ONA Professional Responsibility Decision Tree – a Strategy for Resolving Workload Complaints in CCAC

Practice/Workload Issue/Concern Arises

Discuss workload concerns with co-workers on team/site/program.

Seek help from the manager or designate responsible for timely resolution. Follow lines of communication: e.g. Team Leader → Manager → Director → or management on call.

*Case Manager to continue to escalate the issue through chain of command*

Complete the PRWRF as soon as possible after the workload or practice concern occurs and submit to your manager and PRW rep.

- a. Discuss the concern and your recommendations with your manager on next day that both CM and manager are both working, or within five calendar days.
- b. Manager provides a written response. If there is no response within five days, contact manager to follow up when a response can be expected.

Consult servicing LRO if required

PRW Rep and Case Manager(s) who completed the form meet to develop potential resolutions.

PRW Rep may also prep members re: the process, review how to accurately complete forms and gather input and suggestions from the team members/CMs

PRWRF is submitted to the Labour Management committee for discussion of the incident, within the time frames as set in the collective agreement. L/M committee meets, within agreed to Collective agreement timeframes, of receipt of the PRWRF to hear and attempt to resolve complaint.

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At L/M Committee, attempts are made to resolve issue.

If not resolved proceed as follows:

The LRO attends the L/M meeting and attempts to resolve issues. LRO may request an extension in timelines to further explore issues.

If unresolved: the LRO will consult with the Intake Professional Practice Specialist

Failing resolution, LRO will submit the pre-complaint letter to the employer and invite the Professional Practice Specialist to attend the next L/M meeting

PP Specialist attends next L/M meeting. PP may ask management at L/M 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 Chief Executive Officer/CCAC Board/LHIN.

If not resolved within 15 calendar days of L/M meeting, or within agreed extended timelines, Specialist Considers Referral to Independent Assessment Committee.

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 provision.

If resolved – Minutes of Settlement signed