

Member Concern Raised with Local

Identifying The Issue

- Step 1: Complete the Member Issues Form (see Appendix for form)
 Step 2: Professional Practice vs Labour Relations (LR)

Professional Practice

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

Labour Relations

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

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 alternated 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

- Investigation and assessment continue at the Local level as per the Nursing Advisory (NAC) Process.
- Encourage documentation of issue on Work Situation Report (WSR) form
- Support member in following the NAC Process as outlined in the algorithm and collective agreement.
- Refer to NAC Manual for additional information.

Labour Relations Issue Identified

Step 3: Gather The Facts

- Investigation and member support continue at the Local level.
- Complete the Labour Relations (LR) Facts Sheet

Step 4: Informal Discussion(s)/Meeting(s) with Employer

Unresolved

- File is transferred to SUN Provincial to assess potential grievance and formal process. (See Appendix for transfer file checklist)

Resolved*

- Follow up with member(s) in a predetermined amount of time, to ensure matter is resolved.

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.

Step 1 (Article 20.08)

- 30 days from occurrence to file grievance.
- Grievance is filed by SUN Provincial on behalf of member/local
- Employer has 15 days to respond in writing.

Unresolved

Step 2 (Article 20.10)

- Union has 15 days to respond to the Employer's decision at Step 1 on the process and move the grievance to Step 2.
- Employer has 15 days to respond in writing.

Unresolved

SUN Arbitration Review Panel

- In the event the grievance is still unresolved, the matter will be referred to an internal review panel, led by SUN's legal team, to determine (on a case by case basis):
 - Evidence and merits of the case
 - Rate of success at arbitration
 - Financial implications
 - Overall impact on organization/membership

Decision: Proceed to Arbitration

- Grievance is presented to a 3rd party Arbitration Board by SUN's legal team.
- Results of the hearing are final and binding

Decision: Do Not Proceed to Arbitration

- Member can appeal the Panel's decision, a per Membership Policy 008-M-2007

*FOLLOWING UP ON RESOLVED ISSUES

- If the issue has not been resolved, further investigation into the matter (Step 3) should be conducted and once again raised with the Employer (Step 4).

Grievance Flow Chart