

**KALEIDA HEALTH  
1199/SEIU UNITED HEALTHCARE WORKERS EAST  
COMMUNICATIONS WORKERS OF AMERICA**

**2025 CONTRACT NEGOTIATIONS**

**Union Proposal  
Date Presented: May 28, 2025**

**New Letter of Intent # \_\_\_\_\_  
Implementation of Infor**

Section 1. As detailed in Article 15 of the Master Agreement, entitled Hours of Work and Work Schedules, Kaleida Health, Communications Workers of America, AFL-CIO and 1199SEIU United Healthcare Workers East discussed issues related to the implementation of the new timekeeping system Infor.

Section 2. Based upon those discussions, it is clear that the implementation of Infor will be a significant undertaking for the Employer and will have a significant impact on employees required to use the new system. In recognition of this, the parties had extensive discussions during the 2025 Master Agreement negotiations to anticipate potential operational issues and impacts on employees relating to filling open shifts once Infor is implemented. Following those discussions, the parties agreed to amend Article 15 to outline the intended process after Infor is implemented to promptly and reliably:

- a.) Fill open shifts on a pre-posted (DRAFT/MOCK) schedule;
- b.) Fill open shifts on a posted schedule;
- c.) Fill open shifts that occur after the schedule is posted; and
- d.) Fill-staff shortages that occur on a shift to shift basis.

Section 3. Therefore, the parties agree that:

- a. Within thirty (30) days of the ratification of this Agreement an Infor Implementation Committee will be formed. The parties will meet and mutually agree to a meeting schedule, committee composition, the end date for the committee with the understanding that the committee will continue to meet and confer as needed to address implementation-related issues that negatively impact bargaining unit members, and set the agenda/format for the meeting. **The committee will consist of ten (10) union representatives who will be paid for all time spent in such meetings.**
- b. If during the course of the committee meetings, it is discovered that the negotiated contract language does not effectively accomplish the items listed in Section 2. a.) through d.) above, the Employer will notify Union leadership. Union leadership will identify the Union representatives from the

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