ONA Home and Community Care Support Services (HCCSS)
Professional Responsibility Decision Tree:
A Strategy for Resolving Workload Issues

Professional Responsibility and Workload Issue

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. Manager → Director → or 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 and submit the form to your manager and Professional Responsibility and Workload (PRW) Representative within the specified collective agreement timeframe. Keep a copy for yourself.

a. Discuss the issue and your recommendations with your manager on next day that both you and manager are working, or within specified collective agreement timeframes.

b. Formulate the issues around difficulties in meeting your Regulatory College standards and patient risk, in context of the practice environment and workload.

c. Manager to provide a written response. If there is no response within the specified collective agreement timeframes, contact your manager to follow-up when a response can be expected. Alert your Bargaining Unit President/Professional Responsibility and Workload (PRW) Representative that a response is outstanding from your Manager so they can monitor for adherence to the collective agreement timeframes.

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

Bargaining Unit President/PRW Representative and member(s) who completed the form meet to develop potential resolutions and can assist members with the process, completing 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 the Employer-Union Committee for discussion of the incident, within the time frames as set in the collective agreement. Employer-Union Committee meets, within agreed to collective agreement timeframes, of receipt of the PRWRF to hear and attempt to resolve the workload issues.

Consult Labour Relations Officer (LRO).

May request a Union Representative when meeting with the manager.
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The Employer-Union Committee will hear and attempt to resolve the issue.

If not resolved:
The LRO attends the Employer-Union Committee meeting and attempts to resolve the issues. The Labour Relations Officer may request an extension of timelines to further explore issues, and attempt resolution.
The LRO may consult with Professional Practice for advice or assistance with strategies for resolution.
The LRO may suggest education for members or invite the Professional Practice Specialist (PPS) to speak with members about the issues.
Failing resolution, the LRO advances the file and invites the PPS to the next Employer-Union Committee meeting.

If resolved – Minutes of Settlement signed

The PPS attends the next Employer-Union Committee meeting. The Specialist may ask management at the Employer-Union Committee meeting to further extend timelines to attempt resolution.
The Specialist works with the employer to resolve issues where possible; however, the Specialist may forward a written report outlining the complaint and recommendations to Chief Executive Officer.

If not resolved within the number of calendar days of the Employer-Union Committee meeting as per the Collective Agreement, or within agreed extended timelines,

Specialist considers Referral to an Independent Assessment Committee.

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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.