

September 9, 2026
D/BU #020/2026–2027

Accessing Mediation Services Resource Bank

To: Presidents and All Members

From: Gary Fenn, Interim Associate General Secretary – Professional Services

For Information

The Mediation Services Resource Bank (MSRB) provides dispute resolution services for OSSTF/FEESO members experiencing workplace conflicts with other OSSTF/FEESO members.

Workplace conflicts that may escalate into unprofessional behaviour can leave members vulnerable to employer action, including discipline. MSRB mediators can help members resolve disputes and restore constructive working relationships.

The MSRB is made up of OSSTF/FEESO members who have extensive mediation training and represent a range of job classes, geographic areas, and experiences. The service is confidential and available in English and French, as required. The MSRB mediates conflicts between members, including members from different job classes, but does not address disputes between members and management. Mediation is not appropriate when any member feels coerced or when the matter involves grievance or legal investigation, such as Regulation Protection Council (formerly Judicial Council), Professional Colleges, Ontario Labour Relations Board, civil or criminal action, or employer harassment investigation.

When District or Bargaining Unit president(s) believe the MSRB may be able to help resolve a dispute between members, they should:

1. Contact their assigned Educational Services Field Secretary for assistance.
2. Complete the attached “Request for Mediation Form” (see Appendix A) and submit it to mediation@osstf.ca and copy the Educational Services Field Secretary assigned to the corresponding District.

Once the form is received by Provincial Office, the MSRB Chairperson will contact the local leader to discuss the situation and to ensure that members are participating in the mediation voluntarily with the intention of resolving the issue. Mediation will take place at a mutually agreeable time and at a neutral location. All proceedings, from start to finish, are confidential.

On average, mediation takes a full day to complete. It may involve two members or, when

appropriate, larger groups. Provincial Office will cover the release time and travel expenses of mediators assigned to a case. The local District or Bargaining Unit is responsible for any costs associated with securing a neutral mediation location and any required member release time. The mediator will follow up with the local leader who requested mediation to ensure arrangements are made.

For more information about the MSRB or the request process, contact Jenny Chen (jenny.chen@osstf.ca) at Provincial Office.

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Attachments