ONA Home Care Professional Responsibility Decision Tree
A Strategy for Resolving Workload Issues

Professional Responsibility and Workload Issues

Discuss workload issues at the time of the occurrence with co-workers on team/site/program and brainstorm possible solutions.

If not resolved, seek help from the manager or designate responsible for timely resolution. Follow lines of communication: e.g., Team Leader/Supervisor→Manager→Director→ management on-call.

Continue to escalate the issue through the chain of command.

Complete the PRWRF as soon as possible after the workload or practice issue occurs.

Keep a copy for yourself.

- Formulate the issues around difficulties in meeting your Regulatory College standards and patient risk, in context of the practice environment and workload.
- A meeting shall be convened within the specified time in the collective agreement.

Professional Responsibility and Workload Representative and/or Bargaining Unit President, and member(s) who completed the form meet to develop potential resolutions.

Professional Responsibility and Workload Representative and/or Bargaining Unit President may also prep members re: the process, review how to accurately complete forms and gather input and suggestions from the team members.

Every effort will be made to resolve workload issues at the unit level and a union representative shall be involved in any resolution discussions at the unit level.

The discussions and actions will be documented.

Any settlement at this or subsequent point must be signed by the parties.

Consult Labour Relations Officer (LRO).

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.

The LRO may consult with Professional Practice Specialist (PPS) for advice or assistance with strategies for resolution.

The LRO may suggest education for members of the unit or invite PPS to speak with members about the issues.

If the matter is not resolved it may be referred under the grievance procedure.

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