

Professional Responsibility and Workload Issues
Regulatory College Standards for ONA Home and Community Care Support Services

Standards of Practice	Indicator for Professional Practice Issue	Activity causing Workload Concern **This list is not exhaustive**
As required by ALL regulatory bodies/"Colleges"	<input checked="" type="checkbox"/> Unable to ensure practice is consistent with Standards of Practice and Guidelines	
<ul style="list-style-type: none"> • CNO: Professional Standards – <i>Accountability</i> • CPO: Code of Ethics – <i>Respect</i> • COTO: Code of Ethics – <i>Accountability</i> • CDO: Professional Standards - <i>Provision of Service to a Client</i> • CRTO: Standards of Practice – <i>Accountability</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>Responsibility to Clients</i> 	Unable to provide, facilitate, advocate for and promote the best possible care for patients	<input type="checkbox"/> Unable to see patients prior to discharge (safety concern) <input type="checkbox"/> Unable to see patients for initial visits within timeframe per organizational policy <input type="checkbox"/> Unable to see patients for additional visits/reassessments within time frame per organizational policy <input type="checkbox"/> Unable to complete care coordinator tasks due to additional time spent performing tasks that can be completed by clerks: <ul style="list-style-type: none"> - monitoring dashboard and pulling list - reassigning from one unit to another - lack of flexibility to have urgent patient-related activities addressed by PCA through verbal request (i.e., equipment, supplies, additional visit) <input type="checkbox"/> Additional time spent due to unforeseen barriers (i.e., IT issues, travel time, remote/mobile)
	Unable to seek appropriate assistance in a timely manner	<input type="checkbox"/> Unable to contact manager/designate to obtain assistance <input type="checkbox"/> Unable to receive assistance/support required to provide safe, effective and ethical care (i.e., obtaining assistance from other care coordinators, lack of coverage) <input type="checkbox"/> Additional time spent seeking support (i.e., emailing or calling managers)
<ul style="list-style-type: none"> • CNO: Therapeutic Nurse-Client Relationships – <i>Client-Centred Care</i> • CPO: Communication Skills; Code of Ethics – <i>Autonomy and Well Being</i> 	Unable to meet the therapeutic needs of the patient	<input type="checkbox"/> Unable to provide the time required to attend to concerns/complaints <input type="checkbox"/> Unable to provide service care plan per care coordinator’s assessment (i.e., algorithms, service provider capacity and organizational guidelines) <input type="checkbox"/> Unable to return patient-related calls in a timely manner

<ul style="list-style-type: none"> • COTO: Code of Ethics – <i>Client-centred practice</i> • CDO: Professional Standards – <i>Provision of Service to a Client</i> • CRTO: Standards of Practice – <i>Therapeutic & Professional Relationships</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>Relationship with Clients</i> 	<p>Unable to develop and/or follow a comprehensive care plan with the patient and health care team that aims to meet the patient’s needs</p>	<p><input type="checkbox"/> Unable to complete Coordinated Care Plan (CCP)</p>
	<p>Unable to provide therapeutic communication to meet clients’ needs by modifying communication style as necessary (e.g., to accommodate a different language, literacy level, developmental stage or cognitive status)</p>	<p><input type="checkbox"/> Additional time required per visit due to individual patient care needs (e.g., language barriers, social determinants of health, family dynamics)</p>
<ul style="list-style-type: none"> • CNO: Documentation – <i>Accountability</i> • CPO: Record Keeping Standard – <i>General Requirements for all Records</i> • COTO: Record Keeping Standard – <i>Organization and Administrative Matters</i> • CDO: Professional Standards – <i>Competent Application of Knowledge</i> • CRTO: Standards of Practice – <i>Therapeutic & Professional Relationships</i> • CASLPO: Code of Ethics – <i>Professional Standards Governing Practice</i> • OCSWSSW: Code of Ethics and Standards of Practice – <i>The Social Work and Social Service Work Record</i> 	<p>Unable to ensure documentation of patient care is completed in a timely manner</p>	<p><input type="checkbox"/> Unable to document within timeframe defined by organizational policy (eg. within 24 hours per policy)</p> <p><input type="checkbox"/> Unable to complete RAI and lock RAI HC within 3 days</p>

<ul style="list-style-type: none"> • CNO: Ethics • CPO: Code of Ethics • COTO: Code of Ethics • CDO: Professional Standards - <i>Ethics</i> • CRTO: Standards of Practice – <i>Accountability</i> • CASLPO: Code of Ethics • OCSWSSW: Code of Ethics 	<p>Unable to maintain commitments (keeping promises, being honest and meeting implicit or explicit obligations toward clients, themselves, each other, other members of the health care team) and quality practice settings</p>	<p><input type="checkbox"/> Unable to complete referral which becomes unassigned (goes into electronic folder with other unassigned referrals)</p>
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- College of Nurses of Ontario (CNO)
- College of Physiotherapists of Ontario (CPO)
- College of Occupational Therapists of Ontario (COTO)
- College of Dietitians of Ontario (CDO)
- College of Respiratory Therapists of Ontario (CRTO)
- College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO)
- Ontario College of Social Workers and Social Service Workers (OCSWSSW)

Process for Addressing Professional Practice & Workload Issues (per the Collective Agreement)	
Instructions	Timeframe per Collective Agreement
1. Discuss workload concerns with co-workers on team/site/program.	At the time issue occurs
2. Seek help from the manager or designate for timely resolution. Follow lines of communication: e.g., Team Leader > Manager > Director > or Management on-call. <i>**Care Coordinator escalates the issue through the chain of command</i>	Within 5 working days of the issue arising (confirm timelines within C/A)
3. Complete the PRWRF as soon as possible after the workload or practice concern occurs and submit to your manager and Workload and Professional Responsibility Representative.	Within 5 working days from discussion (confirm timelines within C/A)
4. Discuss the issue/concern and your recommendations with the Union Rep, Manager and Director, Patient Care Coordinator and/or designate.	Within 10 working days of submitting the form (confirm timelines within C/A)
5. Manager provides a written response. If no response is received within the specified timeframe, contact Manager to ask when a response can be expected.	Within 5 working days of the meeting (confirm timelines within C/A)
6. Failing resolution at #4 or no response in #5, PRWRF will be forwarded to the Union-Management Committee to attempt to resolve the professional practice issue to the satisfaction of both parties.	Within 5 working days of the response (or when it should have been received) (confirm timelines within C/A)