

## MEMORANDUM OF UNDERSTANDING

This memorandum of understanding (MOU) sets forth the agreement between National Nurses Organizing Committee/National Nurses United (NNOC/NNU) and the Department of Veteran Affairs (VA) and Veterans Health Administration (VHA). This MOU is entered pursuant to the provisions 5 USC Chapter 71 and applies to all registered nurses represented by NNU. The parties entered into this agreement for the purposes of establishing a mutually beneficial agreement concerning Clinical Contact Center Modernization.

1. The Department will provide NNU with the VISN-level target implementation schedule of the Clinical Contact Centers (CCC), or any changes to that target implementation schedule, for each VISN-level consolidation related to the CCCs at the National level.
2. The Department shall provide an advanced copy, to NNU, of its intent to petition or seek clarification of any bargaining unit created as a result of this CCC modernization.
3. Other than exercising its statutory and regulatory rights to petition the FLRA and to address issues related to the continued recognition or certification of the currently recognized bargaining unit(s), the Department will remain unbiased, in any action before the FLRA.
4. The Department shall provide to NNU, upon request, and to the extent permissible by law, the names, VA email, title, bargaining unit status, and duty station including associated VISN for all professional registered nurses who have been, transferred to or hired by a VISN-level CCC as part of the CCC implementation.
5. All effort will be made to honor all previously approved leave for any RNs selected/moved to a VISN-level CCC.
6. New RNs work units will be established consistent with Article 9, Work Unit, of the NNU master agreement with NNU input at the appropriate level of representation (e.g. Local, Intermediate or National).
7. Physical workstations/locations will be sufficient to accommodate RNs required duties if required to relocate from their current duty station.
8. The Department will provide necessary and appropriate Government Furnished Equipment to allow the RN to perform the duties of their position in accordance with the Alternate Workplace Arrangements (telework) Article 18 or any subsequent Successor Agreement of the Parties' CBA.
9. NNU RNs shall not lose seniority as a result of the implementation of the CCCs or by any FLRA petition granted. Seniority date will be the RNs entrance on duty (EOD) date to VA.

10. This MOU does not preclude the Department from making future changes to the Directive. If the Department makes a change to this Directive that triggers a contractual or statutory duty to bargain, the Department will meet its bargaining obligations related the changes made. Both parties reserve the right to re-open bargaining on this MOU. This MOU may be reopened by providing a minimum of 30 days advance written notice requesting negotiation. The terms of this MOU will remain in effect until a new agreement is made. Both parties agree this section shall be non -precedent setting and this agreement to re-open bargaining shall not apply to any other agreement or MOU.
11. In accordance with the NNU Master Contract Article 1, upon certification by the FLRA, NNU-represented RNs employed by a VISN-level Clinical Contact Center are automatically covered by the NNU Master Contract. Recognizing that the NNU Master Contract cannot cover all subjects, either party may request intermediate bargaining within 60 days of FLRA certification, on any subjects not covered in the NNU Master Contract, or this MOU, to the extent permitted by law.
12. The effective date of this agreement will be the date signed by all parties. The Department will provide the appropriate VA facilities and VISN Directors with a signed copy of the agreement. The appropriate local management official will provide a copy of the signed MOU to the local NNOC/NNU Director upon their receipt.

*Ltosha Condah*  
Labor Relations Specialist  
Department of Veterans Affairs (VA)

April 28, 2022  
Date

*Irma L. Westmoreland R.N.*  
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National Nurses Organizing  
Committee/National Nurses United  
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April 28, 2022  
Date

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Labor Consultant  
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5/02/2022  
Date