

How to fill out the WSNA Staffing Complaint/ADO form:

The WSNA Staffing Complaint/ADO forms are now electronic, Follow the link:

<https://www.wsna.org/union/ado>, or scan the barcode.

You can also download the link onto your phone.



Electronically fill-in:

- Your facility/hospital
- Your first and last name.
- Your WSNA member number if you know it.
- The date and time of the incident you are filing a complaint about.
- Your personal email, *not* your work email.
- **Concern Section:** Select which bold heading most accurately describes your complaint.
 - The first bullet (**this is not about a staffing concern**) is if your concern is an issue not related to staffing.
 - The next three bullets are specific to staffing. NOTE: The master core staffing plan and a daily/shift staffing plan should be posted on your unit in a place where they are visible to the public.
 - **Our unit staffing plan is inadequate.**
 - **Our unit is not staffed according to its staffing plan:** This section refers to the staffing at the start of your shift.
 - **Shift adjustments are inadequate:** This section refers to changes to staffing during your shift.
 - The next five bold headings are items that impact or are related to staffing.
 - **Equipment** ○ **Earned time denied**
 - **System failure** ○ **Other**
 - **Missed breaks**
- **Actions taken:** These items are information for the staffing committee needs to effectively review complaints.
 - I filed an incident report
 - A safety timeout was initiated (e.g.: stop the line; or Safety Stop)
 - I notified a supervisor (name entered below)
 - This was resolved on my shift

The expectation is to notify your direct supervision if you have a complaint. The following is indicating who that supervisor was that you notified.

After you submit the form: The form will automatically be sent to your Staffing Committee Co-chairs, WSNA Local Unit Chair, Vice/Co-Chair, and WSNA Nurse Representative. You will also receive a copy of the completed form.

- **Manager email:** *The form will not go to the manager unless their email address is entered.* The manager of the unit where the complaint originated is obligated to investigate the complaint but cannot do that if they do not know a complaint exists. The Staffing Committee needs the manager's findings to move the complaint through their process to determine if the complaint was resolved or unresolved.

No Retaliation

- Our WSNA contract and the law both prohibit retaliation against nurses for filing a staffing complaint/ADO.
 - **If you experience retaliation notify one of our WSNA Local Unit Officers or Nurse Rep immediately.**