

## **Problem Resolution Committee Report 2020/2021**

### **Committee**

**Kim Thorne (chair)**, Patricia Swidinsky, Chris Lee, Rattan Gill, Kelly Bertrand (to March 2021), Sarah Bruce (ex-officio)

The Problem Resolution Committee provides peer-to-peer support to PSA members experiencing workplace issues. Problem Resolution committee members provide information and direct PSA members to available resources. Issues may be handled either informally or through the formal problem resolution process outlined in the PSA Compact.

In 2020/2021 the PSA received 8 requests for problem resolution assistance, much lower than the 21 requests received in each of the two previous years. We continue to triage issues as they are brought to the Professional Staff Association, forwarding some generic requests for information or clarification to the Employment Terms & Conditions Committee or other PSA resources. Most problem resolution cases were settled at an early stage using the informal process.

No referrals were made to legal counsel this year. Comparatively, six referrals were made in the previous year. Nelson Watson LLP (Guelph) and Wolfe, Smith & Forster LLP (Fergus) continue to offer a 25% discount on legal fees for PSA members. The PSA also provides a legal subsidy for eligible employees who are dealing with issues relating to the workplace and need legal assistance.

The PSA is committed to handling problem resolution cases in the most discrete manner possible. In addition to addressing problem resolution cases, this year the committee has focused on onboarding, training, and creating resources for new committee members.