

WORK SITUATION REPORTS: JUST THE FACTS FAQ

Revised: May 2026

WHAT IS A WORK SITUATION REPORT?

A Work Situation Report is a SUN form created to document professional practice, workload, and/or staffing concerns impacting registered nurses' and Nurse Practitioners' ability to fulfill their legislative, regulatory, professional, and organizational obligations.

WHAT IS LOW-LEVEL RESOLUTION?

Low-level resolution is when a registered nurse or Nurse Practitioner uses critical thinking and communication in real-time to address concerns affecting their professional practice and patient safety.

Low-level resolution involves the registered nurse(s) trying to problem-solve the concern within their team, which might include unit-level huddles and work reassignment to find an immediate action. If that does not resolve the issue, the registered nurse must contact the Manager/designate for assistance and to seek a solution.

WHAT IS THE PROCESS TO COMPLETE A WORK SITUATION REPORT?

You must use low-level resolution when you identify a potential professional practice, workload, and/or staffing concern. If the Manager/designate cannot provide a solution, then a Work Situation Report should be completed, and the Manager/designate notified. Learn more here: [Algorithm Chart for the Joint Nursing Advisory Process](#) (SUN/SAHO, Appendix B.)

WHY IS A WORK SITUATION REPORT SO IMPORTANT?

Work Situation Reports are your mechanism and process for escalating concerns in professional practice, as outlined in your collective agreement. This is your documentation and evidence when you cannot meet your legislative, regulatory, professional, and/or organizational obligations.

SUN members have a professional responsibility and accountability to meet regulatory, professional and organizational obligations. Completing a Work Situation Report supports accountability and responsibility by providing the following:

- Documentation they attempted to address concerns impacting their ability to provide safe, competent, ethical and appropriate patient care;
- Evidence of issues and concerns in the work environment making it difficult to achieve or maintain professional standards and ethical responsibilities; and,
- If required, evidence of documentation and management notification of an issue to protect your licence to practice.

Not raising concerns about workload, staffing, and the inability to meet the minimum requirements of professional practice gives the impression of accepting unsafe or unethical situations.

When these concerns are not addressed, the Employer may believe the situation is acceptable and that responsibilities and accountabilities can be upheld, even when they cannot.

WHEN SHOULD A WORK SITUATION REPORT BE COMPLETED?

A Work Situation Report should be completed any time a professional practice, workload, and/or staffing issue is not resolved using low-level resolution and relates to registered nursing and/or Nurse Practitioner professional practice.

HOW OFTEN CAN I COMPLETE A WORK SITUATION REPORT?

A Work Situation Report can, and should, be completed on every shift when you are unable to meet your professional practice requirements, experience workload concerns, or have insufficient staffing.

Make sure you have used low-level resolution, engaged with the Manager/designate, ensured the concern was not resolved, and notified them that a Work Situation Report will be filed.

WHAT WORK SITUATION REPORT FORM SHOULD I USE?

The preferred method for completing a Work Situation Report is via SUN Link, either on the App or using a desktop browser. This ensures an expedited process from completion, to notification of your Manager, Local Nursing Advisory Committee (NAC) Chairperson, and assigned Nurse Practice Officer.

A Paper Work Situation Report should only be used in the event of a technical concern that you can not submit using your SUN Link access.

Member Technical Support is available by calling SUN Provincial at (306) 525-1666 or 1-800-667-7060 during business hours (Monday to Friday), or by email at app.support@sun-nurses.sk.ca.

WHAT INFORMATION MUST BE INCLUDED IN A WORK SITUATION REPORT?

1. Nursing Advisory Process and Low-Level Resolution must be followed before documentation is completed.
2. A minimum of one checkbox must be selected in each section.
3. Complete all sections in the Work Situation Report.
4. Focus on how your concern impacted your ability to meet your regulatory, professional and/or organizational requirements.
5. Focus on how your concern affected patient safety, workload, staffing and made your shift unsafe (actual or potential).
6. Describe what occurred, why it occurred, and what the impact was on trying to provide registered nurse or Nurse Practitioner care.
7. Identify in a de-identified manner the factual information about what you were expected to do as a registered nurse or Nurse Practitioner, but could not do, was delayed, or omitted.
8. Describe what steps you and your team took to limit risk and ensure safe, competent, ethical, and appropriate care on your shift.
9. Provide recommendations that are specific, reasonable, and appropriate to registered nursing or Nurse Practitioner professional practice.
10. Complete the Work Situation Report as soon as possible, but not during work time.

HOW DO I COMPLETE A PAPER WORK SITUATION REPORT?

A Paper Work Situation Report should be available within your unit or facility. If you cannot locate them, please contact your Local President or Local NAC Chairperson.

Follow these Steps:

1. Nursing Advisory Process and Low-Level Resolution must be followed.
2. Complete all sections in the Work Situation Report
3. Sign and Date the form
4. Include Names & Signatures of other SUN members completing the form,
5. Keep a copy for your records,
6. Make a copy and provide it to your Manager, and
7. Send the original form to the Local
 - a. Your Local is responsible for sending your Work Situation Report to your Nurse Practice Officer at SUN Provincial.

HOW DO I MAINTAIN PRIVACY AND CONFIDENTIALITY IN A WORK SITUATION REPORT?

Privacy and confidentiality must always be maintained. SUN members should keep the following requirements in mind:

- Do not use any patient identifiable information, including names or room numbers (examples).
- *HIPA* and Employer policy, procedure and work standards apply in all communication and documentation.
- At no time should patient or employer documents be photographed, screenshot, copied, or provided with a Work Situation Report or as supporting documentation.
- SUN Provincial and Locals cannot advise members on any disclosure of patient information.
- Personnel competency or behavioural management issues about other staff or physicians should not be included.
 - Speak to your Local President to learn the appropriate steps and process to follow in your workplace.

WHAT HAPPENS AFTER I COMPLETE A WORK SITUATION REPORT?

Your Local NAC Chairperson or Representative will contact you to review and collect additional information to understand the circumstances and concerns documented in your Work Situation Report.

If you have additional information to share on the concern, this is when you can share it with your NAC Chairperson or Representative. It is imperative that SUN Members respond to requests from the Local NAC Chairperson or Representative in a timely manner.

CAN I FILL OUT A WORK SITUATION REPORT ON WORK TIME?

No, Work Situation Reports are not to be completed on work time. SUN recommends that you complete the form during a break or as soon as possible after your shift, so that no details are missed. The form has been created to expedite completion using checkboxes and quick entry and can be completed in 3–5 minutes.

CAN A MANAGER TELL ME I CAN'T FILL OUT A WORK SITUATION REPORT?

No, your Manager can't tell you not to fill out a Work Situation Report. It is the SUN member's decision to complete a Work Situation Report when they follow the [Algorithm Chart for the Joint Nursing Advisory Process](#) (SUN/SAHO, Appendix B).

If you are getting 'pushback' or pressure from your Manager/designate not to complete a Work Situation Report, reach out to your Local NAC Chairperson or Local President for assistance.

WHAT DO I DO IF A COLLEAGUE TELLS ME I CAN'T FILL OUT A WORK SITUATION REPORT?

SUN members determine the need to complete a Work Situation Report. If 'pushback' is received, ask additional questions to understand your colleague's perspective and the actions that might be occurring to address the workload, staffing, or professional practice concern you may not be aware of. Ultimately, it is the decision of a SUN member whether to complete the Work Situation Report after following the necessary steps.

WHAT IS MY MANAGER'S RESPONSIBILITY WHEN A WORK SITUATION REPORT IS FILED?

Your Manager's role is to review the Work Situation Report, conduct their own review, and collect additional information that may include speaking with you, colleagues, and preparing their response for the next Joint Nursing Advisory Committee.

WHAT SHOULD I DO IF I AM AFRAID OF REPRISAL OR RETALIATION FROM MY MANAGER?

Employer reprisal, reprimand, and/or retribution are rare occurrences for SUN members. The SUN/SAHO collective agreement Article 56.06) clearly states:

The Employer shall not penalize, harass or discipline an Employee who submits a WSR, and a Union representative shall, at the Employee's request, be present during discussions with the Employee regarding a WSR.

SUN members should not be disciplined for documenting their workload, staffing, or professional practice concerns in good faith on a Work Situation Report, provided the documentation is professional, objective, factual, and protects privacy and confidentiality.

Steps to Take If You Feel at Risk:

- Immediately contact their Local President and/or Local NAC Chairperson for assistance. They will engage your Nurse Practice Officer and Labour Relations Officer.
- Document your discussion and statements made as evidence, should it be needed in a follow-up meeting.

WHO CAN HELP ME FILL OUT A WORK SITUATION REPORT IF I HAVE NEVER DONE ONE BEFORE?

Your first step is to download the SUN Link App to your phone and create your [SUN Link account](#).

Review the [SUN WSR/NAC Learning Modules & Resources](#) and familiarize yourself with the 'how to' and introductory information. It is important to know what to do before it happens, and you need to complete a Work Situation Report.

There are several people you can get assistance from when completing a Work Situation Report for the first time. Speak with a colleague or contact your Local NAC Chairperson or Representative for real-time assistance.

WHAT HAPPENS AFTER I SUBMIT A WORK SITUATION REPORT?

Once your Work Situation Report is submitted (SUN Link or Paper form), your Local NAC Chairperson or Representative may reach out to you to discuss the Work Situation Report, collect additional information, and gain a deeper understanding of your concerns on the shift. Your Work Situation Report will be reviewed by the Local and Employer representatives at the Joint NAC. Decisions on the next steps and status are made at each meeting (e.g., unresolved, withdrawn, or resolved).

If you have questions, please reach out to either the Local NAC Chairperson or Representative for more information.

WHERE CAN I LEARN MORE?

SUN Provincial has developed [WSR/NAC Learning Modules & Resources](#), including videos, FAQs, and other resources.

Your first line of contact for any questions or concerns should be your Local President, Local NAC Chairperson, or Representative for immediate assistance, and they may involve your assigned Nurse Practice Officer from SUN Provincial.

WHO CAN I CONTACT IF I HAVE ADDITIONAL QUESTIONS OR CONCERNS?

SUN members have additional support available from SUN Labour Relations Officers and Duty Roster, regulatory bodies, and the Canadian Nurses Protective Society.

- [SUN Labour Relations Officer/Nurse Practice Officer Servicing Assignments](#)
- [SUN Duty Roster](#)
- [College of Registered Nurses of Saskatchewan \(CRNS\) – Nursing Practice Consultation](#)
- [College of Registered Psychiatric Nurses of Saskatchewan \(CRPNS\) – Practice Program](#)
- [Canadian Nurses Protective Society \(CNPS\) – Legal Advice](#)