SERVICE COMMITMENT

Document Control

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Department/Unit: Labour Relations (OLR)

Service Commitment Overview

The Office of Labour Relations (OLR) provides strategic labour relations leadership and operational support to York University to ensure effective, consistent, and legally compliant management of unionized employee relationships. Reporting through the Division of People, Equity and Culture, OLR supports the University's academic and operational mission by administering collective agreements, advising leaders on labour and employment matters, partnering with various internal University departments including Human Resources and the Centre for Human Rights, Equity and Inclusion to provide labour relations advice regarding sensitive employment matters and representing the University in negotiations and dispute resolution processes.

OLR services are delivered through three functional areas:

- Office of the Assistant Vice-President (AVP), Labour Relations
- Office of Faculty Relations (FR; academic labour relations)
- Office of Employee Relations (ER; non-academic labour relations)

OLR provides services to Faculties, Divisions, and Units across the University.

Scope of Service

OLR's scope of service includes the interpretation, administration, and negotiation of collective agreements; strategic labour relations advice; dispute prevention and resolution; grievance and arbitration management; and support for organizational change affecting unionized employees.

Services are provided within the constraints of applicable legislation, collective agreements, University policies, and available resources. OLR operates as the University's central authority for labour relations matters and represents York University in formal forums with bargaining agents.

OLR does not provide individual employee advocacy, legal advice to employees, or services outside the scope of unionized labour relations.

Service Offerings and Descriptions

Service Area	Service Description	Service Offering
Office of the AVP, Labour Relations	Provides strategic leadership, policy direction, and oversight for labour relations across the University. Ensures alignment with	• Labour relations strategy and governance for the University

	institutional priorities, risk management, and legislative compliance.	• Collective bargaining leadership and mandate development • Senior advisory support to executive leadership • Oversight of grievance, arbitration, and litigation strategy • Labour relations policy development and interpretation • Leads both the Faculty Relations and Employee Relations teams including guiding the University wide labour relations strategy, maintaining the operating budget, monitoring legal expenditures and manages staff performance
Office of Faculty Relations (Academic – 8 collective agreements)	Manages labour relations for all academic employee groups, ensuring consistent interpretation and administration of academic collective agreements.	• Collective agreement interpretation and application • Grievance handling and arbitration for academic matters • Positive, solution-oriented dispute resolution that also considers costs to the University • Collective bargaining and memorandum negotiations • Advisory support to Provost, Deans and academic leaders • Training and support to Provost, Deans and academic leaders on issues and concerns relating to employment legislation, application of the collective agreement and performance management
Office of Employee Relations (Non-Academic – 6 collective agreements)	Manages labour relations for non-academic unionized employees, supporting operational units in the effective management of staff within collective agreement frameworks.	• Collective agreement interpretation and administration • Grievance management and dispute resolution • Positive, solution-oriented dispute resolution that also considers costs to the University • Disciplinary and termination support • Collective bargaining support and negotiations

		• Advisory support to managers and supervisors • Training and support to managerial staff on issues and concerns relating to employment legislation and performance management

Additional Metrics Specific to Each Division/Unit (optional)

- Number of grievances managed annually
- Percentage of grievances resolved prior to arbitration (through early resolution or mediation)
- Number of collective agreements negotiated or renewed
- Timeliness and quality of advisory service responses to Faculties and Units
- Community sentiment feedback (as available through institutional surveys)

General Contact Information

Office of Labour Relations
York University
https://www.yorku.ca/labour/

Service Commitment Review and Renewal

The service commitment will be reviewed annually in alignment with the University's budget approval process. Reviews will consider institutional priorities, legislative and collective agreement changes, service demand, and available resources. Service levels may be adjusted to reflect resource availability while maintaining compliance and institutional risk management.