

STEWARD MEETINGS

MEETINGS REGARDING ATTENDANCE (AWP/AMP/APP/SEA) – TIPS FOR REPRESENTATION

BEFORE THE MEETING

- > Coach the member to remain calm.
- > Review any evidence you have or will share with the employer with the member prior to meeting.
- > Ask the member if there are any medical issues or single significant event that they would like to make you aware of – ensure that the member knows their rights around disclosure. They are not required to disclose to BCNU or the employer.
 - > If the member does disclose a medical issue or a single significant event, continue to the meeting and immediately tell the manager that this member needs to be referred to EDMP.
- > Coach the member to stick to the agenda, and to caucus if needed.
- > Prepare the member for the likely dynamics of the meeting, employer pressure tactics, especially:
 - > Using guilt to make the nurse feel that calling in sick puts others (patients and co-workers) at risk
 - > The employer may try to identify patterns in sick days even if they are random
 - > The manager may ask them to disclose a medical condition even though they are not required to do so.

DURING THE MEETING

- > The steward role in this meeting is information gathering and member support.
- > The manager will begin with a statement of 'commitment to confidentiality' – remember that this does not mean that you can have free dialogue with the manager. Do not misinterpret this gesture.
- > The manager will now want to review the above average sick time. Take this as information, and ask for copies of all documents presented at the meeting.
- > They are going to attempt to tell the member that their sick leave usage is sporadic and extended, and ultimately inappropriate. Take this message as information.
- > The manager will also present a brochure about AWP, and show the member where they are in the program, and at what progression they are.
- > The manager will also try to tie the above average sick time to the decreased/risky care provided to patients and clients. It is important to recognize that this is intended to make nurses feel guilty and inadequate. This tactic is also to strong-arm nurses into coming to work sick, and put their licenses at risk.
- > They may also give examples of how sick-calls are hard to replace and blame the nurse for increasing the work of their colleagues. BCNU's position is that if the Employer had adequate and appropriate casual pools as well as staffing clerks this would not be as big of a problem. Staffing is the responsibility of the employer.
- > If this is the second AWP meeting, the manager will note any changes (increase or decrease) in sick time since the last meeting. Remember to ask for copies of any evidence they have.

STEWARD MEETINGS

MEETINGS REGARDING ATTENDANCE (AWP/AMP/APP/SEA) - TIPS FOR REPRESENTATION *continued*

DURING THE MEETING *continued*

- > The manager may also try to highlight patterns, for example accusing the nurse of taking more sick days on the weekends.
- > The manager will ask for a reason for the sick days; they would like the member to disclose medical history. It is important that the member knows that they are not legally required to disclose.
- > The manager may present the member with an EDMP brochure – accept this as information.
- > The manager will end this conversation with an expression of genuine interest in supporting the member. Acknowledge the offer, and thank them.

Ending of the meeting:

- > The manager will end by presenting the member with a letter and ask them to sign the letter. Thank the manager for the letter, and tell them you would like to review the letter, and will get back to them in the next few days.
- > The member is then encouraged to keep their average below the BCNU average and the meeting should end.

AFTER THE MEETING

- > Meet and debrief the meeting with the member. Go over your notes with the member to ensure you have captured all the important points. Stay with the member until they are calm enough to return to work.
- > Advise the member on what to do with the AWP letter and keep a copy for your case records.
- > Refer the member to appropriate services if required (i.e. EDMP, LEAP).