

## MEMORANDUM OF UNDERSTANDING

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, AFL-CIO, National Veterans Affairs Council #53 (NVAC) concerning VHA facility implementation of the Civility Respect Engagement in the Workplace (CREW).

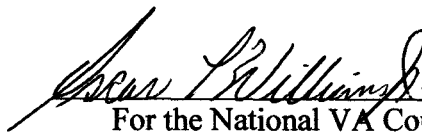
1. The primary intent of the CREW is to raise awareness of the importance of civility and respect among co-workers as well as with patient and visitors. CREW shall not be used to place a greater emphasis on employee misconduct or performance.
2. It is understood that the CREW Initiative is not mandated by VHA or any VISN. Any facility or VISN that desires to implement CREW shall follow the terms of this MOU in meeting the labor bargaining obligation and the effect of CREW on bargaining unit employees.
3. Local management officials shall meet their labor obligation at the local level prior to implementing CREW at the facility. Any VISN that desires to implement CREW shall meet their obligation at the national level.
4. Facilities where CREW has been piloted or implemented must comply with this MOU.
5. New facilities that wish to implement CREW should inform the Local Union President of Management's decision and invite the local union representatives to any presentation on CREW and provide them with any information that is given to management officials. The National parties agree early involvement by labor is important in order have a successfully CREW.
6. It is understood that cared for and rewarded employees enhances the concept of good morale and outstanding customer service to their co-workers, veterans and visitors.
7. The appropriate management official shall provide a copy of this MOU to the local union president, upon their receipt.



For the Department (VHA)

6/6/06

Date



For the National VA Council #53

5-31-06

Date