

Accessing Mediation Services Resources 2025-2026

To: Presidents and All Members

From: Joel Duff, Associate General Secretary – Professional Services

For Information

The Mediation Services Resources Bank (MSRB) provides dispute resolution services to OSSTF/FEESO members who are in conflict with other OSSTF/FEESO members in the workplace.

Members involved in workplace conflicts that may escalate and lead to unprofessional behaviour are vulnerable to actions from the employer, including discipline. Mediators from the MSRB can help your members in conflict resolve their disputes and return to healthier, professional working relationships.

The MSRB consists of OSSTF/FEESO members who have been extensively trained as mediators, and they come from a variety of job classes, geographic locations, and experiences. The service is confidential and is provided in both English and French as required. The MSRB will mediate conflicts between members (including members of different job classes) but will not get involved with disputes between members and management. Mediation is not appropriate if any of the participants feel coerced or if the dispute is a matter of a grievance or any legal investigation (e.g. Judicial Council, Ontario College of Teachers, Ontario Labour Relations Board, criminal civil action, or an employer harassment investigation).

When District or Bargaining Unit presidents believe that the MSRB may be able to assist in resolving a dispute between members, they should contact their assigned Educational Services staff member. After completing the attached “Request for Mediation Form”, it must be submitted to the assigned Educational Services field secretary and cc Jenny Chen (jenny.chen@osstf.ca). Once the form is submitted to Provincial Office, the Chairperson of the MSRB will then contact the local leader to discuss the situation and assess if the situation is appropriate for mediation. The local leader will need to ensure that the disputants enter the process voluntarily and that they enter mediation with the intent of resolving the issue. Mediations will take place at a mutually agreeable time and place. All proceedings are confidential.

On average, a mediation requires a full day to complete. Mediations can occur between two members, but larger group mediations are also possible.

The Provincial Office will pay for the release time and travel expenses of all mediators assigned to a case. Any expenses that may be associated with securing a neutral location suitable for the mediation and any required release time of the participants is the responsibility of the local District or Bargaining Unit. The mediator will work with the local leader who requested the mediation to see that these arrangements are made.

If you require further information about the MSRB or the formal request process, contact Jenny Chen (jenny.chen@osstf.ca) at the Provincial Office.

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