is one, from the University of Washington, of the many physicians' statements registered with Department of Defense contractors that EEO investigators included in the case files (EEOC #95.053E):

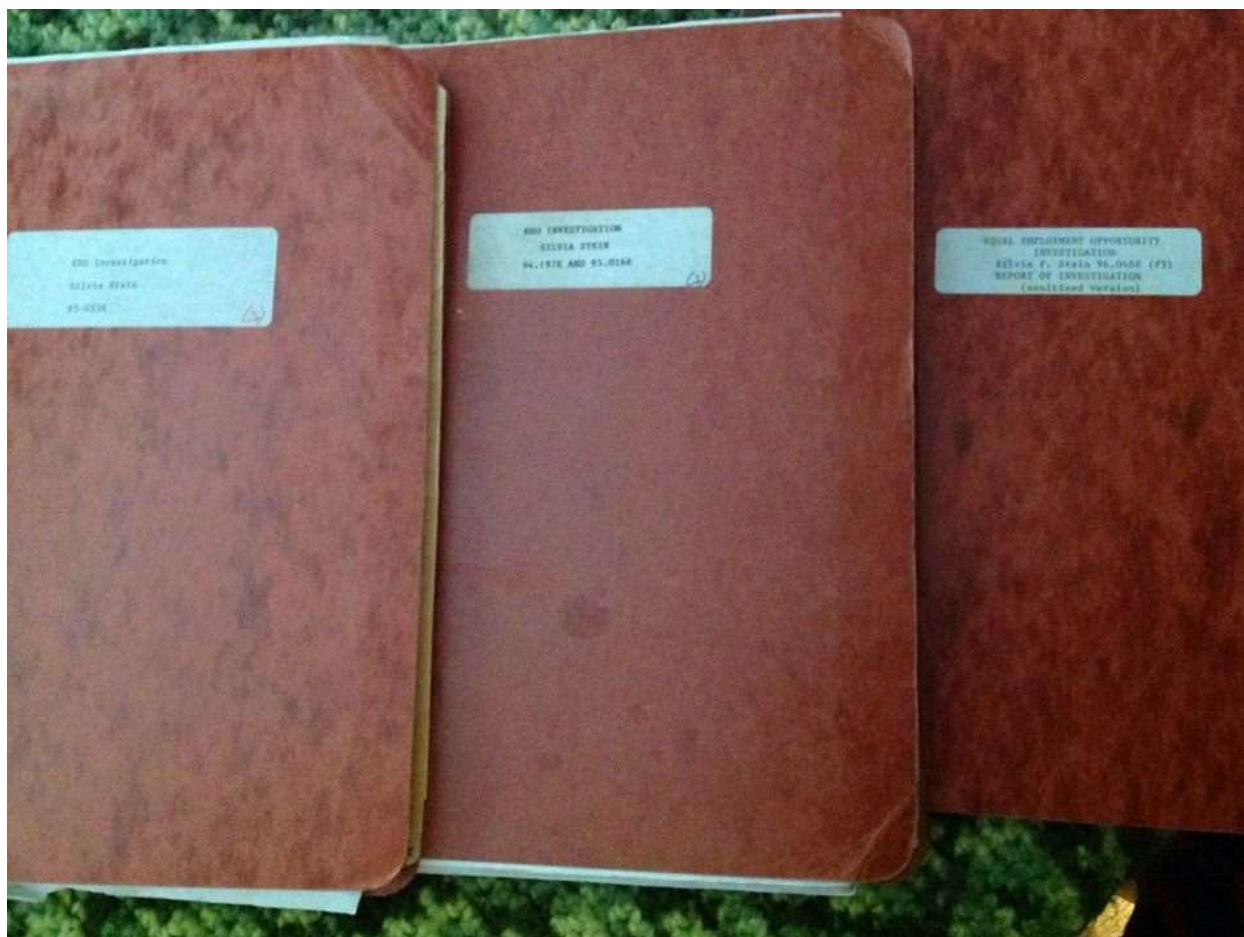




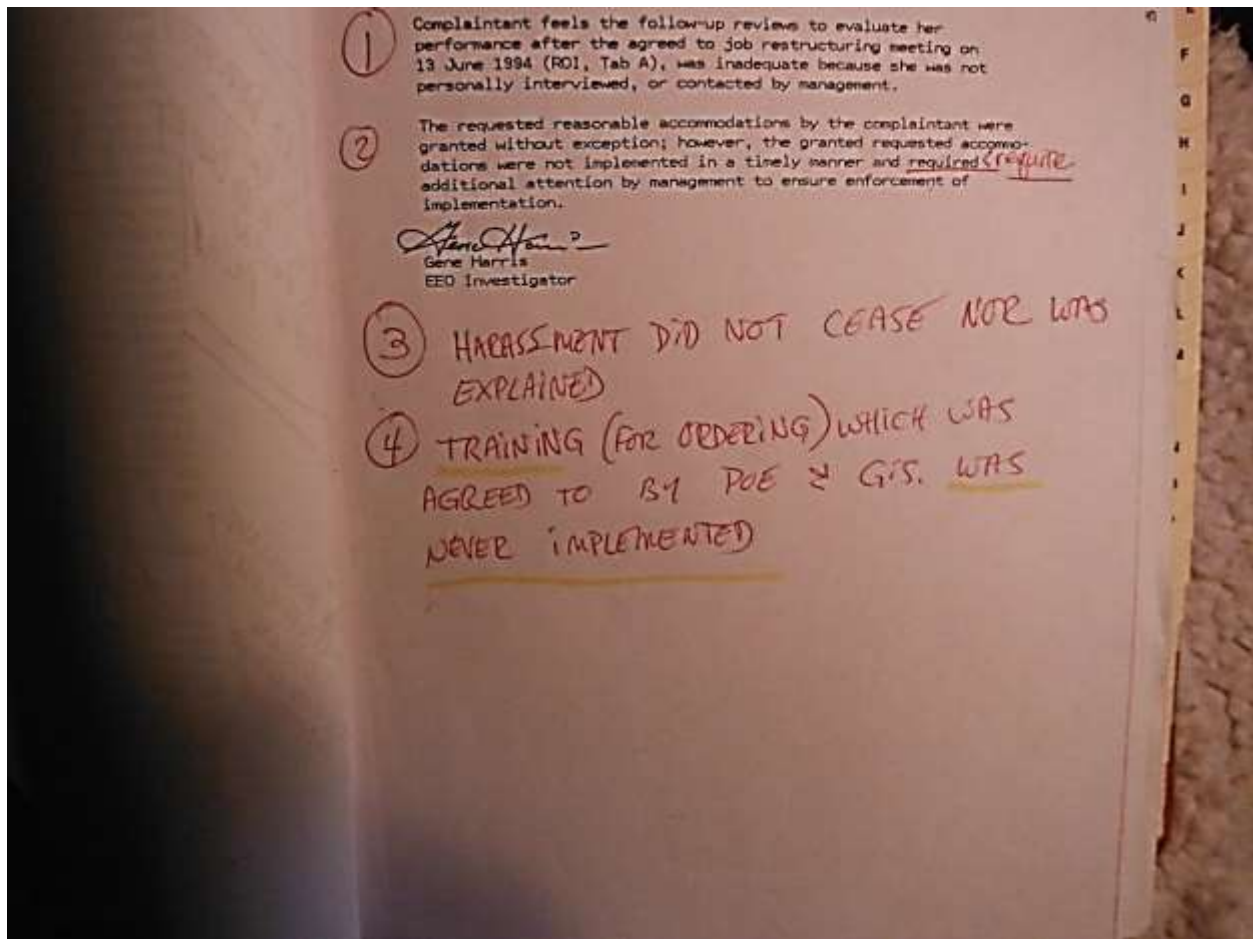
Below is the AAFES (96.048E) comment header reported by the EEO investigator regarding the administrative use of handicap status identification on the official paperwork in not selecting for advancement nor hiring persons with a visible physical handicap. The investigator also found evidence of "NO HANDICAP" able-bodied employees deceiving me by providing me false information regarding the application process for promotions.

The image shows a stack of USDOJ application forms. The top form is titled "APPLICATION FOR JOB VACANCY" and includes fields for "APPLICANT'S NAME", "JOB TITLE", "LOCATION", "ANNOUNCEMENT NO.", and "DATE". Handwritten entries include "FEMALE NO HANDICAP", "953", "12/1/95", "MALE NO HANDICAP", "17/1/95", "FEMALE NO HANDICAP", "953", "11/1/95", "MALE NO HANDICAP", "11/3/95", and "FEMALE NO HANDICAP". A large "COPY" watermark is visible across the bottom half of the image.

Since 1994 the pattern of documented retaliatory reprisals is obvious by entities recruited or enabled to target me after my initial filing a notice of an ADA violation.

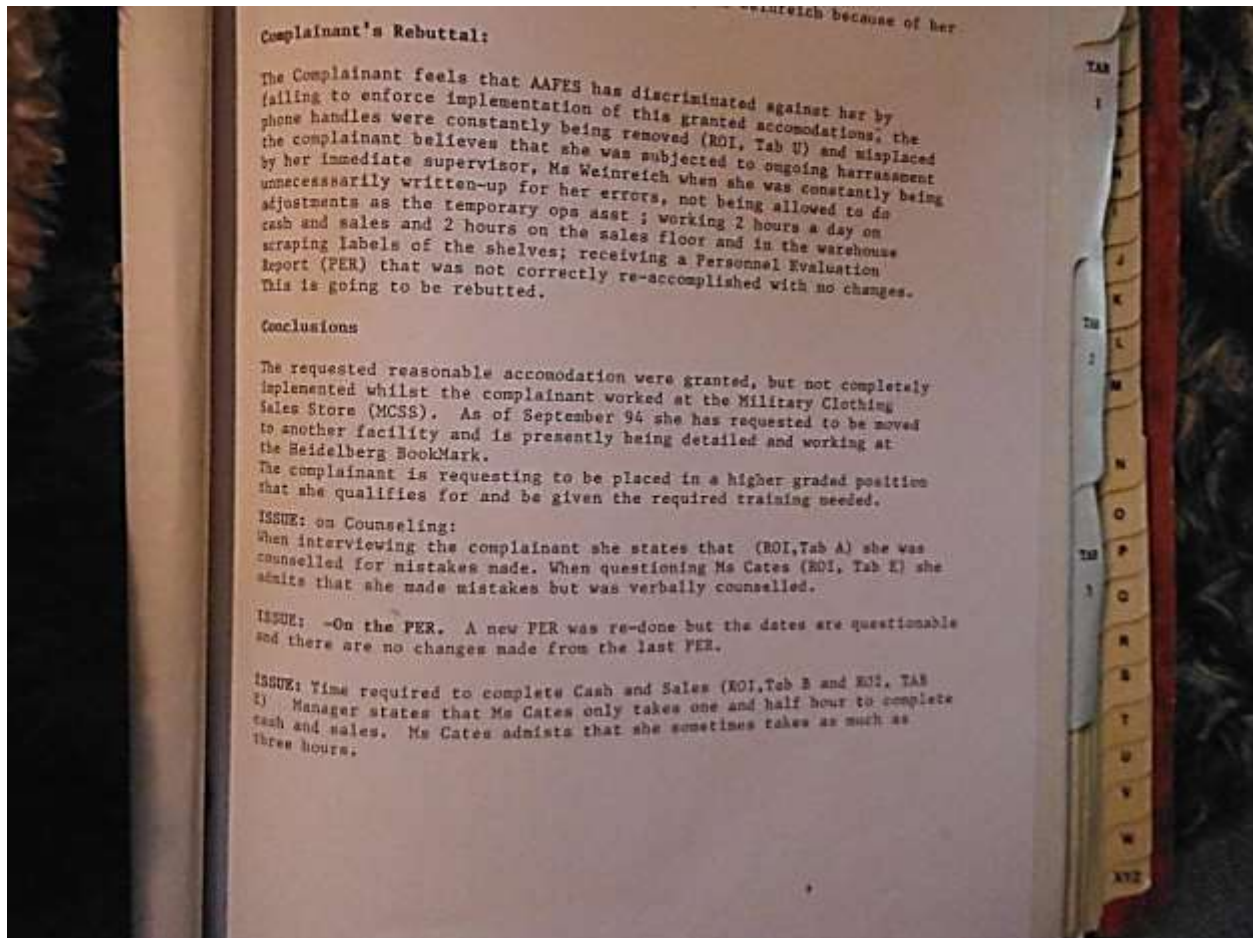


Since 1994 case files of Silvia Francesca Stein vs. Clinton Whitehouse Administration William F. Perry, Secretary of Defense, EEOC #94.197E & 95.016E, establish that after my initial filing of an EEOC ADA complaint upon returning to work after a hit and run by a driver in Germany, management failed to respond to my requests in a timely manner, and as with URM since 2010, as reported by Tony Shaffer, has purposefully left me out of discussions concerning me or my accommodation requirements; as if management only listens to or interviews less qualified personnel providing biased misinformation to spike or nail me, trying to force me to quit my job or prevent me from basic shopping access, a common networked campus workplace mobbing tactic (Tafjel, 1982). Documentation of EEO investigator findings establishes that commonly after I file an ADA complaint others try to speak for me, when professionally I am more qualified. See EEOC #94.197E & 95.016E document below:



After the findings of the above documented EEO Investigator interviewing co-workers, the retaliation following my initial complaint compounded against me AND my co-workers, with the goal by AAFES Management to completely replace the staff with all white and "NOT HANDICAPPED" staff. To demoralize me to quit my job I was forced to work warehouse and shipping tasks such as unloading, stacking, and reviewing the monthly warehouseman's paperwork as Gisela Weinreich was taking away from our African-American warehouse man, our inspirational 'pilot' who maintained a pleasant working atmosphere selecting the office and warehouse music and with his bodybuilding talent was always available to model excellent manners in escorting someone through the workplace or off the premises, Robert 'Buster' Wright's tasks to also force him to 'quit'. Buster, who was an amateur bodybuilder, was dating a young white German lady. Weinreich ordered me to work 'Buster's' chores with only one functioning arm and a spinal injury, endangering my health, when the warehouse worker was absent, and simultaneously being held responsible for the business accounts. For minor issues I was formally written up by management while the same management only made verbal reprimands when a younger employee and able-bodied female I was mentoring made grievous mistakes. My accounts performance was twice as fast as the younger able-bodied female trainee, even if I was assigned dangerous warehouse chores (requiring two arms) and repeatedly finding my telephone handles removed which, without an intercom, made my holding a

telephone with the same hand I took notes with very difficult to perform daily ordering and inquiry telephone tasks for a US Army Headquarters Europe accounts office position. As a reprisal, the investigator reported that management violated my ADA protection by systematically privileging and promoting able-bodied and younger women and men I mentored; as if honoring my ADA rights threatened their refusal of my ADA complaints against them. See EEOC # 95.053E document below which later the employer attempted to deny in EEOC #96.048E:



Judith Kincade, wife of Air Force Colonel Kincade, in Heidelberg, Germany also submitted the attorney notarized statements below from her daily diary of workplace harassments, noting the general environment of the German national, Gisela Weinreich, hired by the Department of Defense Army and Air Force, to force, even through violation of health conditions constituting torture, all staff to quit so as to meet a practice, in violation to EEO and ADA laws and policies, of only employing white male, or female, able-bodied personnel. I and Judith Kincade, both being university educated and of senior military command officer families already experienced in multicultural issues in rank and order military occupation zones in the USA and abroad, decided to protect not only ourselves, but also others among our staff being bullied by Weinreich, especially Robert 'Buster' Wright. With the removal of the American manager, Sheila Richarz, enlisted level and not university trained personnel were pitted against university trained and officer families causing a general loss of respect and discipline as now occurs in URM sites.

We witnessed and documented a clear pattern of young white enlisted family members being used to replace more experienced and educated persons, a kind of enlisted against officers' family members with an element of blatant racism and anti-Semitism, besides the handicappism. Also of concern was that a German national, Weinreich, was brought in to replace our American manager, Sheila Richarz, so that as a German citizen she could disqualify my claim against the German insurance employee, Koztrewa of Victoria, Gmbh, in his and the German insurance company's attempt to not pay for my medical expenses (eight surgeries), pain and injury, and loss of limb as well as other issues in employment, by trying to force me to leave Germany and drop the legal charges against Koztrewa. Instead, after fourteen years of litigation and going three times to court in Germany, including the state supreme court in Stuttgart, Germany, I and my German attorney prevailed. Thus Judith Kincade and other employees considered filing a class action suit against DOD and AFFES, needing at least five employees for a class action suit, though our fifth member, 'Buster', knowing as a male he had better chances of re-employment than us if he did not participate in the class action suit, opted to just 'quit', as Gisela Weinreich, the German national, had told him to do, to then try to get me to quit my lawsuit against the German insurance driver, Koztrewa, guilty of the hit and run and failing to stop and render assistance after hitting me with his SAAB turbo 9000 in 1993.

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Observations and notations regarding the working conditions for the staff at the Heidelberg Military Clothing Sales Store taken from my calendar entries from the last part of May 1994 until 19 August 1994.

The last part of May 1994 Ms. Weinreich appeared to be interviewing people as they would come to the cash register and say they were here for an interview. The only position vacant that we were aware of was the specialized sales associates 34 hour job that Tina Ginn had to leave when she asked to take more than her accrued leave/vacation time to make a trip back to the States and was refused by Ms. Weinreich. Three new people were hired: a vacationing male college student selected the warehouseman's assistants job; while another vacationing female college student filled the position vacated by Tina Ginn; and the third person who appeared to be a serviceman's wife was hired as an operations clerk. We already had an operations clerk, Silvia Stein, and it seemed strange that we would need another one. None of these jobs were posted on our break room bulletin board and no one in-store was told they would be available.

On June 1st, 1994, it appeared that the person who had been hired as the "other" operations clerk, Pam Cates, seemed to be displacing Silvia Stein and was taking over her job and desk while Silvia was scraping labels off the shelving in the warehouse all day instead of doing her usual work. Pam was calling other stores trying to fill customer orders and doing Silvia's daily tasks while Silvia was scraping in the warehouse.

On June 8th, 1994, when I came to work, Silvia was sitting in the break room at the break table with a calculator that had been moved from the main office desk and I asked her what she was doing there. She told me she was adding up the orders that were made last week from our inventory books. Pam was at Silvia's old desk in the main office and she appeared to be doing all of Silvia's work there while it did not seem like Silvia was really being given any real work to do.

On June 10th, 1994, when I came to work, Silvia was again sitting at the table in our break room but there was no calculator or anything connected with her work on it. I asked what she was doing and she said she had not been given any work, so she was writing a letter to her father just to be doing something. Pam was at Silvia's old desk in the main office. When I signed for a cash register drawer, I noticed that the two telephones in the main office that had had adapters on them so you could place the telephone at

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your ear and use your shoulder to hold it in place so that you would have a hand or two free to write with while you talked on the telephone, no longer had the adapters on them. The adapters had been removed which was a job for a tool since they had to be screwed in place. The telephone in the break room desk has an unremovable adapter and it was still in place.

On June 15th, 1994, when I came in to work, I noticed that the two removed telephone adapters had been put back on the telephones in the main office. I also noticed on this day that the copying machine had been moved to another place which seemed to be less convenient for Silvia to use. Ms. Weinreich and Mrs. Newman happened to be taking a break the same time I was so I finally got a chance to ask them why none of us already working in the office were asked if we wanted to fill any of the three jobs she had recently filled. They explained to me that all three people were hired as "intermittents" and that was a step below our grades and they assumed that no one presently working would be interested even though the HPP rating was higher for two of the positions. This was the first we heard about them being intermittent and it was also explained that you did not have to post intermittent jobs and that was why they were never on our break room bulletin board.

On June 29th, 1994, the full time warehouseman, Robert Wright, walked off his job leaving the intermittent male vacationing college student alone at the job. The college student took over the full time position without the job ever being posted. The other intermittent worker, Pam Cates, was noticeably being specially trained by both Ms. Weinreich and Mrs. Newman for things which appeared to be more than her operations clerks position. Initially she did not know the combination to the office safe and if we needed money from this safe either Ms. Weinreich or Mrs. Newman would open it for us and give us the money. Now she knows the combination and can open the safe on her own. Silvia does not know the combination to the safe and she never gives us money unless the safe is unlocked. Also, Pam has access to the cash register keys and handles refunds and returns and exchanges dealing with cash, credit cards, and/or UCDPP which are done on the cash register and computer out front and Silvia is not allowed to do these operations either, yet they are both operations clerks. It also became noticable that Pam's hours seemed to change and instead of leaving work everyday at 3 PM like when she was initially hired she seems to be working much longer hours and on Saturday's too. Silvia never works on a Saturday.

15:40 +49 0228 20840

During the week of 9-15 July, 1994, Ms. Weinreich told me there was something I had to write down on my calendar as she was just given the information and had to pass it along to me. She told me that I was to attend an "awards breakfast at 9 AM on the 20th of July 1994 which was being held at the Casino Club on Campbell Barracks." She asked me if I knew where the Casino Club was and I told her I did and then I asked her if it really was a breakfast at 9 AM and said that maybe it was more like doughnut and cake time and I better eat before I go.

On July 19th, 1994, as I was taking off my nametag and putting it in my locker and getting ready to leave work for the day, when Ms. Weinreich came up to me and said, "the awards breakfast tomorrow morning has been cancelled and I was not to go." My car was in the repair shop and my son, Stuart, had come to pick me up in his car and he heard her tell me this. Mrs. Newman was in the main office at this time and she could have heard this conversation, too. I thanked Ms. Weinreich for telling me it had been cancelled as I was scheduled to be "off" on the 20th and now I knew I did not have to be at the Casino Club at 9 AM.

On the 26th of July, 1994, we had a new sales associate begin work. It was Mrs. Newman's day off and Pam Cates was up at the front cash register training Andrea Stamm, since Pam's password was not accepted by the computer I was asked to put in mine everytime they went from credit to UCDDP. Since I had been working at the store for almost two full years, I really did not understand why Pam was training the newest person when she herself was only hired two months ago.

On August 1st, 1994, I had a meeting scheduled afterwork with Ms. Beth Gross in her office and I just happened to mention the cancelled awards breakfast ceremony on July 20th, 1994, and she seemed surprised I thought it was cancelled and she asked me who told me it was cancelled and I told her my boss, Ms. Weinreich. Ms. Gross then told me it was not cancelled but was held as scheduled and I was very confused.

On August 2nd, 1994, I asked Silvia if she remembered what happened on July 20th, 1994, as she was in the office that day and I was off. I asked about the awards breakfast and she said that Mrs. Newman and Mr. Dennis Murrin both went to it on office time and they both came back all smiles and with certificates. Then she told me that Ms. Weinreich had told her also that she was getting an award and had been invited to the awards breakfast ceremony. Later, I told Weinreich told Silvia that it had been cancelled. I told

page 3 of 5

silvia that I was also supposed to go but Ms. Weinreich told me it had been cancelled just before I left work on the 19th. Silvia assured me that was not the case and told me that Mrs. Newman even had her certificate hanging up on the wall beside her desk.

On August 4th, 1994, I saw the certificate presented to Mrs. Karyn Newman on July 20th, 1994, by Mr. John Sprank hanging on her wall beside her desk just as Silvia had said it was. All day I tried to get to be alone with Mrs. Newman so I could ask her when they were going to reschedule the awards breakfast ceremony and if I could please have administrative leave on the 10th of August as everyone was scheduled to work then and I probably would not even be missed. I never could get to talk to her alone so I ended up writing her a note stating just what I have written above and left it on her desk.

On August 5th, 1994, Mrs. Newman never mentioned my note and before I left for the day I asked her if she got my note yesterday. She answered strange as she said she did not know when my "classes" would be rescheduled (when I had asked about the awards breakfast ceremony and not classes) but that she saw no reason why I could not have administrative leave on the 10th. So I let it drop and left work.

On August 6th, 1994, Mrs. Newman happened to be in the warehouse alone when I came in to ask about MP brassards for a customer and I also asked when the awards breakfast ceremony was going to be rescheduled. She told me that Gisela (Ms. Weinreich) had not told her when it would be rescheduled and she did not know. Ms. Weinreich had been on vacation since the beginning of August and had not been in the store. Mrs. Newman had been teaching Pam how to close the store and be her special helper since Ms. Weinreich was on vacation for three weeks.

On August 8th, 1994, I noticed the telephone adapters on the two telephone in the main office had been removed again.

On August 10th, 1994, I took administrative leave and did not get to work all day.

On August 11th, 1994, the two telephone adapters were still off the two main office phones and now the copying machine had been moved to a place where it was not good for Silvia to use and the break room table had also been rearranged in a new position.

On August 12th, 1994, the copying machine had been moved back to a better place for Silvia to use it and both of the telephone adapters had been screwed back on to the two telephones in the main office, but the biggest surprise was that Ms. Weinreich came in even though she was still supposed to be on her vacation. Ms. Weinreich and a man who came to the office had private talks in our break room all day long and we did not get to use the room all day.

On August 15th, 1994, Mrs. Newman left the store before 4 PM and Pam was in charge of closing and locking up, etc. Silvia has never been left in charge of closing, etc. yet they are both supposed to be operations clerks.

On August 19th, 1994, Mrs. Newman left and let Pam close the store again all by herself - she let me out and I went home. Ms. Weinreich was still not at work and I assumed she was still on vacation.

Sincerely,
Judith V. Kincade

After learning from the inside how organizations use reprisals against persons filing an initial ADA complaint, I realized that no matter how good I was at my work I would never again advance within the organization, as I feel that my life is unjustly limited now in Spokane, WA where URM stores and university campuses overlap their contracted interests with those of DOD.

I resigned my position in 1996 and went to university to advance myself, earning two Bachelor of Arts, a Masters and doctoral degrees (Political Science and Italian Studies, Communication Studies and Psychophysiology with Strategic Communication) to qualify as a forensic communication expert out-ranking any of the managers that had previously challenged my professionalism and my credibility (Stein, 2017).

As an Industrial and Organizational Psychology trained professional, I utilize this opportunity to report on an inefficient Spokane, WA workplace culture in which employees routinely underestimate the intelligence of their customers, resulting in a systemic cycle of ADA violations, specifically referring to a United Retail Merchants' (URM) Huckleberry's and Rosauers Manager, now assigned at Rosauers, 907 West 14th Avenue, Spokane, WA 99204, a white male, Mr. Tony Shaffer, in my follow up on my initial 04/26/18 statement confirmed by United States Department of Justice at 08:11. To my knowledge Mr. Shaffer, by his own admission at approximately 10:17 a.m. on 04/25/18 (my mobile telephone call to my house soon afterwards is registered), first obviously targeted me, a left arm amputee since 1996 with a rebuilt left shoulder, and a spinal injury (spinal myelopathy) since 1993 that impairs my left leg mobility and right hand tactile ability to hold small items like keys and pens (often accused of looking like a 'drunk'), to be restricted from shopping at URM stores in 2010 when he was an assistant manager at Huckleberry's, and most recently and obviously on 04/25/18, resulting in my initial 04/26/18 USDOJ/ADA statement below, which I have expanded upon previously in this attachment.

Being trained in Organizational Psychology as a Communication professional in my doctoral studies, I take time now to describe the organizational culture. I do this so that my case is understood within the broader issues of the URM organization. Through understanding the employee culture under URM's Huckleberry's, Rosauers, and Super 1 Foods a simple and effective action plan can be considered to resolve issues across the timeline and across the URM stores involved. URM stores employ ambitious persons like Mr. Shaffer, and it is vital for good businesses not to perpetuate a culture of ADA violations.

First, I identify the main problem: the work environment, specifically management, does not support a culture of identifying issues required for ADA compliance, such as clarifying issues directly with its clients, rather than relying on stereotypes. Attention is first given to big store spenders, perhaps since employees are needing to make professional connections as they hope to move on in their careers. In this ambitious environment of very young college age students as employees, only the popular wealthy and persons with the obvious physical handicap in a store wheelchair are consistently provided the 2 feet of space.

Statistically returning shoppers perform better selective quality shopping if they are provided enough space for themselves to move freely and compare the variety that Rosauers, and other URM stores, publicize themselves as providing (Diab, 2015). If these spatial criteria are not upheld, over a period of time, the feeling of being bullied turns off the customer, who happily defects to Safeway or Trader Joe's, and of

course Fairchild Air Force Base Military Commissary whence personal space is the privilege of present and former department of Defense employees. Providing the regular 24 inches to customers also benefits employees, minimizing their attention to demanding customers who feel disrespected through the constant bullying and mobbing, no matter how unintentional it is by the store employees.

Modest academics such as myself, with a physical handicap, do not flaunt their physical handicap status, rank, nor money for attention, and instead, are trampled on in this persistent URM climate. ADA violations include prohibiting or complicating physical access to vital grocery store services, bullying, and obstructing walking customers' mobility when they choose not to use a wheelchair or a cane in the grocery store (Sturgeon, 2009). A mobility impaired customer is less obvious when not using a wheelchair, or a prescribed cane, yet should be protected under ADA with the same dignity, autonomy, and rights as a customer in a wheelchair requiring the usual respectful two feet or so of distance from other persons.

I did not take action earlier since in 2010 I had little interest in local systemic prejudice since I was focused on my consulting overseas doctoral research in Europe on illegal human trafficking and I was writing up my findings for my recently German published book on motivation and illegal human trafficking (Stein, 2017). Now I take time to document and present the persistent pattern of URM employees targeting me as a regular paying customer, and possibly other paying customers, for what I would assume, as a former Army and Air Force Exchange employee in Army Headquarters Europe, as their employee on-the-job law enforcement assist take-down 'training' exercises (Sennewald, 2003) on us former civilian DoD paying customers with an 'obvious' physical handicap; as if we 'do not look good' if we have an arm amputation or walk off balance 'like a drunk'.

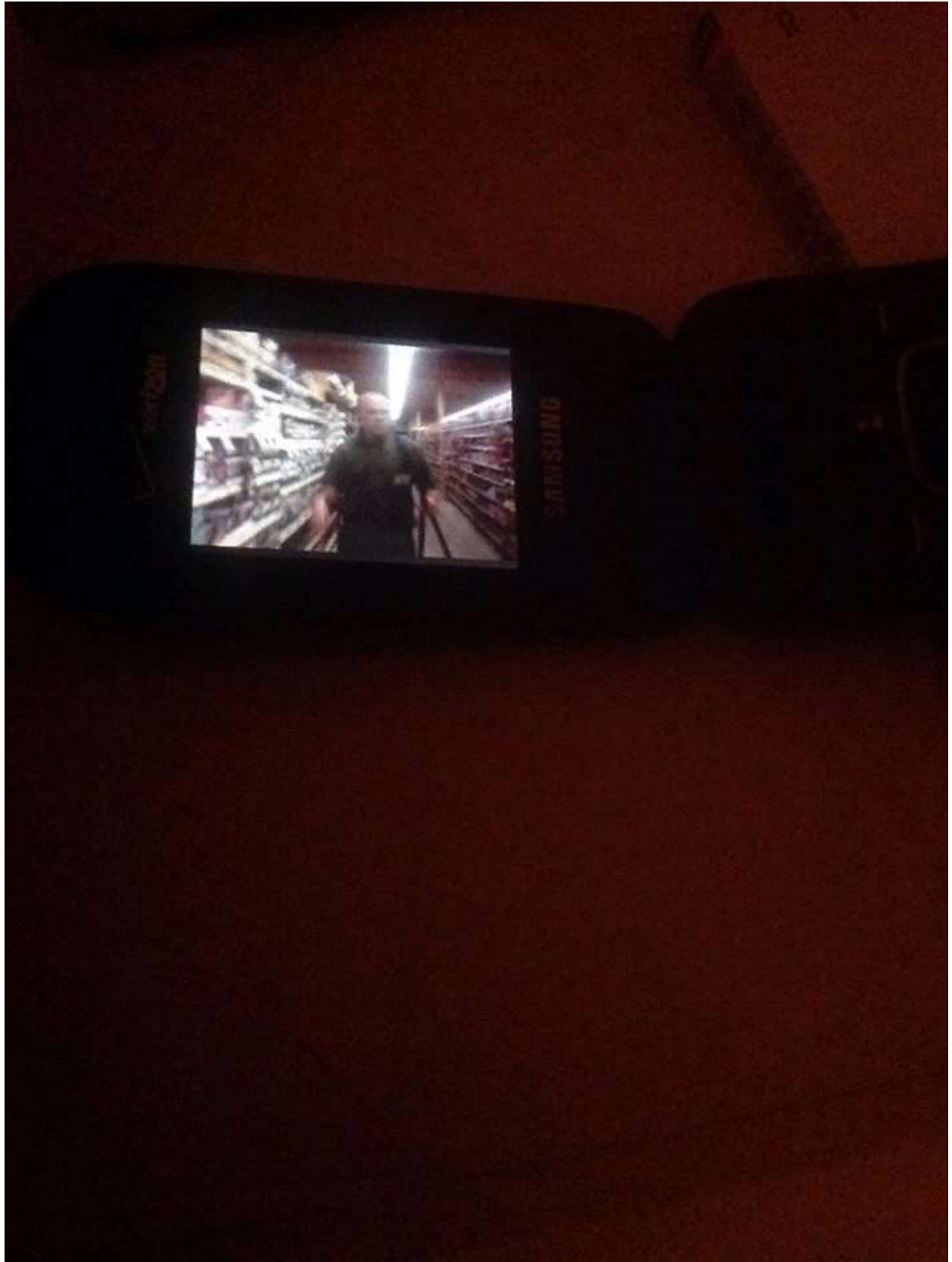
I normally do not wear my prosthetic arm because the weight hurts with my rebuilt shoulder. Visible arm amputees like myself, especially with thick eyeglasses for near sightedness (myopia) often attract unwanted prejudice in many masculinist able-bodied cultures like the military, besides Muslim and some Judeo-Christian cultures, since television, internet and film portray 'criminals' as punished through amputation of the arm in Islamic and other cultures, triggering deep state prejudices that often the perpetrator denies she or he has (Soffer, Rimmerman, Blanck, & Hill, 2010, & Stein, 2017).

Routinely, usually younger male underestimating my intelligence, employees at Rosauers and their sister corporations, Huckleberries and Super 1 Foods, have taunted me as 'needing a hand', insinuated that I need a man to 'take care' or put me in my place, have tripped me, obstructed my passage without proper warning, try to get me to change cashiers to show that I am not 'handicapped' in having me move from counter to counter, routinely bully me by passing past my sensitive left arm amputation or from behind while I am standing at the cashier requiring about two feet distance for stress free conditions, and have retaliated by stating that my complaints about their behavior is mistreatment of their employees, resulting in threats of no shopping at Rosauers and their other stores based on my occasionally dropping things from my weak right hand, like a shopping bag or a cigarette as I am at my automobile in the parking lot. The cigarette incident occurred on a windy day as I had my automobile [parked with the front out first, since I have difficulty turning my neck fully when backing out of an unpredicted parking area since handicap parking was

unavailable,] door open and reaching over to put out the cigarette in the ash tray it slipped from my hand and fell out of the parked automobile on a windy day.”

Adding details to the URM 25th of April 2018 incident involving Mr. Tony Shaffer, a white male Manager, at United Retail Merchants' Rosauers grocery store in Spokane, WA, USA at 14th avenue and Lincoln - he approached me as if blending in with floor workers, while I was casually shopping. His manner was to suddenly stand spread legged and arms on waist, directly in front and center from me in the middle of a narrow bread display on both sides of the aisle like the employee below with a warehouse prod/grab stick. Mr. Shaffer used the same stance, though the prod stick was not visible behind the removable and throwable bread stand to the right. He obviously felt comfortable doing so, without any provocation on my part, as if staging an argument trying to make me lose my control, with surveillance video camera over the bakery display counter behind him, and at the other end of the aisle a surveillance video camera and a second floor office surveillance area behind and above me. Mr. Shaffer's attitude was to be loud and confrontational as if trying to keep my attention on him while someone could try to surprise me from behind. Trained in martial self-defense (Tai-Chi) and knowing surveillance video cameras were on him and I; I made no move, holding my relaxed stance and his glare firmly, and I repeatedly warned Mr. Shaffer “do not take a step any closer” (in accordance with my mobility needs of about two feet of space around me). I took every precaution with Mr. Shaffer so as not to be accused later of any false charge. Sure enough shortly after, wearing a summer top and shorts, plain-clothed tall and clean-shaven Caucasian male with dark hair passed ahead of me from behind and on my left side with the left arm amputation, left rebuilt shoulder, thick eyeglasses, and left leg limp. It was very likely the taller man had intended to be ready for a take down assaulting my various physical handicaps on my left side, which also include a neck injury which prohibits me from fully turning my head to the left to see if someone is behind me on my left.

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The problem is a file on me and workplace culture since 2010 that stigmatizes as criminal a physical handicap.

Mr. Shaffer inherited the problem and as Manager confronted me without having his employees within sight of our chat, thus the issue, since it systemically involves three stores under Rosauers Corporation is workplace culture in organizational psychology and is the responsibility of the Managers to be fully informed to act competently in their workplace regarding rumors, gossip, and negative customer stereotypes.

Below is a photograph of the situation in 2010 that Mr. Shaffer referred to on the 25th of April 2018 when there was a lack in handicap parking and on a windy day a cigarette I was placing into the auto ash tray blew away out from between my fingers.



Overall Structural Problem lies within the Mission Statement itself, which is posted below, with my comments added in CAPITAL LETTERS (<http://www.urmstores.com/about->

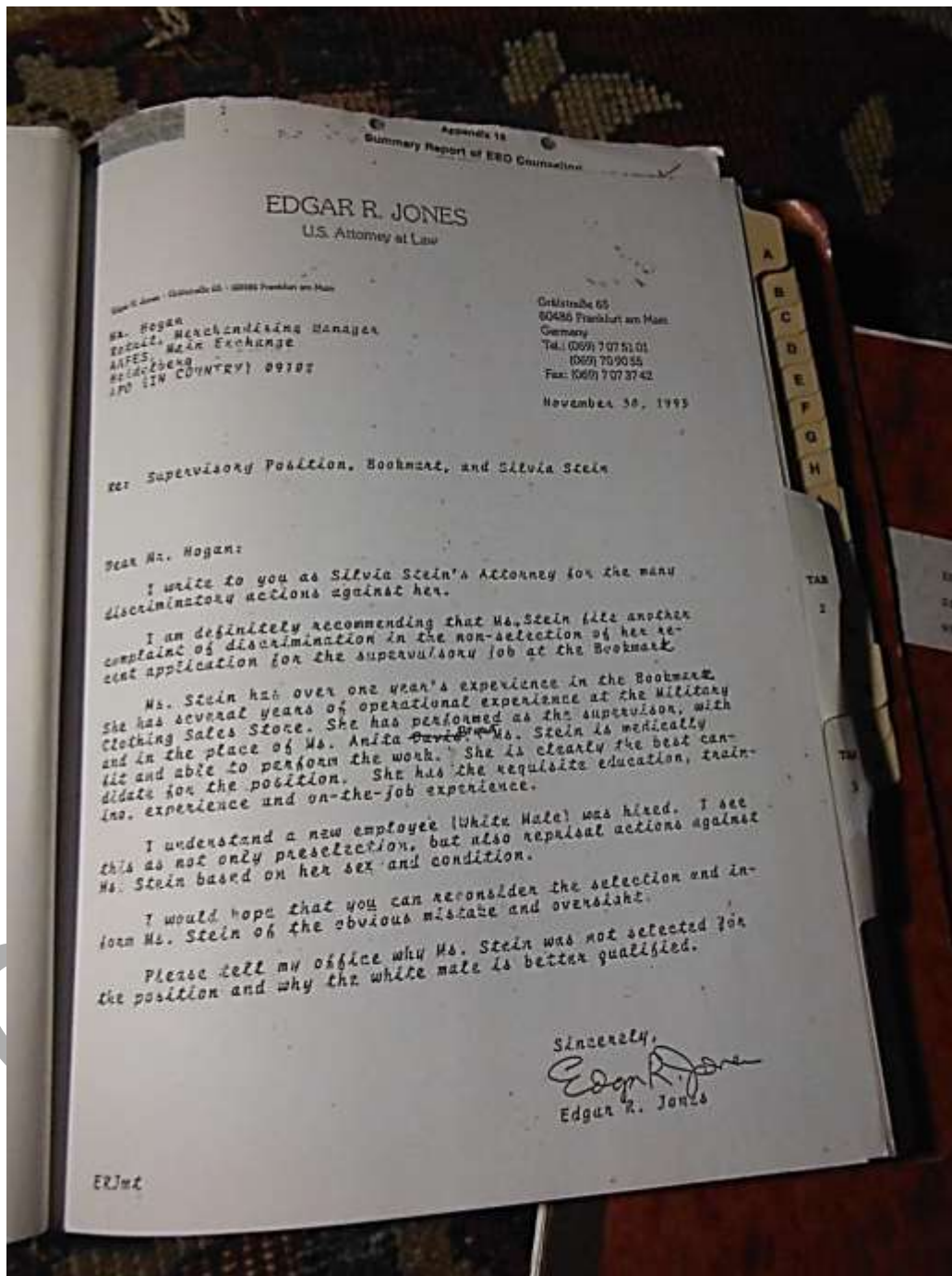
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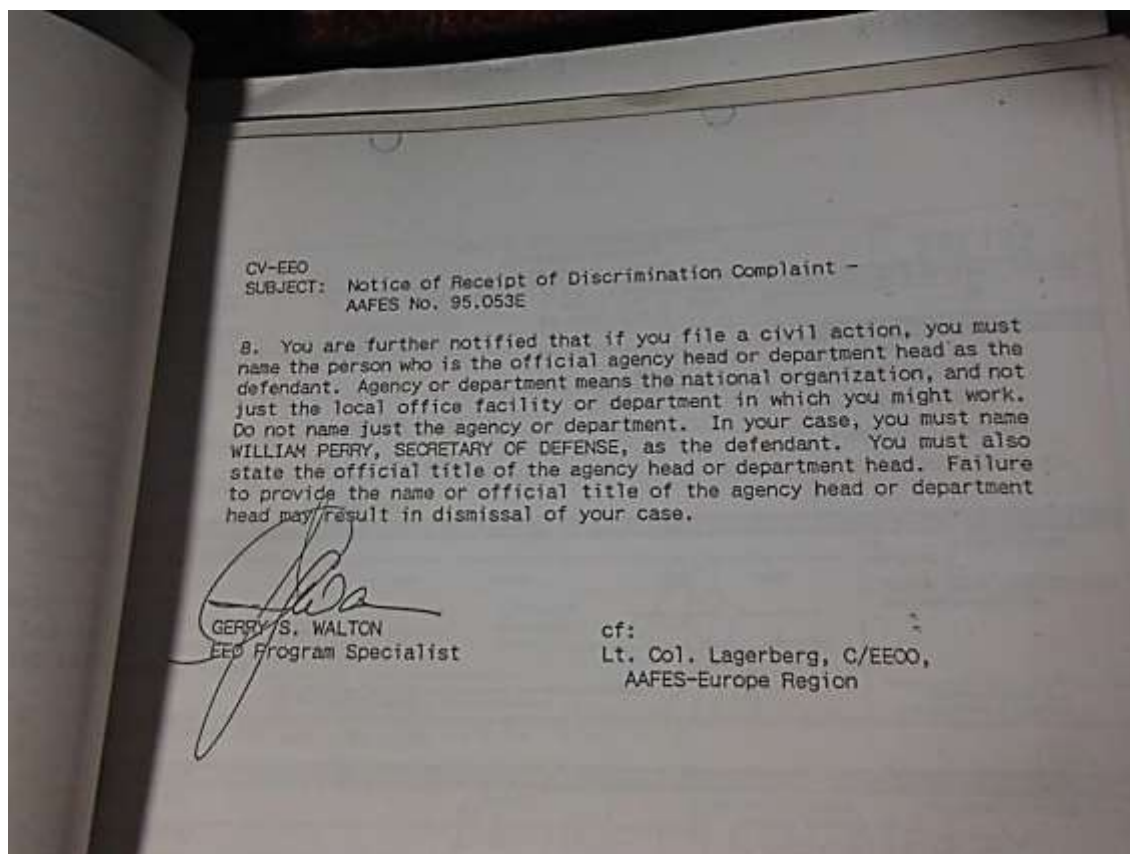


- We provide member-owners and customers with cost-effective merchandise and quality services that enable them to maximize market share and enhance net worth. THUS RUSHING CUSTOMER TURN-OVER TO MAXIMIZE TRAFFIC FOR MAJOR PROFITS IS THE OVER-ALL GOAL
- We provide and contribute to the growth of corporate profit centers. PROTECTING THE STORES' REPUTATION IS OF GREATER VALUE THAN THE CUSTOMERS' REPUTATION
- And we provide a working environment that encourages personal and career growth for all employees. EMPLOYEE ADVANCEMENT, EVEN AT THE COST OF EXPERIMENTING ON CUSTOMERS FOR DEVELOPING SECURITY AND LAW ENFORCEMENT STRATEGIES BASED ON POTENTIALLY FLAWED CUSTOMER BEHAVIORAL PROFILES THAT POTENTIALLY VIOLATE THE AMERICANS' WITH DISABILITIES ACT WHEN A DISABILITY, SUCH AS A LEFT LEG LIMP OR AN SPINAL INJURY, IS WRONGFULLY PROFILED AS A CRIMINAL BEHAVIORAL ISSUE INSINUATING ALCOHOL OR DRUG ABUSE AND TAKING TOO LONG TO ORGANIZE A BILLFOLD LIKE A STALKER

If consolidation in my case with referral to legal precedent SINCE 1994 TO THE PRESENT is possible, solving the moral insolvency in this case, here are two pertinent documents, one from my Air Force

attorney stating that "White Male" Islamic State style 'piloting' models emphasizing ablebodiedness were being tested in the Department of Defense workplace was a practiced policy in violation of ADA and EEO guarantees, and that the case remained a technical loop-hole since it was never closed:





Cordially, Silvia Stein, Published author of Unmasking Motivation (2017) available through Amazon.com

PhD Interdisciplinary Studies in Strategic Communication & Psychophysiology (Washington State University & Federal Vernadsky University, Simferopol, Russia) with Industrial & Organizational Psychology Studies (Capella University) & Church Mission (Universita' Pontificia Gregoriana, Rome, Italy)

MA Rhetoric & Communication Studies (Washington State University)

BA Political Science & BA Italian Studies (Gonzaga University)

Member of Academia.edu <https://wsu.academia.edu/SilviaStein>

Member of Researchgate.net https://www.researchgate.net/profile/Silvia_Stein

Successfully filed 8 EEOC cases consolidated into three complete files by US Air Force attorney in Frankfurt, Germany Edgar R. Jones, of Williamsburg, Virginia against anti-Semitic, homophobic, sexist, anti-Italian and handicappist United States Department of Defense contracted and funded personnel

involved in ADA violations, among other prejudices, in Heidelberg, Germany. 8 EEOC cases from 1994-1996 consolidated into files 94.197E & 95.016E, 95-053E, 96.048E.

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