

Excerpt from RNU Policy Manual:

20.1 – RESPONSE GUIDELINES: AFTER HOURS CRITICAL INCIDENTS

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The normal business hours of the RNUNL are Monday to Friday, 9:00 a.m. until 4:30 p.m. Many RNUNL members work 24/7 – and on occasion they are involved in a work-related crisis or critical incident that requires support and/or guidance after regular office hours.

If a critical situation occurs after hours, the following are suggestions to guide the registered nurse and branch volunteer response until Union Office reopens.

Registered Nurse involved:

- Contact your Shop Steward or Branch executive member about the incident as soon as reasonably possible.
- Make detailed notes about the incident

Branch Representative:

- Your first priority is to support the registered nurse involved. Emotional support is critical in this situation and is one of the best ways for you to be their advocate
- Email or leave a phone message for your assigned LRO to inform the LRO of the situation. The LRO will contact you directly when the office reopens but you should also call to ensure the LRO has received your message.
- If you do not feel confident in representing the registered nurse in meetings with management, your LRO will intervene with the Employer to represent the registered nurse. You will be encouraged to participate in these meetings as a learning process.
- If the Employer should demand a meeting with the registered nurse prior to you contacting your LRO and you do not feel comfortable in this situation, you should
 1. Request that management delay the meeting. This request is more than reasonable and you should feel confident in making the request.
 2. If management insists the meeting goes ahead, attend the meeting with the registered nurse and provide emotional support. Challenges to the Employers position are not required at this meeting. This is the initial meeting and this can be done in future meetings after your LRO is involved.
 3. It is acceptable for the registered nurse to refuse to answer questions in this initial meeting until you can consult with your LRO. We would caution that as in all situations RNUNL members have a professional and ethical obligation to their patients. Registered nurses must make personal decisions as to whether refusing to answer a question could jeopardize a patient, which in turn could impact on the outcome of any related ARNNL investigation.
 4. Take detailed notes during the meeting or immediately after the meeting.

Canadian Nurses Protective Society:

In critical incidents that involve professional practice issues, or the risk of legal liability, individual members can also contact the Canadian Nurses Protective Society (CNPS). CNPS is a not-for-profit organization that offers legal advice, risk management services, legal assistance and professional liability protection related to nursing practice to eligible Registered Nurses.

CNPS's hours of operation are 0830 to 1630 EST (1000 to 1800 Nfld time), Monday through Friday. CNPS's contact numbers are 1-800-267-3390 (toll free) or (613) 237-2092 and their website is <http://www.cnps.ca>.

Other Resources:

There are other avenues of support available to both the member and branch representatives. The members' only discussion forum is always available to access advice and support. Just make sure you do not post sensitive information on the site.

Your Regional Representative and Provincial Executive may be able to offer you support and advice as well. Their emails addresses are available on *myRNU* at www.rnunl.ca.