

# ONA WINS



SUMMARY OF ANOTHER SUCCESS AS YOUR UNION STRIVES TO IMPROVE YOUR WORKING CONDITIONS

## Major ONA win improves RN resources and security support at Guelph General Hospital

**Workplace/Department:** Guelph General Hospital, Emergency Department

### The Issue

Since late 2014, significant concerns about workload, staffing issues and lack of security support were raised by ONA members. These concerns were related to the Emergency Department (ED) at Guelph General Hospital. In April 2015, ONA's Professional Practice Specialists became involved to attempt to resolve the issues. However, in May 2015, a critical incident involving a fatal shooting of a patient in the ED waiting room occurred that impacted all involved.

### How ONA helped

ONA members – including Bargaining Unit leaders – worked with ONA Professional Practice Specialists, Labour Relations Officers, ONA Health and Safety Specialists and other ONA staff to try to address the concerns with the employer. Resolving them came to a standstill in October of 2015 as the Chief Nursing Executive (CNE) did not attend the Professional Responsibility Complaints meetings. As such, the issues were referred to an Independent Assessment Committee. However, in February 2016, ONA representatives communicated again with the CNE that resulted in several positive actions to resolve the workload complaints.

### The Results

ONA representatives worked diligently with the employer and, as a result, Guelph General Hospital's Emergency Department received:

- An increase in RN baseline staffing by one RN 24/7.
- An increase in RN staffing by one RN 12 hours per day.
- An increase of RN staff of two permanent full-time and 10 permanent part-time positions

Significant security guard resource improvements including competencies, training and abilities. In particular, the Emergency Department will have one Tier 3 security guard (highest security guard level) stationed in the clinical area 24/7, one Tier 2 security guard stationed in the waiting room 24/7, one Tier 2 security guard making hospital rounds, otherwise stationed in the waiting room, and one Tier 1 guard observing and supporting patients in the Department.

-The employer has implemented new and revised policies and has implemented a new master schedule with which ONA representatives provided input.

### Significance

This is a significant win for ONA members. In addition to an increase in RN resources and support in this busy department, ONA achieved improvements in security support and services. Morale and leadership in the department have improved. This resolution prevented members and the employer from moving to an IAC, which would have been time-consuming and resource-intensive.

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