



Canadian Association of University Teachers  
Association canadienne des professeures et professeurs d'université

## Building Association Capacity

### CAUT Grievance Handling Forum

Friday, December 8 – Saturday, December 9, 2023

Ottawa Marriott Hotel, Ottawa

The theme of this year's forum is *Building Association Capacity*. Through plenary sessions and group work, forum attendees will share experiences and develop new skills that will leave them better equipped to deal with handling grievances in-house, identifying policy grievances, juggling with competing member claims, managing grievances in a trauma-informed manner, and learning to use freedom of information laws to support grievance cases. The forum is intended for association grievance officers and leadership.

## Agenda

### Friday, December 8

- 08:00 – 09:00      **Registration & Breakfast**
- 09:00 – 09:15      **Territorial Acknowledgement, Welcome, Forum Overview, and Introductions**
- Peter McInnis, CAUT President
  - David Robinson, CAUT Executive Director
- 09:15 – 10:30      **Session One – Recent Developments in Labour Law**  
This session will provide an overview of recent arbitration awards, labour board rulings, and labour-related court decisions.
- 10:30 – 11:00      **Refreshment Break**
- 11:00– 12:30      **Session Two – Filing FOI/FIPPA Requests**  
Panellists will introduce scenarios and present guidance on filing access to information requests.
- 12:30 – 13:30      **Lunch** (*provided*)
- 13:30 – 15:00      **Session Three – Managing Conflicts Between Members**  
This session will explore how grievance officers can best approach competing member claims – and the possibility of representing multiple members - in an investigation.
- 15:00 – 15:30      **Refreshment Break**

15:30 – 17:00     **Session Four – Duty to Accommodate Grievances**  
This session will provide general principles for dealing with duty to accommodate grievances, highlighting in particular the legal “duty to inquire”.

17:00 – 18:30     **Reception**

## Saturday, December 9

08:00 – 09:00     **Breakfast** *(provided)*

09:00 – 10:30     **Session Five – KVP, University and College Policies and Systemic Violations of the Collective Agreement**  
In this session we will discuss how successful policy grievances and general principles for grievances associated with workplace policies outside of the collective agreement, in line with the “KVP test” affirmed by the Supreme Court in 2013.

10:30 – 11:00     **Refreshment Break**

11:00 – 12:30     **Session Six – Trauma-Informed Grievance Representation**  
Many grievors’ experiences with the grievance process may be informed by trauma, particularly where issues of workplace violence or harassment are concerned. Panellists will discuss key principles in trauma-informed grievance handling.

12:30 – 13:30     **Lunch** *(provided)*

13:30 – 15:00     **Session Seven – When Not to Call the Lawyer**  
This session will explore building grievance handling capacity within the association, and how and when to pursue informal resolutions.

15:00 – 15:30     **Refreshment Break**

15:30 – 16:15     **Open Plenary**  
Participants are invited to raise issues or pose questions that are not on the agenda. This is an opportunity to flag emerging concerns and suggest topics for next year’s forum.

16:15 – 16:30     **Concluding Remarks**

- Peter McInnis, CAUT President
- David Robinson, CAUT Executive Director