



# UNA PRC Representative Roles & Responsibilities CHECKLIST

- Review new PRCF received by paper or electronically through DMS.**
- Transcribe paper PRCF into DMS.** This should be done in a timely manner. DMS will assign a PRC number to the record once entered and can be used by the Local for record management purposes.
- Accept or Reject electronic PRCF received through DMS.**
- › Review the PRCF to ensure the issue is appropriate for PRC, i.e., does it relate to patient/resident/client care?
    - › If the issue is about employee safety, collective agreement violation(s), harassment, etc., there may be more appropriate avenues to raise the concern.
    - › If you are unsure of where to redirect the issue, please contact your Local Executive or UNA Provincial Office/SARO.
- What conversation has happened about this PRCF?**
- › Confirm the member(s) had the required discussion with the Manager and confirm the outcome of that discussion.
    - › There is a requirement to have this discussion, preferably before the PRCF has been submitted but it can be after.
  - › If the member(s) was unable or uncomfortable having that discussion, ask what the barriers are to having that discussion, and if necessary, assist with the discussion or have the discussion with the Manager on their behalf.
    - › A PRCF that has not been discussed with the Manager should not be included on the PRCC agenda until such discussion has occurred by the Member identifying the issue, the Member and the Local, or the Local on behalf of the Member discussing the concern with the Manager.
    - › If there are challenges encountered in completing this step, Locals or PRCC representatives can reach out to a PRC Advisor for advice.
  - › What was the outcome of that discussion?
    - › What was the Employer suggestion(s) to resolve the PRC?
- Additional information required?**
- › Follow up with the member(s) who submitted the PRCF to obtain all information needed to discuss the issue at the next appropriate PRCC meeting.
    - › Make sure you have all the detail you need to speak to the PRC, such as:
      - › Do you clearly understand the concern(s) and recommendation(s) to resolve the issue(s)?
      - › What the member(s) filing the PRCF thinks would make the situation better?
      - › For example, if a recommendation comes forward for more staff, ensure you have some information available about how the additional staffing may assist in addressing the PRC?

**PRC:** Professional Responsibility Concern(s)

**PRCF:** Professional Responsibility Concern Form(s)

**PRCC:** Professional Responsibility Concern Committee

**Manager Response Form.**

- › Send PRCF to immediate Supervisor/Manager (if not already done by member) and to the Employer Co-Chair of the PRCC.
- › Request a written response from the Manager prior to the next PRCC meeting using the Manager Response Form, if not already received.
  - › Did you or the writer of the PRCF receive the Manager Response Form from the Employer?
    - › If no, follow up with the Manager to find out when it will be completed.
    - › If you have made several documented attempts with the Employer and have not received their responses, please contact your PRC Advisor.
    - › If yes, ensure it is attached to the PRCF for discussion. This should be done preferably before the next PRCC meeting to allow the Committee to review the PRCF and response.

 **Prepare for PRCC Meetings.**
 **Review unresolved PRCF.**

- › Review the issue(s) and have a clear understanding of what is required to resolve the issue(s) from UNA's perspective.
- › Review the recommendations on the original PRCF.
  - › Is the PRC resolved pending evaluation of an intervention? Is there any information that needs to be gathered by UNA or the Employer prior to the next PRCC meeting?

 **Review minutes and action items from the last meeting.**

- › Are you or any other UNA committee members responsible for following up on anything from the last meeting?
- › Are there any corrections to the minutes from the last meeting? Try to send these to the Employer in advance of the meeting.

 **Prepare agenda.** This is a shared responsibility with the Employer.

- › Prepare PRCC meeting agenda with Employer Co-Chair and arrange to send out 1 week in advance of meeting.

 **Invite guests.** You should determine with the Employer if any guest(s) need to be invited to the next PRCC meeting.

- › If UNA is bringing additional guests (e.g., writer of the PRCF, PRC Advisor, etc.) to the meeting, you need to ensure the Employer is informed prior to the meeting.
- › It may be prudent to review the PRC Process and Principles with your guest prior to the meeting to ensure a meaningful and productive discussion at the PRCC.

 **Information sharing.** The requirement to share relevant information applies to both parties and, wherever possible, the parties should jointly identify the information that would support a solution focused discussion. This information should be circulated with the agenda to allow PRCC members time to review.

 **Tracking PRCF.**

- › Is the Employer and UNA clear about the status of active PRCF and responses brought to the Committee for review and discussion?
- › Are the UNA recommendations for resolution known and documented to the Employer?
  - › This is particularly useful in determining whether or not the PRCF needs to be advanced, resolved, or monitored. If a PRC is being monitored, it should be clear what is being monitored in order to gain resolution.

- Attend PRCC Meetings.**
- Arrive on time.** This shows respect for other PRCC members and the process.
  - Set the tone and demonstrate the principles** that should guide every step of the PRC process: joint problem solving, collaboration, mutual respect and promotion of a just culture.
  - Assist in taking notes for meeting minutes preparation.** Meeting minutes are a summary of the discussion and agreed upon action items.
  - Be prepared to speak to the PRCs** and engage in collaborative, problem-solving dialogue with the Employer to resolve the concerns.
  - Review and approve draft minutes.** This is a shared responsibility with the Employer. It is important that both the summary of the discussion and action items are accurately captured.
  - Summarize the action items or takeaways.** To assist with minute taking, it is important to ensure enough time is allotted to summarize action items or takeaways, who is responsible to complete these actions or takeaways (e.g. the Employer or UNA) to ensure there is clarity on how to move forward with concerns.
  - Payment.** Ensure any members or PRC Committee representatives attending PRCC meetings are paid by the Employer at straight time.
  - Put it in writing.** When the parties succeed in reaching a resolution, confirm the agreement in writing and determine implementation actions and a plan to monitor changes as applicable.
- Update DMS.**
- Categories.** Four main categories are: Workload/Staffing, Supplies/Equipment, Communication, Other. Check all categories and subcategories that apply to the PRCF.
  - PRCC summary and recommendations.** Provide a dated summary of what was discussed/agreed to at a PRCC meeting for this PRCF. You may wish to attach the minutes, Employer responses, and/or results of information requests sent to the Employer in the PRCF in DMS.
  - Notes.** Use this field to provide any other notes related to ongoing discussion or updates to member(s) who completed PRCF or any other relevant information for this PRC.
  - Stage.** Regularly update what stage (and date it moved to this stage) the PRCF is at.
  - Date resolved/Closure summary.** Fill out these fields when the PRCF has been resolved. Ensure you outline what was done to resolve the PRC in the closure summary.
  - Close the PRCF.** Check this box only when you are finalizing the PRCF. Once the PRCF is submitted with this box checked, you will no longer be able to make changes to it.
- Advance Unresolved PRC.**
- Discuss with the member(s) who submitted the PRCF.** If members do not feel that Employer actions have adequately resolved the PRC or they continue to report similar issues, this may be reason to advance the unresolved PRC.
  - Discuss with fellow UNA PRCC Local representatives and Local Executive members.** Ensure other Local representatives understand the PRC and the consensus is to advance the unresolved PRC.
  - Discuss with UNA PRC Advisor.** If Local is considering advancing the PRC beyond the PRCC, discuss this with a PRC Advisor before escalating.

- Advise Employer PRCC representatives** of decision to advance unresolved PRC. Refer to PRC Best Practices booklet to determine what is recommended at each step, which may include writing a letter to notify the Employer of the decision to advance the unresolved PRC.
- Prepare for next step.** This should include summarizing what the unresolved PRC are; how this unresolved PRC are a hazard or directly affect patient/resident/client care/quality/safety; what has been discussed/agreed to at PRCC meetings to resolve the PRC; why that has not resolved the PRC; and what is recommended to resolve the PRC with supporting evidence or data.
- Put it in writing.** When the parties succeed in reaching a resolution, confirm the agreement in writing and determine implementation actions and a plan to monitor changes as applicable.

**Education and Updates to Members.**

*<https://www.una.ca/memberresources/professionalresponsibility>*

- General questions.** Answering general questions to members about the PRC process and how to submit a PRCF.
- Updates to members who submit a PRCF.**
  - › This will generally include a first discussion after the PRCF is submitted to ensure they have discussed concern with Manager and to gather any additional info.
  - › This will also include subsequent updates after Manager response form is received and issues is discussed at PRCC.
  - › It is important that the member(s) who submit PRCFs are kept up to date throughout the process.
- Updates to general membership.**
  - › This may be in the form of a written summary by email to members and/or at Local meetings.
  - › Updates should include numbers and categories (e.g. staffing, workload, etc.) of PRCFs that have been submitted and, where they are at in the process, and what is being done to resolve them? This will help engage members if they see that action is being taken as a result of submitting a PRCF.
- Formal education.**
  - › This could be 30 min or 1 hour “lunch and learn” type sessions to members from a unit or site.
    - › Consider engaging both your UNA PRC Advisor and Employer PRCC reps on how best to deliver this education.
    - › It may be done jointly with the Employer to both members and Managers to emphasize the joint importance of the PRC process.