

SUPPORTING THE PRF PROCESS: Roles and Responsibilities

LPN Role

The PRF process belongs to the LPN making the complaint. At each stage of the process, it is the LPN who will determine if and how to proceed with a complaint.

At the outset, the LPN will decide whether or not to:

- have a discussion with their excluded supervisor,
- submit a PRF form and take it to the next step, or
- agree that a resolution has been reached and ensures that the resolution is in writing.

You may want to bring an LPN Advocate/Shop steward to help, but it is always the LPN's choice as to whether or not to proceed with the process.

At Step 2, it is the LPN's responsibility to submit the PRF form to your excluded supervisor and/or Senior Nurse Leader, send a copy to the LPN Advocate/Shop steward and then meet to discuss a resolution to the problem with both the LPN Advocate/Shop Steward and your excluded supervisor and/or Senior Nurse Leader.

If, after hearing back from your excluded supervisor and/or Senior Nurse Leader, the LPN decides to take the complaint to Step 3, the LPN will need to submit the last copy of the form to the Chief Operating Officer (COO) of the Local Health Area. The LPN will then be expected to meet with the Senior Nurse Leader, the COO, and the LPN Advocate/Shop Steward to discuss a resolution to the issue.

Again, it is up to the LPN to decide at the end of Step 3 if a resolution has been reached or if they want to pursue the issue.

LPN Advocate/Shop Steward Role

All LPNs who want to put in a PRF complaint will have access to an LPN Advocate/Shop Steward.

LPN Advocate/Shop Stewards are responsible for familiarizing the LPNs with the PRF process. They are also responsible for tracking and reporting back to the union about what is happening with all PRF complaints.

LPN Advocate/Shop Stewards are there to help LPNs move the PRF complaint through every step of the process. This includes:

- accompanying LPNs to meet with their excluded supervisors, senior nurse leaders, or the COO,
- assisting LPNs to write up PRF forms, and
- advising LPNs about additional actions available to them.

Designated PRF Servicing Representative's Role

In each health authority, an HEU Service Rep has been assigned to the role of the "Designated PRF Servicing Rep."

If a PRF complaint has not been resolved at Step 3 of the process – and the LPN who made the complaint still wants to pursue the issue – the designated PRF Servicing Rep and LPN Advocate/Shop Steward will review what has happened to that point and recommend an appropriate action plan. This could include mounting a local campaign, taking the complaint to the health authority's workload committee and/or the provincial Nursing Team, or sending it to the Facilities Bargaining Association joint policy table.

At regular intervals, the Designated PRF Service Rep will report to the HEU Nursing Team Committee – as well as the LPN and the LPN shop steward who initiated the process – on the status of complaints that have not been resolved at Step 3.

