



Part of Fairview  
Health Services



**Letter of Understanding  
Staffing Shortage and Scheduling  
December 17, 2025**

This Letter of Understanding is entered into between Grand Itasca Clinic and Hospital (hereafter "Employer") and United Food and Commercial Workers Union Local #1189 (hereafter "Union") representing the employees of Grand Itasca Clinic and Hospital.

**WHEAREAS** the Employer and the Union negotiated the labor agreement currently in place and all changes to the Labor Agreement were negotiated in good faith and understood by both parties upon ratification of; and

**WHEREAS** recruiting and retaining staff to care for patients is a high priority; and

**WHEREAS** maintaining adequate staffing levels is essential to ensure quality care of patients; and

**WHEREAS** there is currently a state and regional shortage of licensed practical nurses and certified medical assistants; and

**WHEARAS** the Employer does not have adequate licensed practical nurses and certified medical assistants to meet critical staffing needs; and

**WHEREAS** employees have asked the Employer to explore alternative scheduling/staffing models to address the staffing shortage.

**WHEREAS** the parties previously agreed to a Letter of Understanding, "Staffing Shortage and Scheduling" with an expiration date of June 1, 2025; and

**WHEREAS** the parties wish to extend Section 1 and Section 2 of the original agreement.

**NOW THEREFORE THE PARTIES AGREE AS FOLLOWS**

1. **Effective January 1, 2026, through June 30, 2026**, the Employer may schedule qualified employees to fulfill open shifts and/or duties on the **draft schedule** per the process below and in accordance with the scheduling timelines in Article 10, Scheduling and Hours of Work:

- a. Notice of open shifts will be simultaneously shared with LPNs/CMAs and other qualified staff, as determined by the employer.
- b. If multiple offers to fill a shift are received, then shift awarding (with the Employer's standard priority for first awarding full shifts prior to awarding partial shifts), will be as follows:
  - i. LPN/CMA will be awarded the shift, in seniority order, straight pay.
  - ii. LPN/CMA will be awarded the shift, in seniority order, with premium pay.
  - iii. Casual LPN/Casual CMA will be awarded the shift.
  - iv. Qualified staff, as determined by the Employer, will be awarded the shift.
- c. Prior to mandating an LPN/CMA to fill an open shift, a qualified employee, as determined by the Employer, will be awarded the shift.
- d. Mandate an LPN/CMA.

2. **Effective January 1, 2026, through June 30, 2026**, the Employer may schedule qualified employees to fulfill open shifts and/or duties on the live schedule per the process below:
  - a. Notice of open shifts will be simultaneously shared with LPNs/CMAs and other qualified staff, as determined by the employer.
  - b. Following a 15-minute response time the Employer shall award the shift or partial shift.
  - c. If multiple offers to fill a shift are received, then shift awarding (with the Employer's standard priority for first awarding full shifts prior to awarding partial shifts), will be as follows:
    - i. LPN/CMA will be awarded the shift, in seniority order, straight pay.
    - ii. LPN/CMA will be awarded the shift, in seniority order, with premium pay.
    - iii. Casual LPN/Casual CMA will be awarded the shift.
    - iv. Qualified staff, as determined by the Employer, will be awarded the shift.

3. Term of Agreement: The agreement shall expire on June 30, 2026

**FINALLY**, This Letter of Understanding represents the full and complete agreement between the parties regarding this matter.

**FOR THE UNION**

Signed by:

Tuan Vu

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UFCW Representative

December 17, 2025 | 10:20 AM CST

Date

**FOR THE EMPLOYER**

DocuSigned by:

Katherine Burns-Christenson

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Katherine Burns-Christenson,

Senior HR Director

December 17, 2025 | 10:00 AM CST

Date