

# Role, Scope, and Nursing

In the past several months, registered nurses have become aware that the Saskatchewan Association of Licensed Practical Nurses (SALPN) has been developing new proposed bylaws regarding their members' role and scope within the healthcare team. This work was mandated as part of a role clarity project involving the province's nursing regulatory bodies and overseen by the Ministry of Health.

In early September 2014, it became known that SALPN had scheduled a membership meeting for October 21 to approve these new proposed bylaws. A draft of the bylaws that was circulated began to raise serious concerns among Registered Nurses and Registered Psychiatric Nurses that their scope of practice was being replicated in inappropriate ways and that the proposals were likely to increase role confusion and raise safety concerns.

SUN was not included in any consultation about the proposed bylaws, but we communicated the concerns we were hearing from members to the Ministry of Health. In the meantime, a petition was circulated and rapidly gathered signatures from more than 3,000 registered nurses.

The petition called on the Saskatchewan Registered Nurses Association (SRNA) to hold a Special Meeting to discuss the bylaw issue and to hear concerns from registered nurses about the implications for their professional practice and patient care responsibilities. In response to this groundswell of concern, the Ministry directed SALPN to revise their bylaw timeline to allow time for broader consultation with regulatory bodies, employers, and unions.



# Regulation: An Update

In a message timed to coincide with the Special Meeting, the SRNA noted the concerns they and their members had about the proposed bylaws:

The proposed bylaws would profoundly change how nursing care is provided. It is not a viable solution. The SRNA must express its concern over both the overall premise for the creation of the new bylaws and substance of them. We do not support the bylaws as currently proposed. [...]

Our members have voiced their concerns to us, we have listened and we are taking action. Because of the realities of nursing practice, the SALPN bylaws are inextricably linked to RN practice as RNs coordinate health services. Given the nature of the concerns, the SRNA supports a broad consultation with the public, employers, educators, unions, government, members and other stakeholders.

Any decision about assignment of care must utilize a clear framework to determine responsibility and accountability for patient care that includes principles regarding client needs, complexity and predictability. Without it, there will be role confusion and research has demonstrated that this can lead to patient safety issues.

Legitimizing out-of-scope practices of some LPNs in some healthcare settings where patients are unstable, have complex needs and unpredictable outcomes is a great concern to the SRNA. The RN must directly assess and monitor complex patients. RNs have the breadth and depth of knowledge to assess, anticipate and prevent untoward events from happening. It is too late after the event has occurred to involve an RN.

We need to take a step back. We need to put the patient needs in the centre. Nursing is regulated because it is one of the health professions that pose a risk of harm to the public.

During the Special Meeting in Saskatoon on October 6, 2014, the room was electric as close to 900 registered nurses gathered for over three (3) straight hours to voice concerns and share their perspectives on the challenges facing their professional practice. The assembled members of SRNA overwhelmingly passed the following

resolutions, giving their professional association a strong mandate to bring concerns about proposed changes to nursing regulations to the government and other stakeholders.

#### **Resolution #1**

BE IT RESOLVED THAT the SRNA notify the Ministry of Health in writing that it does not support the proposed bylaw changes of SALPN, particularly in relation to specialized practice for LPNs, safeguarded activities and progressive competencies, for the reasons summarized above, and that the SRNA therefore urges the Ministry to not approve the proposed bylaws changes. (CARRIED)

#### **Resolution #2**

BE IT RESOLVED THAT the Council and appropriate committees of SRNA act with diligence in upholding the provisions of *The Registered Nurses Act, 1988*, and in particular the prohibition contained in section 24 thereof, in order to protect the public and maintain the standards and reputation of the profession of registered nursing in Saskatchewan. (CARRIED)

In the wake of the Special Meeting, the SRNA leadership publicly acknowledged member concerns and committed to improved communication with both the membership and the public. The SRNA has asked the Minister of Health, Dustin Duncan, to lay out clear timelines for transparent consultation with stakeholders regarding changes to nursing regulation, and to develop a clear framework for responsibility, accountability, and role clarity that includes due consideration of patient needs, acuity, complexity and predictability.

In a letter to the Minister dated October 16, 2014, SRNA President Signy Klebeck emphasized the concerns of registered nurses and SRNA's desire to work with other key stakeholders to determine a framework for assignment of care decisions that avoids role confusion and ensures patient safety. Klebeck also called on the Minister to engage stakeholders in developing a strong vision and health human resources plan for nursing throughout the province.

SUN Provincial shares the SRNA's concerns that the proposed bylaws will increase role confusion, hinder collaboration, and raise serious issues of public safety. SUN supports the SRNA's call for a broad consultation with the public, employers,





educators, unions, government, members and other stakeholders, and has communicated this to the Minister of Health.

On October 31, 2014, SUN received assurances in writing from the Minister of Health that the Ministry was "committed to a transparent and collaborative approach to the regulatory bylaw development process." The Minister advised that the Ministry and the nursing regulatory bodies were in the process of developing "a revised consultation plan with new timelines in relation to the bylaws" and that the new timeline would "include an opportunity to consult with the nurse regulators, as well as health regions and unions, including SUN, before the bylaws are finalized by the SALPN Council."

The Minister emphasized that "the intent of the work being undertaken by SALPN is not to further expand the services beyond what some LPNs are currently performing." This phrasing — "beyond what some LPNs are currently performing" — suggests that the SRNA's concern that the bylaws may be aimed at "legitimizing the out-of-scope practice of some LPNs in some healthcare settings" remains a very real one.

Despite many outstanding questions and concerns, SUN welcomes the Minister's decision to ensure further time and opportunity for review, and we are eagerly awaiting details concerning the revised timeline and the opportunities for consultation. A transparent process of consultation and an independent academic review of the proposed bylaws is the best way to ensure that the process and outcomes are transparent and legitimate in the eyes of the wider nursing community. This independent review should look at both the legal-regulatory and clinical-

educational issues involved, including a review of relevant research and a comparison of educational curricula for the relevant nursing professions.

There is a place for all providers on the healthcare team. It is important that everyone's contribution be acknowledged and respected within an interprofessional approach focused on collaborative and complementary roles, not competitive replication or substitution. True collaboration requires clarity regarding the foundational competencies and scope of practice that different providers bring to the table. Role confusion and inappropriate workforce substitution undermine collaboration and can negatively impact the quality and safety of patient care.

SUN Provincial believes that an open process based on the formal documentation of proposals, the presentation of evidence regarding patient needs, and research into appropriateness and educational preparation is required to ensure that all relevant information about the process is available for consideration in a transparent manner. It will ultimately fall to the Minister of Health to approve any regulatory changes, and it is important that this decision be as informed as possible to ensure a sustainable solution that support our shared goal of delivering high quality, safe patient care.

The seriousness of the issue — the regulation of nursing care provided to the people of Saskatchewan and the educational preparation of those providing care — deserves the utmost care and attention. The state of concern and confusion on the part of thousands of registered nurses, nursing students, and others, that has become apparent over the course of recent weeks and months makes it

clear that any process of regulatory change that will impact the provision of nursing care and professional practice must be carried out in the spirit of transparency and collaboration that should be the model for the nursing workforce.

The passion and vigilance of registered nurses, including SUN members, has been instrumental in slowing down the process of bylaw revision and ensuring that appropriate scrutiny and consultation are now being brought into the process. The risks to professional practice and patient care that members have been identifying remain very real, and it appears that employers are continuing with the inappropriate practices and care assignments that have been identified in the hopes that they will be sanctioned and formalized in the bylaw changes when they are finalized.

SUN looks forward to any and all opportunities to consult with the Ministry and other stakeholders on role clarity and the regulation of nursing care. However, SUN members should be aware that the time to stand up and speak out on these important issues is not over. The passion and vigilance of registered nurses and SUN members concerning their role and professional standards will be required on an ongoing basis to see this important issue through.

SUN members are encouraged to contact their regulatory bodies, the Minister of Health, and the Premier with any concerns they have with role clarity, the scope of professional practice, and the bylaw revision process, to ensure that their voices continue to be heard.

A crucial piece in changing the course of direction on these bylaws is making sure the Government hears your voice — directly from you, not from SUN or your regulatory body.

As registered nurses and as citizens of Saskatchewan your voices carry significant weight and influence. Your elected political representatives need to hear from you, their own registered nurses from their own home communities.

Government officials need to hear how and why these proposed bylaw changes are not safe for patient care. Articulating and communicating your own experiences and unique perspectives and solutions directly to the Premier of Saskatchewan and the Minister of Health — two key decision makers on this issue — can make a difference. Take the time to have your say; your voice could be the voice that changes the outcome.

For tips on writing letter, visit http://sun-nurses. sk.ca/srna-meeting/writing-letters

### Extra! Extra! Read All About It In Your Emails!

The world of healthcare is a fast paced environment, rapidly changing every day. SUN strives to provide our members with up to date, relevant information as it comes available. Through the use of emails and social media, SUN is able to keep the communication channels between the Union and our members open and disseminate information to thousands of members in a flash.

Stay connected by ensuring SUN has your current email address, mailing address and phone numbers, on file. During sensitive and/or critical situations, SUN has made it our practice not to send sensitive and/or strategic information to employer-provided email addresses. This means if your email address on file with SUN Provincial is provided, supported and monitored by a health region or affiliated agency, SUN will not be sending information to this email address. This practice came into place in September 2014.

SUN's long term goal is to remove all employer-provided email addresses from our database and replace them with personal emails (for example: @sasktel.net; @myaccess.ca; @hotmail.com; @gmail.com, etc.)

If you have an employer-provided email address on file or have not been receiving emails from SUN Provincial since September, please contact our Database Administrator by calling 306.525.1666 or toll free at 800.667.7060 or via email at database@sun-nurses.sk.ca.

Check Your Junk Mail First – SUN Provincial emails are sent through a web based email service called Mail Chimp. This system utilizes our communications email address sun.communications@sun-nurses.sk.ca.

Sometimes members are worried they are not receiving the information because they have not seen the email; however, the emails are being successfully delivered, they are just hiding. Please check your spam filters, trash cans and/or junk mail folders for our email and add us to your contact list to ensure the messages are delivered to your inbox.

As email providers become more sophisticated and improve their spam filters, emails from people/ organizations you trust, and that once appeared in your inbox, may be re-routed to your spam filters or junk folders. To ensure this is not happening, make sure all your trusted email contacts are included in your contact list. Don't forget to add SUN!

### "By the people; for the people" ... that is our Union

Abraham Lincoln Gettysburg Address November 19, 1863 Late in the 18th century, workers began to band together as a show of solidarity in addressing issues such as safety, working conditions, and pay. This united front of workers — organized by the workers, protected by the workers, led by the workers — is what today we are proud to call a union.

Labour unions are an organization of workers who have come together to achieve common goals such as protecting the integrity of its trade/profession, achieving competitive wages and benefits such as healthcare and retirement, increasing the number of employees an employer assigns to complete the work, safety standards, and better working conditions.

Since their inception, unions have been built and empowered by the need for change, to make improvements, to protect the workers and their profession. These same values are what drives SUN members today.

Each day at SUN Provincial we see new faces taking a leap of faith and getting involved in their Union — engaging in campaigns and initiatives, attending educational sessions or annual meetings (local or provincial), connecting with their local executive or provincial representatives. Each day they provide us with great ideas for ways to engage more members, to communicate and/or address issues facing members in their workplaces. Each day more and more members ask how they can get involved, what more they can do for their Union, for their profession; how can they help Provincial fight their battles.

"Change will not come
if we wait for some other person,
or if we wait for some other time.
We are the ones we've been waiting for.
We are the change that we seek."

Barack Obama

For Constitution, Bylaws and Resolutions (CB&R) Committee member, Kushal Sharma RN, the answer was simple — he wanted to know more about his Union, what it does, how it works, and how he too can make a difference through his Union.

"If you want to see a change, to make a change, you have to be a change. Be active, be involved, be a part of the change," says Sharma. "It's no fun swimming with the flow. If you really want to learn something, go against the flow. Impose challenges and learn from the experience and the difficulties that will come your way."

"It's not THE Union," says SUN Board of Directors Region 6 Representative, Pat Smith RPN. "It's OUR UNION — my Union. We, the members, make the choices and decisions that guide SUN Provincial — and not just at Annual Meeting. We can call, write, email, or meet with our elected representatives or the SUN provincial office, to voice our concerns, provide insight into situations/issues, ask questions or make suggestions for next steps. We are the Union, I think people forget that."

The heart of any union, especially SUN, is the members. The backbone of any union is the democratic process which governs it, electing representatives is fundamental to any democratic society's success and strength.

On December 1, 2014, nominations for the 2015 SUN Provincial elections will open, hosting a number of opportunities — ranging from positions on the Provincial Committees to seats on the Board of Directors — for SUN members to become involved in their Union at a new level.

Getting involved at the Provincial level is a big step, but it is a risk worth taking.

In talking about why he made the decision to run for a position on the CB&R Committee, Kushal Sharma said, "I take big challenges — I believe that is how you move forward, that's how you learn. Taking on a role within my union is not something that other people haven't done before. Others have been on the [CB&R] Committee and they have worked through their learning curve. If your intention is to work with your Union, for your Union, for the members — then I don't think anything is too hard."

"In my experience, I found the support and encouragement of others was what gave me the confidence to get involved," shared Smith about why she took the next step and ran for a seat on the SUN Board of Directors. "My predecessor, Janis Hall, was a great support and mentor, in giving me

the courage to put my name forward. Since joining the Board, I see support and encouragement from my fellow board members, my past Committee members, and the members I connect with in my new role on the Board. Support is everywhere."

For Michelle Rae RN, joining the Program Committee was her way of giving back to her Union. "I've been Vice-President of Local 276 for about 5 years and wanted to become more involved directly with SUN Provincial to not only learn more about Provincial but also to show my appreciation for all the learning opportunities I've had because of my Union. I enjoy being involved with my Union at a provincial level as well as local level because of all the great support and learning opportunities I continue to have."

Rae believes that getting involved in your Union enhances the knowledge base of the workforce with respect to members' rights. "I believe to improve working conditions it's important for members to be involved with their Union, to understand what it does, how it works, and what it works to achieve. I truly appreciate all that I have learned over the past 5 years and I strongly encourage others to become involved."

SUN Elections are not about "filling an opening" on the Board or on a Committee. Elections are about creating opportunities for members to get involved in their Union, about challenging members to share



their ideas, their experiences and to be involved in the bigger picture. Elections are about providing members with the chance to bring a fresh voice and perspective to the table.

There is a leader within all of us; we just need to be provided with the opportunity to shine — elections give us that chance. This is your chance to be a part of the bigger picture, to play a new role in your Union's and your profession's future, and to be a part of strengthening our Union.

Consider putting your name forward for a position on the SUN Board of Directors or Provincial Committee. It won't be easy, there will be lots to learn, but it will be a risk you won't regret taking.

### **2015 Elections: Call for Nominations**

The following positions are open for nomination. *All positions are for a two (2) year term.* 

### **SUN Board of Directors**

- President
- Second Vice-President
- Regional Representatives Regions 1, 3, 5 and 7

#### **Provincial Committees**

- Constitution, Bylaws, and Resolutions
- Finance
- Nominations
- Program

For more information on Committee Terms of Reference and/or Board duties and responsibilities, please visit our website at *sun-nurses.sk.ca/2015-elections*.

Call for Nominations closed January 20, 2015, at 1630 hours; nominations forms are available on our website.



## **Ebola Preparedness: Erring on the Side of Caution**

"If workers are not protected from health and safety hazards, patients and the public are not protected either.

It's that simple."

The Honourable Justice
Archie Campbell
SARS Commission
December 2006 Report

While we appreciate the risk of Ebola Virus Disease (EVD) presenting in Saskatchewan or Canada continues to be low at this time, the risk is not zero; with this in mind, SUN continues to urge the Regional Health Authorities (RHAs) and the Ministry of Health to exercise the precautionary principle of erring on the side of caution and placing safety first. SUN believes that taking a proactive and precautionary approach to planning and policy will be key to reducing the risk of an outbreak in Canada and Saskatchewan.

Since the beginning of October, nursing unions across Canada have become increasingly active and engaged in discussion concerning the safety and protection of registered nurses and their fellow healthcare workers (HCW). On October 20, 2014, the Canadian Federation of Nurses Unions (CFNU), on behalf of the country's nursing unions, released their position statement on "Emergency Preparedness for the Ebola Virus Disease". The CFNU's Policy Directive can be viewed on SUN website at http://sun-nurses.sk.ca/ohs/ebola

In an October 22, 2014, letter to RHA CEOs, SUN indicated that for the safety of nurses, patients, and the public, nurses in Saskatchewan require the Government and Employers to develop policies and directives that at minimum:



### and Safety

- Incorporate a precautionary principle which states that action to reduce risk cannot await scientific certainty and must be followed; as an adjunct to this, if there is even the slightest potential for aerosol transmission of EVD (as has already been acknowledged in the Ontario government's policy directive and well explained by Dr. Lisa Brosseau), then actions should be taken to protect workers from this potential threat to their safety;
  - Therefore, PPEs must protect frontline workers from potential aerosol transmission from suspected and confirmed patients, and aerosol generation activities.
- Ensure Workplace Occupational Health and Safety Committees are involved to ensure the quideline implementation;
- Accept no less than the Ontario PPE indicated in Chief Medical Officer of Health directive all workers from triage on need to be protected (posted on SUN's website at http://sun-nurses. sk.ca/ohs/ebola);
  - PPEs will include at a minimum for lowrisk patients an N95 mask, face shield, impermeable gowns, and gloves.
- Provide sufficient staffing: given the need to monitor doffing and donning protocols, two RNs per one case of confirmed EVD must be mandated;
- Provide adequate training in patient care and PPEs so that workers feel comfortable and confident in the procedures they are required to provide;
  - Workers need to be trained, tested and drilled on the hazards and PPE, and not permitted to work with suspect/confirmed patients until/ unless they are;
  - Due to the unpredictability of the virus, training must be provided to all primary care facilities, including those in the rural and remote communities.
- Address patient placement: When a suspected case of EVD is identified, the patient should be moved immediately to a space in an isolated area, separate from other patients and with access to a dedicated washroom.

Even though training is currently underway and in a constant state of change as the situation evolves, registered nurses are left with a number of unanswered questions continuing to cause alarm, not comfort. Until registered nurses feel comfortable, protected and prepared to handle a suspected or confirmed case of EVD, we need to continue to advocate for a level of protection for all HCWs that

at minimum meets the standards set by the Ontario Government.

SUN is confident that as our members continue to be involved in the training, planning and development of protocols, the proper safety measures will be in place if a case of EVD presents at a designated facility in Regina or Saskatoon. What if a patient wanders into a walk-in clinic, or shows up in an integrated facility/hospital in one of the hundreds of rural facilities in our province — will they be ready? Will they have the proper training and PPEs required to protect themselves? Will they know the proper protocols on screening and identifying a potential EVD case?

We do not know if, when or where the virus may appear in the province. Given this level of uncertainty it is critical that we err on the side of caution and safety. The safety of the registered nurses, healthcare providers and patients in our rural communities is also of concern to SUN. With this in mind, SUN continues to advocate for consistent and constant communication and for a province-wide policy directive to be put in place, to ensure all facilities are afforded the necessary safety measures.

At a time when the fear of the unknown is so very prevalent, two-way communication and education will be key in calming fears. Ensuring decisions and protocols are implemented based on the precautionary principle will be key in increasing comfort and confidence in protocols and policies.

SUN members in all workplaces across the province should be working closely with their employers to determine strategies and contingency plans for the possible outbreak of EVD in your community. As we learned with H1N1, we need to take proactive measures in ensuring all HCWs in our province will have the proper staffing levels and highest standard of PPE in the event of an outbreak. Ensuring we have the proper protocols and equipment in place will reduce your risk of exposure and help to contain the virus.

"If workers are not protected from health and safety hazards, patients and the public are not protected either. It's that simple. We must ensure the safety of the population by requiring a proper standard of safety and training of health care workers, especially in the event of a pandemic. We cannot take the risks associated with not providing adequate equipment in terms of the proper safety devices or in the quantity of stockpiled equipment."

— The Honourable Justice Archie Campbell, SARS Commission December 2006 Report.

Additional information and resources available on our website at www.sun-nurses.sk.ca/ohs/ebola

## **Effectively Communicating Professional Practice**

When RNs/RPNs/RN(NP)s are not able to meet their professional obligations of providing safe and proper care to their clients/patients due to working conditions determined by their Employer, it is imperative they speak out. The Nursing Advisory Committee (NAC) is an effective tool for registered nurses to effectively communicate their professional, patient safety, and staffing concerns. NAC provides a formal mechanism for SUN nurses to:

- Document ongoing or unresolved nursing practice issues,
- Use research and evidence to make recommendations for better nursing practice,
- Effect change in registered nursing practice, and
- Provide a safe and healthy work environment.

Documenting new, ongoing, and/or reoccurring concerns and issues is a crucial piece in building the research and evidence required to effect change and improve your working conditions. SUN's NAC process has been resolving professional practice issues since 1982. The first step in creating change in your workplace is by using the Work Situation Report forms (WSR) to advocate for your profession and your patients.

### What is a WSR and Why Do I Need to Fill it Out?

A work situation report (WSR) is a communication tool created by SUN for registered nurses to document issues that arise on the unit that have the potential to place patients at risk or have resulted in actual patient harm. It is a registered nurse's professional responsibility and accountability to provide nursing care that meets their standards of practice and their duty to speak up when unable to do so.

#### First Step – Speak to Your Manager

When a situation arises, it is essential that the registered nurse try to address the issue with their Manager. If the Manager is not available, contact the out-of-scope person taking his/her place. If that person happens to not be a registered nurse, doesn't seem to understand the situation from a nursing perspective and/or is unable to resolve the issue, it is appropriate to contact the next most appropriate RN/RPN within the administrative team (e.g. director, executive director, etc.) The Collective Agreement states the issue shall be discussed with the designated out-of-scope supervisor/manager within 96 hours.

#### **Standards and Competencies**

When documenting your professional practice concerns it is important to explain the registered nursing standards you were unable to adhere to. Table 1, top of page 11, is a list of specific SRNA standards and the related competencies you should consider referring to when completing a WSR.

### **Tips for Completing a Work Situation Report**

#### Situations that justify completing a WSR include:

- when patient care or safety is jeopardized; and/or
- when you feel you are not meeting your SRNA/ RPNAS Standards of Practice, as they represent your professional and legal responsibilities.

### How to effectively communicate using a WSR:

- Be objective and factual
- Focus on seriousness of situation
- Don't embellish and dramatize be clear and concise
- Emphasize patient safety
- Explain potential or actual risk/harm to your patient(s)
- Explain the **nursing standards** you were unable to adhere to
- Provide recommendation on how to address problem.

NOTE: It is important the manager is aware of the incident at the time it happened and prior to submitting the WSR, so they have an opportunity to resolve the situation immediately and are not surprised to receive a WSR from the local. The WSR should be sent to the Local as soon as possible so that the issue may be addressed in a timely manner.

#### What not to include when completing a WSR:

- Emotions, dramatization or sarcasm
- Don't bring in past situations
- Don't blame or disrespect others
- Don't try to rationalize

### Can I be reprimanded for submitting a WSR?

No, you cannot be reprimanded for completing a WSR. It is your right under the Collective Agreement and it is your professional responsibility to address unsafe situations. In addition, intimidating/coercing a registered nurse to not complete a WSR is a form of harassment and is a violation of your Collective Agreement. If you believe you have been reprimanded, intimidated or coerced, contact your Local Representative as soon as possible.

### Concerns

**Table 1: Standards and Competencies** 

Tuble 1. Standards and competences	
Concept	Related Competency
Advocacy	7, 9, 14, 61, 69, 79, 82, 83
Assignment/Delegation	75 a, b
Client health outcomes	32, 43, 44, 59, 80
Coordination of care	47, 52, 75
Quality workplace environment	74
Safety of client, self and others	9, 13, 15, 16, 17, 57
Scope of practice	3, 72, 76 e, 85
Staff skill mix	75

Source: SRNA Standards and Foundation Competencies document

**Remember:** SUN is here to assist you in addressing your concerns through the professional practice team and/or the labor relations team. Please do not hesitate to contact us.



hospitals, emergency departments, and mental health or long term care facilities across the province. They miss sharing this special and joyous time with family and friends, but they are never alone. For those in need, or when the unexpected happens, Saskatchewan's registered nurses are always there.

Thank you for your unwavering dedication to your patients and their families. For you, no matter the season, the care never stops.

I am so proud to be a part of the registered nursing community and so thankful for all that you do. Know that you are appreciated; that you are needed; and that you are the backbone of healthcare. You make a difference to so many lives, not just during the holidays, but every day.

Happy Holidays to registered nurses everywhere.

Onacy M. Fambory

Tracy Zambory, RN President, Saskatchewan Union of Nurses

# **Holiday Office Hours**

Each year SUN Provincial rotates office closures between the Saskatoon and Regina offices to provide the dedicated staff the opportunity to enjoy the holidays.

During the 2014 holiday season, the Saskatoon SUN office will remain open to assist SUN members with their questions and concerns; with the exception of December 25 and 26, 2014, and January 1, 2015.

The Regina SUN office will be closed starting December 25, 2014, and will re-open for the new year on January 2, 2015.

During this time, SUN members can contact the Saskatoon office between the hours of 8:00 am -4:00 pm by calling (800)667-3294 or (306)665-2100 or emailing saskatoon@sun-nurses.sk.ca.

Have a happy and safe holiday season!



### **Return Undeliverable Canadian Addresses to:**

2330 2nd Avenue Regina, SK S4R 1A6 Telephone: 306-525-1666 Toll Free: 1-800-667-7060 Fax: 306-522-4612

E-mail: regina@sun-nurses.sk.ca Web site: www.sun-nurses.sk.ca

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