



Resolving Professional Responsibility Concerns (PRCs) CHECKLIST

- Review the completed Professional Responsibility Concern Form (PRCF)** including the *detailed description of the concern(s), the discussion with manager fields, and what is needed to prevent the concern(s) from occurring again* to better understand the concern(s), what has been done to address the concern(s) to date, and what remains unresolved/recommended to prevent the concern(s) from occurring again.
- Review the Manager Response Form (MRF)** to understand what steps or actions the Employer has taken to address the concern(s).
- Follow up with the submitter(s) of the PRCF** to gather more information/clarify any details, review the MRF, and determine if the MRF resolves the concern(s) or if there are still outstanding concerns/questions and what is recommended to resolve them. You may need to have subsequent discussions with the submitter(s) following any updates you receive at a Professional Responsibility Concern Committee (PRCC) meeting where the PRCF is discussed.
- Discuss the unresolved PRCF at the next (PRCC) meeting.** As per Article 36.01(h): *During problem solving discussions, Committee members will collaborate on:*
 - i. Defining the issue(s);*
 - ii. Identifying root cause(s) of the issue(s);*
 - iii. Gathering and reviewing relevant information;*
 - iv. Generating potential options for resolution of the issue(s);*
 - v. Resolving the issue(s), where possible.*
- Identify the root cause(s) of the concern(s).** One way to do this is to ask the question “Why?” five times. By repeatedly asking the question why you peel away the layers of symptoms which can lead to the root cause of a problem.
- Generate ALL potential options for resolution.** This should include identifying a list of what the Local and the Employer, respectively, view as potential options for resolution, even if there isn't alignment between the parties. At PRCC meetings, promote respectful and active listening, “thinking outside of the box” discussions, and brainstorm multiple potential options for resolutions. This ensures that the discussions are delving deeper into the identified concern(s) and identifying all potential option(s) for resolving the concern(s).
- Use Organizational Engagement.** If the PRCC feels stuck or unsure of how or whether to resolve the concern(s) it can be helpful to identify individuals or representatives from either party that may help assist in the discussion. For example, this may be the Local inviting a UNA PRC Advisor or the Employer inviting a senior manager to attend the next meeting to assist in the discussion. Article 36.01(j) states *“The committee may engage the support of additional subject matter experts to assist with the above discussions.”*

- Confirm the resolution in writing.** Article 36.01 (t) states *“When the parties succeed in reaching a resolution of the issue(s), the agreement shall be confirmed in writing by the parties. If either party fails to implement or adhere to said resolution, the failure to adhere or implement shall be subject to the provisions of Article 32: Dispute Resolution Process.”*

- Capture the resolution in PRCC minutes or through other written communication to the Employer (e.g. a formal letter to the Employer). This could be written as follows: UNA Local X agrees to resolve PRCFs: 0XXX-2022-0001, 0002, 0006, 0010 on the basis of the following actions/commitments from the Employer: X, Y, and Z (they should be specific, actionable, identify who is responsible, and outline any applicable timelines for completion).

- Resolve PRC(s) to lock in a commitment.** If the Employer has made a specific commitment to address the identified concern(s) but it may take time for said commitment to be implemented, still consider resolving the PRC(s) on the basis of this commitment. This will hold the Employer accountable to following through on what they committed to as per Article 36.01(t), i.e. if the Employer fails to implement or adhere to said resolution, UNA can file a grievance regarding the breach of a PRC resolution.

- Update the PRCF(s) record in DMS.** Once you have a written resolution to resolve the PRCF(s) ensure you update the PRCF(s) in DMS to reflect that resolution under the *Resolution/Closure Summary*.

- Resolve/Close the PRCF(s) in DMS.** Once you have added the resolution to the PRCF(s) in DMS, you can close the PRCF(s).