

# Member Concern Raised with Local

## Identifying The Issue

### Labour Relations

- Breach of Collective Agreement
- Violation of member's rights
- Breach or change in application of Employer policy or procedures

### Professional Practice

- Nursing Practice Concerns
- Safety of patients and registered nurses
- Workload/Staffing Levels/Patient Acuity
- Other factors which negatively affect patient care

### Occupational Health & Safety (OH&S)

- Actions or incidents which impact the health, safety, and welfare of an employee or group of employees.

### No Professional Practice/LR Issue Identified

- Supported at Local level
- Advise members who raised concerned as to reasons no formal process has been initiated.
- Offer alternate methods for resolution such as: supporting member in seeking further clarification, facilitation, or referring matter to a Local Union/Management meeting.

### Professional Practice Issue Identified

#### Issue Documented on WSR & Filed\*

- Ensure original (paper) sent to SUN Provincial within 14 days
- Ensure copy sent to Manager
- Keep copy for Local records

#### Follow Up & Investigation

- Follow up with member to ensure proper process was followed
- Investigate the issue to gain insight and clarity regarding the situation
- Develop action plan/presentation for Joint NAC Meeting
- Consult with NPO, as needed

#### Joint NAC Meeting #1

- Parties discuss WSR and recommendations for resolution
- Submit minutes to SUN Provincial

### RESOLVED

- Parties agree issue has been adequately addressed and resolved
- Outcome documented in meeting minutes
- Submit minutes to SUN Provincial

### UNRESOLVED

#### Investigation & Consultation

- Based on discussion at Joint NAC Meeting, and consultation with NPO (as needed), investigate/determine alternate pathways to resolution.

#### Joint NAC Meeting #2

- Parties discuss WSR and recommendations for resolution
- Submit minutes to SUN Provincial

### Labour Relations or OH&S Issue Identified

- **Labour Relations:** Issue to be referred to Local President for assessment and investigation.
- **OH&S:** Issue to be referred to Local or Worksite OH&S Representative for assessment and investigation.

### WITHDRAWN

- Issue no longer relevant
- Outcome documented in meeting minutes
- Submit minutes to SUN Provincial

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### UNRESOLVED, ABEYANCE or TRENDING

#### Refer to NPO for Consultation & Assessment

- NPO to review steps taken to resolve issue and documented outcomes
- NPO to provide guidance and recommendations on best practices, evidence, and potential pathways to resolution
- NPO to assist in development of action plan and next steps

#### Additional Joint NAC Meeting

- Discussion on the issue continues until all options/actions have been taken/explored without resolution
- Submit minutes to SUN Provincial

#### Escalation to Executive Oversight Committee and/or Board Presentation

- NPO to lead investigation/research and development of presentation
- Local to take active role in presenting the issue to the EOC/Board

### UNRESOLVED

#### Decision: Escalation to Independent Assessment Committee (IAC)

- Unresolved issues will be reviewed by SUN Provincial and determined on a case by case basis to proceed to an IAC presentation. Results of the hearing are final and binding.
- SUN Provincial shall provide the Employer with written notice of the issue being referred to the IAC.
- SUN Provincial will assume responsibility of the preparation and coordination of witnesses, etc. for the IAC presentation.

\*WSRs filed using the electronic form are automatically distributed to the Manager, Local NAC Chair (or designate), SUN Provincial and the member.

### PARALLEL COURSE OF ACTION

- If at any point during investigation of an issue through the NAC process, a LR issue is discovered, the LR component is referred to the assessment stage for further investigation and determination of best course of action in terms of the grievance process.
- Similarly, if at any point during investigation of an issue through the grievance process, a professional practice issue is discovered, the practice component is referred to the assessment stage for further investigation and determination of best course of action in terms of the NAC process.
- When required, the NAC and grievance process will run parallel to resolve the issue.