

**Department of
Veterans Affairs**

Memorandum

Date: **JAN 04 2010**

From: Acting Under Secretary for Memorial Affairs (40)

Subj: Alternative Dispute Resolution (ADR) Policy

To: All National Cemetery Administration (NCA) Employees

1. The Under Secretary endorses the Department of Veterans Affairs (VA) Alternative Dispute Resolution (ADR) program. NCA is a strong advocate for the use of alternative methods for resolving work place disputes.

2. Policy Statement:

a. There are numerous forms of ADR currently being used in the Federal sector, however, mediation is VA's preferred method of ADR. It is designed to help resolve workplace disputes by using neutral parties to facilitate discussions between the individuals.

b. Mediation offers a win-win environment where all parties benefit. Additionally, other benefits may derive from the use of mediation. Some of these benefits are to (1) enhance communication between parties; (2) build/rebuild workplace relationships; (3) allow parties to freely express their positions; and (4) encourage parties to explore creative solutions that resolves conflict at the earliest opportune time.

3. I ask for your strong commitment in preventing workplace disputes when feasible. Participating in solving disputes when approached with ADR as a first option will contribute to a proactive Equal Employment Opportunity (EEO) program within the NCA.

4. This policy mandates that all managers within NCA are responsible for encouraging all their employees to use ADR. If an NCA employee identifies an issue that is appropriate for mediation and request to engage in the process, the supervisor **will** participate. In the event that an NCA manager refuses to engage in mediation, the respective NCA ADR Coordinator is required to complete the attached NCA refusal form and provide a copy to Ms. Perdita Johnson-Abercrombie, Diversity Management and EEO Manager at (202) 273-0673.

5. If you have any questions or need additional information, please contact Ms. Nicole P. Maldon, EEO Specialist/ADR Coordinator at (202) 461-6227.



Steve L. Muro

Attachment

