

April 7, 2020

RE: COVID-19 Operational Protocols - Conciliation and Mediation Services

Conciliation and Mediation Services (CMS) continues to carefully monitor the public health advice regarding the coronavirus (COVID-19) public health risk.

At present, CMS is operating remotely in alignment with the Province's advice and our community responsibility to practice social distancing to help reduce the spread of COVID-19.

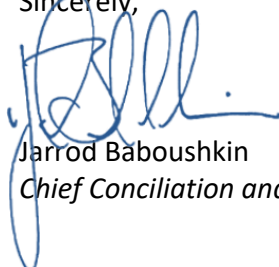
CMS will be following the operational protocols outlined below:

1. Applications for Conciliation, Grievance Mediation, Conflict Coaching and Relationship Development Programs can continue to be submitted through electronic means at conciliation@novascotia.ca or via fax at (902) 424-5977. The online applications for service can be found at: <https://novascotia.ca/lae/conciliation/conciliation.asp>
2. Applications for the appointment of an arbitrator from the Minister's List of Arbitrators can continue to be submitted through electronic means at arbitration@novascotia.ca or via fax at (902) 424-5977. The online application for the appointment of arbitrators can be found at: <https://novascotia.ca/lae/conciliation/arbitrators.asp>
3. Physical applications for service received through regular mail will continue to be processed, however, may be delayed due to reduced onsite staffing.
4. When an application is received the parties will be contacted by the assigned CMS Officer. The assigned Officer will work with the parties on a case-by-case basis in keeping with public health requirements.

As the COVID-19 situation evolves, Conciliation and Mediation Services will continue to assess any changes and update these protocols accordingly.

If you have any questions, or if you require any additional information, please do not hesitate to contact us at conciliation@novascotia.ca or (902) 424-4156.

Sincerely,



Jarrod Baboushkin
Chief Conciliation and Mediation Officer