

WORK SITUATION REPORTS: JUST THE FACTS FAQ

WHAT IS A WORK SITUATION REPORT?

A work situation report is a SUN form created to document professional practice and/or workload concerns impacting registered nurses' ability to fulfill their regulatory, professional, and organizational obligations.

WHAT IS LOW-LEVEL RESOLUTION?

Low-level resolution is when a registered nurse uses critical thinking and communication to act on concerns in real-time affecting their professional practice. Low-level resolution involves the registered nurse trying to problem solve the concern within their team to find a solution that might include, unit-level huddles and work reassignment. If that does not solve the concern, then the Manager/designate should be contacted to find 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 and/or workload concern. If the Manager/designate cannot provide a solution, then either an online or paper work situation report should be completed.

WHY IS A WORK SITUATION REPORT SO IMPORTANT?

Work situation reports are your mechanism and process to escalate concerns about professional practice and/or workload as outlined in your collective bargaining agreement. This is your documentation and evidence when you cannot meet professional, regulatory, and/or organizational responsibilities and accountabilities.

WHEN SHOULD I COMPLETE A WORK SITUATION REPORT?

A work situation report should be completed every time that there is a professional practice and/or workload issue that is not resolved through low-level resolution.

SHOULD I COMPLETE AN ONLINE OR PAPER WORK SITUATION REPORT?

The preferred method is the online form because it instantly sends the completed form to you, the Manager, your Local Nursing Advisory Committee Chair, and the assigned Nurse Practice Officer at SUN Provincial.

WHERE DO I FIND THE ONLINE WORK SITUATION REPORT?

You can locate the online work situation report form at the top right of the SUN Provincial [website](#). You will need to create a SUN account and password the first time.

WHERE DO I FIND A PAPER WORK SITUATION REPORT?

A paper work situation report form should be available in your unit or facility. If you cannot locate one, please contact your Local President or Local Nursing Advisory Committee Chair to obtain a form. Alternatively, if a paper form is not available you should complete the online form.

WHAT HAPPENS AFTER I COMPLETE A WORK SITUATION REPORT?

Your Local Nursing Advisory Committee Chair or Unit Representative will contact you to review and collect additional information to understand the circumstances and concerns. If you have additional information to share on the concern, this would be when you can share that information.

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

No, SUN recommends that you complete the form either after your shift or during a break. The work situation report should be completed as soon as possible to when the concern happened.

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

No, your Manager cannot tell you not to fill out a work situation report. Complete and submit your online or paper work situation report and contact your Local President and/or Local Nursing Advisory Committee Chair for follow-up assistance.

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

Your Manager's role is to review the form, conduct their review, and collect additional information that may include speaking with you, colleagues, and preparing their response about the situation for the Joint Nursing Advisory Committee.

WHO DO I CONTACT IF I HAVE QUESTIONS?

Your Local Nursing Advisory Committee Chair or Local President are your primary contacts and can assist you with any questions. You can also contact the [Nurse Practice Officer](#) at SUN Provincial responsible for your Local.

WHERE CAN I LEARN MORE?

SUN Provincial has developed learning modules, resources, and additional frequently asked questions to assist you with learning more about work situation reports and the Nursing Advisory Process located [here](#).