

September 16, 2019

To: AHS Labour Relations and Human Resources Business Partnerships
UNA Labour Relations Officers and Staff
AHS Employees covered by the AHS/UNA Collective Agreement

Re: AHS/UNA Joint Dispute Resolution Process

Over the past several years, UNA and AHS worked together to identify opportunities to improve the effectiveness and timeliness of the Dispute Resolution Process outlined in Article 32 of the Collective Agreement. This work began with Lead Negotiators from AHS and UNA's Labour Relations Management Team meeting jointly with the Labour Relations Staff of UNA and Senior Human Resources Advisors from AHS to gather feedback about what was and was not working in the Dispute Process.

Subsequently, the representatives met to identify potential areas of improvement and to work collaboratively to develop options to address concerns and consolidate successful practices. A series of Joint Statements have been developed and will be distributed by both UNA and AHS.

In addition, the parties updated a 2006 document titled the Improving the Effectiveness of the Grievance Process to reflect current practices and how the process has evolved. Ultimately, the parties are also committed to delivering workshops to be jointly attended by both UNA Labour Relations Staff and Representatives and AHS Human Resources and Labour Relations Staff.

All of these efforts are a re-commitment by both parties to the principles of dispute resolution enshrined in Article 32.01 to:

- Encourage open, face-to-face dialogue between the people affected by a dispute;
- Achieve timely and equitable resolutions to issues as close to the source as possible;
- Contribute to, and support a positive, harmonious work environment and Employee and manager job satisfaction including Labour Relations Staff and Human Resources Advisors;
- Recognize and respect the roles, interests and accountabilities of all involved;
- Minimize the time and costs involved in resolving disputes, and
- Achieve solutions that are consistent with the terms of the Collective Agreement.

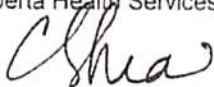
UNA and AHS identified significant improvement following a similar effort in 2006. We are confident your efforts to implement these guidelines will have a similar effect. Both parties recognize how important it will be to sustain this commitment.



Elaine Watson
Executive Director, HR Business Partnerships
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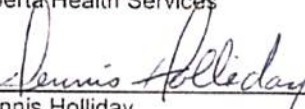
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