



Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration and the American Federation of Government Employees, (AFL-CIO), National Veterans Affairs Council #53 on the Veterans Experience Office (VEO) Implementation of Mini Toolkits to Improve Patient Experience.


1. The national parties agree that the use of the VEO Mini Toolkits is voluntary for VHA facilities. Any implementation at the local facility shall be in accordance with the current Article 47 Section 4 of the VA/AFGE Master Agreement dated March 15, 2011.
2. Training of bargaining unit employees related to the VEO Mini Toolkits will be on duty time and at various times to allow all employees to attend.
3. Management will endeavor to ensure approved leave is not canceled due to the scheduling of this training. If approved leave must be canceled, bargaining unit employee will have the opportunity to re-schedule the prior approved leave.
4. Bargaining unit employee will have the time spent in training subtracted from any work performance, during which they are expected to perform VA work.
5. NVAC reserves its right to address matters related to the VEO Mini Toolkits, as they occur.
6. Upon their receipt, the appropriate management official shall provide a copy of this MOU to the Local AFGE Union President.


Ainbint Munn, VA Labor Relations Specialist
For the Department of Veterans Affairs (VA)


Oscar L. Williams Jr., 2nd Exec Vice President
AFGE National Veterans Affairs Council #53

3/11/2020
Date

3/16/2020
Date


James Zeveski, WMC VHA Labor Consultant
For Veterans Health Administration (VHA)

03/12/2020
Date