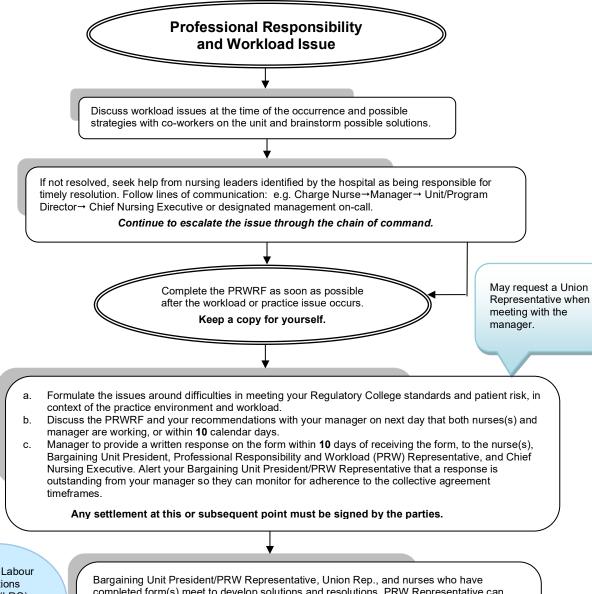
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Consult Labour Relations Officer (LRO).

Bargaining Unit President/PRW Representative, Union Rep., and nurses who have completed form(s) meet to develop solutions and resolutions. PRW Representative can assist members with the process, competing forms and gathering input, evidence, and suggestions for resolution.

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.

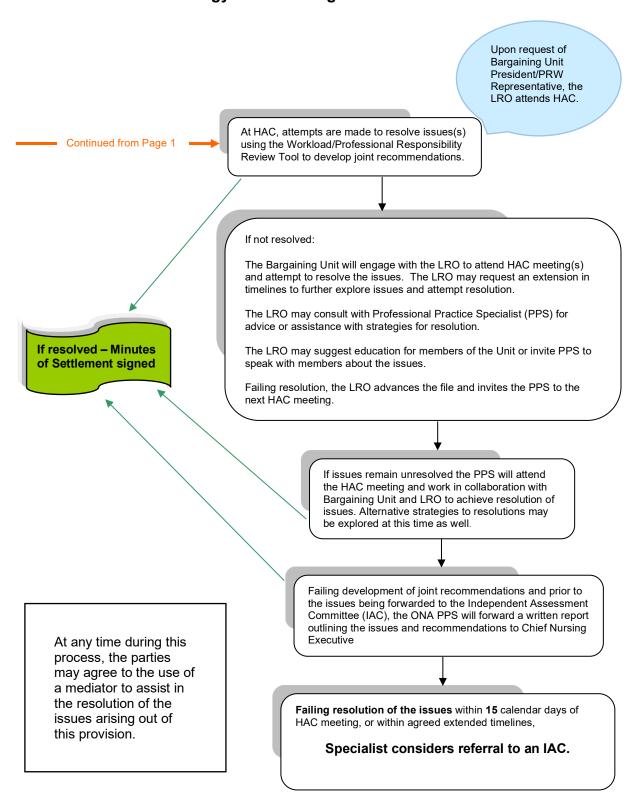
The discussions and actions will be documented.

Submit PRWRF to Hospital-Association Committee (HAC) within **20** days of manager's response or when they ought to have responded.

HAC meets within **15** days of receipt of the PRWRF response. HAC to hear and attempt to resolve complaint. The Bargaining Unit leadership can request a meeting and does not have to wait until the next scheduled meeting.

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