Member Concern Raised with Local

Identifying The Issue

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 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 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

Labour Relations Issue Identified
- Issue to be referred to Local President for assessment and investigation

PARALELL 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.

Joint NAC Meeting #1
- Parties discuss WSR and recommendations for resolution
- Submit minutes to SUN Provincial

RESOLVED
- Parties agree issue has been adequately addresses and resolved.
- Outcome documented in meeting minutes.
- Copy of meeting minutes submitted to SUN Provincial

UNRESOLVED

WITHDRAWN
- Issue no longer relevant
- Outcome documented in meeting minutes
- Copy of meeting minutes submitted to SUN Provincial

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

RESOLVED
- Parties agree issue has been adequately addressed and resolved.
- Outcome documented in meeting minutes.
- Copy of meeting minutes submitted to SUN Provincial

ABEYANCE /UNRESOLVED

TRENDING

WITHDRAWN
- Issue no longer relevant
- Outcome documented in meeting minutes
- Copy of meeting minutes submitted to SUN Provincial

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 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.

SUN NAC Process