ONA Professional Responsibility Decision Tree – a Strategy for Public Health Sector

**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, i.e., Manager (or manager on call), Chief Nursing Officer (or Director of Nursing).

  - **RN/PHN(s) are 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 Bargaining Unit President.

  - May request a union representative when meeting with the manager

  a. Discuss the concern and your recommendation with your manager on next working day that both the RN/PHN and manager are both working, or within five calendar days.

  b. Manager to provide a written response. If there is no response within five days, contact manager to follow up when a response can be expected.

- Bargaining Unit President and RN/PHN(s) who completed the form meet to develop potential resolutions.

  - BUP may also assist member re: the PRC process, review how to accurately complete forms and gather input and suggestions from the team members/RN/PHN(s).

  - Every effort will be made to resolve workload issues at the team/site/program level and a Union representative shall be involved in any resolution discussion at the team/site/program level.

  - **The discussions and actions will be documented. Settlements should be signed by the parties.**

- Within 10-20 days, according to your collective agreement language unresolved practice/workload concerns should be submitted or advanced to the next level. The workload concern may be advanced, as per your collective agreement language to one of the following:
  
  i) The Labour Management Committee - for discussion of the incident and resolution, and may forward to the IAC process, where identified;

  ii) The Employer’s Professional Council, and may forward to the Board of Health at the City Health Council, where identified; or the

  iii) Grievance Process where the language is absent for the next step.

  - The Union and Employer will determine a mutually agreeable date to meet and attempt to resolve the workload concern, within agreed to timeframes, as per the collective agreement.
At the meeting, attempts are made to resolve issue.

If not resolved:

1. LRO attends the meeting, and requests an extension in timelines to further explore issues, and attempt resolution.

   LRO may submit the pre-complaint letter.

   LRO may consult with Professional Practice for advice or assistance with strategies for resolution.

   LRO may suggest a PRC Workshop for members of the Unit or invite the PP Specialist to speak with members about the issues.

2. Failing resolution, LRO submits pre-complaint letter.

PP Specialist invited to attend advanced step meeting. PP may ask management at meeting to further extend deadlines to attempt resolution.

ONA PP Specialist may forward written report outlining complaint and recommendations to Chief Nursing Officer/Public Health Board/LHIN.

If not resolved at the union employer meeting, within agreed to or extended timelines,

   Specialist may Consider Referral to:
   i. Independent Assessment Committee.
   ii. Public Council Health Board
   iii. Grievance Process