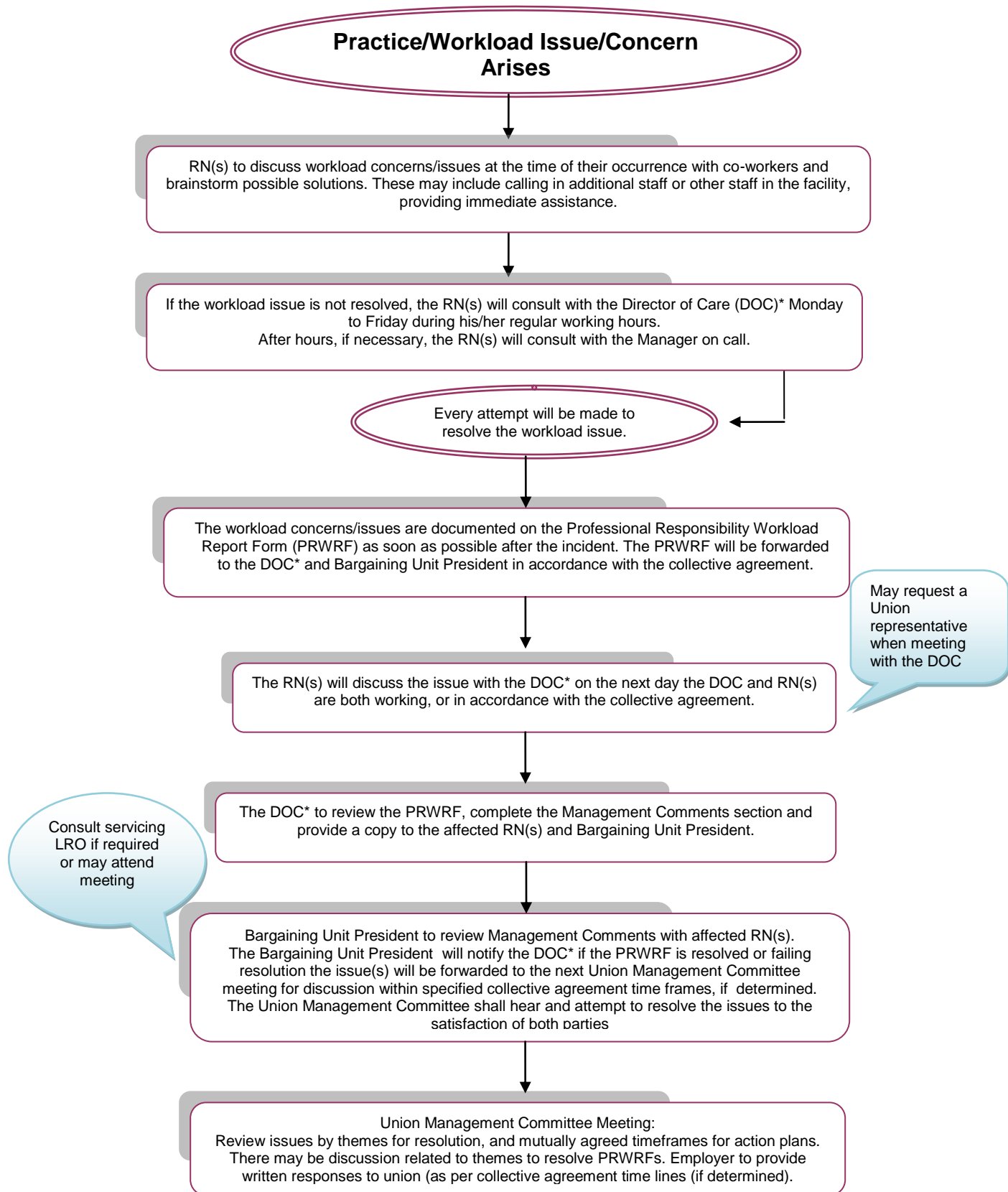


# ONA Professional Responsibility Decision Tree – a Strategy for Resolving Workload Complaints in Long-Term Care



Note: \*as designated by the collective agreement or by the employer

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# ONA Professional Responsibility Decision Tree – a Strategy for Resolving Workload Complaints in a Long-Term Care Setting

Continued from Page 1 →

Upon request of Bargaining Unit President/PRW Rep, LRO attends Union Management Committee meeting.

If not resolved proceed as follows:

The Labour Relations Officer (LRO) attends the Union Management Committee meeting and attempts to resolve issues. The LRO may request an extension in timelines to further explore issues.

If unresolved: the LRO will consult with the Intake Professional Practice (PP) Specialist.

Failing resolution, the LRO will submit the pre-complaint letter to the employer and invite the PP Specialist to attend the next Union Management Committee meeting.

If resolved – Minutes of Settlement signed

The PP Specialist attends next Union Management meeting. PP may ask management at Union Management meeting to further extend timelines to attempt resolution.

ONA PP Specialist works with the employer to resolve issues where possible, however may forward written report outlining complaint and recommendations to the Director of Resident Care and/or the Administrator.

At any time during this process, the parties may agree to the use of a mediator to assist in the resolution of the issues arising out of this

Failing resolution of the complaint within 20 days of the Union Management committee (or as per the collective agreement), or within agreed to extended timelines, **the Specialist considers referral to an Independent Assessment Committee.**