



July 24, 2024

Dewey Funk
Occupational Health and Safety Advisor
UNA

Brady Holroyd
Labour Relations Officer
UNA

Tim Nessim
Occupational Health and Safety Advisor
UNA

Dear Dewey, Brady and Tim:

**Re: Letter of Intent worker-to-worker (Type III) Harassment
and violence complaints against medical staff**

Covenant Health appreciates the discourse we have had to date regarding the concerns UNA members have raised through their experiences in the worker-to-worker (Type III) harassment and violence complaints process when medical staff* are involved. In meeting with yourselves and representatives from Medical Affairs (MA), Occupational Health and Safety (OHS), and Human Resources (HR), Covenant Health acknowledges the concerns of UNA. We are committed to having ongoing discussion and collaboration to improve our internal processes to improve worker safety.

Recognizing as we improve our internal process, there is a requirement to address UNA's concerns. As such, effective immediately Covenant commits to the following interim measures:

1. **Central Point of Contact:** When UNA or its members request information about the complaint process involving medical staff as respondents and UNA members as complainants, they will be directed to the HRCP Manager. The HRCP Manager will function as the central point of contact for all UNA inquiries including the status of complaints updates.
2. **Collaboration with Medical Affairs:** Where the respondent is a member of the medical staff, the HRCP Manager will collaborate directly with a designated contact in Medical

Affairs to triage questions and gather the necessary information. This information will be shared with UNA as deemed appropriate by the employer.

3. **Support for Union (UNA) Role:** Covenant Health recognizes and values the important role of the union in supporting its members. We commit to continued collaboration with UNA to address specific concerns and we respect UNA's requirement to support members according to their established processes.
4. **Commitment to Improvement:** Covenant Health commits to continued collaboration with UNA to address concerns and improve processes related to the worker-to-worker (Type III) harassment and violence complaints involving medical staff.

*Medical staff means a Physician, Dentist, Oral & Maxillofacial Surgeon, Podiatrist, or a Scientist leader who have a Covenant Health medical staff appointment.

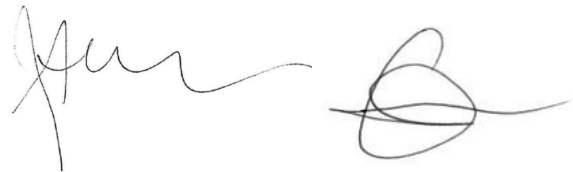
We trust the above interim measures will address UNA's concerns while we continue to improve our internal worker-to-worker (Type III) harassment and violence complaints process that involve medical staff. Sheilagh Gaboury, HRCP Manager is available to address any additional questions or concerns.

Thank you for participating in meaningful dialogue on these significant matters. We look forward to our continued partnership in creating a safer and more supportive work environment for our employees and medical staff.

Sincerely,



Sheilagh Gaboury | Manager
Human Resources Client Partnerships
Covenant Health



Dr. Jeninne Wismark | Deputy CMO
Anna Hill | Director
Medical Affairs
Covenant Health