

Dispute Resolution Process

Dispute Resolution Advisory Committee (DRAC)

The UNA-AHS Collective Agreement provides access to the Dispute Resolution Advisory Committee (DRAC) for three purposes, but this information sheet will only deal with Dispute Resolution Assistance.

What is DRAC?

DRAC is informal mediation facilitated by skilled representatives from both the Union and the Employer. The facilitators remain neutral and contribute their experience and expertise to help you resolve the problem. It is a voluntary option that facilitates discussion between the Union and Employer with the goal of reaching settlement. Anything said, proposed, generated or prepared for the purpose of trying to achieve a settlement is to be considered privileged, and shall not be used for any other purpose.

What is the facilitators' role?

The facilitators provide a safe and respectful structure for participants to engage in privileged discussions. Facilitators listen to all of the participants and ask questions to clarify issues, interests, information or proposals. The facilitators may provide input where appropriate or requested.

The facilitators are NOT decision-makers. They can make non-binding recommendations.

What is my role?

Typically, the Labour Relations Officer (LRO) and HR provide a synopsis of the issues, interests, information and arguments, as they understand them. The intent is to clarify, not to convince. There is no expectation to present case law. This is not arbitration and the intent is not to become consumed by legal precedents.

Once a synopsis is provided, there is plenty of opportunity for everyone in attendance to share their perspective. The facilitators will oversee a constructive dialogue among all parties.

Does it work?

Yes! DRAC works remarkably well and both UNA and AHS highly recommend that you access the process.

Since 2015, 46 of 53 files that went to DRAC were resolved, which is an 87 per cent success rate.

When should I request DRAC?

DRAC can be agreed to at any time in the dispute resolution process following a resolution meeting and prior to arbitration. As with any dispute, the earlier you identify the option, the better. Early identification preserves the parties' memories, prevents hard feelings from growing, and avoids unnecessary scheduling of arbitrations and associated cancellation costs.

How do I request DRAC?

See “Dispute Resolution Advisory Committee (DRAC) Process” (January 2016).

When should I agree to use DRAC?

You must be willing to arrive at DRAC with an open mind and be ready to explore the other party's perspectives and interests. You don't have to agree but you must be willing to understand their views.

What can I do to prepare for DRAC?

Review the file and be prepared to summarize the issues, information and positions. Gather and share relevant documents with the other party (preferably, in advance). Consider reasonable settlement options.